

A silhouette of a person standing on a balcony at night, looking out over a cityscape under a starry sky. The person is positioned on the right side of the frame, leaning against a railing. The background shows a dark blue sky filled with stars and a cityscape with lights visible in the distance. The overall mood is contemplative and serene.

certinia

Training Center

Introduction & Overview 2025

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Introduction to the Certinia Training Center

The Training Center, your ultimate hub for resources to help prepare you as you begin your journey with Certinia solutions.

Accessing the Training Center requires logging in through the Community.

1. Click [HERE](#) to visit the Training Center
2. Select "Login" in the top right corner of the screen.
3. Use your Certinia Community credentials to log in.
4. Click "Training Center" at the top right of the screen



Access to the Certinia Community is required to view the Training Center. If you do not have an account, contact your Community Support Super User in your organization to provide you the necessary access.

Once logged into Certinia Community, you will see a link to the Training Center in the top left corner of the screen.



The screenshot shows the Certinia Training Center homepage. At the top left is the Certinia logo. The navigation bar includes 'Home', 'Course Catalog', 'Course Schedule', 'Certifications', 'Certinia Academy', and 'PSA End User Training'. On the right side of the navigation bar are links for 'Help', 'Community', and 'Training Center', along with a notification bell and a user profile icon. The main heading is 'Training Center'. Below it is a welcome message: 'Welcome to the Certinia Training center - take advantage of our existing training programs or work with our team to develop a program tailored to fit your specific needs.' There are four service cards: 'Virtual Instructor Led Training' (interactive, online training), 'On Demand Courses' (asynchronous learning), 'Certification' (review and sign up), and 'Private Course' (courses for organizations). On the right is a 'My Learning' sidebar with a 'Go to Certinia Academy' button, 'Training Resources' (Course Catalog PDF, Course Schedule, Certifications), 'FAQs' (Training & Certification FAQ, Certification Exam Registration Guide), and a 'Contact Us' button.

You can access the Certinia Academy by clicking "Go to Certinia Academy" on under "My Learning" on the homepage.



Navigating the Training Center Homepage

From the Training Center homepage, you can research available training options offered by Certinia. Clicking on the links in the center of the page will direct you to the Certinia offerings.

Key training options available include:

- **On Demand Courses:** These are eLearning courses accessible to students 24/7. They are regularly updated with each product release and are perfect for brushing up on skills or getting new hires up to speed during onboarding.
- **Virtual Instructor Led (VILT) Classes:** These classes are ideal if you benefit from live instruction, networking with peers, hands-on exercises, and the ability to ask questions. VILT sessions are interactive online training hosted by a live virtual facilitator connecting real-time through a video conferencing platform with remote participants.
- **Private Sessions:** These offer the same benefits as VILT but are exclusively for attendees from your organization.



Additionally, the right-hand side of the Training Center page provides access to helpful resources and [Training FAQs](#). You will also find a direct link to contact our training team with any questions you may have.

Additional Tabs on the Training Center Toolbar

- **Course Catalog:** Allows you to view the current available course descriptions, time durations, and any pre requirements needed.
- **Course Schedule:** Review the course schedule to learn when our VILT courses are next available, and use the links register.
- **Certifications:** Learn about Certinia Certifications and how to register for them.
- **PSA End User Training:** Dedicated training resource tailored for end users of the PSA product



The Certinia Academy

The Certinia Academy is designed to be quickly navigated, making finding specific training easier than ever. The Certinia Academy landing page provides a snapshot of your training resources, course progress and more! Take a look below:

The screenshot shows the Certinia Academy user interface. At the top is a navigation bar with tabs: My Learning, Catalog, Events, Transcript, Achievements, and Cart. The main content area is divided into several sections:

