

# Ex Libris Academy FAQ's

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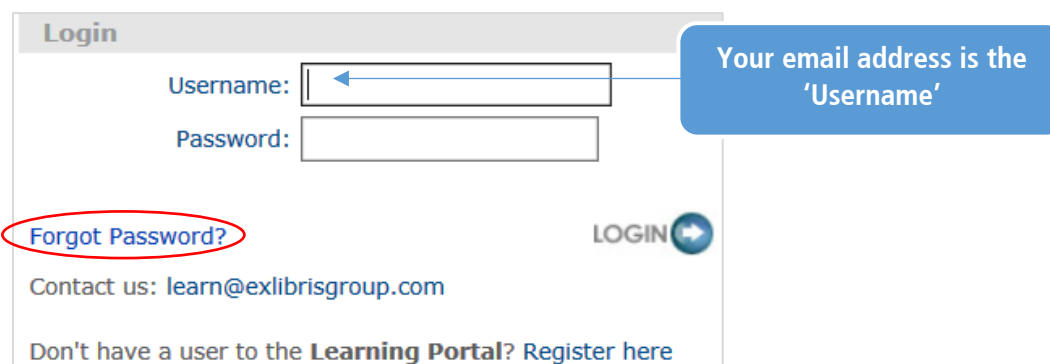
## Login and User Registration

### 1. How do I register to the Ex Libris Academy?

Beginning December 2017, anyone interested in taking the Alma Administration Certification exam to become a certified Alma Administrator will [self-register in the Ex Libris Academy](#). First-time registrants will complete a simple registration form to create a user profile in the Academy. When you need to login to the portal again you'll [use this link](#) and login with your username and password.

### 2. I don't remember my password, how can I reset my password?


From the [Login page](#), type in your username (which will be your email address), and click on **Forgot Password** link. The system will email you a link to reset your password.



Username:

Password:

[Forgot Password?](#)

LOGIN 

Contact us: [learn@exlibrisgroup.com](mailto:learn@exlibrisgroup.com)

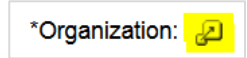
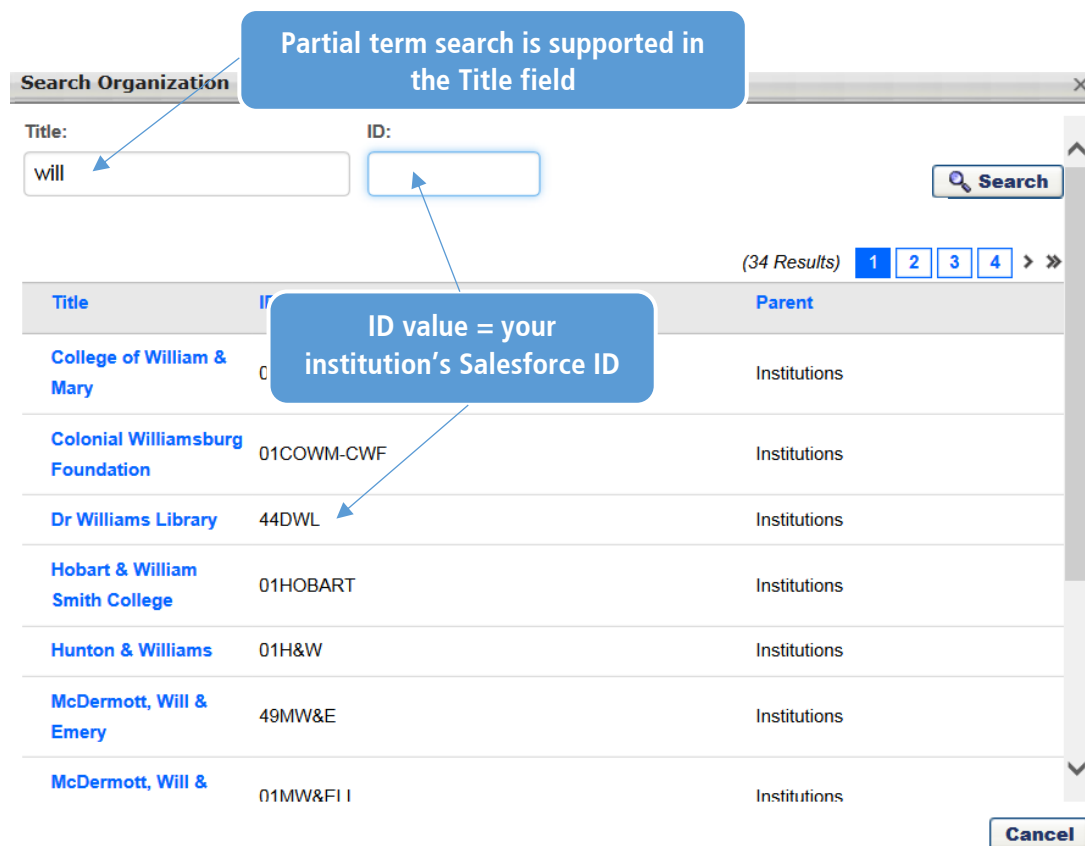
Don't have a user to the **Learning Portal**? [Register here](#)

