

Sage Intacct Learning Membership FAQ

Learning Membership

What is a Sage Intacct Learning Membership?

- The Learning Membership provides a subscription-based **on-demand** training library that allows all your Sage Intacct users to engage in continuous learning easily and cost-effectively.
- The Learning Membership is available for purchase on **July 1, 2021**.
- The on-demand course library is available as of the Learning Membership purchase date.

What is the value for organizations?

- Customers can easily and cost-effectively engage in continuous learning to get the most value from their software.
- Organizations will have access to learning anytime, anywhere.

What is the status of the Sage Intacct Learning Membership?

- The Sage Intacct Learning Membership is generally available as of July 1, 2021.

What does the Learning Membership include?

The Learning Membership may include:

- **On-demand with lab courses:**
 - **Ask the Instructor:** Get assistance from a product expert if you have course content questions.
 - **Lab Environments:** Practice without risk to build skills and confidence before working within your production environment.
 - **Reference Materials:** Validate your knowledge and improve retention with downloadable training resources.
- **On-demand courses**

Who has access to courses in the Learning Membership?

- Once purchased, all Sage Intacct users at an organization will have access to the courses in the Learning Membership.
Note: Users must have Learning Center accounts to access the Learning Membership content.

How much does a Learning Membership cost?

- The Learning Membership is an annual subscription of \$1,200 per year per company (1 SKU on order schedule).

How do I purchase a Learning Membership?

- Contact your Account Manager who can assist you in adding a Learning Membership to your existing subscription.

Can I take instructor-led classes in my Learning Membership?

- Instructor-led courses are not included in a Learning Membership; however, they are available for purchase per seat.

Can I use a pre-paid training credits to purchase a Learning Membership?

- Pre-paid training credits cannot be applied to the purchase of a Learning Membership.
- Pre-paid training credits can be used to purchase virtual instructor-led courses in the Learning Center only.

How can I use my pre-paid training credits?

- You can use pre-paid training credits to register for virtual instructor-led classes scheduled in the Learning Center.
- Instructor-led classes you can apply pre-paid training credits to include:
 - Sage Intacct Fundamentals
 - Financial Reporting & Dashboards
 - Nonprofit Financial Reporting & Dashboards
 - Advanced Reporting & Dashboards
 - Running the Business with Contracts
 - Configuring Global Consolidations
 - Configuring Inventory
 - Interactive Custom Report Writer

NOTE: No refunds for purchased pre-paid training credits will be issued.

- Purchasing a course less than the total pre-paid credit amount may result in a remaining balance that cannot be used towards another total course payment.
- Any remaining pre-paid training credit balance left in the account upon expiration cannot be refunded or used towards another course payment.

Course Content

How do I register for an on-demand course within my Learning Membership?

- Sign-in to the Sage Intacct Learning Center
- Click on the My Learning icon
- Select the My Subscriptions tab
- Under the Action column click Subscribe
- Click Course Description
- Find the course you want to take
- Click **Launch** to register for the course and begin your class

What do I need for an on-demand course?

- You will receive a course confirmation email to ensure your system will meet system requirements:
 - A laptop (not a tablet) with a [supported browser](#)
 - Internet connection

How long will I have access to my course?

- Upon registering for an on-demand course, you will have unlimited access to the online content until the end of the Learning Membership subscription.
- You can re-review the course content as many times as you like within a Learning Membership subscription.

How long will I have access to my lab environment?

- Upon registering for an on-demand with lab course, you will receive a lab environment.
- You will have access to your lab environment for 15 calendar days.

Can I earn CPE credits for my course?

- Yes, CPE credits are available to US customers who complete Sage Intacct courses. Sage Intacct is registered with the National Association of State Boards of Accountancy (NASBA).
- To earn CPE credits:
 - Register for a course that is [eligible](#) for CPE credits
 - Attend each class session in its entirety
 - Complete the evaluation (link sent by email) within 2 weeks of the end of the class
 - CPE Certificates are sent within 24 hours of completing the evaluation

How often are course materials refreshed?

- On-demand course materials are reviewed with each Sage Intacct product release and refreshed as needed.

Can I ask the instructor a question during my course?

- Yes, you can send a question to a Sage Intacct instructor by emailing [si.On-demand with Lab Support@sage.com](mailto:si.On-demand_with_Lab_Support@sage.com).
- The instructor's answer to your question will be forwarded to your email address within 2 business days.