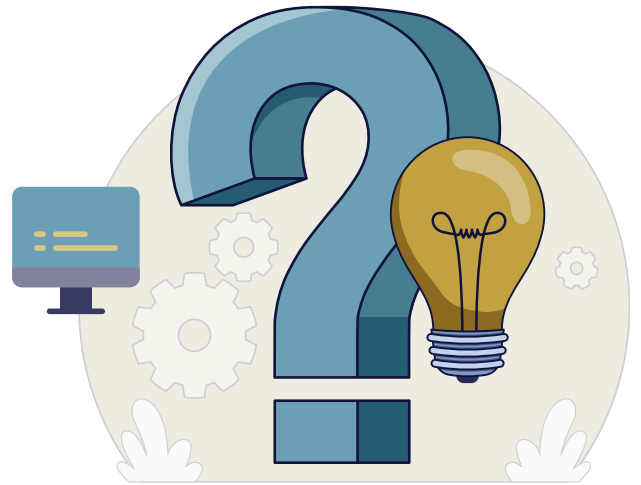


Saviynt Training FAQs

Authored by: Saviynt University



How do I enroll for Saviynt Training?

If you are an authorized Partner user, please get in touch with your organization's learning admin or training.support@saviynt.com.

Authorized customers with active education subscription packages can access Saviynt's learning portal by reaching out to their CSM or contacting us at training.support@saviynt.com.

Saviynt University also offers free identity courses via our official YouTube channel. Watch free content [HERE](#).

What are the various formats in which Saviynt training is available?

Saviynt University offers many learning options. You can choose the option that is right for you based on your preferences.

- Free Saviynt Identity Security training courses via our YouTube channel
- On-demand self-paced flagship training courses through our learning portal
- Virtual Classroom training sessions
- In-person classroom training sessions
- Onsite private training sessions
- Hands-on labs for practitioner-level courses

For more details, visit the Saviynt.com/university page.

What are the different types of training courses available?

Saviynt University offers many learning path options for new and seasoned engineers, leaders, and top implementation specialists.

Here are some examples:

1. Fundamental e-learning courses

Fundamental courses are 100% self-paced and are a great starting point for anyone beginning with Saviynt. The typical course duration is 2-3 hours. These courses are available for IGA, CPAM, AAG, and TPAG.

2. Quick Start Tutorials

Quick Start Tutorials are a great choice if you want to learn about the common use cases where the product can fit. They are also 100% self-paced and available for IGA, PAM, AAG, and TPAG.

3. Training for Business Users

Self-paced training is available for end-users not involved in implementing or administering Saviynt solutions. Instead, they use the product to complete tasks such as Request Access, Certify Access, etc.

4. Level 100 Product Training with hands-on labs

Our flagship L100 product training aims to provide seasoned Saviynt practitioners with an end-to-end understanding of all the key product features and concepts. All L100 courses are available in both classroom and self-paced format and include hands-on labs. These courses also meet the certification exam requirements.

5. Level 200 Product Training with hands-on labs

The L200 flagship training builds on the concepts taught in the L100 classes. This advanced three-day training provides you with the deep-dive knowledge, skills, and abilities to deploy complex identity solutions using Saviynt successfully. All L200 courses are available in classroom and self-paced formats and include hands-on labs. These courses also meet the certification exam requirements.

6. Troubleshooting courses for Operators

Saviynt also offers training courses for Administrators/Operators responsible for managing the infrastructure deployed in production.

7. What's New Courses

We also roll out quick summary videos for every new release, highlighting key product improvements and newly added features.

What is a hands-on lab?

Saviynt Hands-on Lab is an excellent tool for accessing the latest products in a tested, documented, cloud-based, virtual lab environment. All flagship courses, such as L100, L200, etc., come with hands-on labs written by Saviynt-certified experts on our education team.

Does Saviynt offer learning packages?

Subscription-based learning packages are available. For more details, visit the [Saviynt.com/university](https://www.saviynt.com/university) page.

I have bought a Saviynt Education Bundle or individual learning passes, when does my subscription start and end?

The learning pass subscription start date is tied to the contract's start date and automatically ends 365 days later. Please get in touch with the Saviynt Education Services team immediately after purchasing the training bundles or individual learning passes to get your welcome kit. The welcome kit contains all the necessary details to allocate the purchased training credits to your team members. Reach out to us at training.support@saviynt.com.

What happens to my training credits if I don't use them?

The training credits (bundles or individual learning passes) are valid for one year from the date of invoicing. They will expire if they are not used within the validity period. We recommend contacting training.support@saviynt.com for provision as soon as the purchase is made.

I bought training credits (bundles or individual learning passes), however, three months have passed, and I have still not used them. Will the one-year validity period start from the day I use the training credits?

The subscription start date is tied to the date of invoicing. It is designed to expire automatically 365 days after that date. You should contact training.support@saviynt.com immediately to obtain the welcome kit.

I bought training credits, who can I assign them to in my organization?

Saviynt Learning Passes can be assigned to your full-time employees or contractors as required.

I'm registered for a Hands-on training class. Do you mind if a colleague looks over my shoulder?

Each training seat is like an individual license assigned to an individual student. Only confirmed students may attend the training, and sharing the training event with others is prohibited.

I am an Enterprise Learning Pass user. What is the cancellation policy for instructor-led training?

You have one (1) year after purchase to book a seat in any of our public classroom training sessions. We offer both virtual and in-person classroom training sessions. The in-person sessions are held at Saviynt's Bangalore and Los Angeles offices. Registrations for Instructor-led training may be rescheduled or canceled without penalty up to five business days before the class start date.

Email training.support@saviynt.com, and include your full name, course name, date, and request to cancel or reschedule.

What is the training cancellation policy?

Customers and Partners can request cancellation at least 48 hours before the training start date, giving the Saviynt team time to register a learner from the waitlist to join the class. When a learner does not cancel, the empty seats could be assigned to someone else.

Paid Classes: If the customer cancels, a full refund will be given, provided the training team is notified at least 48 hours before the start date. All cancellations received within 48 hours before the start date will not be entitled to a refund. Refunds will not be given for a 'no show' on the day.

Class Cancellation: If a class is cancelled due to low participation or an instructor emergency – learners will be notified by email. The learner will be given a choice of a refund or class transfer. Learners will have a week to share preferences or be transferred to the next available session within the same modality.

Additional Information:

For more information, visit: <https://saviynt.com/university>
certification@saviynt.com : Certification Exams related queries
training.support@saviynt.com : Training-related queries