



ribbon™

**Ribbon Academy
Partner Certification Quick Start
Guide**



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Introduction

Ribbon Academy is designed to skill and certify partners based on the user's role for each product. This document provides the full list of available certifications, guides for attending and completing all required training as well as the procedure for recertification. The course syllabus can be found in the Ribbon Partner Onboarding Certification Training Tracks document located on the Ribbon website. <https://ribboncommunications.com/services/education-services>

In this document, the term LMS is used to describe the system that supports the training events. LMS stands for Learning Management System.

Training Certifications by product and Functional Role.

Sales

- SBC CORE Sales Professional Certification
- SBC EDGE Sales Professional Certification
- PSX Sales Professional Certification
- EMS Sales Professional Certification

Sales Engineering

- SBC CORE Sales Engineer Professional Certification
- SBC EDGE Sales Engineer Professional Certification
- PSX Sales Engineer Professional Certification
- EMS Sales Engineer Professional Certification

Support Engineer

- SBC CORE Support Professional Certification
- SBC EDGE Implementation and Support Professional Certification
- PSX Support Professional Certification
- EMS Implementation and Support Professional Certification

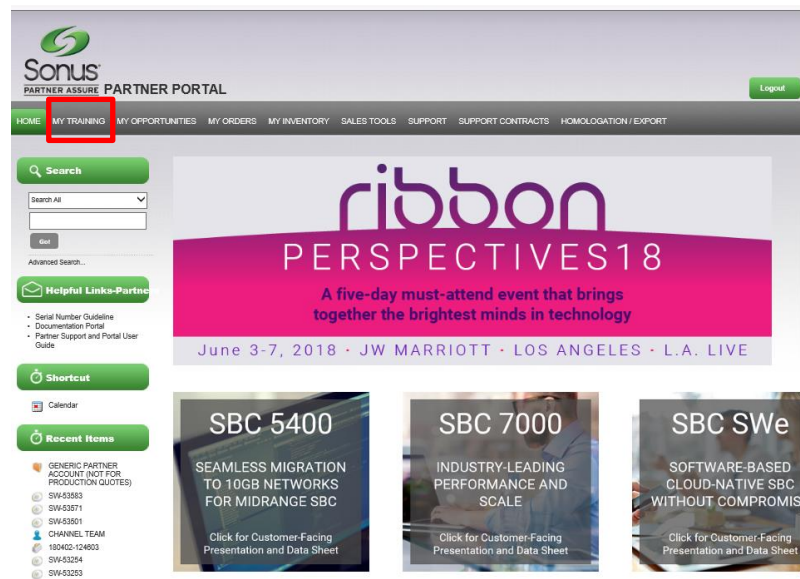
Implementation Engineer

- SBC CORE Implementation Professional Certification
- SBC EDGE Implementation and Support Professional Certification
- EMS Implementation and Support Professional Certification

Getting Started

Partners will be granted access to the partner portal via the Partner Program. Please contact channelsupport@rbbn.com for details and to request an account. Once you log into the Partner Portal with your credentials, you will have access to a tab called "MY TRAINING". Simply select that tab.

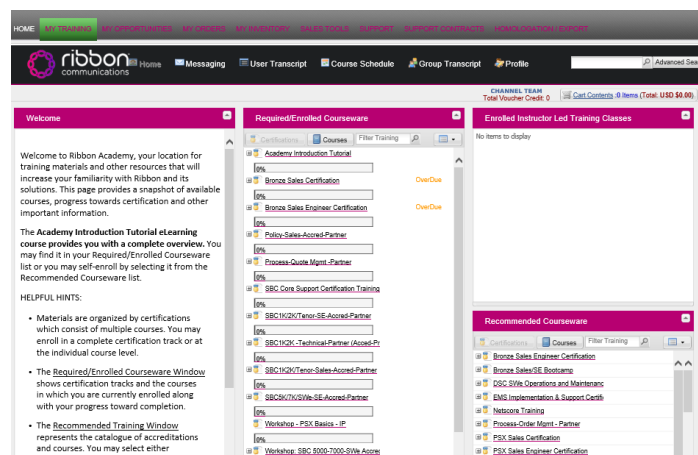
Note: partners are assigned a training track based on the role, example Sales or Sales Engineer.



