Viewpoint Academy

Customer Resource Guide

Viewpoint Academy

Highlights

- **Role-based training** by product
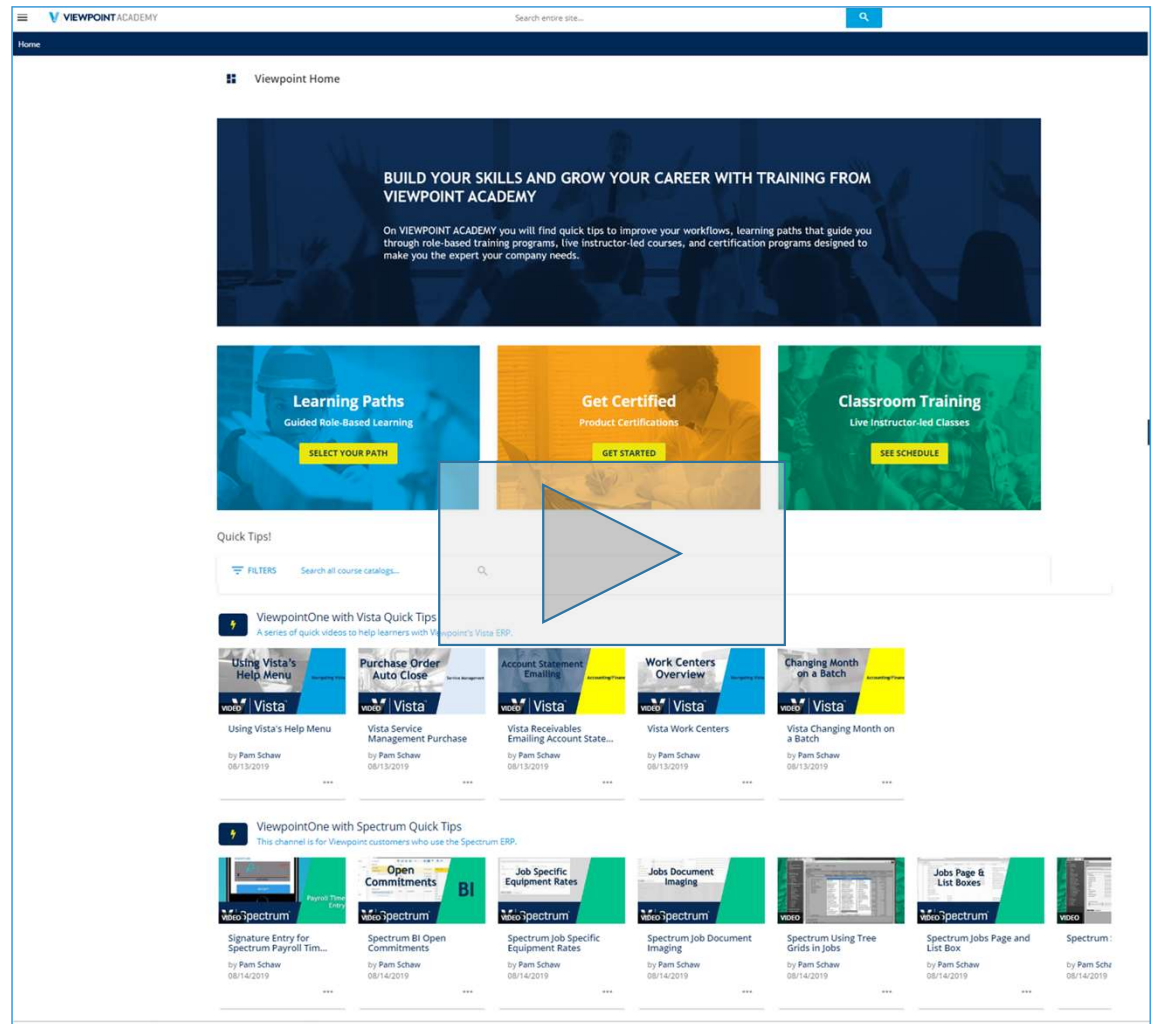- Examples: Finance/Accounting, Project Manager, Payroll Specialist

- **Product Certifications**
- Examples: Field View User, Field View Admin, Spectrum Admin (under development)

- **Instructor-led training**, virtual & in-person
- Pay via credit card!

Take a tour!

https://player.vimeo.com/video/366866276

Customer Access to Viewpoint Academy

- **Go to support.viewpoint.com**

- **Scroll down and click on Viewpoint Academy**

Note! The Viewpoint Academy login is separate from the portal login

Viewpoint Academy Customer Access

First Time Access for Existing User

1. Click the **Sign In** button in the top right corner of the page if you are not directly on the Sign In page already.

2. Click **Forgot Password**.

3. Enter your email address.

4. Click **Send Message**.

Customer will receive an email with a link to create their password.

New User

If the instructions above don't work for you, it may be that you don't have an account set up with us.

An authorized user at your company can set up your account in our customer support portal at support.viewpoint.com.

Prospect

Welcome! Feel free to browse our catalogs. For the full Viewpoint Academy learner experience, talk to your sales rep about getting an account.

Customer FAQ 1 – Viewpoint Academy

Why did Viewpoint Learning Center go away?
Partnering with Trimble, we are modernizing the way our learners interact with training content.

Why did you change the name?
The name changed to reflect our customers' exciting new learning experience, with an increased focus on roles and certifications.

How do I get a report on my team's training results?
Each time a learner completes a course, they can download a certificate. You can ask them to provide the certificate to you as proof they completed the course. We hope to eventually allow fully authorized users to run progress reports on their employees.

How do I find a course or video?
Search for relevant keywords or select a learning plan for your role. Use the product name in your search to narrow results. You can also view a calendar display of our live training options.

What does it mean to have Role Based training?
We have developed learning plans targeted to common roles our customers perform in their organizations. Examples include plans for controllers, project managers, payroll specialists and several others.

How do I assign training to my employees?
Each eLearning course contains a course enrollment link. You can use those links to create an external training document for your employees. When your employee clicks the link, they are automatically enrolled in the course if there is no cost associated with it.

How do I get a copy of my training history from the old system?
You can download your transcript and run reports in the Viewpoint Learning Center until March 1st, 2020. Go to learning.viewpoint.com and log in using your old Clearview credentials.
After March 1, 2020 you can reach out to viewpointacademy@viewpoint.com to request a report.

Customer FAQ 2 – Viewpoint Academy

I registered for a class in the Viewpoint Learning Center, do I need to do anything?
We will move your registration over to the Viewpoint Academy. Check out our 2020 training schedule!

I don't see as much content as I used to. Why is that?
In order to improve your search results and provide you with the most up-to-date resources, we archived old content that was no longer relevant or that no longer functioned correctly in modern browsers. We look forward to bringing you new and exciting training programs!

How do my employees get access?
Fully authorized users can add new employees in the Viewpoint Customer Support Portal. Once you add your employee and set an access level (all of them grant access to Viewpoint Academy) *your employee will be able to use their email address to log in to Viewpoint Academy.* After the initial site launch new learners will receive a welcome email with their username and temporary password.

What domains should I whitelist so that I get emails from the system?
- Viewpoint.com
- Trimble.com
- Vimeo.com

Is my login for Viewpoint Academy the same as the one for the support portal?
Currently the login credentials are separate, however feel free to set the same password for both and click "Remember me" for quick access.