

## 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.

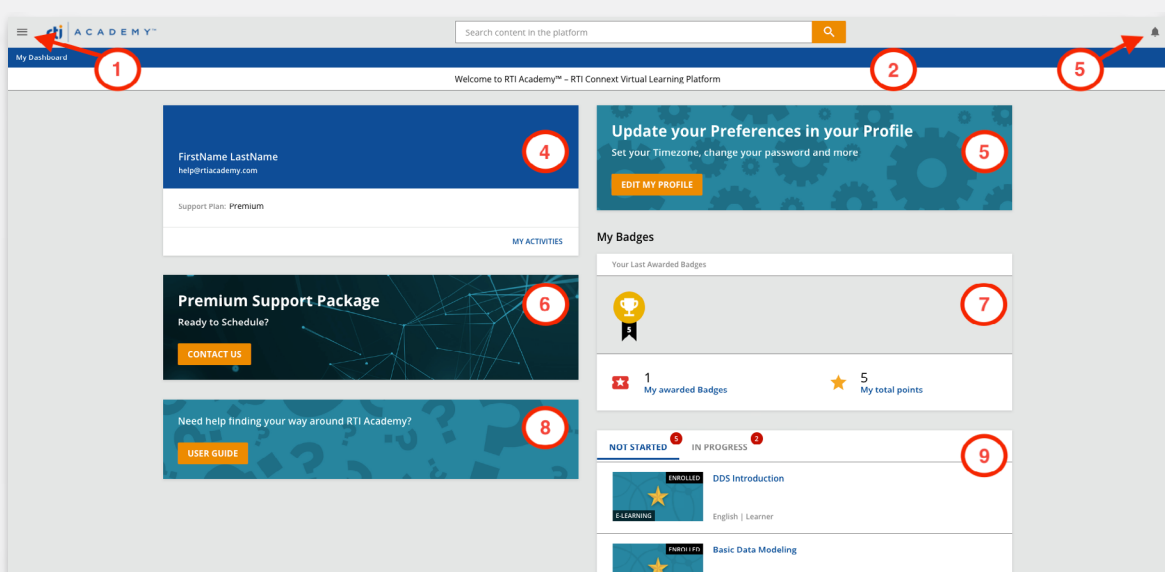
Please contact [help@rtiacademy.com](mailto:help@rtiacademy.com) if you have any issues logging in or did not receive your activation email.

## FIRST LOGIN

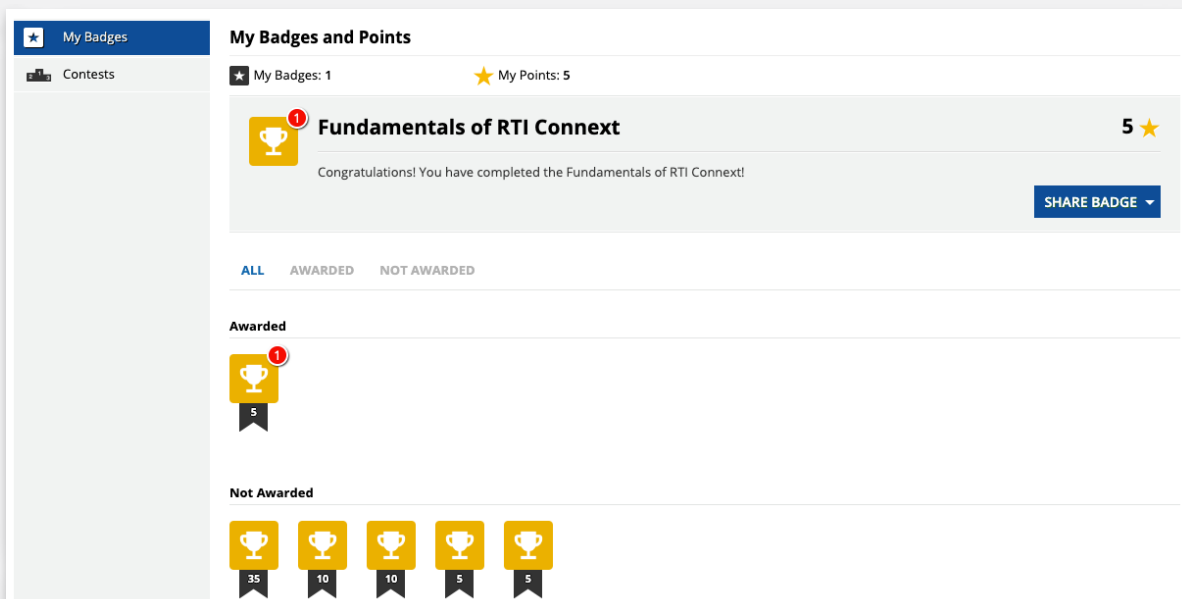
1. You will be instructed to read RTI Academy's Terms of Use after your first time logging in. Please review the terms; in order to access the learning platform, you will need to accept RTI's Terms of Use.
2. After accepting the terms, you will be directed to your Dashboard.

