TENABLE UNIVERSITY

INSTRUCTIONS FOR VIRTUAL CLASSES OR CERTIFICATION EXAMS

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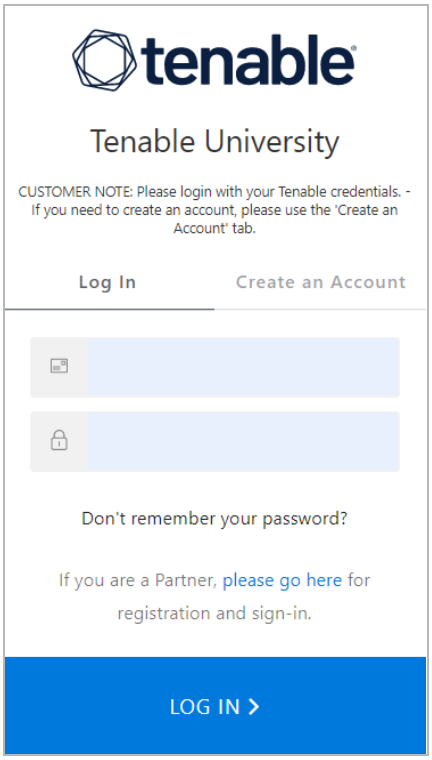
TENABLE UNIVERSITY INSTRUCTIONS

LOG INTO TENABLE UNIVERSITY

1. Using an HTML5 compliant browser, navigate to https://university.tenable.com/

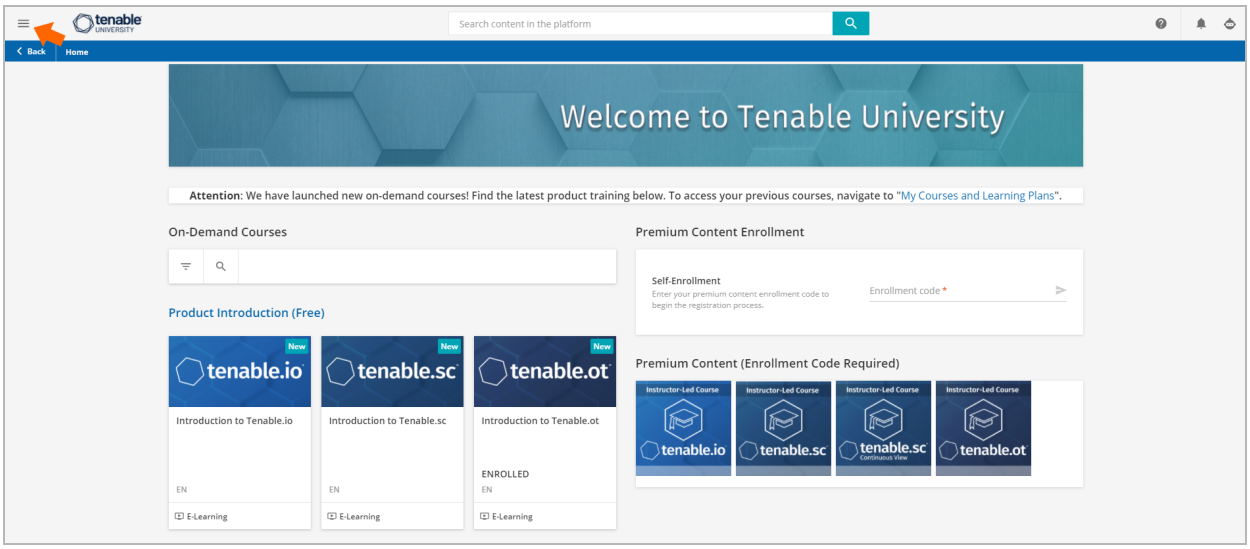
If you have a Tenable Support Portal or Tenable Community login, you can use the same credentials to access Tenable University. Otherwise, click the **Sign Up** tab and create an account.



SETTING LOCAL TIME ZONE AND UPDATING PROFILE

Once you are logged into your Tenable University account, we recommend that you update your user profile to your local time zone.

