

Forcepoint Cyber Institute

Frequently asked questions



What are the benefits of Forcepoint Cyber Institute?

The new FCI includes:

- A learner-centric system designed to allow you to self-purchase courses.
- A self-managed system to enroll, reschedule, and print certificates without the need to email Forcepoint learning administrators.
- New and updated free learning products and training support documents.
- Pages dedicated to training for Forcepoint solutions and products.
- A well-defined FAQ page for your reference.
- An integrated case portal to raise issues and concerns.

What is Pay as you Go Learning Path in FCI?

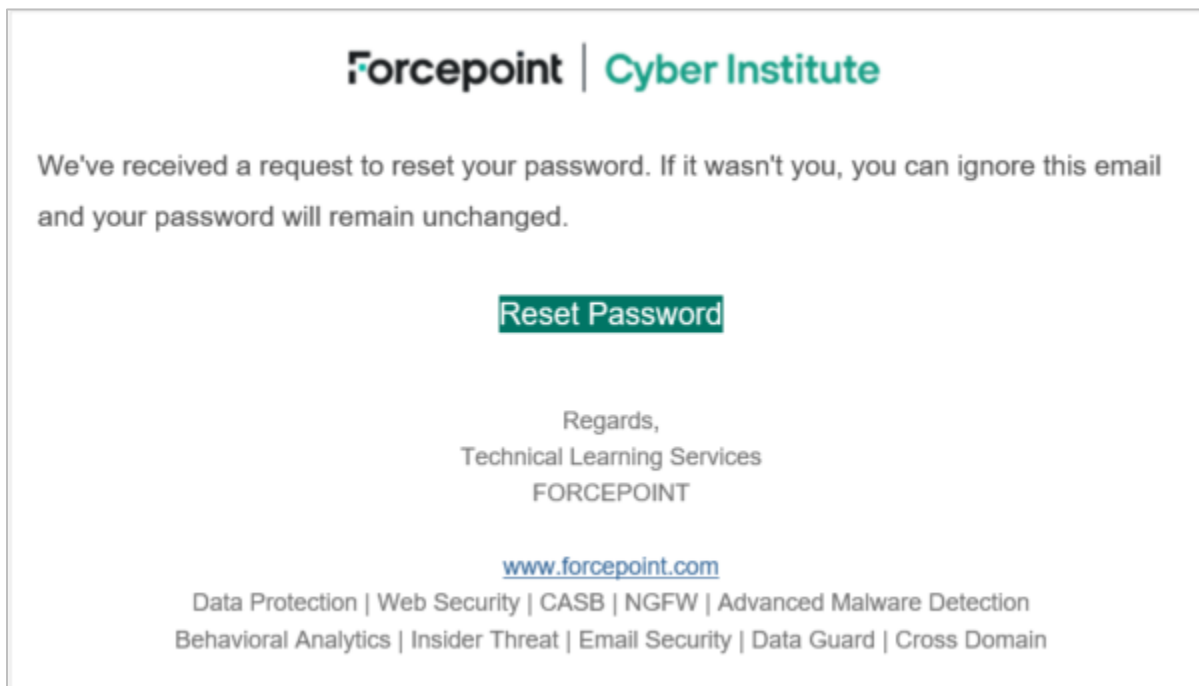
Forcepoint Cyber Institute Pay As You Go packages allow you control of what modality you chose for your classes and which classes you complete.

The initial course for Administrators is a prerequisite for any System Engineer class. Once you complete that course, you have the option to complete the exam for Certification.

After Administrator Completion you can purchase and complete your System engineer Course under same learning path.

How do I sign-in to Forcepoint Cyber Institute (FCI)?

1. Click this link: <https://forcepoint.thoughtindustries.com/>
2. Click the **Sign In** link at the top right corner of the browser.
3. Select **Forgot your password?**
4. Enter your email address and click **Reset Password**.
5. Open the email and click the **Reset Password** link.



6. Enter and confirm your new password in the new window. Your password must contain at least 12 characters, 1 uppercase letter, 1 number, and 1 symbol.
7. Click **Change Password**.
8. Enter your email and new password and click **Sign In**.

How do I sign in to FCI via Customer Community Portal or Partner Portal?