Ribbon Academy Home Page and Widgets

When selecting MY TRAINING, you will be directed to Ribbon Academy where all of your self-paced courses can be completed and registration into a leader led course is managed.

This page is your home page and will give you access to your current training schedules and progress reports.



Each of these sections are known as widgets, subsequent pages will provide you with details on each widget and how to use them.

Widgets

Welcome Widget

Partners will be able to view messages from Education Services regarding general notices and useful information about how to get started. This widget also contains helpful hints as well as a reminder to take Academy Tutorial, descriptions of the other widgets and the email address for Channel Support should you need assistance with the program.

Required Enrolled Courseware Widget

This widget will contain your certification track with the progress to date displayed as a bar. Selecting the "+" symbol will expand the track to reveal the training courses required to complete the certification. Each course is a link and will take you into the training course itself. Leader Led training is schedule via the calendar and will be covered in a later section of this document.

Enrolled Instructor Led Training Classes Widget

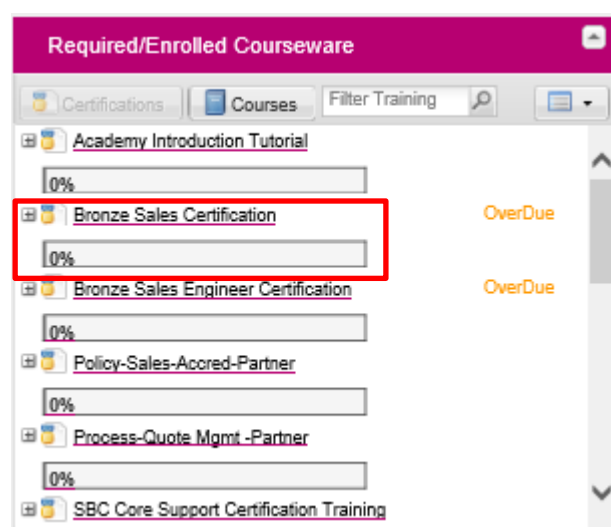
This widget will contain any leader led course you have enrolled into. The link will provide you with details on the course date, status, instructors, locations for Ribbon hosted training sessions and time zone. In addition, any downloadable content is available from this location as well.

Recommended Courses Widget

This widget will provide you with the ability to locate additional certifications and courses that you can then select and enroll into.

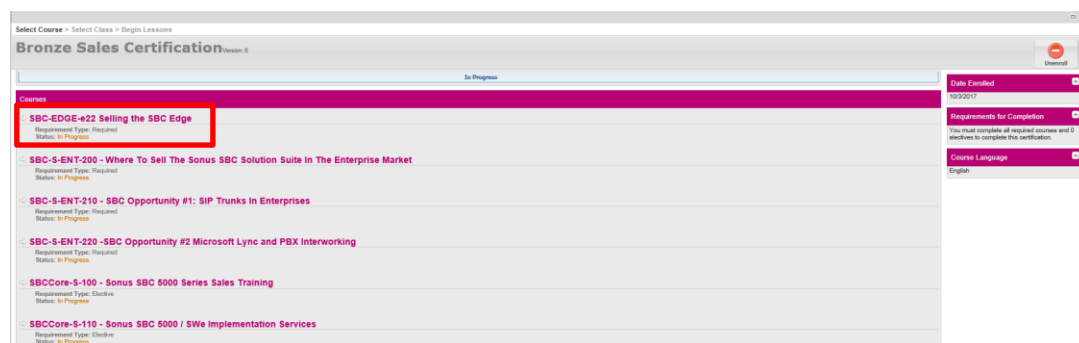
Begin your certification

Simply select the certification from the Required/Enrolled Courseware widget as shown below. Example Bronze Sales Certification.

