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 and EMS Sales Professional Certification
SBC Edge and EMS Sales Professional Certification
PSX Sales Professional Certification
AS Sales Professional Certification
IMM Sales Professional Certification
G5 Sales Professional Certification
Ribbon Protect Sales Certification
EdgeMarc and EdgeView Sales Professional Certification
KBS UCaaS Sales and Sales Engineer Professional Certification

Sales Engineer
SBC Core and EMS Sales Engineer Professional Certification
SBC Edge and EMS Sales Engineer Professional Certification
PSX Sales Engineer Professional Certification
AS Sales Engineer Professional Certification
IMM Sales Engineer Professional Certification
G5 Sales Engineer Professional Certification
KBS UCaaS Sales and Sales Engineer Professional Certification
Ribbon Protect Sales Engineer Professional Certification

Support Engineer
SBC Core Support Professional Certification
SBC Edge Implementation & Support Professional Certification
PSX Support Professional Certification
EMS Implementation & Support Professional Certification
AS Support Professional Certification
IMM Support Professional Certification
G5 Support Professional Certification
EdgeMarc and EdgeView Implementation & Support Professional Certification
KBS UCaaS Implementation & Support Professional Certification

Implementation Engineer

SBC Core Implementation Professional Certification
SBC Edge Implementation & Support Professional Certification
EMS Implementation & Support Professional Certification
EdgeMarc and EdgeView Implementation & Support Professional Certification
KBS UCaaS Implementation & Support Professional Certification

Administrator

KBS UCaaS Administration Professional Certification

Getting Started

Partners will be granted access to the Partner Portal via the Partner Program.
Here is a link for Partner Portal self-registration: https://partners.rbbn.com
Please contact channelsupport@rbbn.com in case of any questions.
Once you log into the Partner Portal with your credentials, you will have access to a tab called "TRAINING". Simply select that icon.
Note: partners are assigned a training track based on the role, example Sales or Sales Engineer.
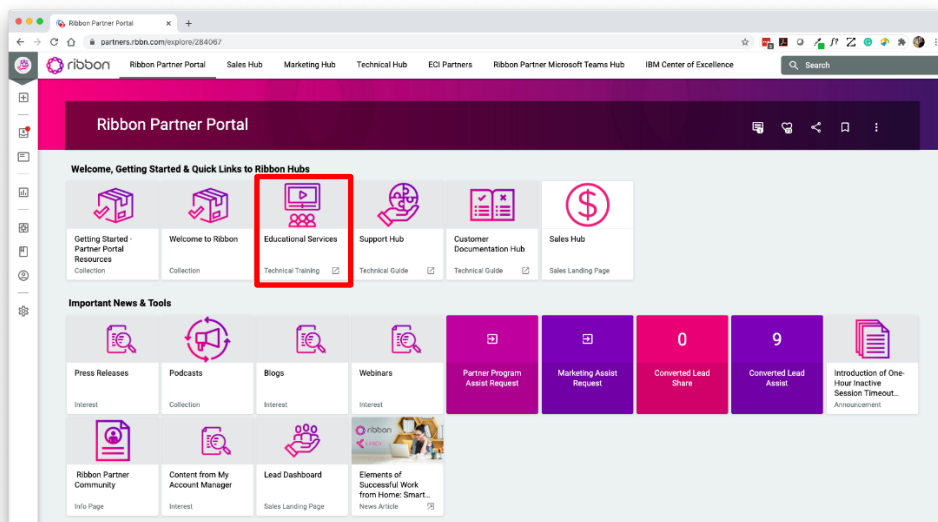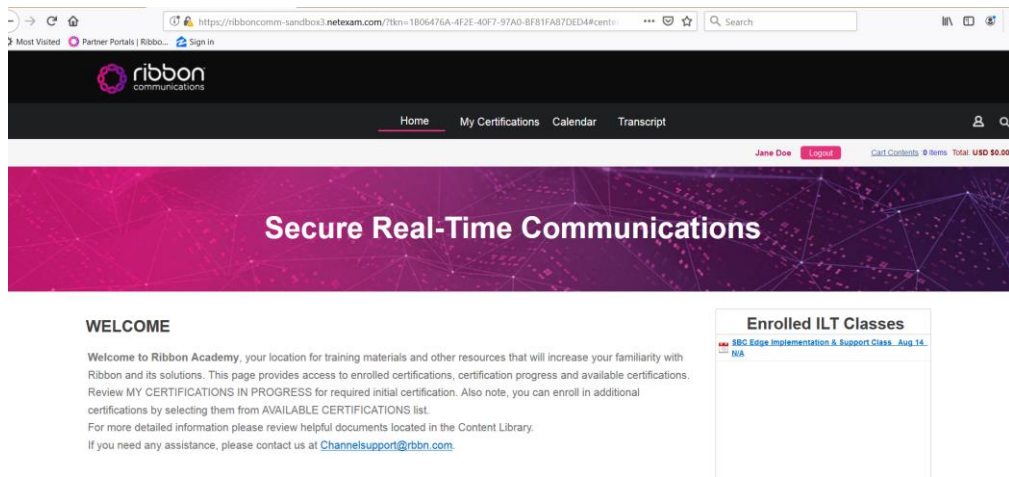

