

## BACKGROUND

Welcome to [RTI Academy](#), RTI's Virtual Learning Platform. This guide will help you familiarize yourself with the platform, from your first time logging in, to finding which courses you have been enrolled in, to enrolling in new classes and tracking your overall progress. Please take a few moments to review this guide before starting your journey with RTI Academy!

## SYSTEM REQUIREMENTS

RTI Academy uses Docebo®, a cloud based Learning Management System, as its platform. Please review the [System Requirements](#) to ensure you can access RTI Academy.

## FIRST TIME ACCESSING RTI ACADEMY

Your RTI Academy experience will start when the RTI team creates your account and enables your access. You'll then receive an email\* from the RTI Fulfillment Operations team with your account information. Next, follow these steps after receiving the email:

1. Click on the "Reset Your Password" link provided in your RTI Academy activation email.
2. You will be asked to enter your email address in order to reset your password.
3. A "Recover Password" email will be sent to you with your username and a link to reset your password.
4. Click the link to be taken to the RTI Academy site, and create your new password.
5. You'll be taken to a confirmation page when you successfully change your password. This confirmation page will include a link to the RTI Academy sign in page. Click this link and enter your username and updated password. Please note that your username is typically different from your email address. In most cases your username will be *firstname.lastname*. Your username was provided to you in the "Recover Password" email sent to you when resetting your password.
6. Congratulations! You've logged into RTI Academy for the first time.

\*Note: The activation email may go to your spam folder or be filtered by your organization.

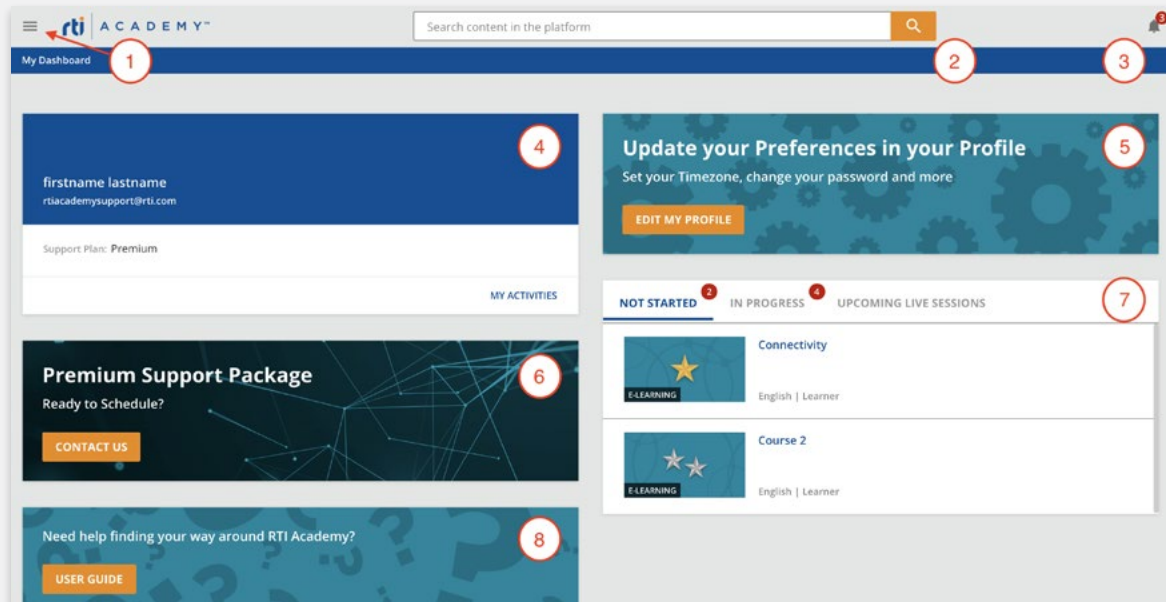
Please contact [rtiacademysupport@rti.com](mailto:rtiacademysupport@rti.com) if you have any issues logging in or did not receive your activation email.

## FIRST LOGIN

1. You will be instructed to read RTI Academy's Terms of Use after your first time logging in. Please review the terms; in order to access the learning platform, you will need to accept RTI's Terms of Use.
2. After accepting the terms, you will be directed to your Dashboard.

