

FREQUENTLY ASKED QUESTIONS

Navigator Passport Subscription

What is included in the OneStream Navigator Passport subscription?

Navigator Passport is a one-year subscription bundle of self-paced and unlimited use On-Demand digital content. This subscription gives a customer or partner, one personal non-transferable seat for one named learner to access certain Eligible Training Services via OneStream Navigator, our Learning Management System (LMS). A Navigator Passport subscription gives access to all learning resources in OneStream Navigator, specific to the named learner's role with hands-on lab practice, Tech Talks, QuickTips, additional video content, access to the OneStream Community and special OneStream Podcast extras. Learners will find OneStream Certification Preparation content to supplement their preparation for the OneStream Certification exams.

As an added value, learners who purchase the Navigator Passport subscription are also entitled to receive a significant discount on Instructor-Led Training (ILT) registrations, 25% off Certification exams and 25% off the purchase of any digital book from OneStream Press.

What is included in a OneStream "Premium On-Demand" course?

In response to feedback from our technical community, we've invested significantly in creating an On-Demand training experiences that are both engaging and effective.

While specific features can depend on the course, most of our Premium On-Demand courses will include:

- Engaging, interactive content
- Hands-on lab exercises, a lab environment, and lab Support
- Knowledge checks and assessments
- Earned "badge" on completion of a course, shareable on social media platforms
- Mobile friendly interface (smartphone possible, tablet recommended)

Additionally, we're currently rolling out a significantly enhanced hands-on lab experience featuring:

- Adaptable challenge levels
- Systems checks that validate if you've performed a step correctly
- Many convenience features such as progress tracking, autotyping tedious text strings, and more.
- We're excited to further improve these features and roll out new ones in the months to come!

How much does the Navigator Passport subscription cost?

The cost for one named learner to gain access to the Navigator Passport subscription is \$4800 USD / €4450 EUR / £3850 GBP (or the communicated currency equivalent). OneStream Partners can apply their discount on the subscription.

Where do I go to purchase the Navigator Passport subscription?

The subscription can be purchased directly from the OneStream Navigator catalog. Search for "Navigator Passport subscription" in the catalog to learn more about the offering and to purchase.

What are my payment options for Navigator Passport?

There are three payment options available for purchasing:

1. **Credit card:** This is the easiest and fastest way to gain access to your subscription.
2. **Wire Transfer/Invoice:** payment in full is required before access to the subscription is granted.
3. **MDF:** Eligible partners may use MDFs to pay for Navigator Passport. Please follow the standard procedure for funds to be verified before purchasing. Contact your Partner Alliances manager to initiate the MDF redemption process.

I purchased the Navigator Passport subscription by credit card. What can I expect next?

If your credit card transaction was successful, no further action is required to begin enjoying the benefits of being a Navigator Passport subscriber. Return to the catalog to enroll in courses without being prompted for payment. Additionally, exclusive subscriber-only content will now be visible to you in the catalog.

The invoice for my subscription purchase has been paid. What can I expect next?

You will receive a welcome email with subscription activation instructions from training@onestreamsoftware.com. This email will contain the information required to access your subscription in OneStream Navigator. Once your subscription access has been redeemed, you will be able to freely enroll courses without being prompted for payment. Additionally, exclusive subscriber-only content will now be visible to you in the catalog.

Does the purchase of the Navigator Passport subscription entitle me to additional discounts?

All subscribers to Navigator Passport are entitled to the following discounts:

- Discount on Instructor-Led Training
- Discount on OneStream Press digital books
- Discount on Certification exams*

Please submit a GES case on the [ServiceNow Support Portal](#) to request your discount.

*Visit our [Certification website](#) for more information on registering for your exam and applying the voucher.

How do I see new content once it is released during my subscription term?

Newly added content to the subscription will automatically be visible and available for free enrollment as it is released. As new content is available, subscribers will receive a formal OneStream Global Education Services (GES) communication with new release information.

Do all premium On-Demand courses have labs?

Most courses do feature hands-on labs. Some courses do not have labs due to practical constraints or appropriateness for the subject matter.

How do I get lab access when I'm ready to start a course?

If a course has hands-on labs associated with it, the labs can be launched directly from within the course. No further action is required for lab enrollment or access.