- Profile Details:** Shows the user's name, a profile picture, and an achievement count of 3.
- Course Progress:** A summary showing 7 Completed, 3 In Progress, and 15 Not Started courses.
- Formerly Trailhead:** A section for users who were previously on Trailhead, featuring three learning plans:
 - Getting Started with Certinia:** Not Started, 50 min, Assigned On: 2/28/2025.
 - Getting Started with PS Cloud:** Completed, 2 hr 5 min, Created On: 11/18/2024.
 - Getting Started With CS Cloud:** Not Started, Assigned On: 2/28/2025.
- Learning Trac:** A section for enrolled learning tracs, featuring one: **CS Cloud On Demand**, Not Started, Assigned On: 2/28/2025.
- Learning Plans:** A section for enrolled learning plans, featuring two: **Spring 24 - PS Cloud** and **Spring 24 - ERP Cloud**, both Completed, Assigned On: 2/6/2025, Completed On: 2/6/2025.

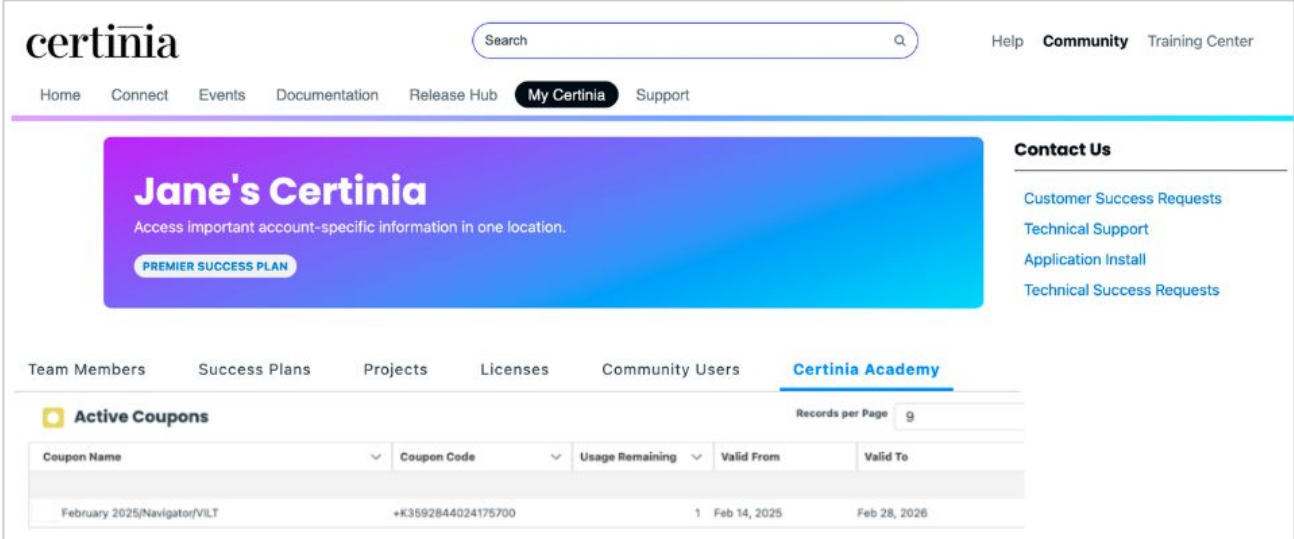
Callouts point to various elements: '# of Achievements Received' points to the achievement count; 'Certinia Academy Navigation Tabs' points to the top navigation bar; 'Profile Details' points to the user's name and profile picture; '# of Completed, In Progress & Not Started Courses' points to the course progress summary; 'Getting Started Courses' points to the 'Formerly Trailhead' section; 'Your Enrolled Learning Tracs' points to the 'Learning Trac' section; and 'Your Enrolled Learning Plans' points to the 'Learning Plans' section.

