

proofpoint.

How to

SUBMIT A TRAINING REQUEST CASE

on the Proofpoint Customer Success Center (PCSC)
for Proofpoint Level UP! Access

Target Audience: Proofpoint Customer (Authorized Support Contact)

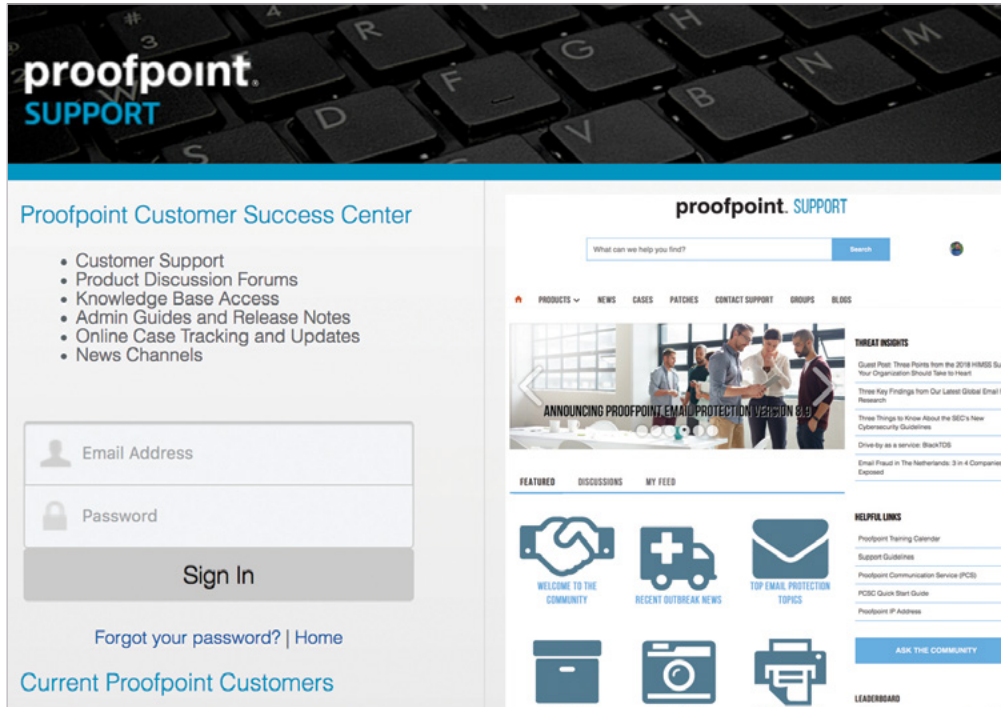
Revision Date: June 2019



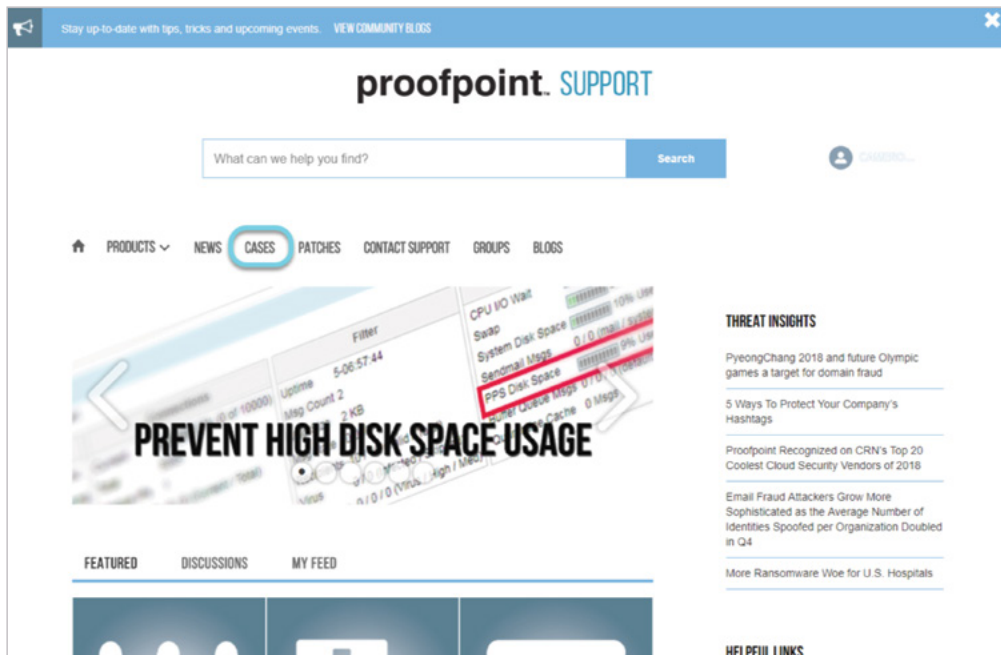
OVERVIEW

Proofpoint Technical Training offers Proofpoint Web-Based Training courses to customers. You must complete the following steps to request access to Proofpoint Level UP! to begin your Proofpoint product training.

1. Log in to the Proofpoint Customer Success Center (PCSC) at <https://proofpointcommunities.force.com>.