Ribbon Academy Home Page

When selecting TRAINING, the partner portal directs you to Ribbon Academy where all of your self-paced courses and Leader Led sessions are available.

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

Welcome
Partners will be able to view messages from Education Services regarding general notices and useful information about how to get started. This contains the email address for Channel Support should you need assistance with the program.

Enrolled ILT Classes
This section will contain all instructor led training that you are currently enrolled in. Selecting the course listed in this section will display all logistics such as course name, date and time, confirmation status, locations, and the details of the course including lessons, labs, surveys and exam.

Further down the home page are three sections listing certifications that you have enrolled in, completed and are available.

My Certifications in Progress
This section contains your enrolled certifications in progress. Select any of the certifications to review the status and access to all self-paced and leader led courses assigned to the certification.
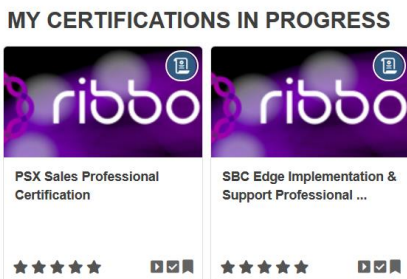
My Completed Certifications

This section provides you with a list of your completed certifications.
Select any certification in this list to view the date completed. All self-paced courses and lessons are still available for review. Also, note easy access to your certificate for download and or printing.

MY COMPLETED CERTIFICATIONS
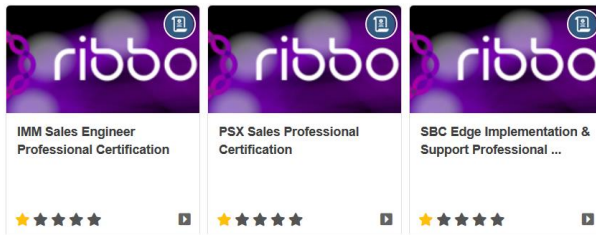

IMM Sales Engineer
Professional Certification

★ ★ ★ ★ ★

Available Certifications

This section provides you with a list of available certifications.
Select any certification in this list to view the details and option to enroll.

AVAILABLE CERTIFICATIONS
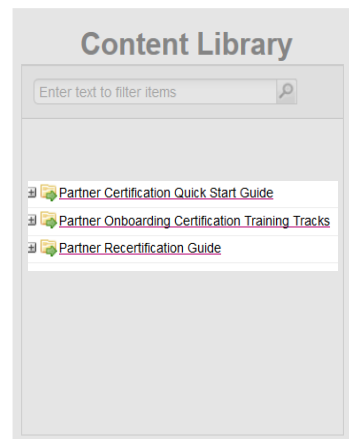
IMM Sales Engineer Professional Certification	PSX Sales Professional Certification	SBC Edge Implementation & Support Professional ...
★ ★ ★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★

Content Library

The Resource Library provides you with useful User Guides that help you navigate within the LMS, review the full listing of available certifications as well as prepare you for certifications that require a recertification.

