RAPIDIDENTITY PRODUCT TRAINING
FREQUENTLY ASKED QUESTIONS

What is the difference between the Foundations and Advanced courses?

Foundations provides attendees with a high-level overview of the key functionality of RapidIdentity's components and modules. Building on what is learned in Foundations, the Advanced course introduces more complex concepts and teaches the skills necessary to participate in a full identity lifecycle implementation using RapidIdentity. For Foundations, a pre-installed RapidIdentity appliance with minimal configuration is provided, while Advanced allows participants to fully configure the RapidIdentity appliance. Both courses are hands-on, however, Foundations takes a more instructor-guided approach.

Do I need to take both courses?

All Identity Automation system integrators are required to take both courses. Customers or partners wishing to take the RapidIdentity Advanced Product Training must first complete the Foundations course.

When participants complete the courses, do they receive a certification?

Upon successful completion of either course, participants will receive a RapidIdentity Training Certificate. Identity Automation also offers a certification exam to become a Certified RapidIdentity Administrator.

How large is the class size?

Rapididentity training classes average between 10 and 25 participants. A minimum of five (5) attendees per class is required for a class to be held.

What happens if there is a schedule change?

In the event of a schedule change prior to classes, Identity Automation will notify attendees at least ten (10) business days before the original start date of the class. Identity Automation is not be responsible for reimbursing prepaid customer travel costs due to a class cancellation. It's recommended that customers who elect to incur travel costs for an instructor-led training class schedule and purchase airfare and hotel accommodations with this in mind.

Are laptops or computers provided for onsite training?

Participants are required to bring their own laptops with a Flash-enabled web browser. Please confirm this prior to attending the training. Visit https://www.whatismybrowser.com/detect/is-flash-installed.

Each participant receives access to a pre-configured, cloud hosted virtual environment in Amazon AWS with RapidIdentity software for the duration of the course.

Where does the onsite training take place?

I.A. Training Facility, 7102 N Sam Houston Pkwy W, Houston, TX 77064. The I.A. training facility is approximately 15 miles west of the George Bush Intercontinental Airport and about 35 miles north of the William P. Hobby Airport.

Does Identity Automation offer training in other locations?

Yes, Identity Automation periodically offers the Foundations - Advanced course sequence online in a virtual format. You can also contact training@identityautomation.com to request onsite training.

Does the fee include my travel costs?

No. Customers are responsible for arranging their own travel and lodging. Lodging in the area does fill-up quickly, so we do recommend reserving a room and your travel as far in advance as possible. Please contact training@identityautomation.com if you need assistance with identifying nearby lodging options.

Is lunch provided during onsite training?

No. There is an hour break in the schedule each day for lunch. The training facility is located near the Willowbrook Mall area which offers a wide variety of eating options.

Does Identity Automation offer any additional training?

Identity Automation is committed to your success, and that means helping you get the most out of our RapidIdentity investment. We offer a number of additional training and support resources including our User Forums, Knowledge Base Repository, Product Guides, On-Demand Training, and Online Support.

Customers and Partners can access these resources by visiting the Identity Automation Portal. Please send an email to training@identityautomation.com if you need assistance gaining access to any of these resources.

RESERVE YOUR SEAT TODAY!

To learn more or to register for upcoming training courses, visit http://info.identityautomation.com/training-courses. If you have any questions about our training services, please send them to training@identityautomation.com.

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