



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:

- What is JumpCloud?
- Foundations of Open Directory
- Administrator Settings

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:

- Intro to Directory Insights
- Advanced Directory Insights
- Intro to System Insights
- Advanced System Insights
- JumpCloud Password Manager
- Enabling & Configuring MFA
- Conditional Access and Device Trust

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-related pre and post-integration issues in real world case studies. You can also take the assessment to receive a Foundations of Troubleshooting for Your Clients certificate and digital badge that's verifiable via Credly.

Prerequisite: Core Certification for Partners (see page 3 for more information).

Courses included in this learning path:

- Intro to Directory Insights
- Tier 1 Support for Your Clients
- Intro to Directory Insights
- Using JumpCloud Log Collection Script
- Troubleshooting the JumpCloud Agent
- Troubleshooting User Lockouts
- Troubleshooting Policies
- Troubleshooting MDM for macOS
- Troubleshooting M365 Directory Integrations
- Troubleshooting GWS Directory Integrations
- Troubleshooting HRIS Directory Integrations
- Foundations of Troubleshooting for Your Clients Exam*

* After successfully passing the exam you will be awarded a certificate and digital badge. The digital badge is verifiable via Credly and can be shared across your professional networks.

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 Sales Professional Certification Exam

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 Android Devices using EMM
- Adding Apple Devices using MDM
- Adding Windows and Linux Devices
- Administrator Settings
- Configuring LDAP
- Configuring RADIUS
- Configuring SSO
- Intro to Software Management
- 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)

Recommended Courses for Continued Education

2024 H1 Feature Releases: Learn about JumpCloud's latest feature releases from the first half of 2024 and gain access to resources that will help you configure and effectively present these new features to your clients.

Implementing for your Clients: Learn the basics of how to implement JumpCloud for your clients, including client discovery, project planning, and how to execute a phased implementation approach.