

RLDatix Education Resources

Empowering your team for success

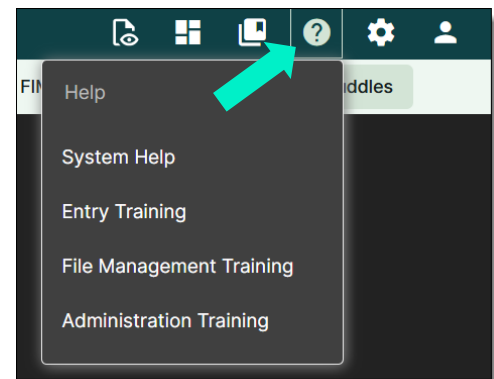
Unlock the Full Potential of RLDatix with Our Comprehensive Education and Training Resources

At RLDatix, we recognize that effective education and training are essential for unlocking the full potential of our products. To ensure that every user - whether you're a beginner, advanced user, or system administrator - can confidently utilize our solutions, we've developed a comprehensive suite of training resources. These tools are designed to offer flexibility and cater to a variety of learning styles, ensuring that your team can access training in the way that works best for them. Here's how you can leverage these resources:

In-App Help: Role-Based Resources at Your Fingertips

In-App Help pages are available to all users and can be accessed by clicking the question mark icon at the top right of any page in the application.

- **What It Is:** Easily accessible help pages directly within the application.
- **What You Get:** Role-based 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.



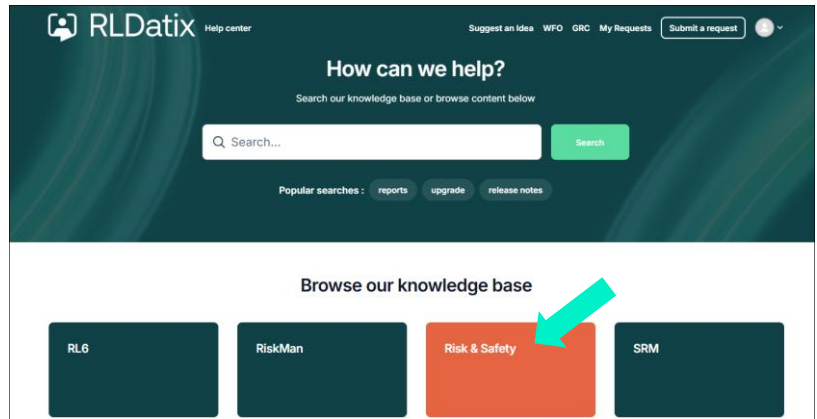
Support Portal: Your Central Hub for Knowledge

The [Support Portal](#) is your comprehensive, searchable hub for all things RLDatix. Whether you're a beginner or an experienced admin, this resource is designed to empower you with the tools and knowledge you need to succeed.

- **What It Is:** A user-friendly, searchable knowledge base brimming with resources tailored to all experience levels, from first-time users to system administrators.
- **What You Get:**
 - In-depth Product Demo Videos: Walkthroughs that provide a deep dive into your product(s) features and functionalities.
 - Bite-sized How-To Videos: Quick, easy-to-follow tutorials to guide you through everyday tasks.
 - Step-by-Step Articles: Detailed, written instructions to troubleshoot issues or master advanced tools.
 - Comprehensive Admin Guides: Resources designed to help admins manage and optimize your system with confidence.



- **Why It Matters:** It is your one-stop destination for all the knowledge you need to seamlessly manage and optimize your use of your product(s). From quick fixes to advanced troubleshooting, you will find everything you need to keep your system running smoothly, making your experience more efficient and productive.



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

The [RLDatix Academy](#) is an invaluable resource, particularly for administrators who want a comprehensive understanding of our products, mirroring the full range of training provided during your implementation phase. The Academy's structured learning paths ensure that admins are well-equipped to manage and optimize their systems effectively, even beyond the initial setup.

The Academy offers more than just a surface-level overview. It dives deep into the operational and technical aspects of your product(s), making it a go-to resource for those looking to enhance their skills and system knowledge. The content is meticulously curated to address the real-world challenges that admins face, ensuring that you're prepared to handle every aspect of product management with confidence.