How much lab time will I have to complete a lab?

The amount of lab exercises varies by course; therefore, your allotted lab time will vary by course. Your lab time starts when the lab is launched. The balance of lab time will be visible within the lab instructions panel. You will have the ability to save your progress and pick up from where you left off. We recommend starting and completing a lab during in the same sitting. However, subscribers will maintain access to lab content over the term of the subscription.

Should I click ‘Start Course’ on all the courses I want to take now?

No, we recommend taking one course at a time.

Will I receive validation that I am on track with learning the stated objectives as I progress through premium course content?

Yes, there are validation points throughout each premium On-Demand course.

How can I track my progress towards course completion criteria?

You can track your progress by expanding the progress utility on the course menu. Click “show details” to view your progress towards the completion criteria.

How are course micro-credentials earned and how will it be disseminated to me after I’ve completed the course?

OneStream has partnered with Credly to award you a digital, shareable micro credential. Micro-credentials are awarded for course completions. Be sure to track your progress as you move through the course by expanding the progress utility on the course outline.

Once the course is complete, you will receive an email within 10 days from admin@credly.com, which provides instructions on obtaining your micro-credential.

If you have met the criteria and do not receive the email within 10 days, please submit a GES case form to Credentialing on the [ServiceNow Support Portal](#) to request your discount.

NOTE: Not all content in OneStream Navigator awards a micro-credential for completion. If a micro credential is offered for the course, it will be stated on the course Welcome page.

Will I be able to receive CPE credits for On-Demand courses?

OneStream is currently not authorized to offer CPE credits for On-Demand courses.

As of June 2023, we are in the process of getting CPE accreditation for On-Demand courses so that we will be able to offer these credits in the future.

How can I reach the OneStream Global Education Services team if I need assistance when taking on-demand courses?

If you need technical assistance with OneStream Navigator or have training questions, please contact the Training Support Team by submitting a case form on the [ServiceNow Support Portal](#).

What course(s) should I take after enrolling on Navigator Passport Subscription?

All On-Demand technical training material offered by OneStream Global Education Services can be accessed via the OneStream Navigator catalog. For further inquiries

on current course offerings and recommended training paths, please explore the contents in the links below:

- [Learning Path – Customer](#)
- [Learning Path – Implementation Consultants \(Partners\)](#)

OneStream customers and partners can complete courses in an order of their choosing, assuming course prerequisites are met. The Learning Path documents show a recommended flow of consumption by OneStream Global Education Services.

Where can I check the details of my Navigator Passport subscription?

You can manage your subscription to Navigator Passport directly within your OneStream Navigator account. Click on your user icon in the upper right corner and select “Account.” Within the Account & Info menu, select “Subscriptions.”

How many courses I can enroll in?

With a single valid subscription, you can take all courses in Navigator Passport. However, it is recommended that users follow the recommended learning paths.

Why is my enrollment removed?

An enrollment will be automatically removed when the subscription expires.

Why is the course I am interested in not listed in Navigator Passport?

The Navigator Passport subscription contains all Global Education Services On-Demand courses. If you are looking to enroll in Instructor-Led Training (ILT), you are entitled to a discount. Contact your Customer Success Manager or Alliances Partner Manager for details on how to redeem the discount.

What is the Navigator Passport renewal policy?

Each Subscription purchased via an Order Schedule will immediately and automatically expire upon the expiration of its one (1) year term, unless otherwise agreed by the parties in writing. Subscriptions purchased via the LMS Platform will automatically renew for successive additional one-year periods, unless terminated by Customer by written notice to OneStream given on the LMS Platform at least thirty (30) days prior to the end of the current Subscription term.

What is the Termination policy?

Termination by OneStream without cause. In case of termination by OneStream without cause (if and as provided in the Agreement) OneStream shall refund to Customer the pro rata the fees paid for the Subscription which have not yet been performed by OneStream as of the date of termination.

Termination by the Customer. In case of termination of the Agreement for Customer's convenience (if and as provided under the Agreement) or for any other reason except OneStream's material breach, the Subscription will automatically terminate, and Customer will not be entitled to any credit or refund from OneStream.

If further assistance is required, contact the Training Support Team by submitting a case form on the [ServiceNow Support Portal](#).