Customer Community Portal: You can access FCI from your Customer Support Portal with these steps:

1. Sign in to the Support Portal.
2. Navigate to **Tools and Links**.
3. Launch Forcepoint Cyber Institute.

Partner Portal: You can access FCI from your Partner Portal with these steps:

1. Sign in to the Partner Portal.
2. Click on **Training**.
3. Launch Forcepoint Cyber Institute.

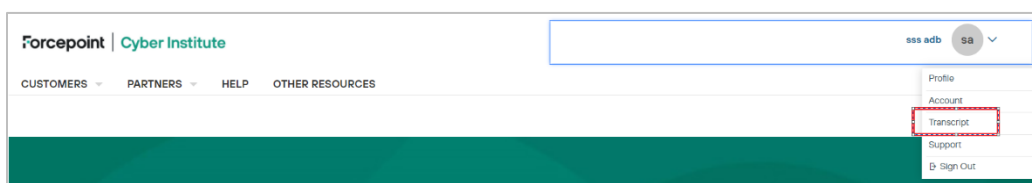
When will the transcript history from Forcepoint University become available in FCI?

Since you are a part of the initial soft launch program, you may not be able to view your full transcript when you get access to the system. However, your Forcepoint University transcript will be fully migrated to FCI by October 5, 2020.

How do I check my completed courses and transcript in FCI?

The transcript gives you a summary of your completed courses with a print certificate option available for all the certified courses. You can view your transcript with these steps:

1. Sign in to FCI.
2. Navigate to your Dashboard.
3. Click the dropdown of your Profile.
4. Click on **Transcript**.



5. View all your completed courses, which will show the start and completion date.

How do I view my certificate?

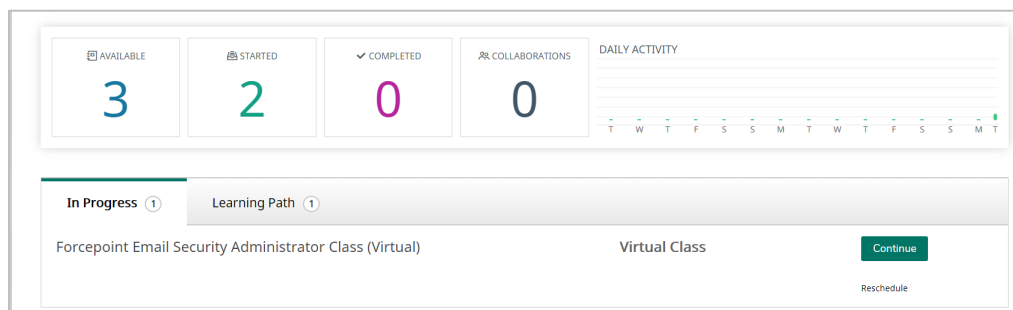
You can view your certificate with these steps:

1. Sign in to FCI.
2. Navigate to your Dashboard
3. Click the dropdown of your Profile.
4. Click on **Transcript**
5. View all the completed courses and certificate options available for all your certified courses.

How do I view or enroll in available sessions of a class?

As part of the initial launch, you have already purchased training and will have the course listed on your Dashboard. Follow these steps:

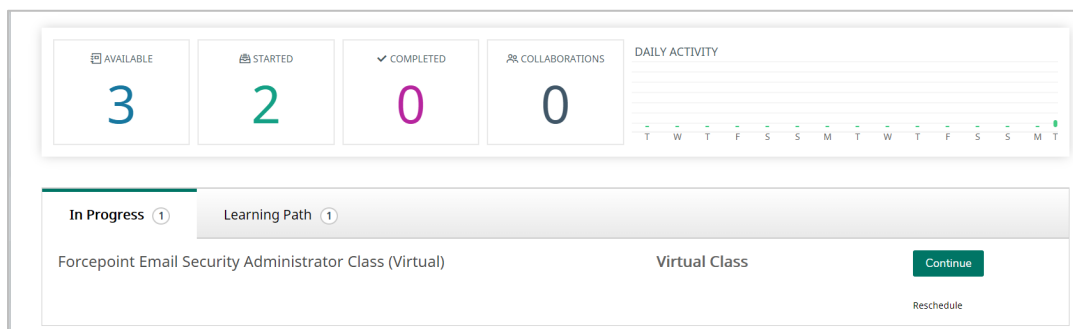
1. Sign in to FCI.
2. Navigate to your Dashboard.
3. Navigate to your **In Progress** trainings as shown.



