FREQUENTLY ASKED QUESTIONS

OnePoints FAQ

What courses and activities count toward OnePoints?

OnePoints-eligible activities include but are not limited to, OneStream instructor-led and on demand training, Tech Talks, webinars, conference attendance and workshops just to name a few. You can find the full list of eligible activities and their points values on the OnePoints page on our website.

How do I submit evidence to extend my certified status?

- OneStream training that is tracked in your Navigator transcript is automatically imported to CertMetrics once completed and displayed on your earner dashboard.
- You may view your OnePoints at any time by following these steps:
  - Sign into your OneStream Portal
  - Click the CertMetrics Tile
  - 'Certifications' and 'Continuing Education Progress'
- Activities that are not tracked in your Navigator transcript will require a self-upload of evidence to CertMetrics for the Certification team to process and award OnePoints.
  - Sign into osportal.onestream.com
  - Click the CertMetrics tile
  - Click 'History' and 'Upload Items'
  - Follow the steps

I have training in my Navigator Transcript that is not yet in my Continuing Education Progress in CertMetrics. How do I get those points into my CertMetrics history?

If you have completed a course in Navigator that is not displaying in your CertMetrics Continuing Education Progress, please reach out to the Certification team by opening a case with Credentialing in the ServiceNow portal.

Can I use prior training or activities that I previously completed?

Yes! You can earn OnePoints for any activity that you complete within the 24-months prior to your current certification expiration date in CertMetrics.

Which evidence is required for each activity?

Evidence is only required for activities that are not included in your Navigator Transcript. Activities that display in your Navigator transcript are automatically imported to CertMetrics when completed.

For detailed information on which activities must be manually added to CertMetrics via self-upload, as well as what evidence is accepted for these activities, and allowable points, please consult the tables on the OnePoints Points and Evidence Table PDF.

Where can I find my Navigator transcript?

Log into osportal.onestream.com and select the OneStream Navigator tile. Click on your name in the upper right corner. Select "Transcript."

Which courses in Navigator count toward OnePoints?

Typically, all courses in Navigator will count toward OnePoints if they are of at least 50 minutes duration. Fifty minutes of training = 1 one point.

Do I submit evidence all at once or ad-hoc as activities and courses are completed?

Any training or activities that are in your Navigator transcript will be automatically uploaded to CertMetrics without any action from you.

You may self-upload evidence for any activities that are not in your Navigator transcript at any time. The Certification team will validate your submissions. This can take up to 10 business days. CertMetrics will track your points and extend your certification when you've reached 40 points.

Will my Credly badge be updated with the new expiration date?

The certification expiration date will be automatically updated in your digital badge template on the Credly platform once it has been updated in CertMetrics.

Do I get OnePoints for listening to a podcast?

Listening to a podcast does not earn OnePoints. Unfortunately, we do not have a way to track or qualify podcast listeners. However, we encourage you to subscribe and listen to the OneStream podcasts as a part of a robust approach to always be learning. We will award OnePoints if you are a guest or presenter on a podcast.

The points value has changed for the course I took. Does that change my OnePoints?

No, the OnePoints you earned for a course do not change when a course is updated and the points value changes. Courses are periodically reviewed and updated. Sometimes this may change the amount of content in a course, which will change the number of points awarded for the course. In those cases, the course you took will be noted by a date added to the title in Navigator. Your OnePoints will be awarded based on the number of points available while the course you took was active. mmunicated currency equivalent). OneStream Partners can apply their discount on the subscription.

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