

RLDatix Education Resources

Empowering your team for success

Unlock the Full Potential of RLDatix with Our Comprehensive Education and Training Resources

At RLDatix, we understand that proper education and training is the key to maximizing the value of our products. That's why we've created a suite of training resources designed to support every user, from beginners to system administrators. Our training options are flexible, allowing you to choose the format that best suits your team's needs. Here's how you can leverage these resources:

Product In-App Help: Instant Guidance at Your Fingertips

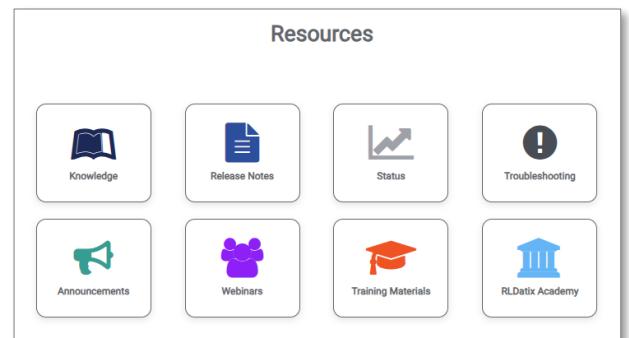
In-App Help pages are accessible in many RLDatix product applications/systems and are available to all users.

- **What It Is:** Easily accessible help pages directly within many RLDatix applications.
- **What You Get:** Step-by-step videos, downloadable reference guides, support article links, and comprehensive admin guides.
- **Why It Matters:** Immediate assistance when and where you need it, ensuring your team stays on track without interrupting workflow.

Support Portal: Your Central Hub for Knowledge

The [Support Portal](#) is a searchable knowledge base full of resources for admins* including in-depth product demo videos, bite-sized how-to videos, step-by-step how-to articles, and comprehensive admin guides.

- **What It Is:** A searchable knowledge base filled with resources for admins.
- **What You Get:** In-depth product demo videos, quick how-to guides, and detailed admin manuals.
- **Why It Matters:** Your go-to source for everything you need to manage and optimize RLDatix products, all in one place.



Note: Some products may offer a public knowledge base, which is available without a login.



RLDatix Academy: Deep Dive into Product Mastery from Implementation and Beyond

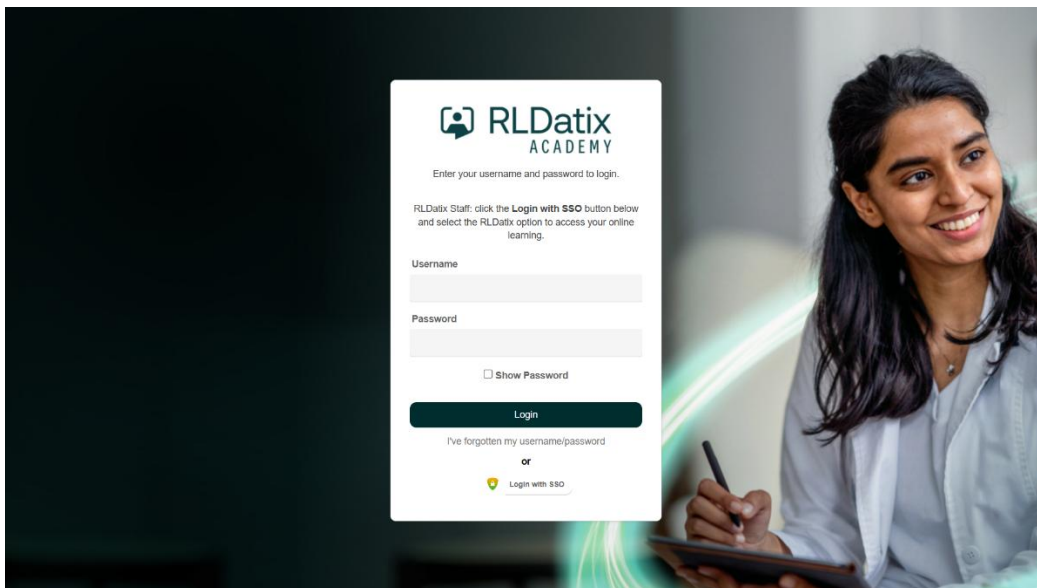
The [RLDatix Academy](#) is a great resource for admins who would like to get the full span of instruction that is covered during the implementation phase. Courses in the Academy give you end-to-end instruction for all aspects of our product through self-paced courses including demo videos, guides, knowledge checks, and activities to aid in the training process.

- **What It Is:** A self-paced learning platform designed to cover all aspects of RLDatix products, including those explored during implementation.
- **What You Get:** Demo videos, interactive guides, knowledge checks, and activities to solidify learning.
- **Why It Matters:** Perfect for admins looking to deepen their understanding, explore new products, or review past webinars—all on their schedule.

This is also where you can learn about other products, view past webinars, and more.

Logging In to the RLD Academy

Use the email associated with your **Support Portal** account to login. If you did not receive an email with account details, use the “forgot password” link to get a new password and finish setting up your account.



Users are unable to self-request accounts for Zendesk access.

A user who already has access must [submit a special type of ticket](#) to request an account on their behalf.



Webinars: Stay Ahead with Live and Recorded Sessions

RLDatix offers several product step-by-step and industry thought leader webinar sessions each month.

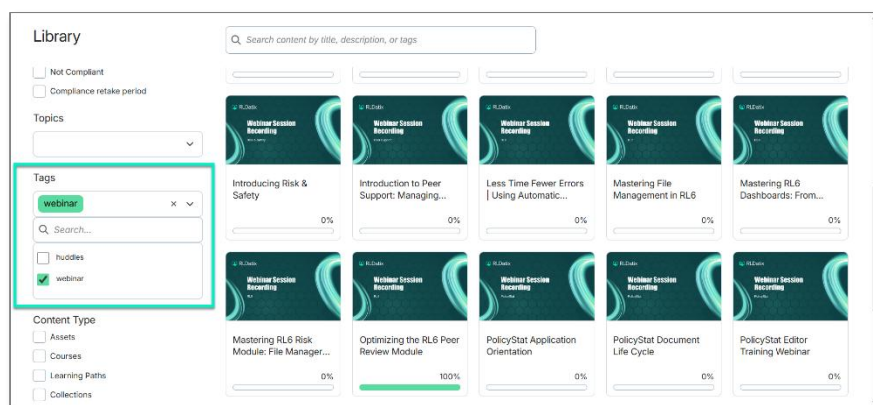
- **What It Is:** Bi-weekly live webinars and recorded sessions featuring product walkthroughs and industry insights.
- **What You Get:** Access to both upcoming live sessions and an archive of past webinars.
- **Why It Matters:** Stay current with the latest RLDatix features, system enhancements, and industry best practices by learning directly from experts.

Where to Register:

- [HUB Community](#)'s Global RLDatix Events Calendar in the **Events** tab.
- [Support Portal](#) Webinars Calendar. Click the **Subscribe** button at the top right to receive an email alert each time new sessions are added to the Webinar Calendar.
- [RLD Academy](#) announces upcoming webinars in the News section on the home page.

View Past Webinars:

Customers may view past webinars in [RLD Academy](#) using their account to log in. After logging in, search for “webinar” in the Home page search bar to view webinars for different products or filter the Learning Library using the “webinar” tag.



Don't let your team miss out on these valuable resources! Leverage the RLDatix Training Guide to enhance your product knowledge, improve efficiency, and ensure the best possible outcomes for your organization.

