proofpoint.

HOW TO
SUBMIT A TRAINING REQUEST CASE

IN THE PROOFPOINT CUSTOMER SUCCESS CENTER (PCSC) FOR PROOFPOINT UNIVERSITY ACCESS

Target Audience: Proofpoint Customer (Authorized Support Contact)

Revision Date: May 2018

OVERVIEW

Proofpoint Technical Training offers Proofpoint Accredited Administrator Web-Based Training courses to customers for the products they have purchased. You must complete the following steps to request access to Proofpoint University to begin your Proofpoint product training.

1. Log in to the Proofpoint Customer Success Center at https://proofpointcommunities.force.com.
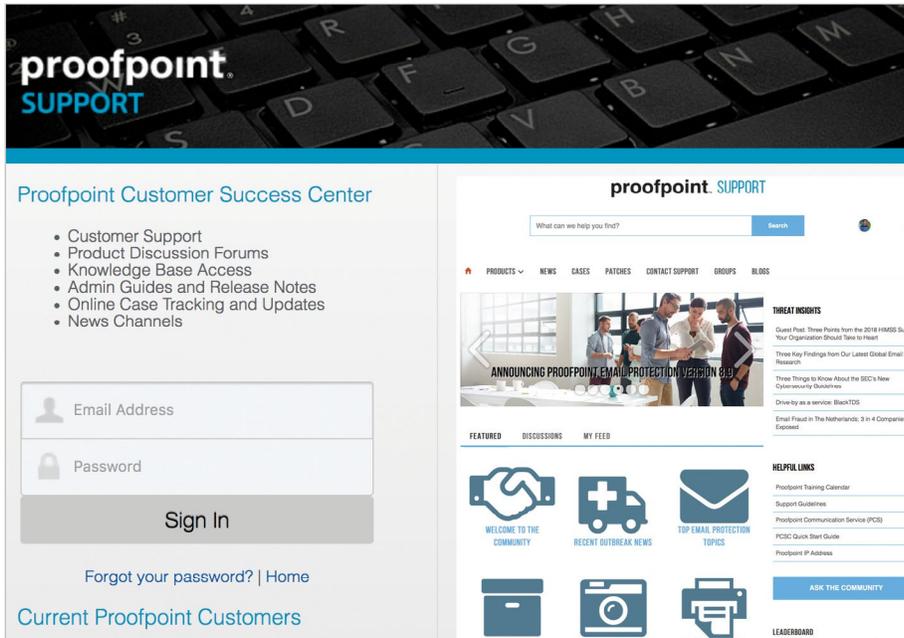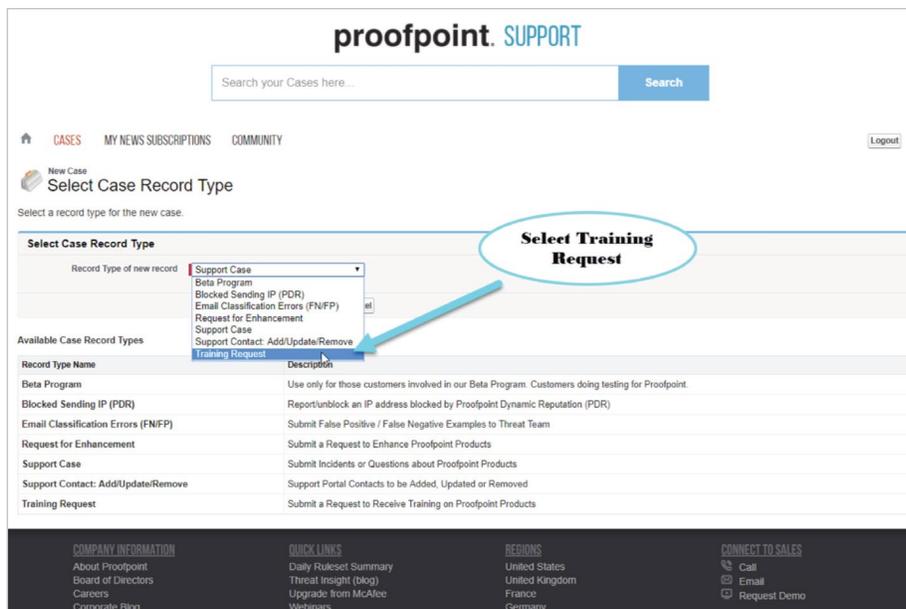

