

# | STEP Learning Platform

## ORG MANAGER'S TOOLKIT

| SPLUNK EDUCATION

July 2025



**splunk>**  
a **CISCO** company

 **SPLUNK EDUCATION**

# How to Use this Toolkit

This kit is designed to provide **Organization Managers (OMs)** with tools, tips, and reminders to better support learners enrolling in Splunk Courses.

Copy/cut/paste slides and messaging directly into your communications channels.

- **Org Manager Support** section includes tools specifically for OMs.
- **Learner Support** sections includes slides to share with learners.
- **Simple Messaging** to share internally using Slack, on message boards, on the Intranet, and more.

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## Simple Messaging

# ORG MANAGER SUPPORT



This section includes tools and tips designed specifically to help Org Managers support their learners.

**| STEP**

# JUMP START TRAINING



## Org Manager Jump Start

If you haven't done so already, be sure to complete your assigned **STEP Organization Manager Jump Start learning path.**

This brief learning path includes a walk-through video, STEP How-To Guide, and FAQ. Learn how to maximize the STEP portal to monitor and manage Splunk learning activity for your organization.



### STEP Organization Manager Jump Start

Curriculum | ID: 0000013324

100%  
Acquired

# MEMBERS AND NON-MEMBERS



## ✓ Member

- Can log into STEP
- Can enroll in free eLearning
- Can register for paid training using a **credit card or training units**
- Org Managers can **register members** on their behalf
- Org Managers can see the status of each course for each member in the transcript report

## ⊘ Non-Member

- Can log into STEP
- Can enroll in free eLearning
- Can only register for paid training using a **credit card**



# SUPPORTING YOUR LEARNERS - STEP 1

## Ensuring Your Learners Have a STEP Profile

Ensure your learners create a [Splunk profile](#). Use slide 15 to communicate this step to your learners.

*Note: This is just the first step and will not create a new member until the following steps are completed.*



# SUPPORTING YOUR LEARNERS - STEP 2

## Informing the Account Team

Using the email template below, let your Splunk account team know that your learner has created a profile and it needs to be aligned to the organization as a member.

**From:** Your Email

**To:** [MyAccountRep@splunk.com](mailto:MyAccountRep@splunk.com)

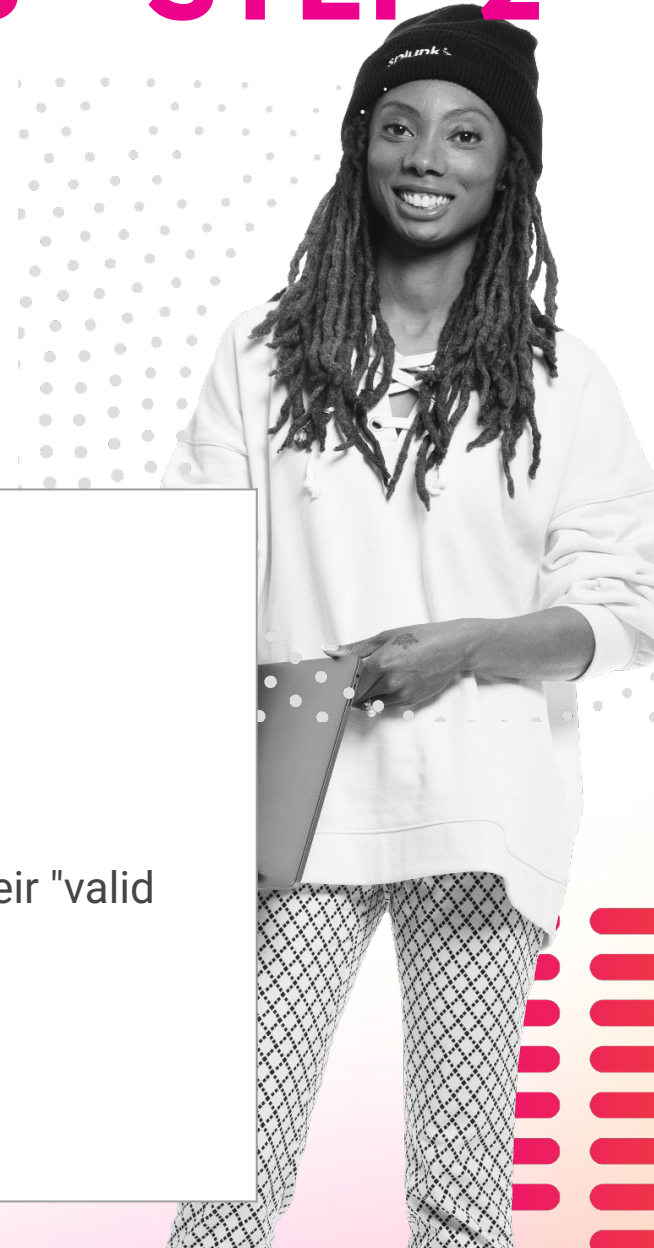
**Subject: Please associate my learner to my organization as a STEP member**

