

# Partner Learning Guide

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## Foundations of JumpCloud

This learning path will increase your knowledge of cloud 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 Cloud Directory

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## Get to Know the JumpCloud Platform

This learning path offers Partners not only a technical dive into the JumpCloud platform for better understanding daily client workflows but also the knowledge to demonstrate the JumpCloud platform to clients. You will be guided through the JumpCloud implementation journey including navigating the admin portal, utilizing MFA, enforcing policies, and understanding the benefits of leveraging user and device groups.

### Courses included in this learning path:

- Administrator Settings
- Adding Devices
- Creating and Importing Users
- Configuring LDAP
- Configuring RADIUS
- Configuring SSO
- JumpCloud for End Users
- Protect Your Identity with MFA
- Enforcing Policies
- Running Commands
- Introduction to MDM
- Leveraging User and Device Groups

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## 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:

- Introduction 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

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## JumpCloud Core Certification

We suggest completing the courses grouped in this learning path to prepare for the exam and aid you in your path toward success. When you're ready to register for the assessment navigate to the [Certification](#) page.

### Courses included in this learning path:

- Adding 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

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## 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

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## JumpCloud Technical Consultant Certification

In this learning path you'll gain the foundational knowledge of the JumpCloud platform through a series of courses to prepare you for the Core Certification. Upon completion of the Core Certification, you'll take the JumpCloud Demonstration course which will provide a deeper understanding of the platform features.

We suggest completing the courses grouped in this learning path to prepare for the Core Certification exam and aid you in your path toward success. Courses marked with an asterisk (\*) are recommended for the Core Certification exam. When you're ready to register for the Core Certification navigate to the [Certification](#) page. Access to the Technical Consultant Certification exam will be granted upon completion of the Demonstration Course.

**Note:** Partners are required to become JumpCloud Core Certified before they sit for the Technical Consultant Certification exam.

### Courses included in this learning path:

- Adding 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 Technical Consultant Certification exam)