

What is included in your Self-Paced program?

- **2 x 3 hours of recorded video** from an instructor-led Kaseya Service Desk Workshop previously delivered in two weekdays, 3 hours per day.
- **5 weeks (or 35 days) of unlimited access to training materials**, including training videos, interactive videos, self-assessment quizzes, and reading material available 24x7.
- **80 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 40 hours of your pre-allocated virtual lab will expire after the first week of your program and the remaining 40 hours will expire gradually, 10 hours per week during the following 4 weeks.
- **A Certification Test**, which is available 24x7 during the 35 days of your program. The certification test includes two parts: theory and hands-on. The passing grade is 90 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 a number of 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 purchase an additional test and retake the exam.

How to create your IT Scholars account?

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.

<http://users.cis.fiu.edu/~sadjadi/Teaching/IT%20Automation/KAS201/Videos/STVs/0-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. The main topic of the course you are intending to enroll is Kaseya Service Desk.
11. The delivery type or bundle is Self Paced.
12. Click on "Create my new account".
13. Note that if you received a "Session Key Error" message, it is related to the Cookie security settings in your IE browser. Either change the setting appropriately to allow the creation of a Cookie-based session key or use another browser such as Chrome to create your account.
14. 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.
15. Upon the confirmation/approval, you will receive a notification email.
16. 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.
17. Once successfully logged in, click on the "**Kaseya Service Desk Workshop – Self Paced**" course. If you do not see the list of courses, you should look for the courses button on the bottom right of the page to see the list.
18. The enrollment key is "**201307**". If the enrollment key does not work, you should send a request using the link provided for this purpose on this page.
19. You are now enrolled in the course. You will see the course listed in the middle of the page. Click on the course to see all the contents of the course.
20. You can browse the training materials and familiarize yourself with the contents of this portal.