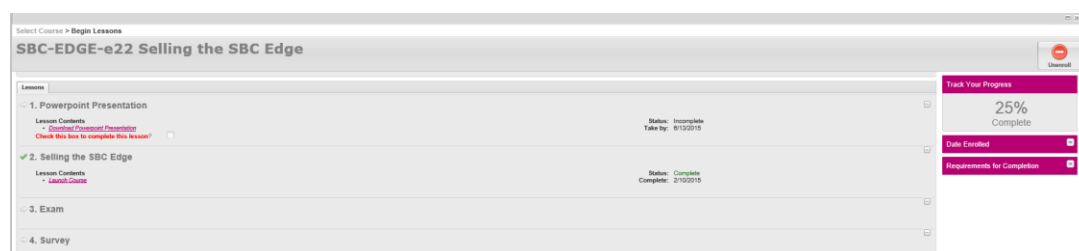


Once you do this, the certification will expand to provide you with a list of the courses required to complete the certification.

In this list of courses, SBC-EDGE-e22 is selected, Selling the SBC Edge course.



The window below provides access to the content within the course.



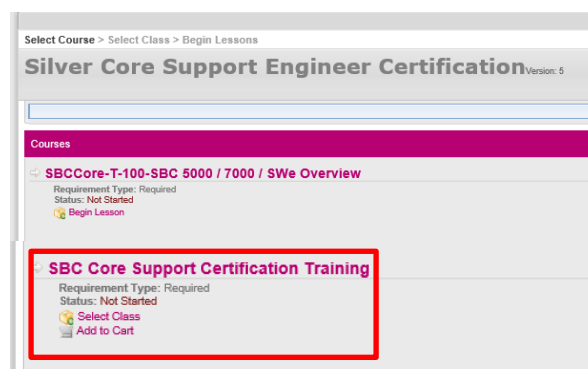
In this course, there are four tasks to complete.

1. launch the course. It is a recording so make sure to listen to each lesson in its entirety otherwise the system will not register as complete which will hold up the progress of your certification.
2. Course exam with a pass requirement of 80%. Each course allows three attempts to pass. If the third attempt fails, contact training_admin@rbbn.com for assistance.
3. Course Survey containing a few questions regarding your experience with the training.

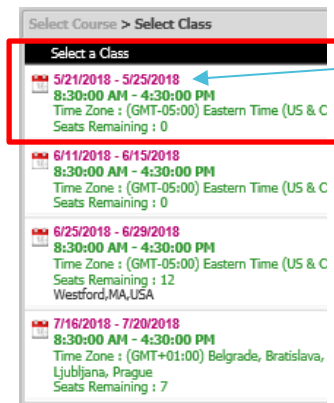
Note: Your completion for the course will show as 100% but this may only be a part of the certification thus at the certification level, it may show partial completion.

Instructor Led Course Registration and Checkout

Not all courses are self-paced and will not be hosted on the Learning Management System. This will require registration for a session that directly supports the certification. Example would be the SBC Core Support Certification course. To find a session "Select Class" in the list of courses for more.

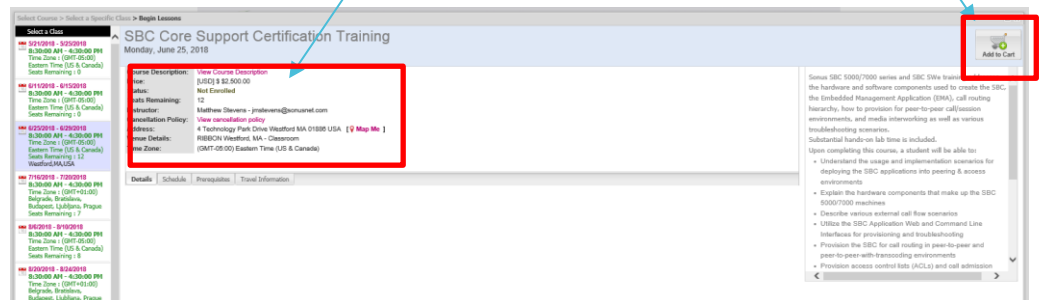


Selecting the class provides a list of available dates and locations.



