MAXIMIZE ROI WITH BEYONDTRUST UNIVERSITY TRAINING

BeyondTrust University training services are designed to maximize your investment in BeyondTrust technologies by educating your users on best practices for configuring and using our products. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire BeyondTrust solution. Our training options will give your organization the foundational knowledge needed to administer, configure, and utilize BeyondTrust for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

BEYONDTRUST TRAINING FOR ADMINISTRATORS

The Remote Support for Administrators course is ideal for administrators and support managers who want to learn how to configure and extend BeyondTrust for your unique environment. During the course, they will learn how to efficiently administer and configure BeyondTrust on an ongoing basis.

FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

This 16-hour certification course is available for purchase in three different formats:
- Per individual student for our public virtual instructor-led course
- Per individual student for our interactive eLearning
- For one private course session for up to 10 learners (virtually or on-site)

All courses come with manuals, virtual lab environments, and access to BeyondTrust University’s education portal.

Instructor led courses are delivered in 4-hour sessions over 4 days in our public format. Private course length is two days on-site, or four half-days virtually, and includes a hands-on lab. The course is led by a certified BeyondTrust instructor. The instructor-led course is available in English, French, and German.

Earn up to 16 hours of Continuing Professional Education credits (CPE).

KEY LEARNING OBJECTIVES

- Configure the Appliance – learn how to configure Remote Support in the network, including: software installation, defining email alerts, and saving site backups
- Establishing Security Policies – set site-wide security options, define local users, create group policies, and add users and support teams through existing directory services, such as Active Directory
- Enabling Support Options – learn about representative and customer-initiated support options. Configure Bomgar Buttons, Canned Scripts, Special Actions, collaboration, Jump technology, and public portals for deployment

GET CERTIFIED BY BEYONDTRUST

Participants who successfully complete Remote Support for Administrators training are eligible to take the associated BeyondTrust Certification exam.

Recording and material reproduction rights are not included. Train-the-Trainer courses are also available.
ABOUT BEYONDTRUST
BeyondTrust is the worldwide leader in Universal Privilege Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. BeyondTrust gives organizations the visibility and control they need to reduce risk, achieve compliance objectives, and boost operational performance. We are trusted by 20,000 customers and a global partner network. Learn more at www.beyondtrust.com.

APPENDIX A: References
APPENDIX B: Using Certificate Management
APPENDIX C: Permissions
APPENDIX D: Appliance Features
APPENDIX E: Configure Representative Console Settings
APPENDIX F: Glossary
APPENDIX G: LDAP Questionnaire
APPENDIX H: WebSockets and the Real-Time State API