

# Transitioning to the New Splunk Learning Platform

## Frequently Asked Questions

On May 22, Splunk will be transitioning to a more intuitive and feature-rich Learning Platform called STEP for all Splunk product training and certifications. The new platform is designed to create a better experience for customers, partners, learners, and prospects.

This FAQ was designed to anticipate your questions about the new system, and provide answers to ensure you have a seamless learning experience. **Note:** *The FAQ is divided into sections with specific questions and answers for learners/users and credit owners/administrators.*

## THE BIG NEWS

*First, let's share the most significant improvements!*

This new, feature-rich portal houses all your in-progress eLearning, your in-person enrollments, your completed training, and your course completion certificates. Because the new platform is based on the merger of two industry-leading learning platform providers, we are simplifying things by calling our system STEP. This stands for Splunk Training and Enablement Platform.

**The new platform launches on May 22, 2023.**

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*For learners and system users*

## WHAT HAPPENS DURING THE TRANSITION

**Q: When is the launch?**

A: May 22, 2023 (US Pacific Daylight Time).

**Q: Will the former Splunk Learning Platform be unavailable during the transition?**

A: Yes. The system will be unavailable as of 4 p.m. PT May 16 (US Pacific Time).

**Q: What do I need to do prior to the launch?**

A: We recommend that you complete any in-progress eLearning courses **before 4 p.m. PDT May 16** or risk losing your completion progress.

**Q: What happens if I do not finish my in-progress eLearning coursework before the launch?**

A: If you do not complete your in-progress eLearning coursework **before 4 p.m. PDT May 16**, you will lose your previous progress. If you want to achieve a completed status for the learning item, you will need to start from the beginning and rewatch the videos.

**Q: Will my training certificates, transcripts, and history transfer to STEP?**

A: Yes. Your transcript learning completions and Splunk Certifications from February 2019 and later will transfer to the new system.

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**Q: Is there anything that will not transfer to the new system?**

A: There are a few things that will not transfer. Your bookmarked progress from incomplete eLearning will not transfer, so please make every effort to complete your in-progress eLearnings **by 4 p.m. PDT May 16**. Additionally, courses completed prior to February 2019 will not be transferred.

## USING THE SPLUNK TRAINING AND ENABLEMENT PLATFORM (STEP)

**Q: Will I log into the new LMS the same way as before?**

A: Yes. You will use your existing splunk.com account to access STEP.

**Q: Will I access the system through a new website?**

A: No. You will still access STEP from [www.splunk.com/education](http://www.splunk.com/education) or directly at <https://education.splunk.com>.

**Q: Will I need to create a new Username and Password?**

A: No. You will have SSO access like before via your [splunk.com](http://splunk.com) account.

**Q: Has anything significantly changed that will impact my overall experience as a learner with the new platform?**

A: The STEP Learning platform is a modern, best-of-breed platform, and it will provide the same basic functionality – with some change in look and feel. It is now easier to find, access, and register for training. In addition, it will be easier for you to evolve your learning maturity with Learning Paths by product and persona, which will be built out over the coming weeks.

**Q: Will there be platform training available when I log into the new system?**

A: Yes. There will be some training options within the platform. Specifically, there will be a welcome/demo video accessible directly from the home page.

**Q: Is there a way to view a demo of the new STEP Learning Platform before May 22?**

A: Yes. We have a [four-minute STEP Walk-Through available here](#).

## COURSES AND COURSEWARE

**Q: Will there be changes to the courses I can access now?**

A: No. You will be able to access the same courses in STEP. Over time, we will build out learning paths in STEP that will make it easier to enroll by groupings of coursework.

**Q: Does the Training Credit basis change?**

A: No, credits will stay as they are today. (1 Credit = \$10) The only change is that Training Credits will now be called “Training Units.”

**Q: Where can I access my coursework once the transition is complete?**

A: From the home page, you can easily access the “MyStuff” tab to directly access your current learning, completed learning, and the learning calendar. You can also find and enroll in new learning by entering the course name or keywords in the search bar on the upper right hand corner of the page. You will also be able to search on courses by various search and filter dimensions such as Product, Course Modality, or Price. [Check out the video walk-through to visualize the experience.](#)

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**Q: Will I lose my transcripts when the transition happens?**

A: No. All of your current transcripts will transfer automatically.

**Q: Is there a change to how I view and access my Splunk Certifications?**

A: Formerly, Splunk Certifications were not viewable in the Splunk Learning Platform – but were instead housed in the Splunk Support Portal and in Credly. With the new learning platform, you will still be able to view your certifications in the Support Portal and Credly, and also in STEP. You will also be able to renew your certification via qualified course completion directly in STEP.

**Q: Will bookmarks to our courses still be valid after the transition?**

A: No. With the new platform, individual course hyperlinks will change. This means that any courses you may have bookmarked will no longer work from STEP. The good news is that course names will not change and you can easily search by course name by using the search window in the upper right hand corner of the home page.

**Q. When purchasing a course using credits, will a system approval be required?**

A. Now when you log into STEP, you will see available credits for your organization (based on your splunk.com account domain). Upon payment, you will be asked to acknowledge that you have permission/consent to use your company's training credits/units as payment for your enrollment. If you are uncertain whether you are authorized to use the credits, please contact your Customer Organization Manager.

