



Guide

Partner Learning Guide

Foundations of JumpCloud

This learning path will increase your knowledge of open directory services as well as identity and access management strategy. As a Partner you'll gain a better understanding of how clients will use the JumpCloud's Directory Platform from start to finish.

Courses included in this learning path:

- JumpCloud for End Users
- What is JumpCloud?
- Foundations of Open Directory

Security & Compliance

This learning path provides you with the fundamentals of securing user identities, and setting up MFA. You'll also see how to best leverage both Directory & System Insights to monitor your fleet of systems, and provide clear insights into compliance & auditing via the JumpCloud Admin console.

Courses included in this learning path:

- JumpCloud Password Manager
- Protecting Your Identity with MFA
- Intro to Directory Insights
- Intro to System Insights

Troubleshooting JumpCloud for Your Clients

This learning path will guide Partners or IT Admins through basic troubleshooting issues clients may encounter within JumpCloud. You'll learn how to apply the 4 step troubleshooting model to identify and eliminate basic JumpCloud agent-related concerns to real world case studies.

Courses included in this learning path:

- Intro to Directory Insights
- 4 Steps to Troubleshooting
- Troubleshooting the JumpCloud Agent
- Troubleshooting User Lockouts
- Enforcing Policies
- Provisioning and Deprovisioning Users
- User Lockouts and Password Management
- Troubleshooting Policies

JumpCloud Sales Professional Certification

In this learning path you'll learn how to present the business benefits of the JumpCloud platform to clients as well as learn how to better communicate with clients through discovery questions and handling objections.

Courses included in this learning path:

- JumpCloud Functionality and Value
- Positioning JumpCloud for Clients
- JumpCloud Platform Foundations

JumpCloud Core Certification for Partners

In this learning path you'll gain foundational knowledge of the JumpCloud open directory platform through a series of courses with a final assessment that includes the Core certification questions to include partner-specific questions. You'll ideally complete the demonstration course prior to taking the Core Certification for Partners exam.

We suggest completing the courses grouped in this learning path to prepare you for successful completion of the Core Certification for Partners assessment and aid you in your path toward success in your role.

Courses included in this learning path:

- Adding Devices
- Adding Android Devices using EMM
- Adding Apple Devices using MDM
- Adding Windows and Linux Devices
- Administrator Settings
- Configuring LDAP
- Configuring RADIUS
- Configuring SSO
- Creating and Importing Users
- Enforcing Policies
- Leveraging User and Device Groups
- Provisioning and Deprovisioning Users
- Running Commands
- User Lockouts and Password Management
- JumpCloud Demonstration (required to access Core Certification for Partners exam)