2. Click **Menu** in the upper left corner on the main dashboard.



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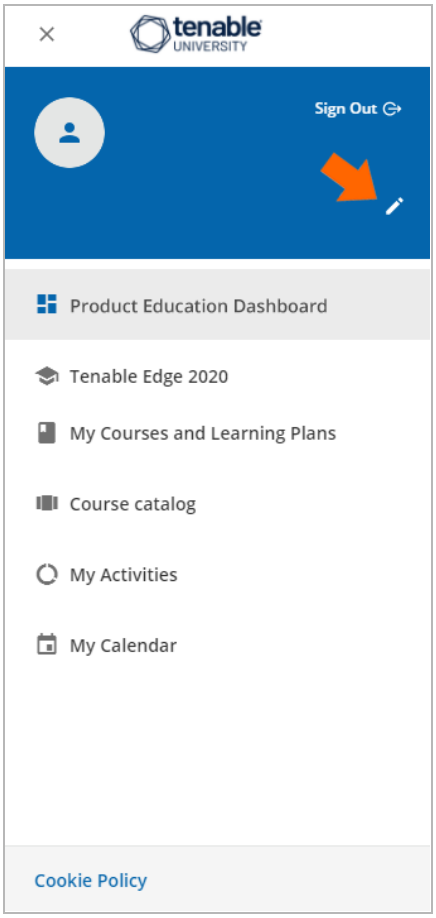
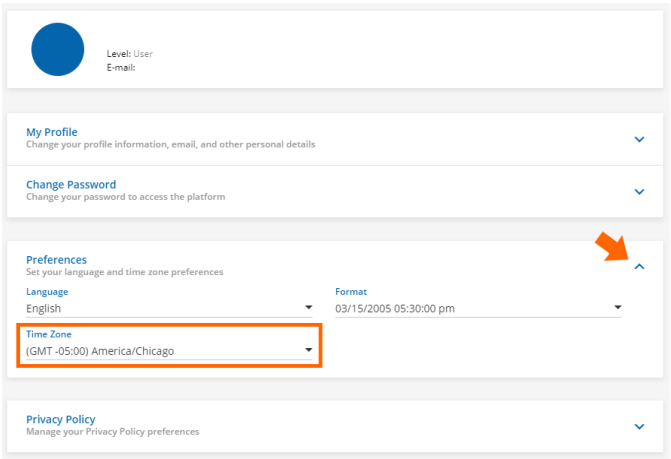
3. Then, click the **Edit** (**pencil**) icon.



4. On the next screen, expand the **Preferences** section and select your local **Time Zone**.

5. Under the **My Profile** section, fill out your **First** and **Last Name**.



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USING AN ENROLLMENT CODE

When training is purchased, enrollment codes are sent via email to the primary contact for your organization. This email contains all enrollment codes for as many instruction seats as purchased. Here is an example of the email:

Greetings Valued Tenable Customer!

Thank you for your recent purchase:

[2 Day Virtual Seat - Tenable.io Asset & Vulnerability Management]

Enrollment Codes
[Seat #1: XXXXXXXXXXXXXXXXXXXXXX]

If you are not the one attending class, please forward an enrollment code and the below instructions to the individual(s) that will attend.

The steps needed to use an enrollment code and register for a class are highlighted below. A detailed walkthrough of the process can be found here.

Enrollment Instructions:

Step #1: *Log into Tenable University with your credentials. For best results, please ensure your user profile in Tenable University is set to your local timezone.*

Step #2: *From the main dashboard of Tenable University, enter your single use enrollment code in the* ***Instructor-Led Course Enrollment*** *section to unlock the course. Then click the* ***Submit*** *button.*

Congratulations! You have ***unlocked*** *the course and can now* ***register*** *for the session of your choice.*

Step #3: *To register for a specific session date, select the icon in the* ***Instructor-led Courses*** *section for your product.*

Step #4: *Select a session date from the list, and click* ***ENROLL INTO THIS SESSION****. Please make sure the session you choose is for your desired region and time zone. Note you will return to this area when class begins to join the webinar.*

You will receive additional email communication once your seat in the chosen session has been reserved. If you need further information or require assistance, please contact us at university@tenable.com.