Content Library

Enter text to filter items

⊞ 📁 Partner Certification Quick Start Guide
⊞ 📁 Partner Onboarding Certification Training Tracks
⊞ 📁 Partner Recertification Guide

Ribbon Academy Training Tab

The Training tab provides you with a list of your certifications and graphics detailing available certifications. Set your filter on the left to Partner Certification, use the search field to narrow results. When ready, select a certification and enroll. This will place it on your home page once done.
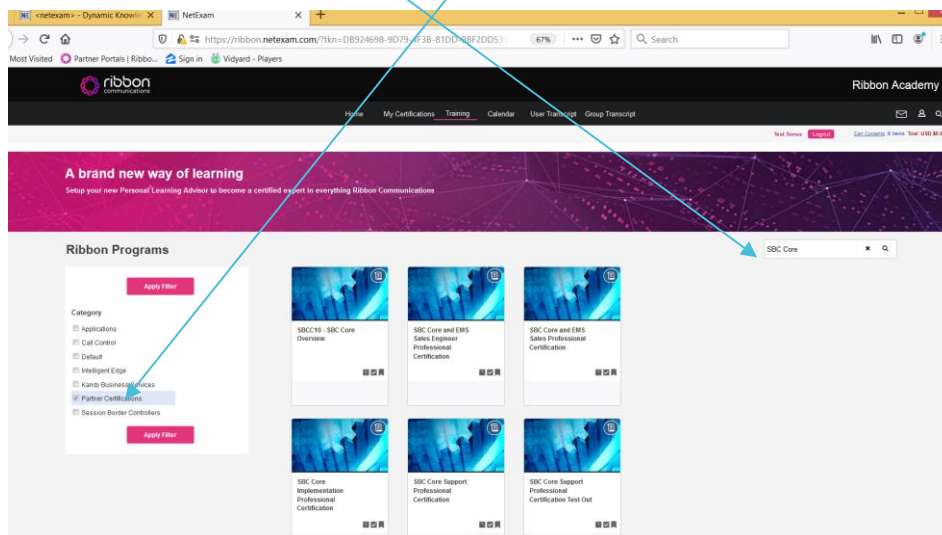
Ribbon Academy Calendar Tab

Many certifications contain a leader led training event. You must complete all of the prerequisite self-paced courses prior to enrolling in a leader led session. The calendar provide you with a monthly view to all available partner classes.
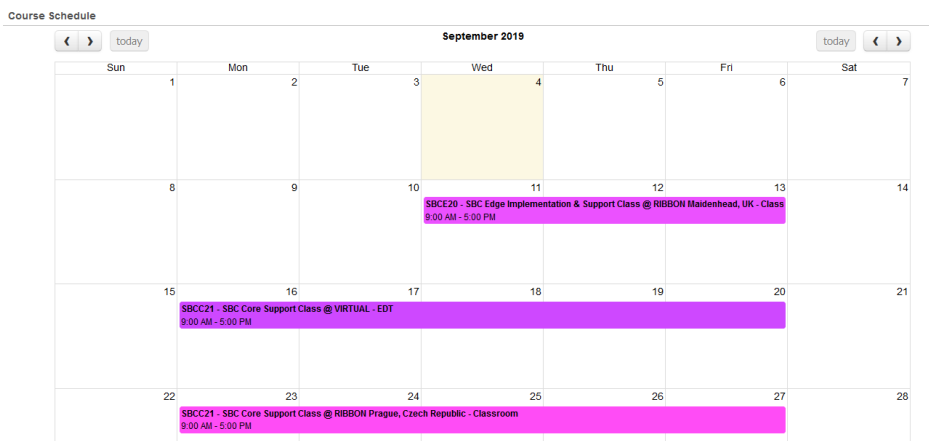
Selecting any event will give you access to registration. Also note, a list view is available as well. In the Calendar Tab, select Month/List button to toggle between views. The list view will provide you with the ability to search for a course.