Hello <Rep Name>

My learner <Learner Name> has created a Splunk profile with <email>. Please associate their "valid authentication" Splunk profile to my organization so I can view them as a member in STEP.

Thank you!

<Your Name>





# SUPPORTING YOUR LEARNERS - STEP 3

## Associating the learner with your organization

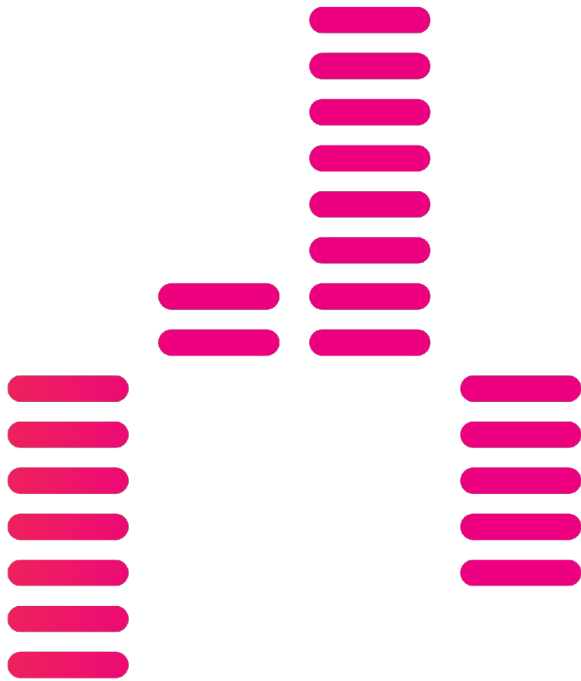
After the account team converts the profile, the learner MUST complete these steps in order for them to be associated with your organization:

- Log out completely from STEP and Splunk.com to force the re-authentication
- Clear their browser cache (optional but recommended)
- Re-authenticate by logging in directly to <https://login.splunk.com> with their email address or by logging into STEP and clicking the upper right icon to log in



# MANAGING ENROLLMENTS

## How to Enroll/Assign Your Learners in Class – Four Steps!



1. Select “Register” or “Add to Plan”\*
2. Choose the course you want to assign
3. Select the learners to receive the assignment
4. Apply payment and submit the order

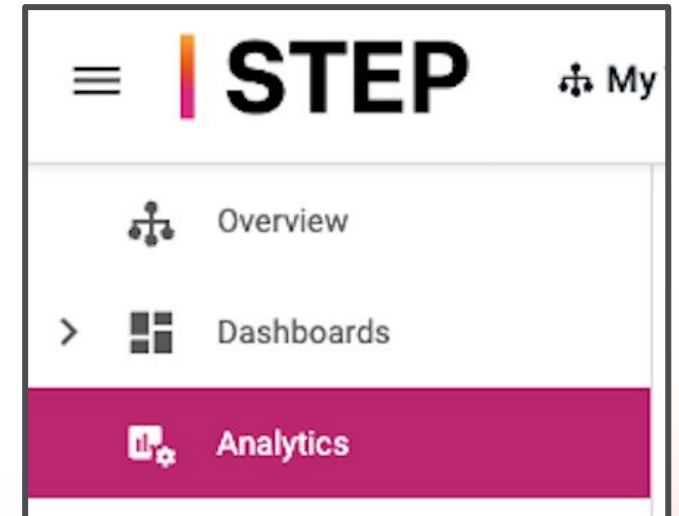
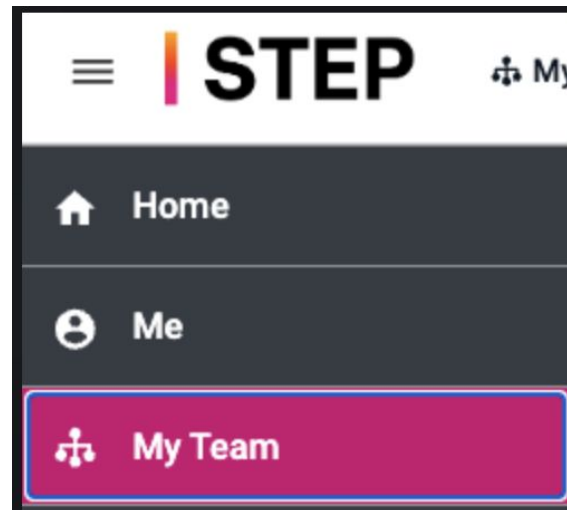
\*Note: Add to Plan does not register the user for the course. It is a recommendation that still requires the learner to register themselves.