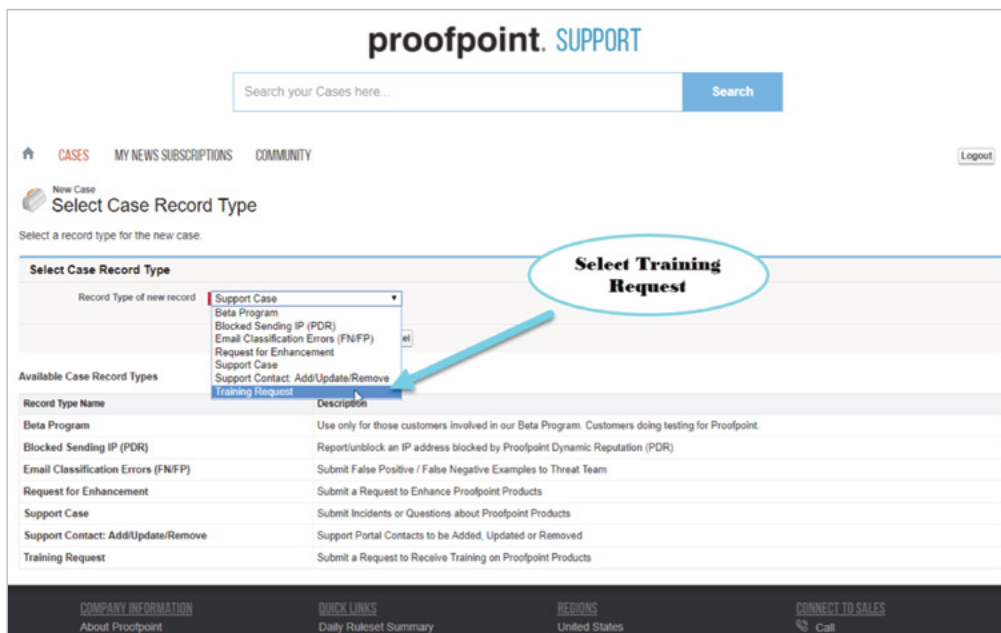
2. Select **Cases**.



3. Select **New Case**.



4. Select **Training Request** from the drop-down menu, then click **Continue**.



5. Complete the required fields on the following screen:

a. **Training Course:** Select "WBT: Account Creation".

Please note: Enrollment in the Instructor Led Course (ILT/VILT) require a purchase order, please work with your Proofpoint account manager to raise a Purchase Order, once raised the Account manager will create the training request. Enrollment in the "... (Requires Support Approval)" courses must originate from the Proofpoint Support team after a Support case has been created for approval.