Kindly,
The Tenable University Team

Note: *Training should be scheduled within nine (9) months of the Purchase Date and completed within twelve (12) months of the Purchase Date. For specifics around scheduling/rescheduling, please review the Tenable Master Agreement.*

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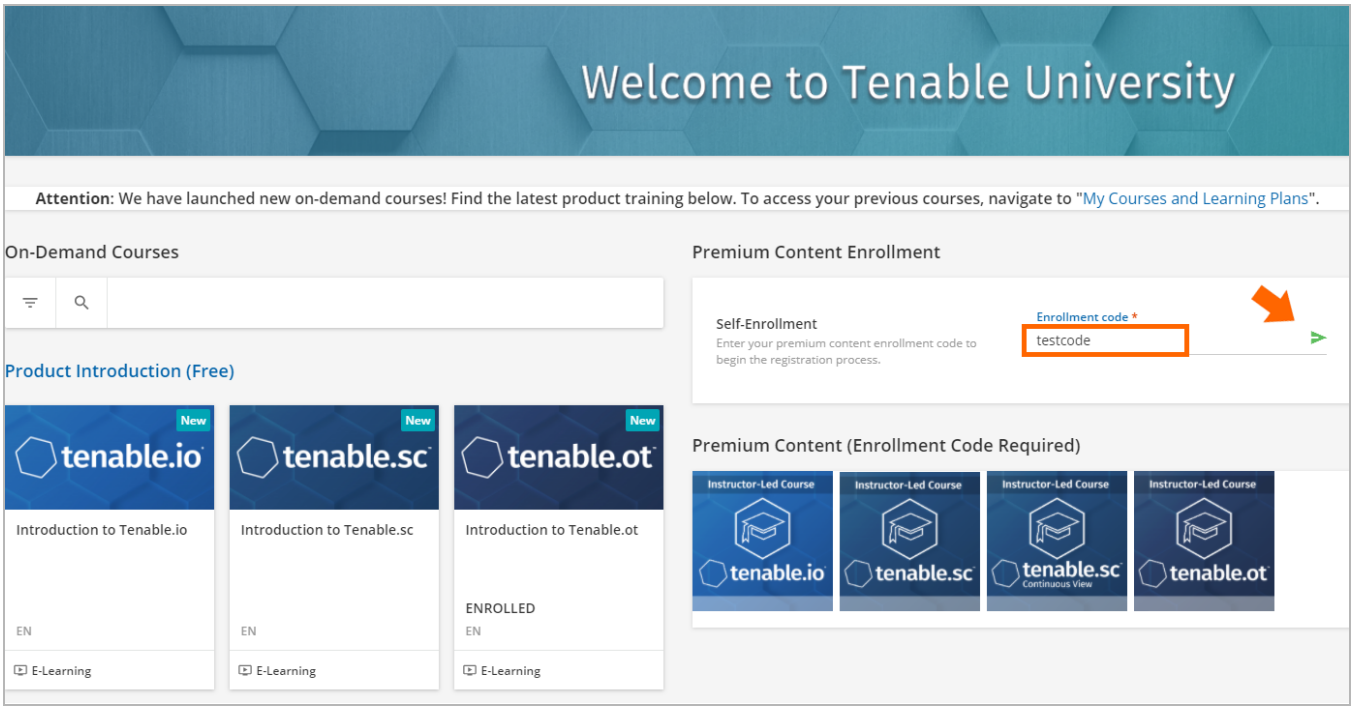
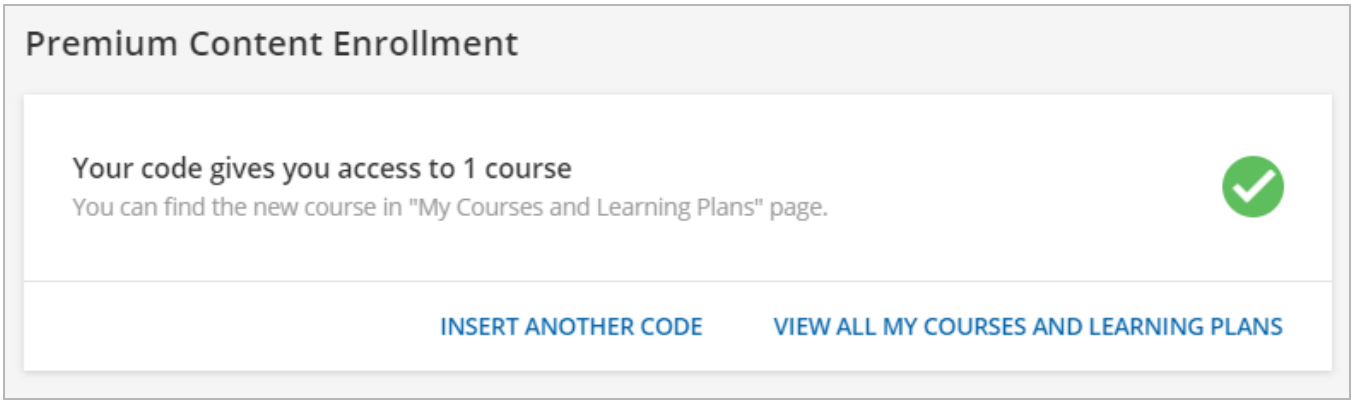
Since an enrollment code is registered to whomever uses it, one code should be distributed to each individual wishing to attend training. Then, *that* individual needs to use the enrollment code. Enrollment codes are entered on the main page of Tenable University.