**Q: What if I don't see available credits (units) for course purchase?**

A: Please ensure that your splunk.com account is associated with your business email address. If not, you will need to create a new account. If you still cannot see your credits, please email [education@splunk.com](mailto:education@splunk.com) for more support.

**Q: What do I do if I need to change the payment type after purchasing a course?**

A: You will need to drop the course (cancel your order) and reorder the course with the new payment method.

**Q: How do I access my company's purchased subscription?**

A: Please review the updated registration instructions coming soon [here](#). Please note that you will now need a coupon code, which will be provided by your Customer Organization Manager or your account team.

## CERTIFICATIONS

**Q. How can I view my certifications in STEP?**

A. You can view your certifications under My Completed Learning. If you do not see your certification, be sure to use the filters, as the default is set to view all learnings within the past 12 months. You can view your highest level certification under My Plan.

**Q. Why are my certifications listed as a course under My Completed Learning?**

A. Since you passed the certification exams outside of the STEP system, you will always see the certification exam listed as a course. This course is essentially a vessel to hold your exam completions and can be ignored.

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**Q. What is the difference between My Plan and Completed Learning?**

A. By default, My Plan displays your learnings and certifications that are In Progress or Pending Action. Since the recertification renewal period opens immediately, you will notice the highest level certification in an In Progress state, showing the recertification due date. My Completed Learning will display all your completed learnings.

**Q. I just passed my certification exam, when will my certifications be updated in STEP?**

A. Please allow 48 hours to see all of your certifications reflected correctly in STEP.

**Q. Can I view/print my certification in STEP?**

A. No. To [view/print](#) a certificate of your certification, visit the Support Portal or Partner Portal (if you are a partner). You can also [download your badge certificate](#) from within your Dashboard in your Credly account.

## RECERTIFICATION

**Q. Where can I view qualifying courses for recertification?**

A. Your highest level certification will display under My Plan. Click on View Details to see the qualifying continuing education courses for that certification path. Follow the subsequent screens to view/enroll in a course.

**Q. Where can I access the Splunk Recertification Policy?**

A. The recertification policy can be found [here](#). Be sure to bookmark it for future reference.

**Q. I just completed a course, when will my certifications be updated in STEP?**

A. Please allow 48 hours to see all your certifications reflected correctly in STEP.

**Q. Once I have recertified, will I receive periodic reminders?**

A. Yes. Reminders will be sent 180 days, 90 days and 30 days prior to expiration date. The emails can also be found in the Message Center located in your STEP account.

**Q. What does "Recertification start date" mean?**

A. This date indicates the earliest date that you may begin the renewal process. Exams or courses must be completed on or after that date in order to qualify for renewal of the certification(s).

**Q. If my certifications(s) have expired what do I need to do?**

A. Please refer to the [recertification policy](#).

**Q. What is the difference between the Expiration Date and the Grace Period?**

A. Your expiration date will always be three years from the date you acquired your certification. If you do not renew your certification in the three-year period, you will automatically receive a 90-day grace period.

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*For Administrators and Credit Owners – Now called Customer Organization Managers*

### ADMINISTRATION OF THE NEW LMS

**Q: What is the history of using training credit passkeys?**

A: Passkeys were used in our former Learning Management System to access training because we did not have a way to associate learners with customer accounts. While having passkeys prevented unauthorized access of training credits, the process created extra steps, more cumbersome administration, and gatekeeping that slowed down learning approvals and consumption.

**Q: Will training credit passkeys still be required?**

A: Passkeys are no longer needed because the new learning system can now associate customer information with learner information. If the learner belongs to their company's domain, then they can use the credits/units. This is ultimately a smoother, more direct path to getting training in the hands of users and it's the industry standard.

**Q: Are there credit owner/administrative benefits to the elimination of passkeys?**

A: Yes. Now learners associated with their company's account will have the ability to view current balances and expiry dates, and apply those credits (training units) to their learning purchases. This saves administrative time and removes friction for both the administrator and the learner in the process. Additionally, designated Organization Managers will have access to an on-demand report within STEP showing training unit consumption details (*Speak with your Account Manager or Customer Success Manager if you need to add or change one or more organization managers in STEP for your account, but the training credit account owners will migrate over from the old system by default*).

**Q: Will credit administration work the same way?**

A: As an administrator/credit owner – now called Customer Organization Managers – you will have agency over how you manage credit administration within your organization. STEP will provide visibility of available training credits/units to all users in your organization. Expiration reminders and reporting will be available to a designated contact for the training unit agreement.

**Q: How can I track credit consumption in the new platform?**

A: Customer Organization Managers will have access to a training unit consumption report that includes the learners who consumed the credits, the total credits consumed, and future enrollments – essentially all orders with training units.

**Q: Is the Training Credit terminology changing? Will this change?**

A: Yes. With the new platform, you will notice that they are called training units instead of training credits. These terms are synonymous. Training units will still be worth \$10 each – exactly the same as a training credit. (For example, 250 training units are worth \$2,500 and can be applied toward the cost of purchasing Splunk Education.)