What is included in your Certification Test?

- **1 Day of unlimited access to training materials**, including training videos, interactive videos, self-assessment quizzes, and reading material available 24x7.
- **4 hours of virtual lab**, including five dedicated virtual machines and one VSA account on a Kaseya Cloud server, accompanied with hands-on exercises and step-by-step instructions on how to perform them. Note that your hours will expire gradually, 10 hours per week during the time of your program.
- **1 Certification Tests**, available 24x7 during your program. A certification test includes two parts: theory and hands-on. The passing grade is 91 out of 100; 30 points allocated to the theory and 70 points allocated to the hands-on part. For the theory part, you will receive 30 multiple-choice or true/false questions, and you have unlimited number of attempts; only your highest-grade will be considered. For the hands-on part, you have only one attempt. For this part, you will receive 24 randomly selected tasks to be performed within two hours in a blank virtual lab. Once your answer file for the hands-on part is submitted, it will be graded on a first-come-first-serve basis. If you do not pass, you will be notified as soon as possible. You can then retake the exam, if you still have additional attempts left; otherwise, you would need to purchase an additional test and retake the exam.

What is the length of the program? When does it start? When does it end?

Note that once the program started, you will have **only one day** to review the training materials, practice in virtual labs, and pass the certification test. Everything expires at the end of this period. The program starts when you enroll in the course.

How to create your IT Scholars account and enroll in the course?

You can watch a 30-minute orientation video to learn how to create your account, enroll in the course, learn about our 4-step reinforcement learning, and how to use the virtual labs. Note that this video is generic and does not include the course name, enrollment key, and the quota you need to request for your program. Please go back to your welcome email to find the name of the course and the enrollment key.

http://users.cis.fiu.edu/~sadjadi/Teaching/IT%20Automation/K263/Videos/STVs/Orientation/

For your convenience, the steps for creating your workshop account are also included as below:

1. Go to www.it-scholars.com
2. Click on "Create a new account"
3. Fill out the form. The required fields are marked by *.
4. For username, please do not use an email address and avoid these characters: " / \ [ ] : ; | = , + * ? < > @
5. For password, please do not use a password that you may be very concerned if it is compromised. We cannot take responsibility for losing your password.
6. For email, please use your work email.
7. Your Kaseya Customer ID is the first 6 letters of your Kaseya License Code, which can be found on the System > License Manager page. If you are a Cloud (IT Center) customer, please enter "Cloud" for your Customer ID. If you are a Kaseyan, please enter "Kaseya" for your Customer ID.
8. If you do not have a Skype or Google Talk account, just enter: "Do not have one!"
9. If you do not know what is your Kaseya Sales Rep's email, just enter: "training@kaseya.com". If you are a Kaseyan, please enter your own kaseya.com email for this.
10. Click on "Create my new account".
11. Note that if you received a "Session Key Error" message, it is related to the Cookie security settings in your browser. By adding our web site to your trusted sites in your browser security settings, this issue should be resolved. Alternatively, you can use Chrome, which by default has less strict security settings.
12. Once successfully submitted, you will receive an email confirmation. Open the confirmation email. You should see a link in that email. Browse to that link to confirm your account. Note that if there is no link in your email, it means that the Site Administrator would need to confirm your account. In that case, you need to wait until the admin approves your request.
13. Upon the confirmation/approval, you will receive a notification email.
14. You can now open a browser (Chrome is preferred), go to www.it-scholars.com, and login to the portal using the newly confirmed/approved account.
15. Once successfully logged in, click on the "**Kaseya 6.3 Fundamentals Workshop - Self Paced**" course. If the name of the course indicated in your welcome email is different from this one, please use the name in your welcome email.
16. The enrollment key is "**201307**". If the enrollment key in your welcome email is different, please try that one. If none of the enrollment keys work, you should send a request using the link provided for this purpose on this page.
17. You are now enrolled in the course.
18. You can browse the training materials and familiarize yourself with the contents of this portal.