jumpcloud™

Guide

Core Certification
Study Guide

Is this certification for me?

The Core certification is meant for administrators who:

- Are curious to learn more about JumpCloud and want a benchmark for foundational knowledge.
- Have recently implemented JumpCloud for their organization and want to test their knowledge of the JumpCloud platform.
- Are actively managing JumpCloud for their organization and want to validate their expertise as the go-to admin.
- Are using JumpCloud confidently and want to proceed to Advanced or Expert certifications.

The goal of the Core certification is to validate your general understanding and practical application of the JumpCloud platform and its features. This certification focuses on the foundational knowledge needed for standard implementation and daily operations of JumpCloud.

Depending upon your level of experience with the JumpCloud open directory platform, we recommend taking the Core certification if you have 6-12 months' experience in JumpCloud.

What topics do I need to know?

In order to be Core certified, you must understand the breadth of the JumpCloud platform. For each topic, the Core certification assessment generally covers **what it is** and **how to configure it**, plus any additional requirements or behaviors associated with configuration.

The Core certification assessment does NOT cover any troubleshooting steps or advanced implementations or configurations.

Topic Checklist

You will find the following topics in the Core certification assessment. We recommend studying these topics to fully prepare before attempting the assessment.

User Portal

User capabilities

Admin Portal

Managing admins

Org settings

Password settings

Users

Manual user creation

CSV import via JumpCloud Admin Portal

Directory sync (Google Workspace and Outlook 365)

AD sync and AD import

Devices (the JumpCloud system agent)

Installation

Requirements

Capabilities

Multi-Factor Authentication

Enabling for devices, users, and portals

TOTP

JumpCloud Protect Mobile Push

JumpCloud Go

WebAuthn

Duo Security

Policies

Creating and managing policies

Applying to device groups

Checking policy status

Provisioning and De-Provisioning

User naming convention

User groups

Device groups

Unbinding, deleting, and suspending

User Lockouts

User statuses

Triggers for lockout

Options to unlock

Password settings for lockout behavior(s) in other resources (Google Workspace, O365, LDAP, RADIUS)

How should I study?

JumpCloud University

JumpCloud University offers courses specifically designed to prepare you for the Core certification assessment. We recommend taking these interactive self-paced courses as a way to gain foundational knowledge and/or to confirm your existing expertise before attempting the assessment.

Within these courses, you'll find pop quizzes that provide instant feedback on your learning and tutorial videos that demonstrate exactly how a feature works and the steps to configure it.

Within these courses, you'll also find best practices provided by JumpCloud experts to help you optimize the use of JumpCloud for your organization.

You have three attempts to pass the Core certification assessment. The following courses are designed to help you prepare:

- **Administrator Settings**
- **Adding Windows and Linux Devices**
- **Adding Apple Devices Using MDM**
- **Adding Android Devices using EMM**
- **Creating and Importing Users**
- **User Lockouts and Password Management**
- **Leveraging User and Device Groups**
- **Enforcing Policies**
- **Running Commands**
- **Configuring RADIUS**
- **Configuring LDAP**
- **Configuring SSO**
- **Provisioning and Deprovisioning Users**
- **Enabling and Configuring MFA**

The Core certification learning path will take approximately 12-15 hours to complete, depending upon your personal level of experience in JumpCloud and reading speed. You are not required to run through all the courses in the learning path, but we highly recommend doing so.

JumpCloud Free Account

Practical experience is one of the most valuable ways to learn about JumpCloud's platform. For those who use JumpCloud regularly, you will have already encountered many topics included in the Core certification assessment. If you don't already have a JumpCloud account, we recommend **creating a free account** to get hands-on experience with the features you'll encounter on the Core certification assessment.

What can I expect from the assessment?

Before

JumpCloud certification assessments are administered via Brillium, a third party platform which is accessible directly in JumpCloud University. In order to access the assessment, you'll need a JumpCloud admin account (either free or paid) to log into JumpCloud University. You'll use the same credentials you're using to access your JumpCloud Admin account. All educational content is free, only the assessments have a nominal fee associated with registration for the exam.

Note: please use your JumpCloud Admin account administrator email address for all certification assessments.

First, you will see the assessment agreement for **JumpCloud's certification agreement**. Read the terms and conditions carefully before continuing. There is no tolerance for cheating or distributing of assessment content. Your certification may be revoked under these circumstances.

You'll access the assessment within JumpCloud University either from the learning path, or directly from our **certifications page**.

We recommend using your JumpCloud admin email address to easily track your certification progress with JumpCloud, especially if you plan to continue to other certifications within JumpCloud University in the future. Once you've earned your certification you can access it any time within JumpCloud University from **My Account (from your name at top right-hand corner of JCU home page) > Certificates**. If for any reason you're having issues accessing your certificate or badge please reach out to the JCU team at: **university@jumpcloud.com**.

Note: Certifications do have an expiration date: 1 year for Core certification and 2 years for Advanced Certification. You'll be notified prior to your certificate expiration date via email from JumpCloud University, and you'll have an opportunity to enroll in a renewal course that will cover any new product enhancements that have occurred since you were last certified. A certification renewal course will be available in 2024.

Be aware, the assessment is timed: you have 90 minutes to complete the assessment. Your time will commence upon launching the first question in the assessment.

There are a variety of question types in this assessment, including:

- Multiple choice, multi-select
- Multiple choice, single-select
- True/false
- Ordering
- Matching

During

A couple things to keep in mind during the assessment:

- Set aside a quiet space to take the assessment uninterrupted.
- Prepare to spend 90 minutes at your desk. You may want to silence your phone and any notifications during this time.
- You may mark questions for review and come back to them later during the assessment.
- You may skip or go back to change your answers for any questions up until you've submitted your assessment.
- Do not cheat or share the assessment content or materials with anyone.

After

Once you've answered as many questions as possible, you can submit your assessment. If you complete all questions before the time limit, you will select to finish the assessment.

Immediately after submitting your assessment, you will see a summary of your assessment, including your:

- Contact information
- Completion time
- Overall score
- Pass/fail status
- Score by topic
- Option to review incorrect answers
- Option to download your JumpCloud Core certificate (if passed)
- Instructions about next steps

After reviewing your assessment summary, you may close the browser or click to visit JumpCloud University. You will receive all of the summary information in your email inbox for your records.

Next Steps

The passing score for JumpCloud's Core certification is 70%; you must get 70% or higher to pass.

If you pass, you will receive a separate email with your Core certification badge and Core certificate. Share your new certification badge on your social media profiles to showcase your expertise!

If you do not pass, you may retake the assessment up to 2 additional times (total of 3 attempts). You may not take the assessment more than once in a 24 hour period. If you need special assistance, please contact us at **university@jumpcloud. com**.

To learn more about our other certifications, visit our **certifications page**.

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