



Alcatraz Rock Installation Certification Training

Certification Training is required before an installer goes on-site.

Warranty is conditional on completing the training.

If you have not received a user login for the training, please request a user login.

To request a user login:

1. Go to support.alcatraz.ai
2. Select Submit a request
3. In the Description box, enter your company name and an estimated date of installation if known
4. Wait for a response. Check back if you did not receive a response within 24 hours.

If you have received a user login for training, please follow the steps in the next few pages to complete the training.

How to access the Rock Installation Certification Training

The certification training is a 3 part course consisting of:

1. Physical Installation

this includes preparation before going on-site, guidance on mounting the Rock and performing an end-to-end installation test to confirm that the Rock has been wired correctly.

2. Logical installation

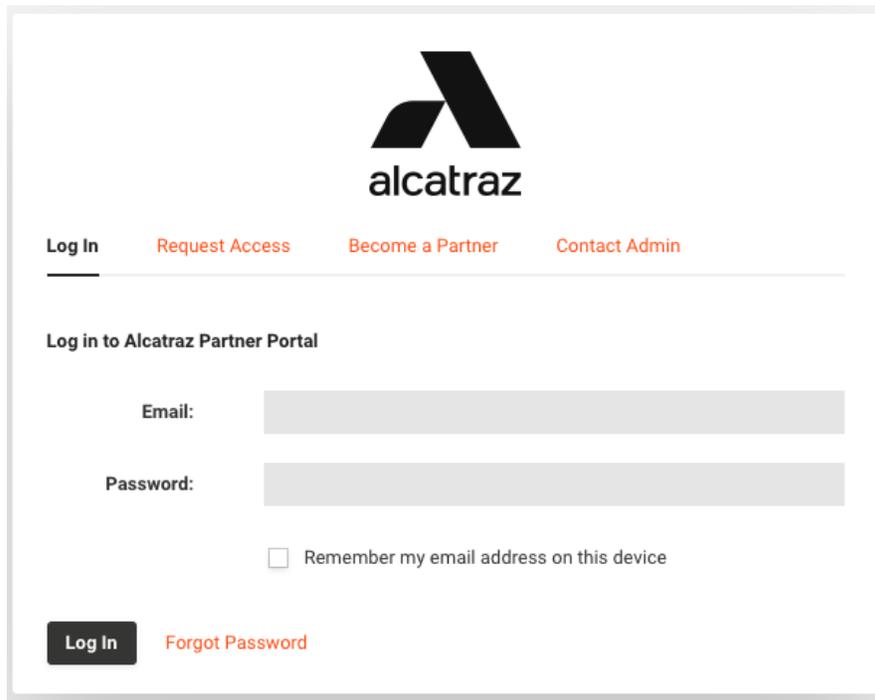
once the Rock has been installed, the next part is to onboard the Rock to the customer site through the Admin portal. The Logical installation course provides guidance on how this is done along with additional configurations that the customer may require.

3. Alcatraz Admin Portal

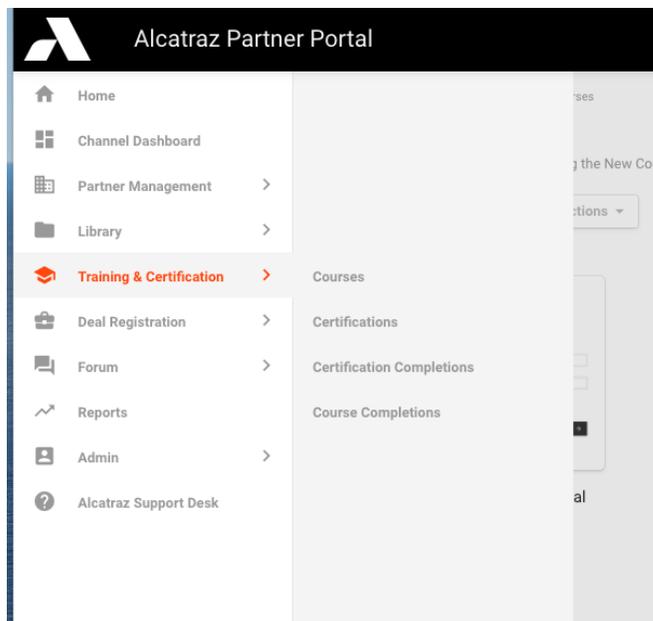
this course is a series of videos that walkthrough the features of the Alcatraz Admin Portal.