2. Select **Cases**.
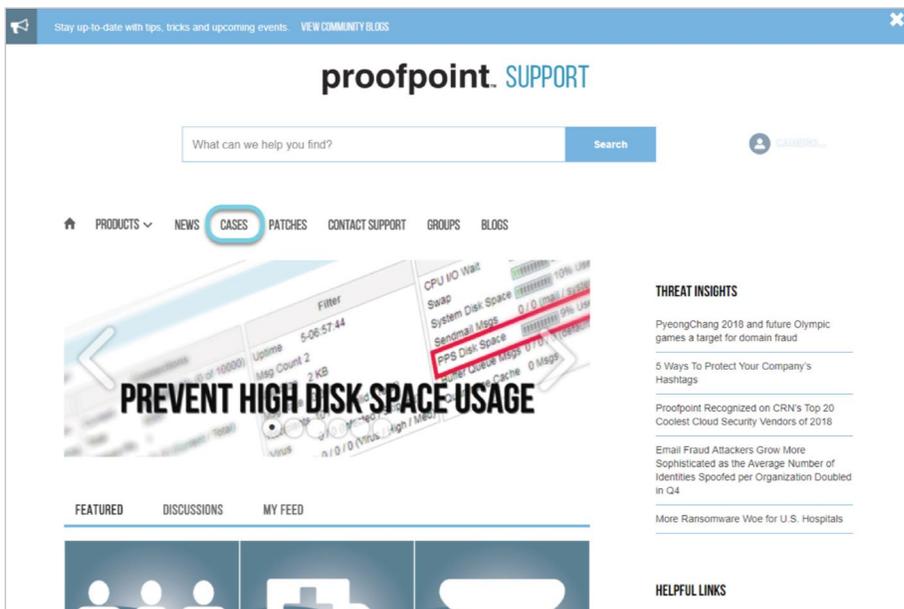
3. Select **New Case**.

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 the required training course or courses and use the arrows to move to the chosen box.

| Product	Required WBT Course(s)
PPS – Email Protection	PAA – Email Protection
PPS – Information Protection/ Privacy/DLP	PAA – Information Protection
PPS – Email protection, Privacy/DLP/Encryption	PAA – Email Protection and PAA- Information Protection
Threat Response	PAA – Threat Response for Administrators and PAA- Threat Response for Security Analysts
Proofpoint Essentials	PAA – Essentials
Intelligent Supervision	PAA- Intelligent Supervision
Email Fraud Defense	PAA- Email Fraud Defense
Digital Risk Protection	PAA- Social Media Protection

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 have access to Proofpoint University.

> *Example:*
>
> | | | |
> |---|---|---|
> | Joan Smyth | – | JSmyth@Acme.com |
> | Lizbeth Collier | – | LCollier@Acme.com |
> | Peter Wrabbit | – | PWrabbit@Acme.com |
> | Arthur Dent | – | ADent@Acme.com |
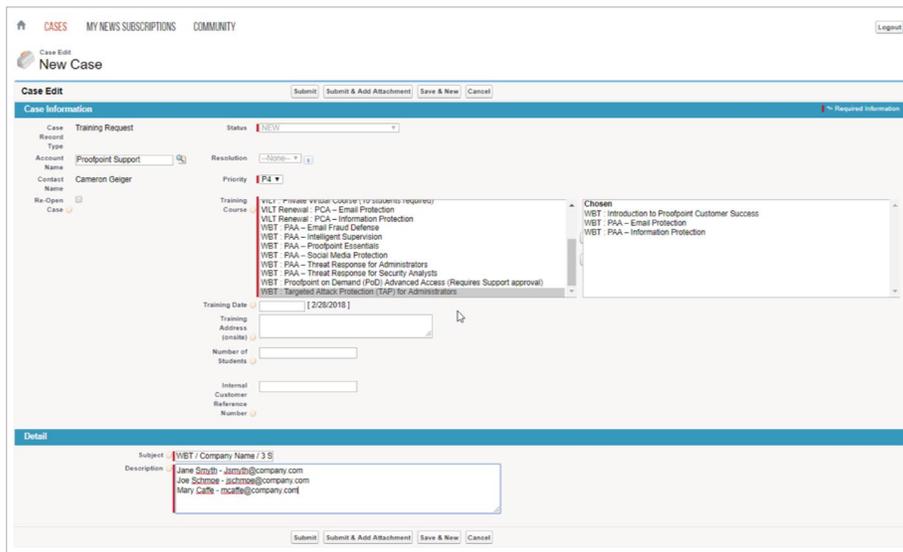
d. Review the information entered and click **Save**.

The Proofpoint Technical Training team strives to fulfill all web-based training requests within 24 hours, except on weekends and holidays. If 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 enroll themselves in additional course via our course catalog. Under the menu icon (≡), select **Course Catalog**, then select **Enroll** for the course that you want added to your learning plan.

- **What do I do if a student reports that he has not received a welcome email or can't log in?**
  Post a case comment in the original case where they requested their Proofpoint University access. The case comment should include "Resend request – Student Name(s)." Once the case comment has been added, change the case status to **Assigned** for processing.

  or

  If you need help with a password reset, please visit https://www.proofpointuniversity.com/external/lms. Select **Reset 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, but 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 University 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 **Assigned** for processing.

  or

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

- **Student has reported that they have competed the course exam but the exam score is not appearing in the course. How can they resolve this?**
  Post a case comment in the original case where they requested their Proofpoint University 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 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), a next-generation cybersecurity company, enables organizations to protect the way their people work today from advanced threats and compliance risks. Proofpoint helps cybersecurity professionals protect their users from the advanced attacks that target them (via email, mobile apps, and social media), protect the critical information people create, and equip their teams with the right intelligence and tools to respond quickly when things go wrong. Leading organizations of all sizes, including over 50 percent of the Fortune 100, rely on Proofpoint solutions, which are built for today's mobile and social-enabled IT environments and leverage both the power of the cloud and a big-data-driven analytics platform to combat modern advanced threats.

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