

Training, Accreditation and Certification Requirements and Training Guide

Understanding and Navigating Partner Program Training and Compliance

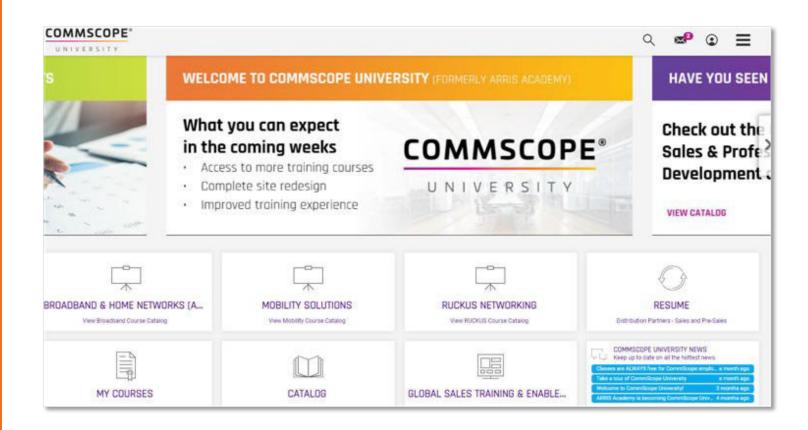




RUCKUS® Education Services provides gold standard technical content that is recognized by networking professionals around the world.

As a valued Partner, we offer best-in-class training ensuring that you can add real value to your customers.

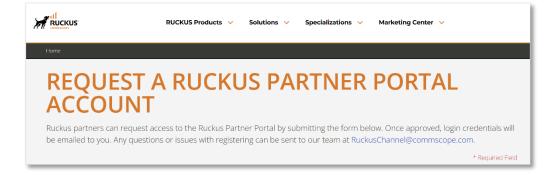
Participation in the RUCKUS BIG DOGS Partner Program requires that you meet certain standards. This presentation will walk you through the necessary testing requirements and associated courseware.



Accessing RUCKUS Partner Training—Step 1

Step 1:

Ensure you have a RUCKUS Partner Portal account



- If you do not already have a RUCKUS Partner Portal account, create one here. You must be a registered RUCKUS Partner to create an account.
 - Not a RUCKUS Partner yet? Join here today.
- Accounts are activated within 24 hours, and you will receive your login credentials from ruckuschannel@commscope.com.
- Your login credentials will be in the form of firstname.lastname@rwbigdog.com. This is not an e-mail address. This is simply your username for the RUCKUS Partner Portal.
- If you do not receive your credentials within 24 hours, check your spam folder. Contact ruckuschannel@commscope.com for further assistance.

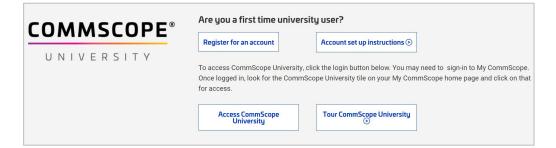
*IMPORTANT: Ensure your most up-to-date company e-mail address is associated to your rwbigdog account. If you need assistance updating your company e-mail on your profile, contact ruckuschannel@commscope.com.



Accessing RUCKUS Partner Training—Step 2

Step 2:

Ensure you have a **CommScope University** account



All RUCKUS BIG DOGS Partner Program training is located in CommScope University. To access and complete RUCKUS Partner training, you must have a CommScope University account in addition to your RUCKUS Partner Portal account. These are two separate portals with separate logins.

See instructions below on how to create a **MyCommScope** account if you do not already have one:

- Access RUCKUS Training and Certifications section on CommScope.com
- Select "Login to CommScope University" (at the bottom of the page) to create your account.
- Or, complete the new user registration here click on "Sign Up" to enter your e-mail and receive a verification code to proceed.
- Please also view the "Learn how to create an account" video. This walks you through how to set up your MyCommScope account.

COMMSCOPE UNIVERSITY CommScope University is our new home for professional certification, technical and product training. You will have access to multiple CommScope product line training all in one place! CommScope University houses training from the former ARRIS Academy, the Mobility Solutions Institute and the RUCKUS Training Portal. First time logging into CommScope Learn how to create an account University? Login to CommScope Tour CommScope University

*IMPORTANT: You must register using your company e-mail (your rwbigdog username is used for the RUCKUS Partner Portal login only and cannot be used for accessing RUCKUS training in CommScope University). Your CommScope University username should be your company e-mail address. Do not register using a personal e-mail address as this will inhibit your training and certifications from being properly tied to your RUCKUS Partner Portal account record.



