

Customer FAQ

1. How do I access Mimecast Education?

- a. Mimecast University can be accessed by logging into Mimecaster Central and navigating to the Education Knowledge Hub page. For step by step instructions, please review this [Knowledge Base article](#) in Mimecaster Central.

2. How do I get access to my password?

- a. You should use the same password that you would use to log into Mimecaster Central. This is usually your Mimecast Cloud or Active Directory password.

3. What happens to my progress from the previous education portal?

- a. If you had an account on our previous education portal, all your course progress has been moved to the new customer portal.

4. Has any of the course names been changed?

- a. All our courses are named to reflect the product on which it is focused. The Warrior and Gladiator courses have now been changed to Email Security Cloud Gateway Fundamentals and Email Security Cloud Gateway Advanced.

5. Are there any new courses available?

- a. We released various new shorter courses in April and July. The main improvement are that these new courses are an hour long with a 30 minute optional Q&A at the end. You will also see new end user courses such as Mimecast for Everyone. To see all the courses available please view our [Course Catalog](#)

6. Will my certifications still be valid with the old naming conventions?

- a. Yes, all certificates are still valid until the expiration date even if it does not have the new naming convention. If you would like to get an updated certificate with the new naming conventions, please email mimecastu@mimecast.com

7. Do I have access to Instructor led courses?

- a. All Mimecast Customers have access to instructor led courses. Please register for these courses by navigating to the “instructor-led session” content box on the Mimecast University homepage.

8. Is contacting Mimecast University Support going to change?

- a. Contact to Mimecast University Support will not change. All users can still contact Mimecast Education Support at mimecastu@mimecast.com

9. Is there a limit to the number of users that can register per account?

- a. There is no limit on the number of Mimecast Education users an account can have.

10. How do we deactivate old users?

- a. Please email mimecastu@mimecast.com and our support team will be able to deactivate your account’s old users.

11. I am having trouble logging in and accessing my account. What should I do?

- a. Email mimecastu@mimecast.com and our support team can help you get access to your account.

Education FAQs

1. How do I add more users from my company? Can I assign licenses to my team?

- a. No, you cannot assign licenses, each user should access Mimecaster Central and then log into Mimecast University via the Education Knowledge Hub page. For step by step instructions, please review this [Knowledge Base article](#) in Mimecaster Central.

2. Where can I find the Instructor-led course schedule?

- a. The course schedule is updated quarterly and can be accessed in Mimecast University.

3. Where can I find an overview of all courses available?

- a. All training courses and certification tracks can be found [here](#)

4. Can all my employees access the University?

- a. Yes, the platform is mostly focused on administrator training, but there are some end user enablement courses available. Review the course overview above for information on the courses available.

5. Do I have to restart if I stopped midway during the course?

- a. No, you can pick up where you left off. The platform will always store your progress.

6. What if I missed my scheduled enrollment date/time?

- a. You can sign up for any future courses if you missed the course you were enrolled into. Be sure to change the session by clicking on the below icon on the course home page:



7. What happens if I missed two or more scheduled classes that I have registered to attend?

- a. Nothing, however, be sure to unenroll from the sessions you missed by clicking on the unenroll icon on the course home page:



8. What if I lose connection and I need to log back in, can I get back into the session or do I have to reschedule for another day?

- a. You can rejoin the session, just click on the course link within the session and use the password (if applicable) to rejoin the session.

Certification FAQs

1. Do I have access to certifications?

- a. Yes, all customers have access to certifications. You can review the program guide [here](#).

2. Why should I become certified?

- a. Exam takers benefit from completing the certification and being recognized as a Mimecast Certified Product Professional. With each exam taken and passed, a certificate of competence will be issued.

3. Is there an order in which to take the courses for the certification?

- a. Yes. From the homepage, navigate to Explore Certifications Paths > Choose your certification path button to see the available learning plans for certifications, you will see the courses displayed in the optimal order.

4. What happens when new standards are published? Do I have to be recertified?

- a. Certifications are valid for two years. At the end of the two years, you will be notified and would need to recertify.

5. Is there a charge to take a Certification Exam?

- a. No, with a Mimecast University account, you have access to an abundance of training information, assessments, and certifications.

6. How do I get my certificate of completion once I have passed the exam?

- a. You can click on My Certifications and Retraining from the homepage to see the courses you have completed. To download your certification, navigate to My Activities | Courses in the menu and find the exam, click on the badge icon and you will be prompted to save as a PDF. To share to LinkedIn, see the [How To: Share my certification to LinkedIn](#)