# RUN YOUR STEP REPORTS HERE



## You can create reports!

1. Log into STEP at **education.splunk.com**
2. Go to your **My Team** screen in STEP
3. Select the **Analytics** tab to view reports (*see slide 11 for direct links to the reports*)



# THREE REAL-TIME REPORTS



1. **Training Unit Consumption** – Use this report to track the individual enrollments paid for using your company's training unit agreement(s). In this report you can also view the total units used and available in a given agreement.
2. **Organization Enrolled and Completed Training** – Use this report to review your team's individual enrollments, the classes taken, and the status of their enrollment.
3. **Learner Certification Statuses** – Use this report to review your team's active certifications and when those certifications are set to expire.

# TRAINING UNITS ARE CURRENCY



**Training Units expire one year from the date of purchase.**

Don't let these slip by without allocating them to learners for instructor-led training and eLearning with labs.

Whether the training units are part of the Splunk Success Plan or purchased separately, Splunk training units need to be **redeemed** BEFORE the expiry date and the instructor-led classes must be **attended** BEFORE the expiry date.

★ [Get more details HERE.](#) ★



# LEARNER SUPPORT



Use the following slides in your team meetings and company training presentations to share your guidelines and the value of Splunk Education.

**| STEP**



# TRAINING UNIT ALLOCATION



**Check in  
before  
checking  
out**

## Using Company Training Units

Our company has purchased a contract of Training Units for paid training courses from Splunk Education.

Please follow these guidelines for gaining permission/consent before enrolling in Splunk Education courses via STEP. Remember, these training units DO EXPIRE so please keep that in mind when requesting Splunk training.

Below is the process you must follow in order to access Splunk Training Units.

[Add your company's process/guidelines here]

**STEP**

# CREATE YOUR SPLUNK ACCOUNT FIRST



**Create your  
Splunk  
account**

## Create your Splunk account first to gain access to STEP

To access our company's Splunk Education Training Units courses, please make sure you have created your Splunk account with your company email address.

An email will be sent to you for verification. If you do not get this email, please call Splunk Support at (855) 775-8657.

*Please note:* You will not have access to the TUs until our team has completed our administration.

### Create Your Splunk Account

Already have a Splunk account? [Log In >](#)



**STEP**

# ACTIVATE YOUR STEP PROFILE NEXT

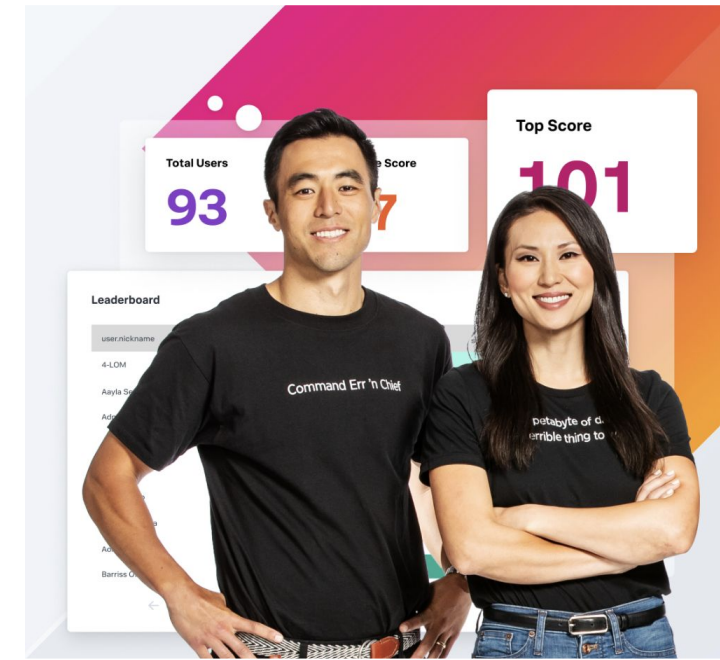


**Activate  
your STEP  
profile**

## Activate your STEP profile to begin learning!

After you have successfully created a Splunk account, sign into the [Splunk Training and Enablement Platform \(STEP\)](#) with your company email used to create your Splunk account.

