

LogRhythm Training FAQ

LogRhythm utilizes a new single sign-on (SSO) platform that will give you access to the LogRhythm Community Portal, LogRhythm University and other corporate resources with one user account. This page will provide FAQs for setting up your SSO, registration processes once in the LogRhythm University site. Common questions that are submitted to the LogRhythm University team are also included below.

How to access the SSO:

- The following link will provide instructions on how to set up a new SSO account, how to log in, and how to reset your password. <https://logrhythm.box.com/v/CommunityPortal>
- This document also covers some standard troubleshooting topics and how to resolve them.
- Please note that all users must be approved prior to accessing the LogRhythm University site.

How to Register for a Course:

- The following link will provide instructions on what to do when you first access the LogRhythm University, such as how to set your time zone to show the correct times courses run in, how to register for our most common courses which are outlined on the Dashboard, and how to search for other courses including free self-paced Computer Based Trainings (CBTs) or videos. <https://logrhythm.box.com/v/Registration-Process>
- Prior to registering for any course, you will be able to view the course description, syllabus and cancellation policy.
- All registrations for instructor-led courses will automatically be placed on a wait list and will show a status of "Waiting" until we are able to approve your request.
- Registrations must be requested by the end of the day on Wednesday the week prior to the scheduled start date for class. Registrations submitted after this time will be declined.

Course Schedules:

- Course schedules may be viewed directly in the LogRhythm University Learning Management System. You can find the course schedule on each individual course when you click to register, or you may view the schedule on a calendar view at the bottom of the Learning Management System dashboard.
- We offer most courses both virtually and in-person and each course will state which type it is in the name.
- Each in-person course will state which city/location the training is held in.
- Each Virtual course will state the time zone the course runs in. All courses start at 8:30am in the time zone specified on each session.
 - Please note, your profile's time zone preference will adjust the start time of any course to your local time zone. If you do not see the correct start time, you will find the instructions in the Registration Process above to set your time zone in your profile.

Information on this page is subject to change at any time. For training questions, please contact training@logrhythm.com.

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