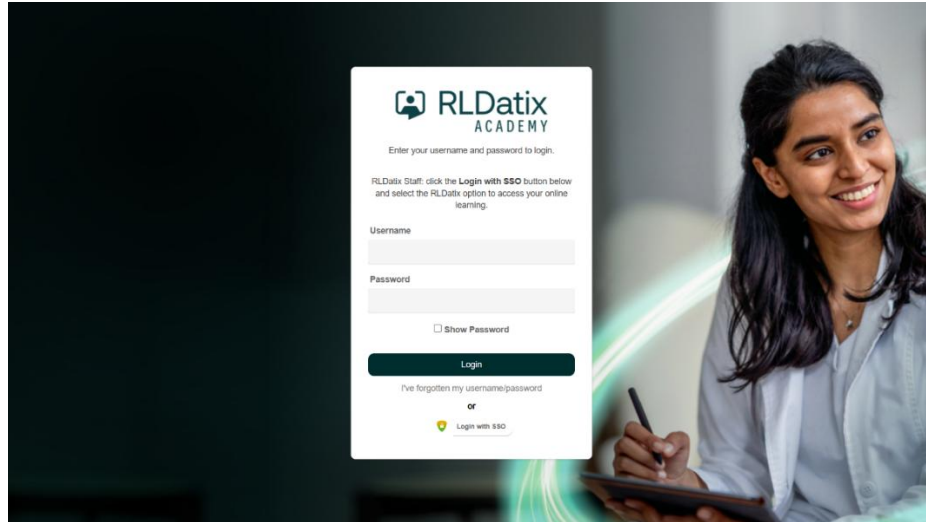
- **What It Is:** A self-paced learning platform designed to cover all aspects of your product(s), including those explored during implementation.
- **What You Get:** Demo videos, interactive guides, knowledge checks, and activities to solidify learning.
- **Why It Matters:** Perfect for admins looking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

Logging In to the RLD Academy

Use the email address 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

At RLDatix, we host a series of highly informative webinars every month, designed to give you direct access to both product experts and industry thought leaders. Whether you're looking to master our tools, stay updated on the latest best practices, or gain insights into emerging trends in healthcare and compliance, our webinars offer immense value.

Attending RLDatix webinars equips you with the tools and knowledge you need to optimize your use of our products and enhance your understanding of broader industry topics. Whether you're looking to improve efficiency, ensure compliance, or gain a competitive edge, these webinars provide the ongoing education necessary for your professional growth. RLDatix webinars are an opportunity to learn, engage, and elevate your expertise.

- **What It Is:** Application training sessions recurring on a monthly cycle and bi-weekly sessions featuring product walkthroughs or industry insights.
- **What You Get:** Access to both upcoming live sessions and an archive of past webinars. Live Q&A to help you get your training questions answered.
- **Why It Matters:** Stay current with the latest RLDatix features, system enhancements, and industry best practices by learning directly from experts.

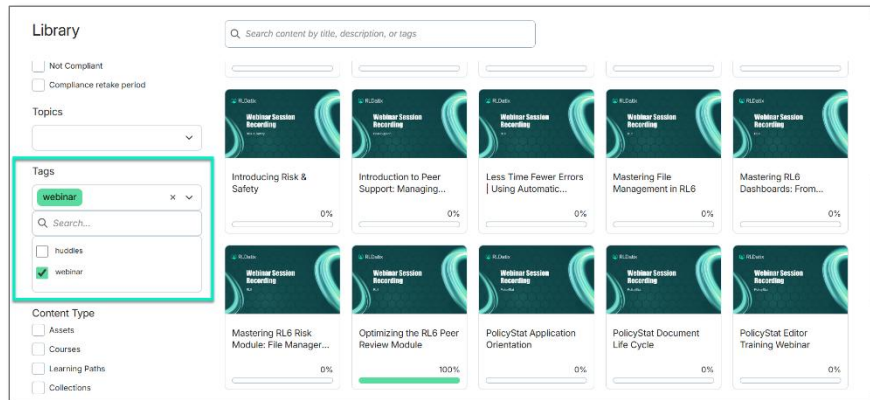
Where to Register:

- [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.