Accessing RUCKUS Partner Training—Step 3

Step 3:

Access and complete RUCKUS Partner training



Once the prior steps are complete, we recommend waiting ~15 minutes before logging in to access RUCKUS training within **CommScope University.**

This will ensure your profile is assigned the proper "Partner" permissions based on your company e-mail domain. Again, if you register using a personal e-mail address, your profile will not be tagged as a Partner account and you will not be able to access the RUCKUS partner training.

How to find and access RUCKUS partner training:

- You can navigate to all RUCKUS Partner training curriculums directly from the RUCKUS Partner Portal training page.
- You can navigate to all RUCKUS Partner training within CommScope University via Catalog \rightarrow Product Training \rightarrow RUCKUS **Networking** → **RUCKUS BIG DOGS Partner Program**. Or directly here.
- Choose the curriculum suited to your desired partner level and enroll to view/complete courseware and associated exams.

*If you are a RUCKUS Partner and receive an error message when trying to access any of the training course links, please reach out to **TrainingSupport@commscope.com** to ensure your account has been correctly set up with partner permissions.



Accessing RUCKUS Partner Training—Summary

In order to access and complete RUCKUS BIG DOGS Partner Program training, accreditations and certifications, you need 2 accounts:

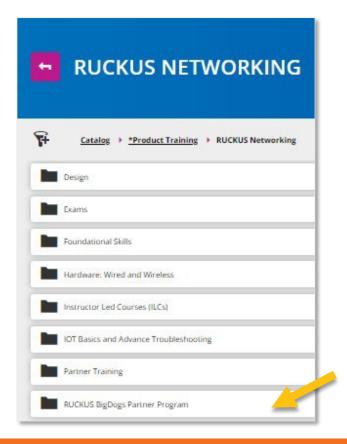
1. RUCKUS Partner Portal Account

- A. Username:
 - fistname.lastname@rwbigdog.com
- B. Account information must reflect your current company e-mail address.
- C. The RUCKUS Partner Portal contains direct links to all Partner Program training. Links lead directly to CommScope University curriculums.
- D. In order to access this training, you must also have a CommScope University account.

2. CommScope University Account

- **A. Username**: your current company e-mail address
- B. <u>Do not use a personal e-mail address</u> to complete training. It will not tie back to your partner record in the RUCKUS portal.
- C. All RUCKUS partner training is accessed and completed within CommScope University and tied back to the RUCKUS Partner Portal account due to the company e-mail match between the two accounts.
- D. Training completed in a given week will be reflected on your RUCKUS Partner Portal account **the following Tuesday**.