### My Dashboard

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



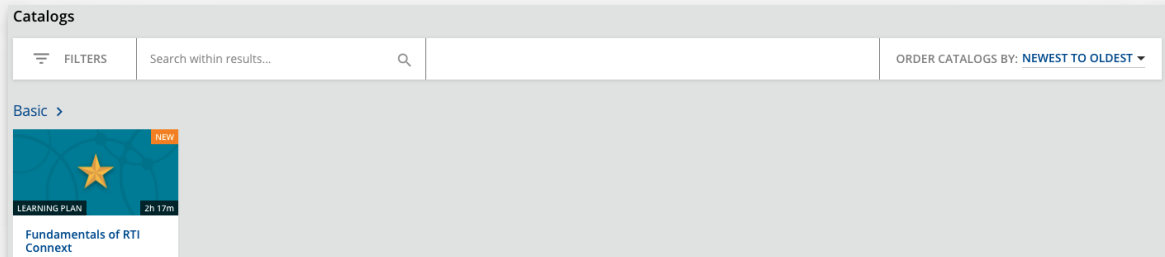
1. Click on the user menu where you can:
  - View your profile by clicking the pencil icon
  - Sign out
  - Navigate to My Dashboard, My Progress, or the RTI Website
2. Use the search bar to search for content throughout the platform
3. When you have a new notification, a red dot with a number will appear with the amount of notifications that you have not viewed. Click on the bell to view the 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.
  - If you're an Essential, Essential Academy Plus or Premium customer and ready to use your [Xcelerators](#) hours to work with the [Professional Services team](#), click the "Contact Us" button to email your CSM and begin the scheduling process. If your plan does not include Xcelerators hours and you are interested in accelerating your success with the Professional Services team, please contact your Account Team to learn more.
7. You can now earn badges after completing courses in RTI Academy. This section will display the badges you have been awarded. Click on the My Badges section to learn more about them. As you can see below, your "Awarded" badges and "Not Awarded" badges will be displayed. The "Not Awarded" badges are those that you have not yet earned. Click on each badge to find out more and begin going through the content in the Catalogs section of your dashboard to earn them soon! There is also an option to share the badges you have earned through a share link or in your LinkedIn profile. Below is the page that you will be navigated to once you click "My Badges".



8. A shortcut to this User's Guide can be found here
9. 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.

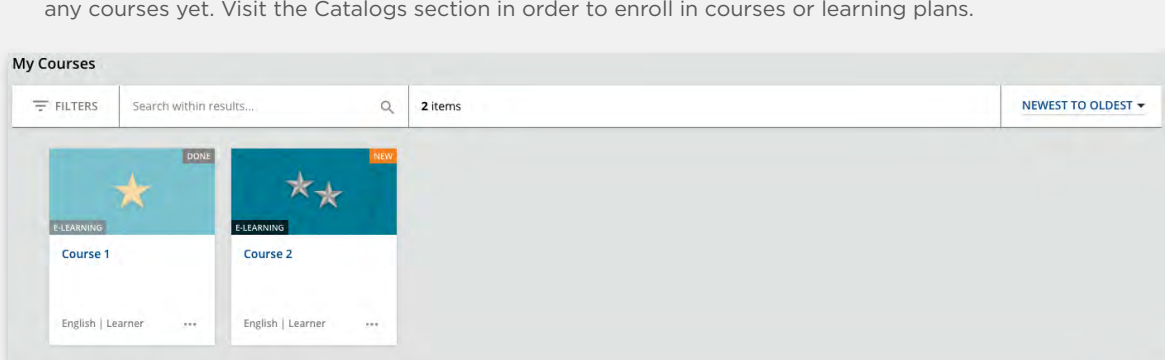
If you scroll further down, you will find the following sections towards the bottom of your Dashboard:

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.