Items such as seats remaining, Instructor, Venue and locations are displayed.

To begin registration – select Add to Cart



In this example, the Partner Class PSX Support Certification is selected. Partners can secure a seat in the class using Vouchers provided to the partner from the Channel Program or Credit Cards. When complete an order acknowledgement is provided.


Note: Vouchers are confirmed immediately while Credit Cards are validated and can take up to 24 hours to complete.

Order Summary

Continue Shopping

[\$] US Dollars (USD)

Added:
5/9/2018 1:39 PM
[Remove](#)


**Partner Class PSX Support Certification**
Date: Monday, October 15, 2018 8:30:00 AM– Thursday, October 18, 2018 4:30:00 PM Instructor: Ginny Foster
Venue: VIRTUAL - Prague

USD \$2,400.00


Training Credits: 0

Select a payment method:


☐

 Credit Card

☐

 Purchase Order

☐

 Voucher

For Vouchers, add the voucher ID in the box provided. For voucher ID information, please contact channelsupport@rbbn.com

Payment Information

 Pay with Voucher

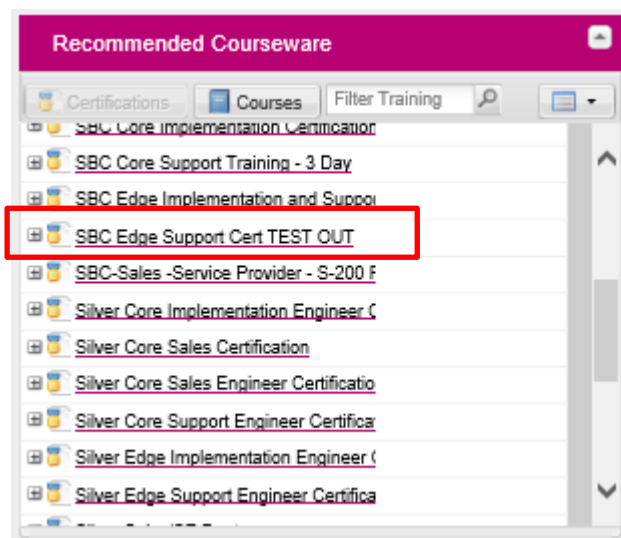
Partner Class PSX Support Certification	USD \$2,400.00
	Training Credits: 0
Total:	USD \$2,400.00

Order for these items complete

Certification Expiration and Recertification Process

Sales and Sales Engineering certifications are perpetual, no need to recertify once received. Support and Implementation certifications will expire every two years.

To recertify, students may take the full curriculum for the certification or take the option to test out with an online exam. To find the TEST OUT for your certification review the list available under Recommended Courseware to find your certification. In this example, a partner with Sales Edge Support Certifications will choose SBC Edge Support Cert TEST OUT



The current release of the student materials will be provided for review prior to exam. It is recommended the Students take the necessary time to review as updates will affect the questions provided in the exam.

Students will have three opportunities to pass the exam at which time, if the student passes, the certification is valid for an additional two years but if the student fails, the student must attend the standard certification training.

Email notices will be delivered to the student 90 days, 60 Days, 30 Days and 1 Day prior to certification expiration.

The email will detail the process for recertification along with links to all test out exams. Locate your certification on the list and select the link left of the certification ID to begin.

This link will redirect you to the login page. Log in and the system will direct you to the certification exam. Enroll and then complete the exam.

Example, for the link below will direct you to the SBC Edge Support Certification-TEST OUT exam. <https://ribbon.netexam.com/#:cs69358>



Enroll Here