

Frequently Asked Questions

Table of Contents

GENERAL QUESTIONS	1
How do I contact the Carbon Black Training & Certification Team?	1
What are your hours of operation?	1
ACCOUNT MANAGEMENT QUESTIONS	2
How do I Edit My Account?	2
I got an onscreen message that my account could not be approved. ...	2
ENROLLMENT QUESTIONS	3
I clicked the Enroll button and was prompted for an Enrollment Code. .	3
I enrolled in a training class or learning program but I cannot figure out how to access it.	3
TRAINING CLASS QUESTIONS	4
Carbon Black Training use to email course materials before class. I didn't get materials.....	4
Where can I find the URL for the WebEx session?	4

GENERAL QUESTIONS

How do I contact the Carbon Black Training & Certification Team?

If you would like to contact the Carbon Black Training & Certification Team, email at training@carbonblack.com.

What are your hours of operation?

Carbon Black Training is available Monday through Friday, 8:00 a.m.–6:00 p.m. Eastern Time, excluding the following holidays:

New Year's Day	January 01, 2018	Thanksgiving Day	November 22, 2018
		Day After	
Martin Luther King Jr. Day	January 15, 2018	Thanksgiving Day	November 23, 2018
President's Day	February 19, 2018	Christmas Eve	December 24, 2018
Memorial Day	May 28, 2018	Christmas Day	December 25, 2018
Independence Day	July 04, 2018	New Year's Eve	December 31, 2018
Labor Day	September 03, 2018		

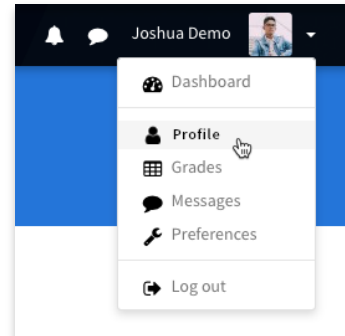
ACCOUNT MANAGEMENT QUESTIONS

How do I Edit My Account?

Step 1: Click your name to expand the user menu and select Profile.

Step 2: Click Edit Profile, just below User details and edit your account information.

Step 3: Once you have made changes, click the Update profile button.



I got an onscreen message that my account could not be approved.

To protect the highly proprietary information contained in Cb Technical Academy it is imperative that we verify all users. Since the system was not able to verify you, your account request has been deferred. A member of the Cb Training Team will contact you within 24 business hours to provide assistance.

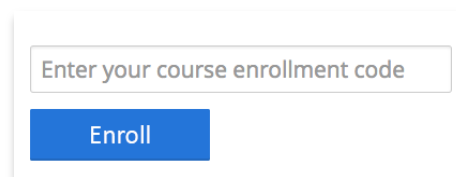
We were unable to automatically approve your account. Our administrators have been notified and will contact you once you have been approved.

[Continue](#)

ENROLLMENT QUESTIONS

I clicked the Enroll button and was prompted for an Enrollment Code.

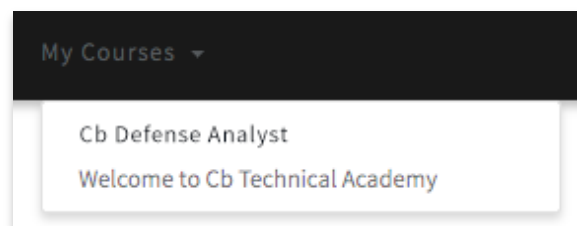
Enrollment is based on a ticketing, or Enrollment Code, system. Think movie tickets—one ticket, per person, per movie. And, enrollment is on a prepaid basis. That is, you purchase training through your Carbon Black account manager and receive an Enrollment Code from Carbon Black to use at the Cb Technical Academy. Please check with whoever at your company manages the Carbon Black relationship or contract for information on purchasing training or obtaining an enrollment code for already purchased training.



A screenshot of a web form for entering an enrollment code. It features a text input field with the placeholder text "Enter your course enrollment code" and a blue "Enroll" button below it.

I enrolled in a training class or learning program but I cannot figure out how to access it.

All of your enrollments will appear under the My Course menu, located at the top and left-hand menu sections. Clicking on a training class or learning program title will navigate to the course's page.



TRAINING CLASS QUESTIONS

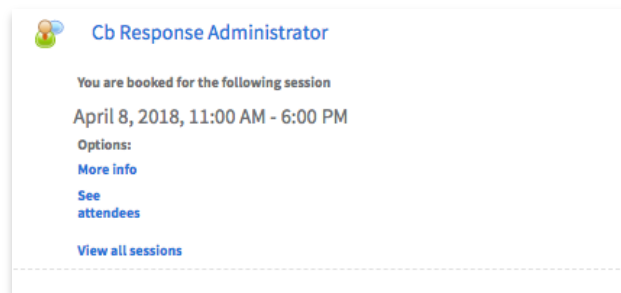
Carbon Black Training use to email course materials before class. I didn't get materials.

Please join the virtual training class on time. The trainer will distribute course materials at the start of training.

Where can I find the URL for the WebEx session?

Step 1: Locate the training class under "My Courses".

Step 2: Click "More info" in the main frame of the course page.



Step 3: Click on the Join the Meeting link to enter the virtual classroom. Once in the WebEx session, you can connect to audio through your PC or you may dial in via conference call. The conference call number appears on the page with the "join the meeting" link and also is visible from within the WebEx session.