6. For Virtual Classes or Nessus Fundamentals, enter your enrollment code in the **Enrollment code** field and then click the **Submit** button (**arrow** icon). For certification exams, you **do not enter enrollment codes here**. Instead, follow the Certification Instructions.



If the enrollment code provided is valid, you will see a confirmation that you have access to a course.



If your code is not accepted for some reason, please contact Tenable at university@tenable.com

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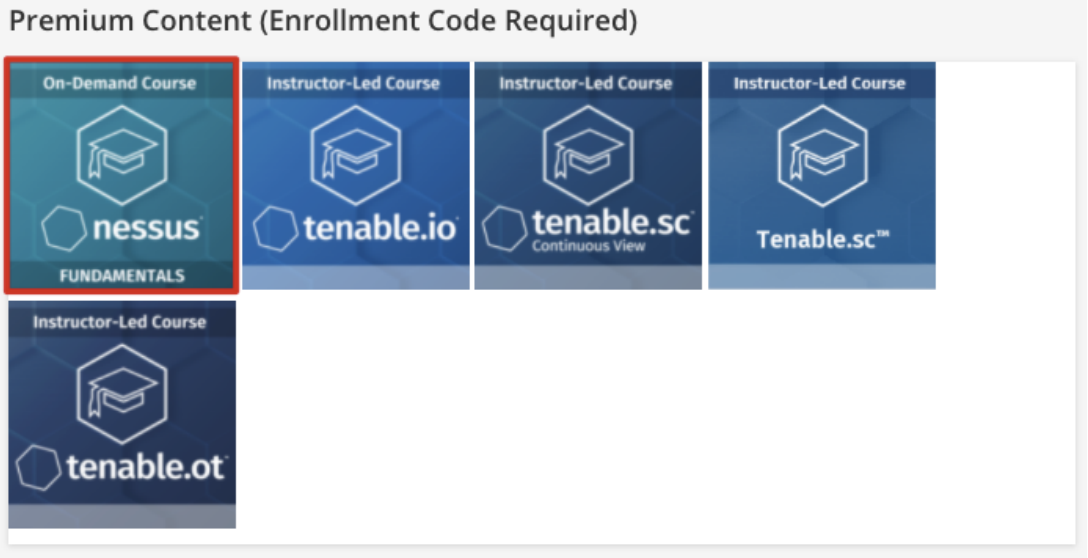
NESSUS FUNDAMENTALS INSTRUCTIONS

Once your course is unlocked with your enrollment code (see instructions above), you can then access it from the **Premium Content** section as many times as you like, for one year from purchase.