Calendar

May 20 2019	
SBC Edge Implementation and Support Certification Training	• 5/20/2019 8:00 AM - 5/22/2019 5:00 PM
May 21 2019	
SBC Edge Implementation and Support Certification Training	• 5/20/2019 8:00 AM - 5/22/2019 5:00 PM
May 22 2019	
SBC Edge Implementation and Support Certification Training	• 5/20/2019 8:00 AM - 5/22/2019 5:00 PM
Aug 14 2019	
SBC Edge Implementation & Support Class	• 8/14/2019 8:00 AM - 8/16/2019 5:00 PM

Ribbon Academy Transcript Tab

This tab will provide you with the status of your completed and enrolled certifications. The status dates completed, test scores as well as access to your certificate. Note that it is important to review any certifications that are going to expire. This list will provide you with details to ensure you recertify if necessary.

Home   My Certifications   Calendar   Transcript

Transcript

Expand All   Collapse All

Certification	status	Date Co...	Type	Score
IMM Sales Engineer Professional Certification : Version 1	Expired	9/14/2018	Certification	100%
IMM1	Complete	8/13/2019	Course	100%
IMM2	Complete	8/6/2019	Course	100%
PSX Sales Professional Certification : Version 1	Incomplete		Certification	
Md test Course 10	Incomplete		Course	
SBC Edge Implementation & Support Class	Incomplete		Course	
8/14/2019 8:00 AM - 8/16/2019 5:00 PM	Incomplete		Class	
SBC Edge Overview	Incomplete		Course	

Begin your certification

Simply select the certification from the My Certifications In Progress section on the home page.
Example SBC Edge Implementation & Support Professional Certification.

MY CERTIFICATIONS IN PROGRESS

PSX Sales Professional Certification

★★★★★

SBC Edge Implementation & Support Professional ...

★★★★★

Once you do this, the certification will expand to provide you with an overview of the certification and a listing of all courses assigned to the certification.
Important to note, complete prerequisite self-paced courses before registering for leader led events.

Once all lessons are completed (make sure all videos are watched in their entirety without skipping) and any required classroom training, you will be granted access to the Certification exam requiring a passing score of 80%. Each exam allows three attempts to pass. If the third attempt fails, you will be required to repeat the training in order to have access to the exam.

Instructor Led Course Registration and Checkout

Leader Led courses require registration in the Learning Management System. Example would be the SBC Edge Implementation & Support Professional Certification. To find a session the class in the list of courses for available dates.

Clicking on the "Select Class" provides a list of available dates and locations Select the date you desire and Add to Cart.

There may be several dates available, select the one that best serves your needs. Note that under the graphic, you can preview the course overview and the lesson details. Once selected, the LMS will add this session to your cart for checkout.

Once selected, the system displays a checkout page where the orders are completed.

In this example, the SBCC21- SBC Core Support Class is selected.
Partners can secure a seat in the class using Vouchers provided to the partner from the Channel Program. When completed an order acknowledgement is provided. Be advised, this is manually reviewed and approved no later than the next business day.
All customers purchasing training via a partner must use the Purchase Order submitted to the partner from Ribbon Communications.

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

Certification Expiration and Recertification Process

Sales and Sales Engineer Certifications are perpetual, no need to recertify once received. Support and Implementation certifications will expire every two years. Notifications will be sent via email from the LMS notifying you that your certifications will expire soon. The email will contain a link that directs you to our external website where you can view a document titled Ribbon Academy Partner Recertification Guide.
This document will contain a list of all currently held certifications.
Please review this document for details.

All test out certification will contain the current courseware for download and review to support preparations for the exam.

Exams required an 80% pass rate with a max of 3 attempts.
Exams are open to complete for 60 days before they expire.

If you are not able to pass the exam, registration in to the standard certification curriculum is required.

For further assistance, please contact channelsupport@rbbn.com