Breaking Down Certinia Academy Tabs

- **My Learning:** Learning Plans and events that you are currently registered for can be found here.
- **Catalog tab:** Allows you to search using keywords in course title or description and provides you with various filter abilities including Catalog Type, Status, Plan Category and more.
- **Events Tab:** The Events tab enables users to browse all upcoming VILT. Easily view what dates and times classes are being held. Select the 'Arrow' to view more details about the class including Zoom information (if registered).
- **Transcript:** Collection of your completed courses and events.
- **Achievements:** Content badges for the courses you have completed. (Certification Digital Credentialed Badges can be found at [Credly.com](https://credly.com))

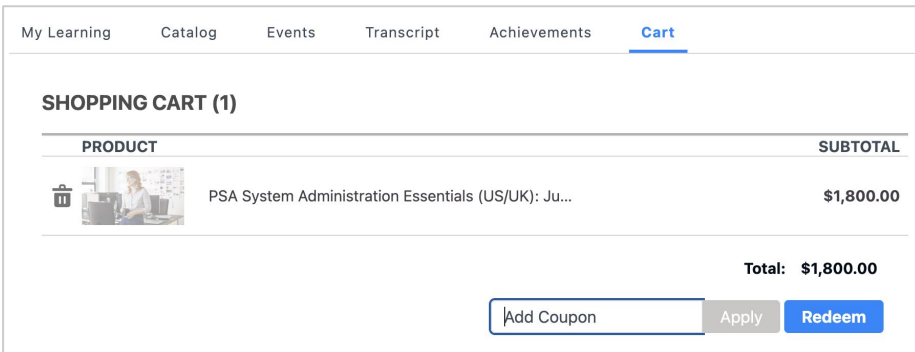
Redeeming Coupon Codes

Coupon codes are provided to the Training Contact at your organization and can be found in My Certinia under the "My Academy" tab in the Community. If you do not see the My Certinia tab and believe you should, please reach out to your CSM. **Only Training Contacts will have access to this tab.**



To redeem a coupon code for a Virtual Instructor Led (VILT) event:

1. On the Events tab of Certinia Academy, you can view upcoming classes and their schedule.
2. Pick the course you would like to attend and **click "Add to Cart"**
3. On the Shopping Cart screen, confirm your event details are correct.
4. Enter your coupon code in the **"Add Coupon"** field and click **"Apply"**



5. The coupon code will bring the balance to an amount of zero.
6. **Click the "Redeem" button** to complete the registration process.
7. Upon completion, you will receive a registration confirmation email

Managing Your Enrolled Training

Once you're enrolled in a course (by registering or redeeming a coupon), you can access your content in various ways.



Accessing On Demand Content:

You can access your On Demand content in multiple ways.

Option 1:

1. Navigate to the Certinia Academy and the [My Learning tab](#).
2. From your My Learning page you can View all registered Learning Tracs in the Learning Trac section. Learning Tracs are bundled groups of Learning plans, much like a curriculum.
3. By clicking on the Trac Tile, you will be able to view all associated learning plans in one place.
4. The On Demand learning trac screen provides a view of all the learning plans associated with the trac.

Option 2:

1. You can also scroll and select the specific Learning plan you wish to consume directly from the Learning plan section.
2. The Learning Plan page provides additional detail about the training, including Learning Objectives (a high-level view of what to expect) and a Materials section (for supporting documentation and resources).
3. Once you are ready, click the Launch button to begin.

Accessing Virtual Instructor Led Training (VILT) Classes:

1. On your My Learning Page, scroll down to the Events Section to view upcoming VILT's that you are registered for.
2. For further detail, click on the Event tile.
3. The Event Detail, page provides overview information about the training and what to expect during the instructor-led sessions. The specific session you are registered for will appear on this screen.
4. The *Sessions Tab* will provide you with your individual zoom link
5. The *Materials tab* on this page provides links to related course materials available for download, which are necessary to complete the training.

Questions or Further Support

If you have any questions about accessing your, course content, or anything Certinia training-related, you can click the [Contact Us](#) button on the Training Center homepage to connect with a member of our Education Services team.



Contact Training and Certification

Who would you like to contact?

- Select Type
- Provide Details
- Create Case
- Success

Training
I have a question regarding training

Certification
I have a question regarding certification

Thanks for taking the time to learn more about what the Certinia Training Center has to offer! We are confident it will help empower users with the knowledge and skills needed for success. Happy learning!