### My Dashboard

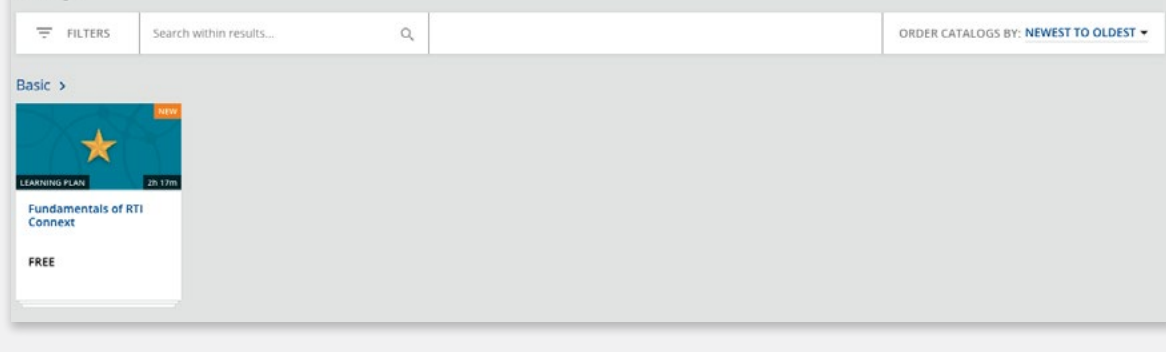
Your dashboard is the first thing you'll see each time you log into RTI Academy.



1. Click on the user menu where you can:
  - View your profile by clicking the pencil icon
  - Sign out
  - Navigate to My Dashboard, My Progress, or the RTI Website
2. Use the search bar to search for content throughout the platform
3. A red dot will appear here if you have a new notification, such as new content available or when you are scheduled for an upcoming live session. Click on the bell to view notifications.
4. Your name, email address and [Support Plan](#) tier will be displayed in this section.
  - Click on "My Activities" to view your activity report.
5. Click "Edit My Profile" to update your preferences, such as setting your timezone, changing your password and more.
  - **Note:** It is very important that you set your preferred time zone.
6. Your Support Plan tier also will be displayed in this section.
  - When you are ready to use your plan's hours to work with the Professional Services team, click the "Contact Us" button to email [scheduling+rtiacademy@rti.com](mailto:scheduling+rtiacademy@rti.com) and begin the scheduling process.
7. This section provides information about your course activity. The number within the red dot will indicate how many you have in each category.
  - **Not Started:** courses available to you that you have not started.
  - **In Progress:** courses that you have started but not yet completed.
  - **Upcoming Live Sessions:** upcoming live courses that were previously scheduled.
8. A shortcut to this User's Guide can be found here.

If you scroll down further, you will find the following sections towards the bottom of your Dashboard:

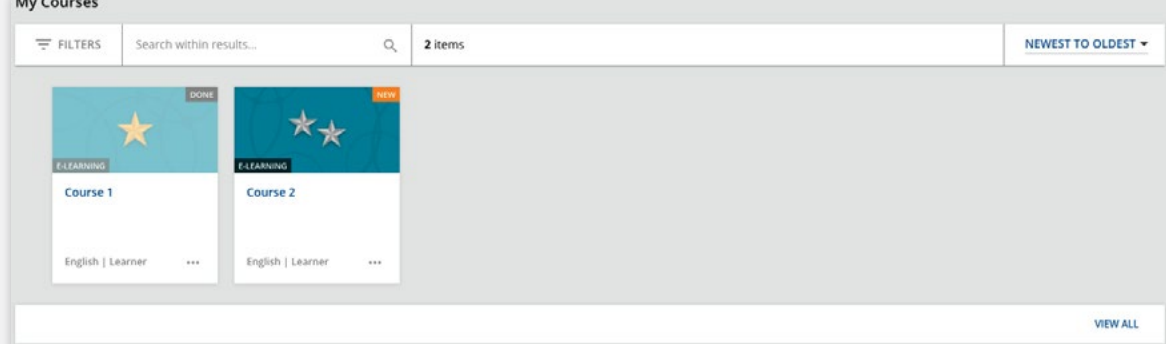
1. **Catalogs:** Courses are categorized into different groups called "Catalogs". Refer to the "New Content Notification" section below to learn more about new RTI Academy Content.