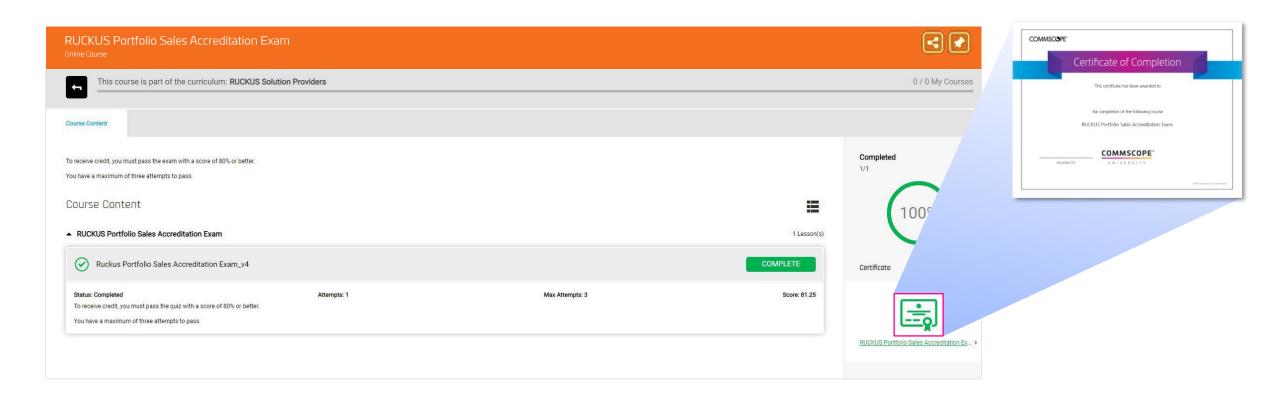




For ease of access, curriculums are provided focusing on Partner level

- Select the new **RUCKUS BIG DOGS Partner Program** folder from the catalog and then the appropriate Partner level to view required training materials
- Open the curriculum and click "Enroll" to view the classes to launch (you must also "Enroll" in each individual class)
- Courses and exams are also available individually by searching the catalog





Accessing your certificates

- When a class or accreditation is completed, the status indicator on the right side of the course page will display the accompanying certificate of completion.
- Click the Certificate link to view and download it.
- Certain Accreditation exams and courses DO NOT show certificates here as they are managed separately. You'll receive an email with instructions on how to access these certificates and digital badges upon completion of these exams (i.e. RICXI Accreditation Exam, RASZA Accreditation Exam, etc.).
- You can also locate your certificates under "My Training Record"





RUCKUS BIG DOGS Partner
Program—Core Training
Requirements





Elite RUCKUS Partner Training Requirements

Elite RUCKUS Partners must achieve and maintain select trainings, accreditations and/or certifications

- Courses—Include end-of-course Knowledge Check which must be passed, unlimited attempts
- Accreditations—Open-book, no fee, online exams available on CommScope University
- **Certifications**—Proctored, fee-based, on-line exams available from 3rd party

The tables to the right outline the mandatory exams and courses and the required number of on-staff personnel that must pass or complete each to meet Elite Partner requirements

- Technical accreditations and Certifications are valid for three years from date of completion
- Sales and Pre-sales accreditations are valid for one year from date of completion

For Elite RUCKUS Partners, focused training is customized to your specialty and needs. Choose the path below most suited to your business model. Country Market Size Classification can be found here: Market Size Classification

| ELITE - WIRELESS FOCUSED PATH Wireless Certification • Wired Accreditation | Small/Medium Countries | Large Countries |
|--|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x1 | x2 |
| RUCKUS Portfolio SE Pre-Sales Training | x1 | x2 |
| RCWA RUCKUS Certified Wireless Administrator (or valid CWNA) | x1 | x2 |
| RUCKUS ICX Implementer (RICXI) Accreditation Exam | x1 | x2 |
| RUCKUS Accredited Support Professional Accreditation Exam | x1 | x2 |

| ELITE - WIRED FOCUSED PATH Wired Certification • Wireless Accreditation | Small/Medium Countries | Large Countries |
|---|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x1 | x2 |
| RUCKUS Portfolio SE Pre-Sales Training | x1 | x2 |
| RCNI RUCKUS Certified Network Implementer (or valid RCNA) | x1 | x2 |
| RUCKUS Accredited SmartZone Administrator (RASZA) Exam | x1 | x2 |
| RUCKUS Accredited Support Professional Accreditation Exam | x1 | x2 |

| ELITE - COMBINATION PATH Wireless Certification • Wired Certification | Small/Medium Countries | Large Countries |
|---|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x1 | x2 |
| RUCKUS Portfolio SE Pre-Sales Training | x1 | x2 |
| RCNI RUCKUS Certified Network Implementer | x1 | x1 |
| RCWA RUCKUS Certified Wireless Administrator (or valid CWNA) | x1 | x1 |
| RUCKUS Accredited Support Professional Accreditation Exam | x1 | x1 |

| LIFECYCLE ELITE Wireless Certification Wired Certification | Small/Medium Countries | Large Countries |
|---|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x2 | x2 |
| RUCKUS Portfolio SE Pre-Sales Training | x2 | x2 |
| RCNI RUCKUS Certified Network Implementer | x2 | x2 |
| RCWA RUCKUS Certified Wireless Administrator (or valid CWNA) | x2 | x2 |
| RUCKUS Accredited Support Professional Accreditation Exam | x2 | x2 |



Certified RUCKUS Partner Training Requirements

RUCKUS Certified Partners must achieve and maintain select trainings and accreditations.