4. Select **Learning Paths**.
5. Select **Continue Learning Path** of your purchased training.
6. Click on **Select Session**.

How do I launch my class?

1. Sign in to FCI.
2. Navigate to your Dashboard.
3. Navigate to your **In Progress** trainings as shown and Click **Continue**.

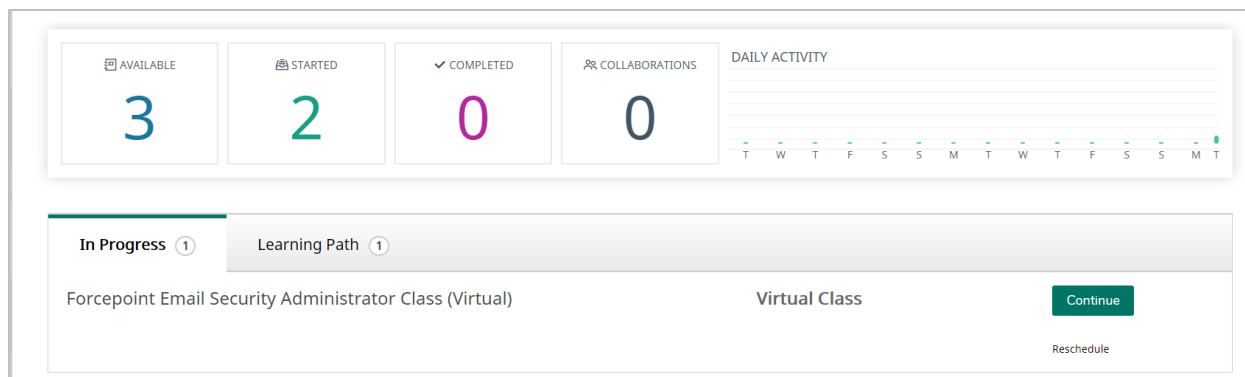


4. Select the **Session launch details Section** and click **Launch**.

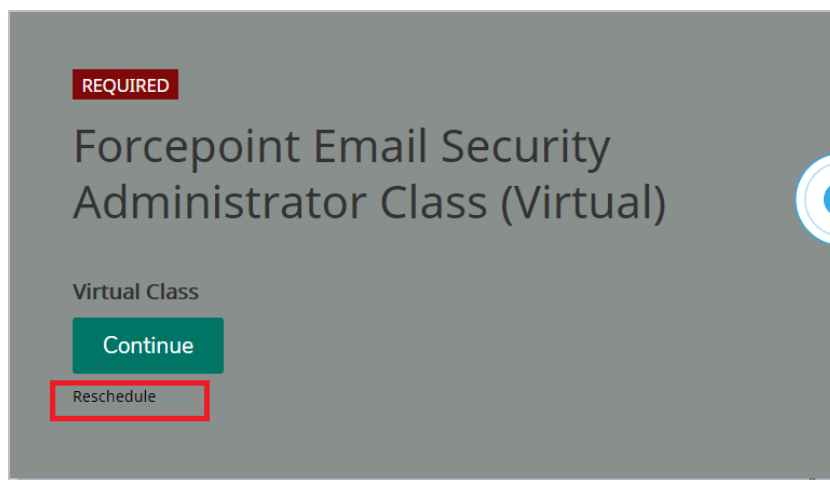
How do I reschedule my class?

If you would like to reschedule your class, please follow these steps:

1. Sign in to FCI.
2. Navigate to your Dashboard.
3. Navigate to your **In Progress** trainings as shown.



4. Select the **Learning Path** you wish to reschedule.
5. Select **Continue Learning Path** of your purchased training.
6. Select **Reschedule** as shown.



7. Select the session and click on **Reschedule**.

Why I am unable to access Customer or Partner Catalog?

As per your association with Forcepoint, you have been granted access to your respective catalog.

- If you are a registered customer, you can access the Customer Catalog.
- If you are a registered Partner you can access the Partner Catalog.

NOTE: All applicable discounts have been applied to your courses.

How do I drop from a class or cancel my registration?

To cancel your registration, you will need to create a case. Once contacted, administrators can remove the content access and cancel the registration within eight hours.