

## 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?

It is up to the certified individual to track your points and evidence on the tracking form provided on the [OnePoints webpage](#). Once you reach 40 points, [submit a ServiceNow case](#) to Credentialing and attach this tracking form as well as all required evidence. The Certification team will verify your submission and process the extension. Requests for certification extensions must be submitted at least thirty (30) days prior to the existing certification expiration date.

## 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 for OnePoints varies by activity. For detailed information on activities, points, and evidence, please consult the tables on the [OnePoints webpage](#).

## Where can I find course completions in OneStream Navigator? What evidence can I submit for course completion, including Certification Prep Webinars and Tech Talks?

For course completions, log into OneStream Navigator, and click on your name in the upper right corner and select "Transcript". You may also submit a copy of the Credly badge earned at course completion.

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

It is up to you to track your activities and submit your evidence once you have completed all OnePoints requirements for an extension. We are unable to track your progress on your behalf. For your convenience, a tracking form is available for download on the [OnePoints page](#), with sample tracking data as examples. As a reminder, requests for OnePoints-based extensions must be submitted at least thirty (30) days prior to the existing certification expiration date.

## 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.