There are now two path options to becoming a Certified Partner:

- 1. The traditional, self-paced online training and accreditation path
- The NEW <u>RUCKUS Accelerated Certified</u> <u>Partner Program</u> path

| <u>CERTIFIED</u> * (Strongly recommended for Registered partners) | Small/Medium Countries | Large Countries |
|---|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x1 | x1 |
| RUCKUS Portfolio SE Pre-Sales Training | x1 | x1 |
| RASZA 200 Configuration, Management, and Troubleshooting SmartZone 6.0 <u>or</u> RUCKUS Accredited SmartZone Administrator (RASZA) Exam | x1 | x1 |
| ICX 150—RUCKUS ICX Implementer Online Training Course <u>or</u> RUCKUS ICX Implementer (RICXI) Accreditation Exam | x1 | x1 |
| ROne 200 - RUCKUS One Configuration and Management \underline{or} RUCKUS One TM Implementer (ROne) Accreditation Exam | x1 | x1 |
| RWD 200—RUCKUS Wi-Fi Design <u>AND</u> WSS 200 – Wi-Fi Site Surveys <u>or</u> RUCKUS Accredited Wi-Fi Designer Exam | x1 | x1 |
| Routing and Switching Protocols (RSP 100) Exam | x1 | x1 |
| RUCKUS Wi-Fi Fundamentals (RWF 100) Exam | x1 | x1 |
| RAI 200 RUCKUS AI Implementer \underline{or} RUCKUS AI $^{\text{IM}}$ Implementer (RAII) Accreditation Exam | x1 | x1 |

<u>OR</u>

| <u>CERTIFIED</u> * | Small/Medium Countries | Large Countries |
|---|------------------------|-----------------|
| RUCKUS Portfolio Sales Training | x1 | x1 |
| RUCKUS Accelerated Certified Partner Program* | x1 | x1 |

^{*}Find further information about the RUCKUS Accelerated Certified Partner Program here.



NEW RUCKUS Continuing Education Program

RUCKUS Partners now have more options when it comes to maintaining training compliance.

There are now two ways to maintain your training, accreditation and certification status.

- Refresh your online training and accreditations and certifications every 1 year (Sales and Pre-Sales) or every 3 years (technical)
- The NEW <u>RUCKUS Continuing Education</u>
 <u>Program</u>

RUCKUS Technical Family (RTF)

Continuing Education Program

RUCKUS® Networks has now made qualifying for training, accreditation and certifications easier to maintain for our upper-level Partners. With our new Continuing Education program, Certified and Elite Partners can extend their **eligible trainings**, accreditations, and/or certifications for one additional year without having to undergo the accreditation and certification process.

To qualify, simply attend or participate in the designated classes or activities, and earn points. Accumulate enough points during a compliance year (July 1 through June 30) and your qualifications will be extended for one additional year.

Use the Continuing Education program to make sure your company maintains the correct number of qualified sales, technical and certified professionals to retain your Certified or Elite Partner status.

Get all the details **here**.

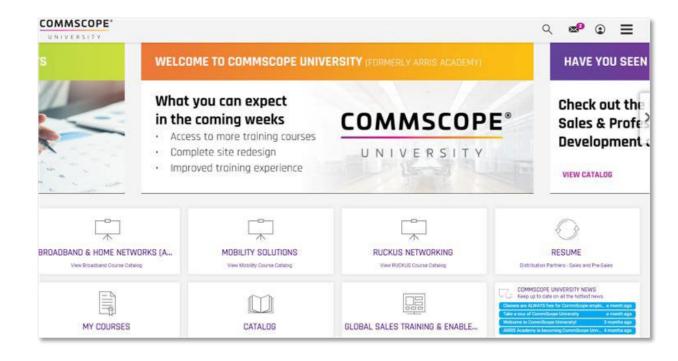


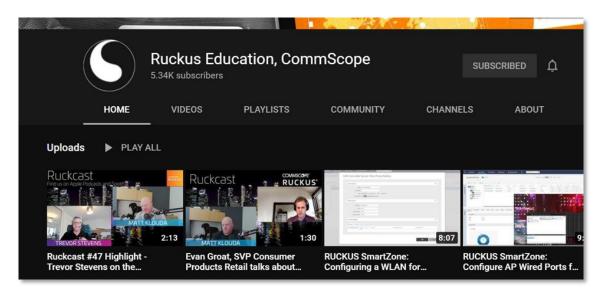
RUCKUS Education Services provides additional technical content aimed at increasing your WiFi and Wired networking expertise. Be sure to browse our catalog on CommScope university and as a partner, all on-line training is free to you.