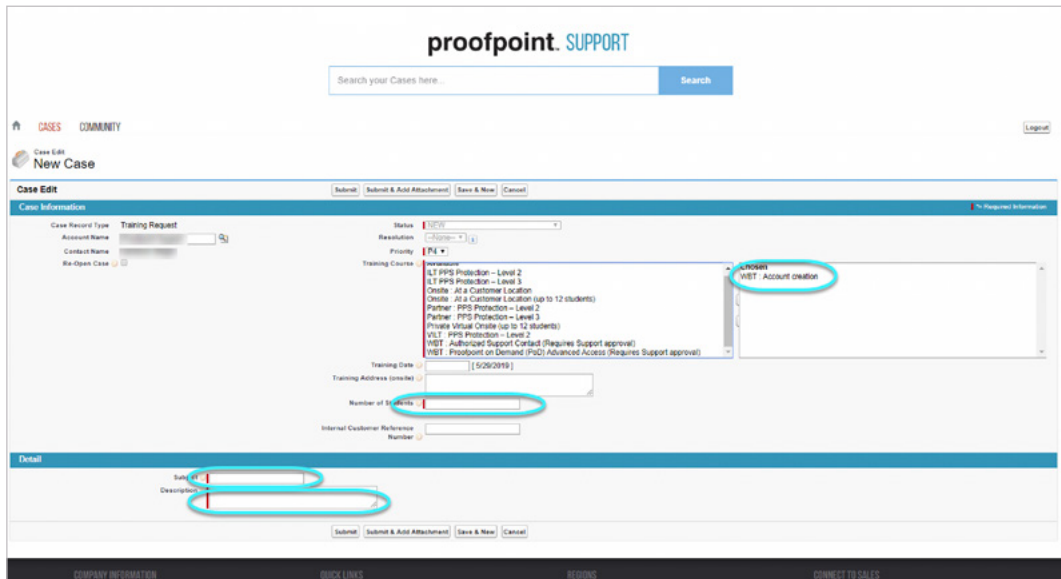
b. **Subject:** Use the following convention for easy processing of the ticket: Type of Training/Company/Number of Students

Types of Training: WBT=Web Based Training, ILT/VILT=Instructor-Led Training, OS=Onsite at a customer location

(Example: WBT/Acme Inc./4 Students)

- c. **Description:** Enter the names and email addresses of all the students you are requesting Proofpoint Level UP! access for.

Example: Joan Smyth – JSmyth@Acme.com
 Lizbeth Collier – LCollier@Acme.com
 Peter Wrabbit – PWrabbit@Acme.com
 Arthur Dent – ADent@Acme.com



- d. Review the information entered and click **Save**.

Proofpoint Technical Training strives to fulfill all Web-Based Training requests within 24 hours, exempting weekends and holidays. Should you have any questions, please contact us at: training@proofpoint.com.

FAQS

- **How do I add a new course for an existing student?**

Students may self-enroll in additional course via the Course Catalog on the home page of Proofpoint Level UP!. Select the course from the catalog, then select “Enroll” on the course that you want added to your learning plan.

- **Student reported that they have not received the Welcome email or cannot log in?**

Post a Case comment in the original case where they requested their Proofpoint Level UP! access. The Case comment should include “Resend request – Student name(s)”. Once the case comment has been added, change the case status to “NEW” for processing.

or

If you require assistance with a Password reset, please visit www.proofpointlevelup.com. select “Forgot Password” under the Login Window (Username is email address). A time sensitive password reset link will be emailed to the address on file (valid for 24 hours).

- **Student has reported that their training is complete, how can they verify?**

Post a Case comment in the original case where they requested their Proofpoint University access. The Case comment should include “Enrollment Progress report request – Customer has reported that (student name) has completed the Training”. Once the case comment has been added, change the case status to Assigned for processing.

or

Email Proofpoint Technical Training (training@proofpoint.com) to request a copy of the student’s enrollment progress report.

- **Student has reported an error in the course progress, how can they resolve or troubleshoot?**

Post a Case comment in the original case where they requested their Proofpoint Level UP! access. The Case comment should include “(student name) has reported the following error in (Course title) and include as much detail as possible and Screen shots of any error messages”. Once the case comment has been added change the case status to “NEW” for processing.

or

Request that the student contact Technical Training directly at: training@proofpoint.com.

- **Student has reported that they have completed the course exam, but the exam score is not appearing in the course, how can they resolve/troubleshoot?**

Post a Case comment in the original case where they requested their Proofpoint Level UP! access. The Case comment should include “(Student Name) has reported the following error in (Course title) (Include as much detail as possible and Screen shots of any error messages or exam completion screen)”. Once the case comment has been added change the case status to Assigned for processing.

or

Request that the customer contact Technical Training directly at: training@proofpoint.com.

ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ:PFPT) is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint to mitigate their most critical security and compliance risks across email, the cloud, social media, and the web. No one protects people, the data they create, and the digital channels they use more effectively than Proofpoint.combat modern advanced threats.

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