### 3. Who should I contact if I can't log onto the portal or if I have another problem I don't know how to solve?

Please send an email to the Ex Libris Global Knowledge Delivery Team:  
[learn@exlibrisgroup.com](mailto:learn@exlibrisgroup.com).

#### 4. What if I don't know my institution code when I register as a user for the first time?

Registration requires that you identify your library's institution or organization. On the [registration form](#), click on the **Expand icon next to the Organization field** to access the **Institution name search window**. You can either search by your institution name, or by your institution code (please note: the ID used here is the same as your Salesforce institution code).

**Partial term search is supported in the Title field**

**ID value = your institution's Salesforce ID**

Title	ID	Parent
College of William & Mary	01COWM-CWF	Institutions
Colonial Williamsburg Foundation	01COWM-CWF	Institutions
Dr Williams Library	44DWL	Institutions
Hobart & William Smith College	01HOBART	Institutions
Hunton & Williams	01H&W	Institutions
McDermott, Will & Emery	49MW&E	Institutions
McDermott, Will & Emery	01MW&E I	Institutions

#### 5. How do I know if I am registered successfully to the Ex Libris Academy and to the certification exam?

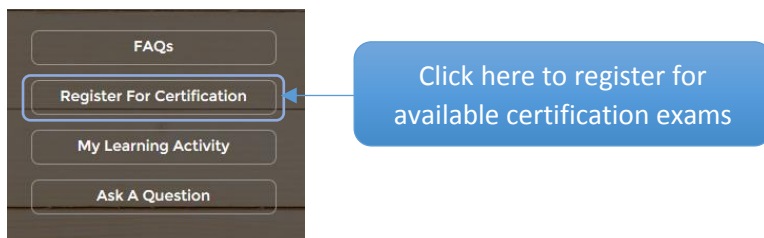
You will receive an email confirmation after you have completed your registration to the Ex Libris Academy, and another email confirming your request to register for the certification exam.



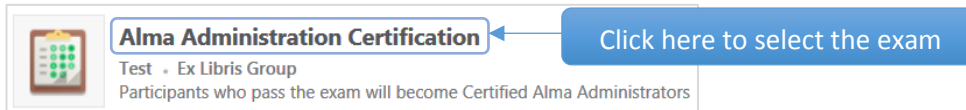
## Exam

### 6. Once I'm logged into the Ex Libris Academy, how do I register for the certification and launch the certification exam?

**Step 1:** Click on the **Register for Certification** link on the Welcome page.



**Step 2:** Select the certification exam you wish to register for.



**Step 3:** Click on **Request**. The system *automatically registers* you for the certification exam.

**Step 4:** When you are ready to take the exam, launch the test by selecting the **Launch Test** option



### 7. How do I know if I've passed?

After you've completed answering the questions and submitted the exam for scoring, your results will be displayed on the webpage. The exam is scored by section, with a total score and a pass/fail indication. You have to achieve a minimum of 70% in order to pass, and you may take the exam as many times as you wish in order to pass.

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## 8. If I fail, how can I take the exam again?

While logged into the portal, hover over **Home > My Learning Activity** and you'll see the option to retake the certification exam. If you prefer to retake the exam at a later date, log back into the Academy and re-launch the exam.

## 9. Can I submit the exam without answering all the questions?

The portal does allow you to submit the exam without answering all questions, however those questions will be marked as incorrect, which will affect your overall exam score accordingly. It is strongly recommended that you submit the exam with all of the questions answered.

## 10. How can I go back and review to see if I've missed any questions on the test?

Once you have completed the exam (before you submit it for scoring), you will see a summary page that will display which sections still have unanswered questions. You can then easily navigate back to that section and answer them.