Also, be sure to check out our **RUCKUS Education YouTube channel** for more technical training, our podcast—RUCKCAST and Livestreams.

For questions or more information regarding RUCKUS Education Services, please contact

Trainingsupport@commscope.com





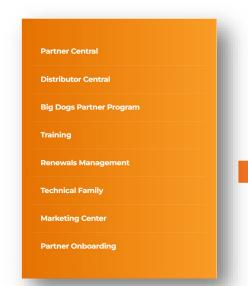


Viewing Partner
Compliance in the
RUCKUS Partner Portal



View Compliance (Partner)

- 1. Log in to the Partner Portal
- 2. Click on "Partner Central"
- 3. At the Home Tab, click the "View Compliance" link on the left-hand side
- 4. Compliance table window will appear to show your current training counts vs. what's required



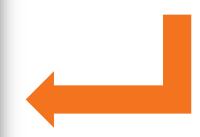
Welcome, Your Name Your Name My Company Profile My Profile **Channel Manager**

My Certifications

View Certification Details

Compliance

View Compliance



*For questions regarding partner program training or compliance, please contact your Account Manager. For additional support, you can also reach out to Trainingsupport@commscope.com or RuckusChannel@commscope.com.

| Partner Information | |
|--|--|
| Name Your company name | |
| Account Manager Name of your account manager | |
| Current RUCKUS BIG DOGS Program Level: Elite Solution Provider | |
| RUCKUS BIG DOGS Program Compliance Status: Non-Compliant | |
| Annual Elite Revenue Compliance % (guide here): % | |
| Industry Detail: VAR | |

| RUCKUS BIG DOGS Partner Program – Compliance | | | | | | |
|--|--|--|--------------------------------|-------------------------------------|---|--|
| Training Type | Course/Accreditation/Certification Name | Course/Accreditation/Certification Count | | | | |
| | | Actual Count | Required Count- "CERTIFIED" | Required Count- "ELITE" Wireless | | Required Count- "ELITE" Combination |
| Sales and Pre-Sales | RUCKUS Portfolio Sales Training | 0 | 1 | 2 | 2 | 2 |
| Training Requirements | RUCKUS Portfolio SE Pre-Sales Training | 0 | 1 | 2 | 2 | 2 |
| Technical Training Requirements | RUCKUS Certified Network Implementer (RCNI) or RUCKUS Certified Network Associate (RCNA) | 0 | 0 | 0 | 2 | 1 |
| | RUCKUS Accredited SmartZone Administrator (RASZA) Exam | 0 | 0 | 0 | 2 | 0 |
| | RUCKUS Certified Wireless Administrator (RCWA) or valid CWNA | 0 | 0 | 2 | 0 | 1 |
| | RUCKUS ICX Implementer (RICXI) Accreditation Exam | 0 | 0 | 2 | 0 | 0 |
| | RASZA 200 Configuration, Management, and Troubleshooting SmartZone 6.0 or ROne 200 - RUCKUS One Configuration and Management or RUCKUS Accredited SmartZone Administrator (RASZA) Exam | 0 | 1 | 0 | 0 | 0 |
| | ICX 150 - RUCKUS ICX Implementer Online Training Course or RUCKUS ICX Implementer (RICXI) Accreditation Exam | 0 | 1 | 0 | 0 | 0 |
| | RTSF 100 - RUCKUS Troubleshooting Fundamentals Training | 0 | 1 | 0 | 0 | 0 |
| | RWD 200 - RUCKUS Wi-Fi Design | 0 | 1 | 0 | 0 | 0 |
| | Routing and Switching Protocols (RSP 100) Exam | 0 | 1 | 0 | 0 | 0 |
| | RUCKUS Wi-Fi Fundamentals (RWF 100) Exam | 0 | 1 | 0 | 0 | 0 |
| | RAI 200 RUCKUS AI Implementer | 0 | 1 | 0 | 0 | 0 |



Thank you!