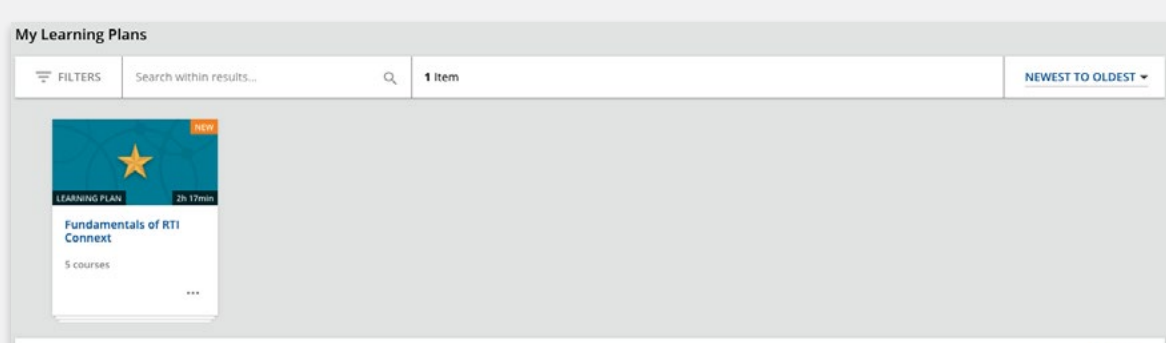
Catalogs can be one of three types:

1. **Basic Catalog:** A list of Basic level self-paced courses, accessible to accounts with Basic, Essential or Premium level support. This catalog contains the "Fundamentals of RTI Connect" learning plan.
2. **Essential Catalog:** A list of Essential level self-paced courses, accessible to accounts with Essential or Premium level support.
3. **Premium Catalog:** A list of Premium level self-paced courses, accessible to accounts with Premium level support.

2. **My Courses:** Courses in which you are currently enrolled. This section will be empty if you have not enrolled in any courses yet. Visit the Catalogs section in order to enroll in courses or learning plans.



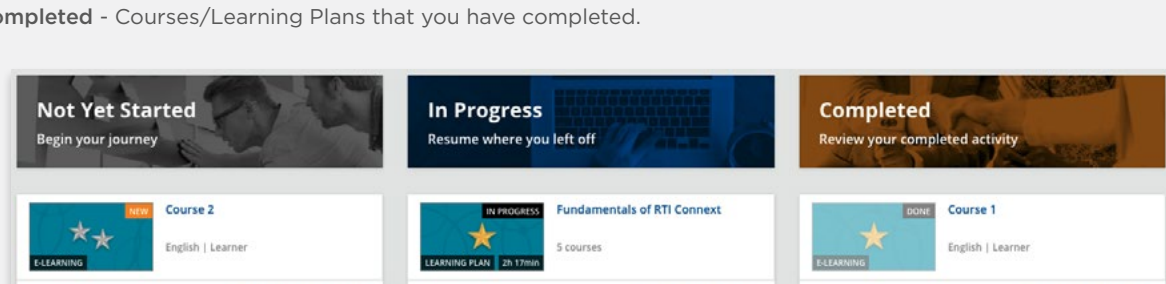
3. **My Learning Plans:** "My Learning Plans" shows the Learning Plans in which you are currently enrolled. A Learning Plan is a predefined collection of courses focused towards a specific purpose. Visit the Catalogs section in order to enroll in your first learning plan, the "Fundamentals of RTI Connect".



### My Progress

The My Progress page organizes your courses into three categories. To navigate to the My Progress page, click on the user menu at the top left corner of your dashboard:

1. **Not Yet Started** - Courses/Learning Plans that you are enrolled in, but have not started.
2. **In Progress** - Courses/Learning Plans that you have started but not completed.
3. **Completed** - Courses/Learning Plans that you have completed.

