



January 2016

Dear Prospective Track Ambassador:

Thank you for your interest in joining the **Track Ambassador Program at Sonoma Raceway**. You are joining a program that combines the excitement of world-class racing with providing excellent service to others. Our aim is to have the best volunteer program in the sports entertainment field. To better prepare you for this experience all Ambassadors are required to take a series of (4) four online classes designed by Tortal Training under the direction of our parent company, Speedway Motorsports Inc.

The on-line courses are designed to help all of us improve the quality of service we bring to our fans, and actually enhance our personal experience too.

Once you register at the SMI Tortal website, by following the instructions below, you will automatically be enrolled in the minimum number of courses that Ambassadors need to take: ([SMI & You / Sonoma](#), [Working with Fans with Disabilities](#), [Working with Difficult Fans](#), and [Planning to Work an Event at Sonoma Raceway](#). **To get started, please follow the directions below while working from a computer with an internet connection:** (not recommended for hand-held devices)

- 1.) From your internet browser go to, <http://smi.tortal.net> (clicking on this link should take you to the website, or you can copy and paste the link directly into your internet browser)
- 2.) Under the Login button, it says **"Don't have an account?"** Click **"Register"** and you will be directed to a registration page
- 3.) **In order to be enrolled you will need to complete all the fields on the Registration page.** (When you complete the registration you will receive an email from support@tortal.net confirming that your account is set-up).

To register, complete the following steps:

- a. Enter your First and Last Name
 - b. For Company / Non-profit Name
 - Type in: Sonoma
 - c. Enter your email address
 - d. Type a Username you will remember - NOTE: This is case-sensitive.
 - e. Type a Password you will remember - NOTE: This is case-sensitive.
 - f. Re-type your password just for accuracy
 - g. Under "Pick Your Track" click on the oval button beside **Sonoma Raceway**
 - h. Under "Pick Your Role", click the box next to **Ambassadors**
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- 2.) Click on the "Register" button and you will be taken to the next page where you will click the "Continue" button and then the course page should load which may take a little time depending on the speed of your computer.
 - 3.) If you are ready to take your first course, please begin with the [SMI & You Sonoma](#) course. Click the "Go" button in the "Launch" column to open the course. This will take you to another Launch page for that course.
 - 4.) Click the "Go" Launch button to open the course lesson.

- 5.) Note: If you have a pop-up blocker operating in your computer system, you will see a “Courseware Blocked” screen, just click the “Click here to try it again” link in the center of the page and the course should launch.
- 6.) You can continue with the other three courses or take them at another time convenient to your schedule. All you have to do is go back to the <http://smi.tortal.net> website, then login with your user name and password, then repeat steps 5 – 8 for your next course, or courses.

Depending on the various roles you will have had as an Ambassador, or would like to eventually have (for example, Supervisor or Grandstand Suites worker) you will need to take additional courses as follows:

Supervisors should take the Transportation: Golf Cart course

Grandstand Suite workers should take the Suite Staff course

To access these extra courses, click on the Course Catalog button at the top of the page. This will take you to the Sonoma page. Click on Sonoma and all of the courses available to us will appear. Then simply click on the specific course you wish to take.

I will be able to track who has enrolled in the training and whether or not they have completed each of their prescribed courses. I have taken all of the courses myself, some of them multiple times, and they are not that time consuming, yet are quite informative. Have a good time with this and don't hesitate to contact me with any questions or difficulties.

For any technical difficulties please contact: support@tortal.net

I look forward to meeting you and having you become a part of our “*Fans-First*” Track Ambassador program.

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Guest Services Manager and Volunteer Coordinator

Sonoma Raceway