Now, you will be able to register for both free eLearning, eLearning with Labs, and instructor-led training (ILT). Follow the instructions for paying with your company's Training Units.



**STEP**

# SPLUNK UNIVERSITY



**Join us for  
.conf25 and  
Splunk  
University**

## Registering for .conf25 and Splunk University using Splunk Training Units (TUs)

This year, learners can use our purchased training units to pay for their .conf25 conference pass or [Splunk University](#) registration!

Submit a request to use Education TUs before registering for .conf25. This process requires placing a registration in the Splunk Training and Enablement Portal (STEP). [Find the instructions here.](#)



**It's go time.  
Register today.**

# TRAINING ON YOUTUBE

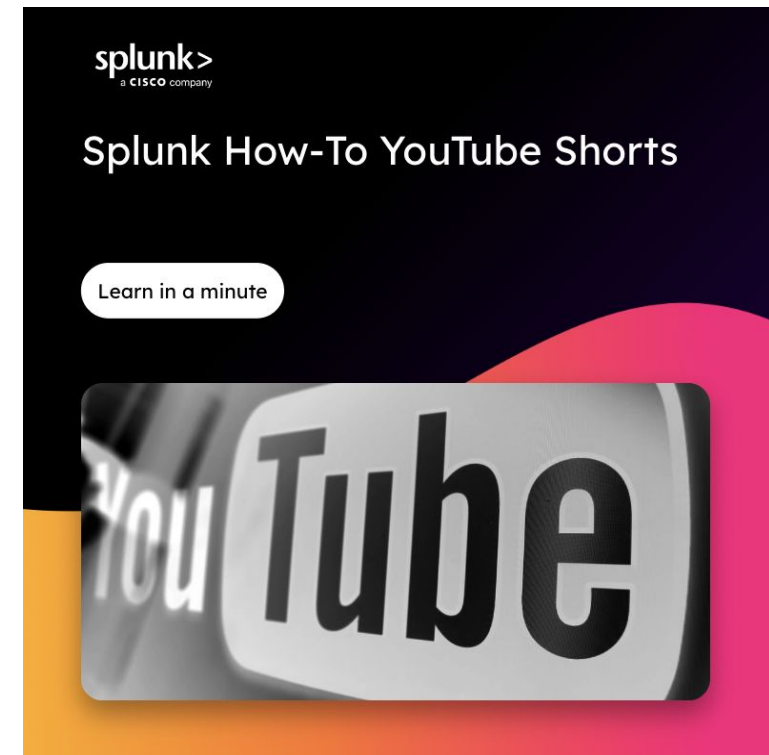


**This series is  
a quick and  
concise  
introduction  
to Splunk  
foundational  
eLearning**

## Splunk Fundamentals on YouTube

NEW Splunk eLearning fundamentals YouTube playlist

Head over to our new [Splunk eLearning Fundamentals YouTube playlist](#). We've dropped 12 fresh, bite-sized promo videos designed to introduce more novice learners to our foundational Splunk eLearning courses. Our Splunk How-To video shorts provide valuable tips and guidance.



# SPLUNK CERTIFICATION



**Getting your  
Splunk CDE  
Certification is  
now even  
easier**

## No prereqs, no problem

Prerequisites are no longer needed for Splunk CDE

The Splunk Certified Cybersecurity Defense Engineer (CDE) certification will no longer require prerequisites—making it easier than ever to level up your security credentials. This advanced certification validates your ability to use Splunk Enterprise Security and SOAR. [Get certified today!](#)



**Splunk Certified Cybersecurity  
Defense Engineer (CDE)**

**splunk>**  
a CISCO company



# SIMPLE MESSAGING

Share this messaging in your channels to help your learners understand how to use STEP and access your company's training units.

- The Splunk Training and Enablement Platform (STEP) is the platform to register for training, get your course completion certificates, and view certifications.
- Our company has purchased a contract of Training Units for paid training courses from Splunk Education. Please familiarize yourself with these guidelines before enrolling in paid Splunk Education courses via STEP.
- Remember, to access STEP and enroll in courses, you must have a [splunk.com](https://splunk.com) account that's associated with your company account.
- If you are having trouble with your learning curriculum, please contact Splunk Education at [education@splunk.com](mailto:education@splunk.com).

