Learning Center FAQs

Learning Center Accounts

What is the Sage Intacct Learning Center?

- The Sage Intacct Learning Center provides access to Sage Intacct learning courses
- Courses are available to Sage Intacct customers, partners, and employees

How do I get an account for the Sage Intacct Learning Center?

- From the Training page (www.sageintacct.com/training), click **Request an Account**
- You will receive your account within 2 business days

I already have a Sage Intacct account and a community account; do I need a different account for the Learning Center?

- Yes, you need a *separate* account for the Sage Intacct Learning Center
- In the future, we hope to have a single sign-on solution for these accounts

Can I use my personal email when creating an account for the Sage Intacct Learning Center?

- No, you must use your corporate email
- This is used to ensure you are a Sage Intacct customer or partner

What is my username?

- Your username is your corporate email address

How do I reset my password?

- From the Sage Intacct Learning sign-in page, click **Forgot Password**
- Enter your first and last name (exactly as you provided them when creating your account) and your corporate email
- A link will be sent to your email that allows you to reset your password

Registration

How do I register for a course?

- Sign in to the Sage Intacct Learning Center
- Find the course you want to take
- Click **Register** and follow the registration process

  Note: For courses that have a fee, you must provide payment information as part of the registration process.

What payment types are accepted for a course that has a fee?

- Prepaid training code
  - Can only be used for Sage Intacct Fundamentals, Financial Reporting and Dashboards, or Nonprofit Financial Reporting and Dashboards
  - The contact person listed on the sales agreement should have received an email with the prepaid training code
- Credit card: American Express, Discover, MasterCard, or Visa
  - Your credit card is charged upon registration
  - Your confirmation email serves as your receipt

  Note: If you add yourself to the waitlist for a course, you won't be asked for payment information.

How do I make changes once I have registered for a course?

- Email training.sageintacct@sage.com

What is the cancellation policy for public training courses?

- Click here to see our full cancellation policy.

Virtual Classroom Training

What is Virtual Classroom Training?

- A training course delivered using WebEx by a Sage Intacct instructor
- You will get a Sage Intacct company for use during class for the hands-on learning activities
- You will receive an email prior to class with the WebEx details and course materials

What do I need for a Virtual Classroom Training?

- A laptop (not a tablet) with a [supported browser](#)
- Internet connection
- Phone or headset for VOIP

If I am registered for a Virtual Classroom Training, can my co-workers attend the course with me?

- No, your co-workers *cannot* attend the course with you (unless they are also registered for the course)
- Each person attending the course *must* be individually registered and pay for attendance, otherwise you are in violation of our registration policy

Classroom Training

What is Classroom Training?

- A training course delivered in-person by a Sage Intacct instructor
- You will get a Sage Intacct company for use during class for the hands-on learning activities
- You will receive an email prior to class with the course materials

What do I need for a Classroom Training?

- A laptop (not a tablet) with a [supported browser](#) that is wireless enabled

Where can I find information about hotels or directions?

- Hotel information and directions are included in the confirmation email you receive when you register for the class

Is there a dress code?

- Business casual is appropriate
- Dress in layers since the classroom temperature may vary

CPE Credits

How do I tell which courses are eligible for CPE credits?

- From the Sage Intacct Learning Center, find the course you want to take

Advanced Reporting & Insights

This course teaches you how to build advanced financial reports. You will filter reports using custom fields; use dimension structures to analyze financial and operational data; and create complex account groups. You will also view reports using alternate account names/numbers and use books to easily report on different accounting standards.

Note - This course doesn't cover Custom Report Writer. To learn about this topic, please take the Creating Reports with Custom Report Writer course from the Sage Intacct Learning Center.

Prerequisites:

- Financial Reporting and Dashboards or Nonprofit Financial Reporting and Dashboards

For a full course description, click here
This course is eligible for 6 CPE credits.

Schedule Duration: 6.00 hour(s)

- If the course is eligible for CPE credits, the description states the number of CPE credits you can earn for the course
- View the full course description for the field of study and delivery method

  Note: Only Virtual Classroom and Classroom training courses are eligible for CPE credits.

What do I need to do to earn CPE credits?

- Register for a course that is eligible for CPE credits
- Attend each class session in its entirety
  - For virtual classes, you must be signed into WebEx as yourself
- Complete the evaluation (link sent by email) within 2 weeks of the end of the class

When should I expect my certificate?

- CPE Certificates are sent within 24 hours of completing the evaluation

Can I earn partial CPE credits?

- No, only full credits can be earned for attending class

Please review the Using the Sage Intacct Learning Center guide or email training.sageintacct@sage.com for addition information.