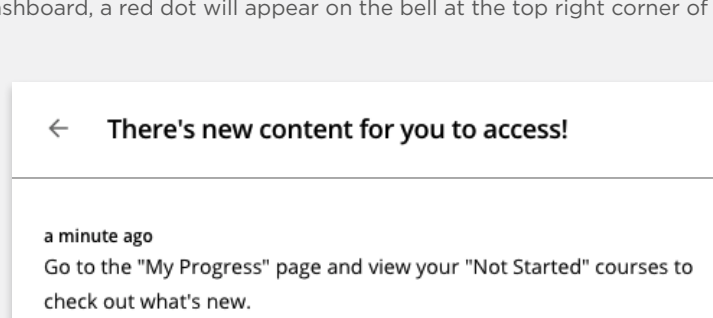


## NEW CONTENT NOTIFICATION

RTI continually adds new content to RTI Academy. Notifications will appear within your dashboard when new content is available in RTI Academy.

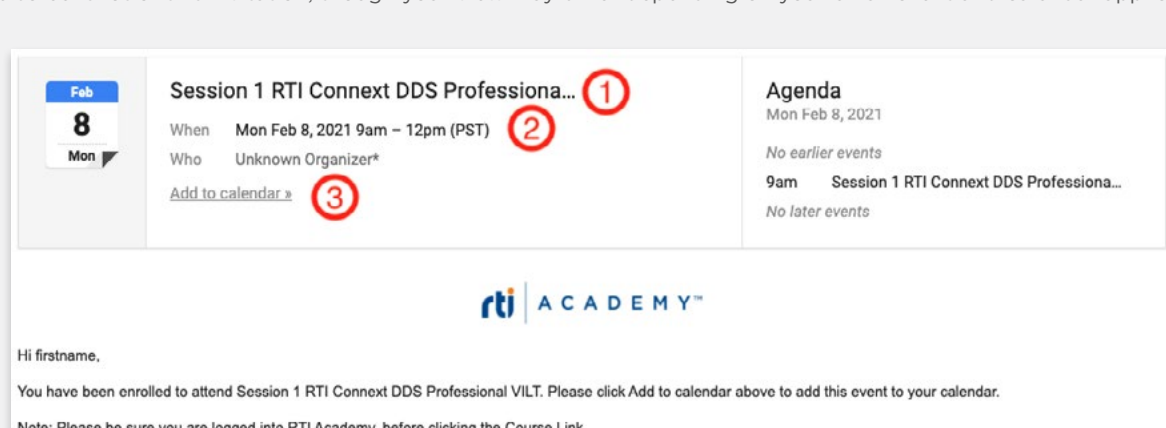
### Notification within the platform

As explained earlier in the dashboard, a red dot will appear on the bell at the top right corner of your dashboard when new content is available:



## UPCOMING LIVE SESSIONS

You will receive a calendar invitation from [rtiacademy@rti.com](mailto:rtiacademy@rti.com) when you are scheduled to attend a live session. Below is an example screenshot of this invitation, though your view may differ depending on your email client and calendar application.



1. The invitation title (or subject) will be the name of the course.
2. The invitation will provide the course date and time, including timezone.
3. **IMPORTANT:** Please click the included link ("Add to calendar") to add the event to your calendar.
4. The body of the invitation will contain a direct link to the course in RTI Academy. Clicking on this link will start the course if already logged in to RTI Academy; otherwise, you'll be redirected to log in. Alternatively, you can start the course from the "My Dashboard" or "My Progress" pages in the learning platform.

## CONTACT

[scheduling+rtiacademy@rti.com](mailto:scheduling+rtiacademy@rti.com)

Contact the Professional Services scheduling team when you are ready to use your support hours.

[rtiacademysupport@rti.com](mailto:rtiacademysupport@rti.com)

Contact us for RTI Academy platform or content support. We also want to hear from you! Use this email address to share feedback about your RTI Academy experience.

## ABOUT RTI PROFESSIONAL SERVICES

The RTI Professional Services team helps organizations around the world optimize their high-performance DDS-based systems. With over 350 years of combined distributed system design experience and 130 years of DDS experience, our services engineers deliver results ranging from architecture and design review to performance optimization to operational efficiency gains to locating problems in homegrown code. Whether on-site or remote, we provide training, deep-dive analysis, recommendations and hands-on code changes to ensure systems work as intended.

Through years of successful projects, we've accumulated deep knowledge about best practices, system optimization and the key tradeoffs of delivering customer requirements. Working closely with RTI's growing customer base, we continually discover better, smarter, and more effective ways to help our customers succeed.

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