## 11. Can I start the exam, save, and finish another time?

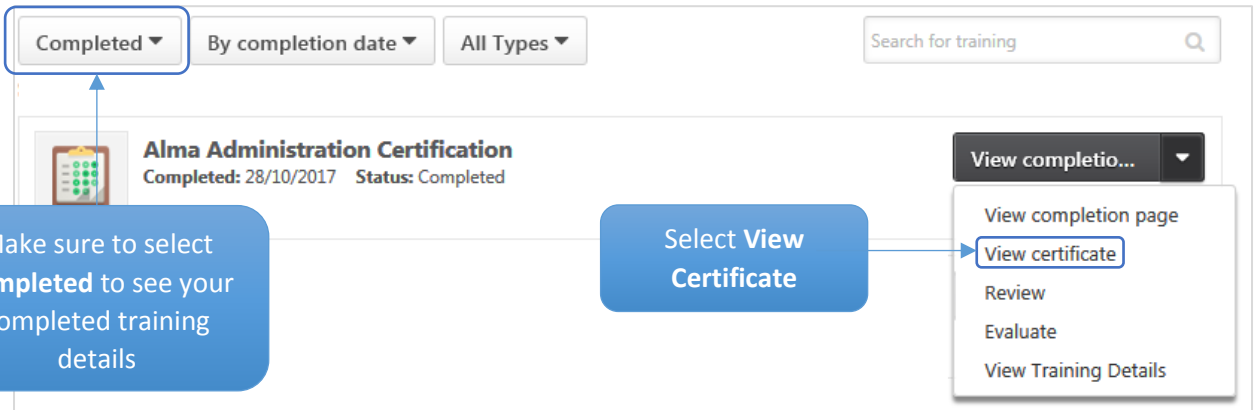
Yes. Simply click on the 'Save/Return Later' option at the bottom of the exam page. Login into the Ex Libris Academy again and resume the exam when you want to.

## 12. I've completed the exam and passed, where can I find my certificate to print?


After you have successfully completed and passed the exam, you will get an option on the screen to view and print your certificate and fill out an evaluation.

You can also re-visit the portal to print out your certificate and provide feedback by hovering over **Home >** click on **My Learning Activity >** Under **Activity >** Select **Completed >** Click on the **View Certificate** option under **View completion page**

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Completed ▾ By completion date ▾ All Types ▾ Search for training 🔍

 **Alma Administration Certification**  
Completed: 28/10/2017 Status: Completed

View completio... ▾

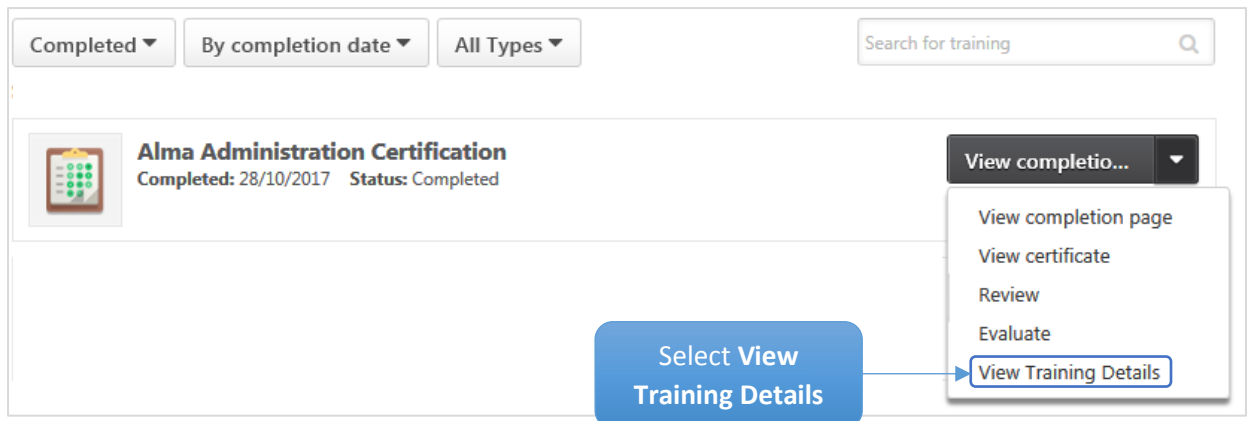
- View completion page
- View certificate
- Review
- Evaluate
- View Training Details

Make sure to select **Completed** to see your completed training details


Select View Certificate

### 13. How can I access my grades?

You can re-visit the portal to see your transcript details by hovering over **Home** > click on **My Learning Activity** > Under **Activity** > Select **Completed** > Click on the options under **View completion page** > Select **View Training Details**



Completed ▾ By completion date ▾ All Types ▾ Search for training 🔍

 **Alma Administration Certification**  
Completed: 28/10/2017 Status: Completed

View completio... ▾

- View completion page
- View certificate
- Review
- Evaluate
- View Training Details

Select View Training Details