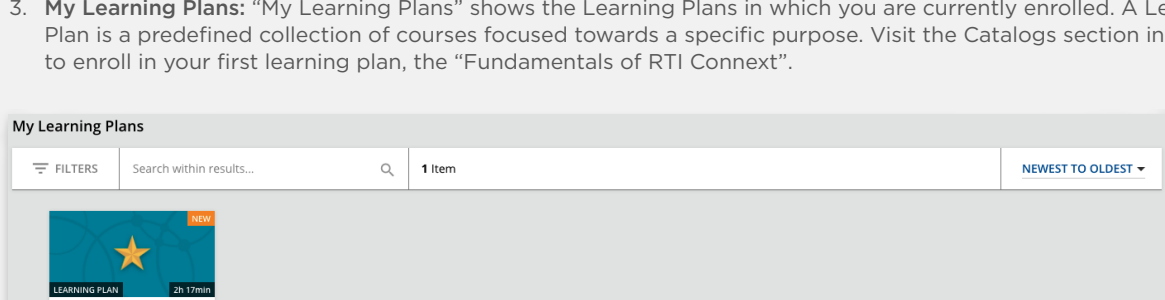


Catalogs can be one of three types:

- **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 Connex" learning plan.
  - **Essential Catalog:** A list of Essential level self-paced courses, accessible to accounts with Essential or Premium level support.
  - **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.



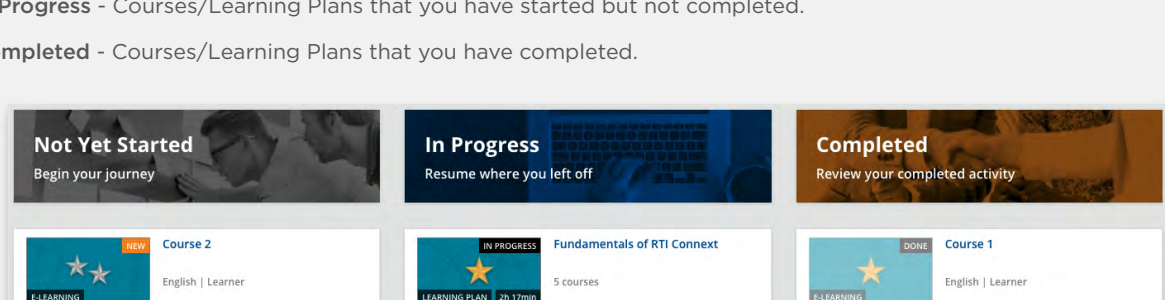
3. **My Learning Plans:** "My Learning Plans" shows the Learning Plans in which you are currently enrolled. A Learning Plan is a predefined collection of courses focused towards a specific purpose. Visit the Catalogs section in order to enroll in your first learning plan, the "Fundamentals of RTI Connex".



### 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.

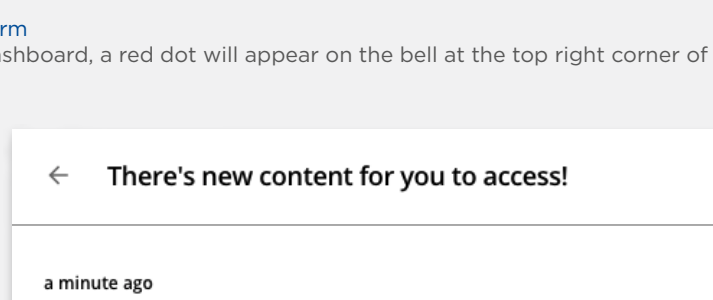


## NEW CONTENT NOTIFICATION

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:



## CONTACT

[csm@rti.com](mailto:csm@rti.com) - Contact your Customer Success Manager (CSM) directly when you are ready to use your Xcelerator hours. If you don't know your CSM, please email [csm@rti.com](mailto:csm@rti.com) and your CSM will follow up with you.

[instructors@rtiacademy.com](mailto:instructors@rtiacademy.com) - For technical questions regarding content. The Instructors Group is formed by the experts that create content, so please contact them for any questions or clarification.

[help@rtiacademy.com](mailto:help@rtiacademy.com) - 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.

[unsubscribe@rtiacademy.com](mailto:unsubscribe@rtiacademy.com) - If you would like to opt out of receiving RTI Academy emails or opt out entirely from RTI Academy.

## ABOUT RTI PROFESSIONAL SERVICES

The RTI Professional Services team helps organizations around the world optimize their high-performance Connex-based systems. With extensive experience designing distributed systems and detailed DDS knowledge, 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.

RTI's Customer Success team then helps ensure that our customers get the most value from our products and services. The CS team works closely with customers to help plan and execute product training as well as customized mentoring to bridge the learning curve. Consistently monitoring customer support requests, the CS team will work so that all critical issues are resolved in a timely manner. RTI is an advocate for all customers, applying feedback to drive changes in the product and the way we do business.

Through hundreds of successful projects, we've accumulated deep knowledge about best practices, system optimization and the key tradeoffs to satisfy 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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