To begin taking the course.

1. Navigate to the Partner Channel Portal at *alcatrazai.channeltivity.com* and login.



2. Navigate to Training and Certification and Select Courses



3. The courses should be completed in the following order:

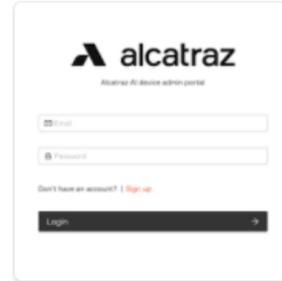
- A1. Physical Installation
- A2. Logical Installation
- Alcatraz Admin Portal



A1. Physical Installation



A2. Logical Installation

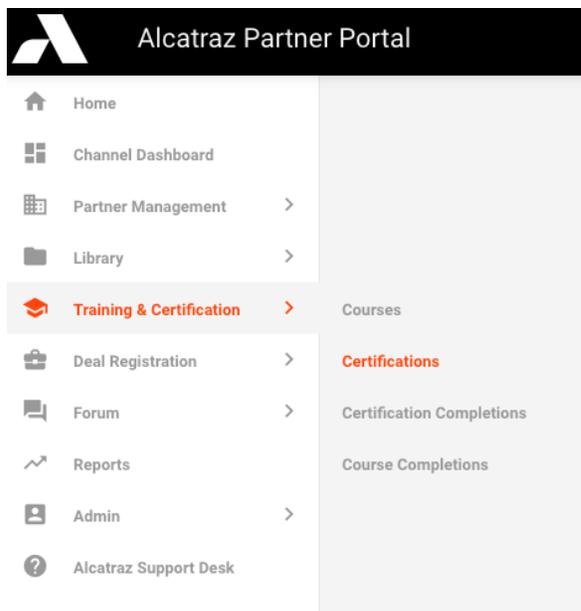


Alcatraz Admin Portal

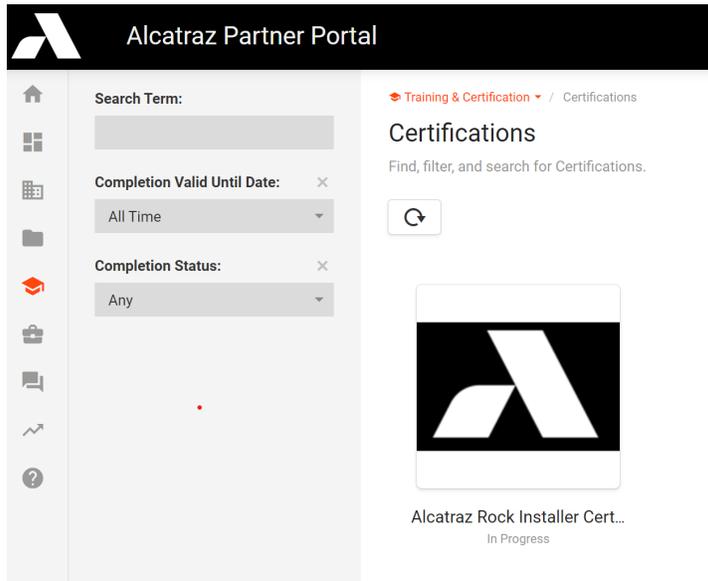
4. Work through the lessons in each course and complete the quizzes for each lesson.
5. You must achieve 100% on each quiz to pass the courses.

To continue taking the course If you did not complete the course in one sitting

1. navigate to Training and Certification -> Certification



2. Select the Alcatraz Rock Installer Certification



3. Select the course you wish to continue with