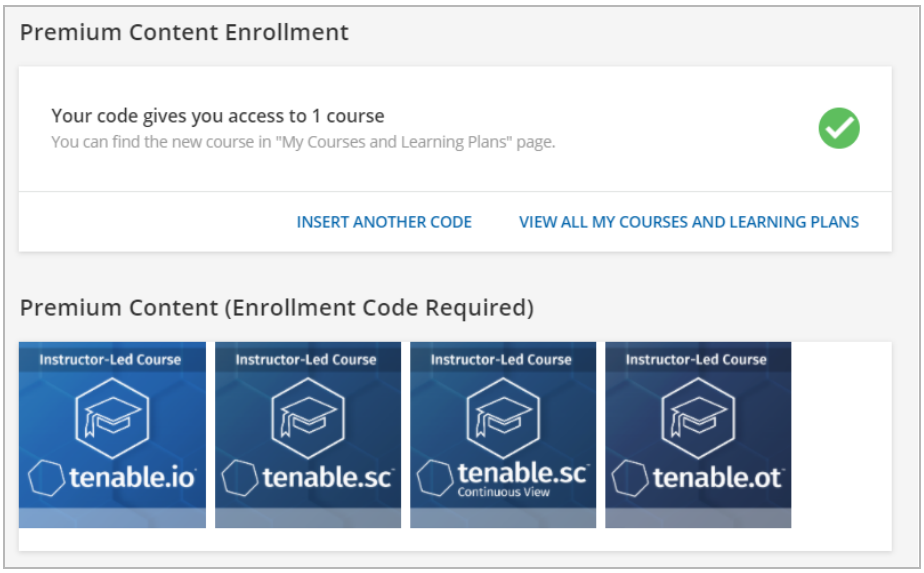


VIRTUAL CLASS INSTRUCTIONS

REGISTER FOR A SESSION

Once your course is unlocked with your enrollment code, you need to register for a session of your course.

1. Navigate to the **Premium Content** section and click the appropriate course icon.



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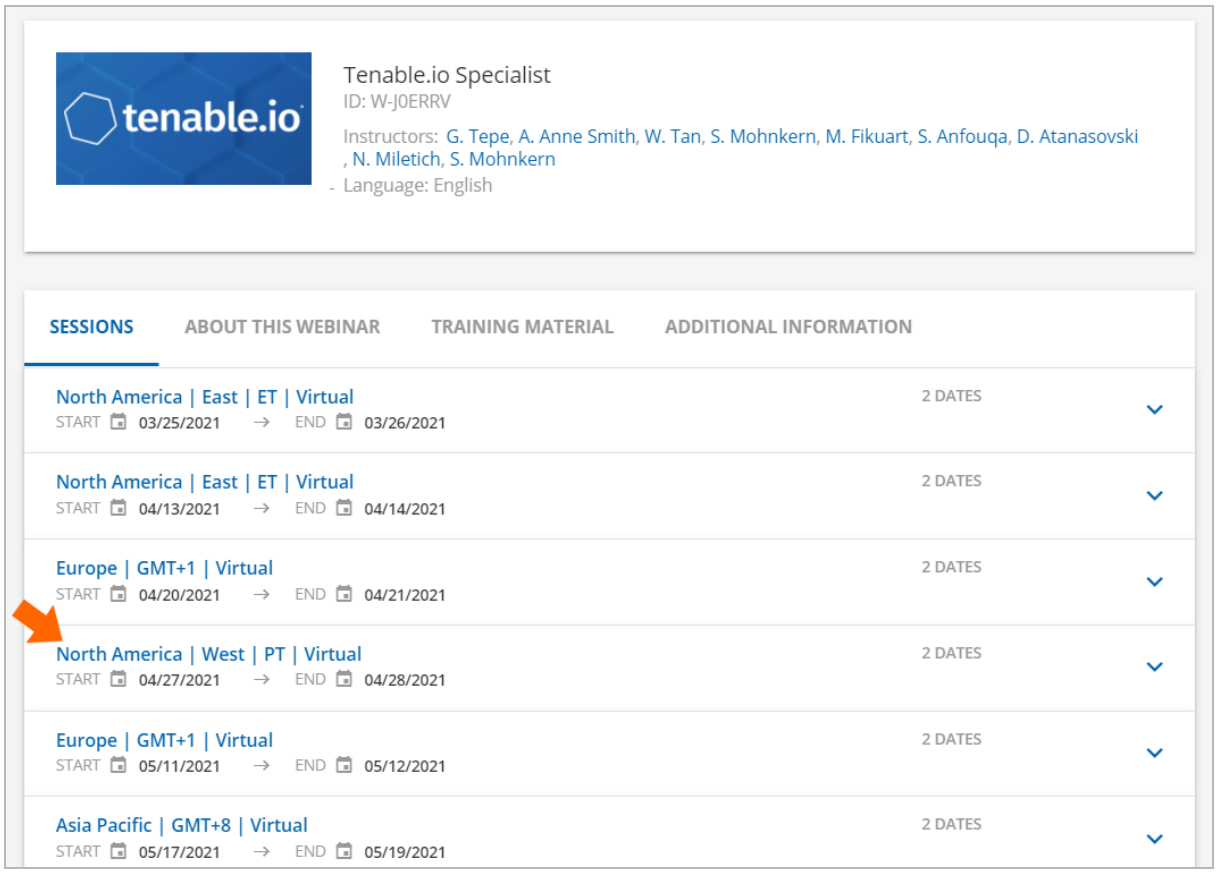
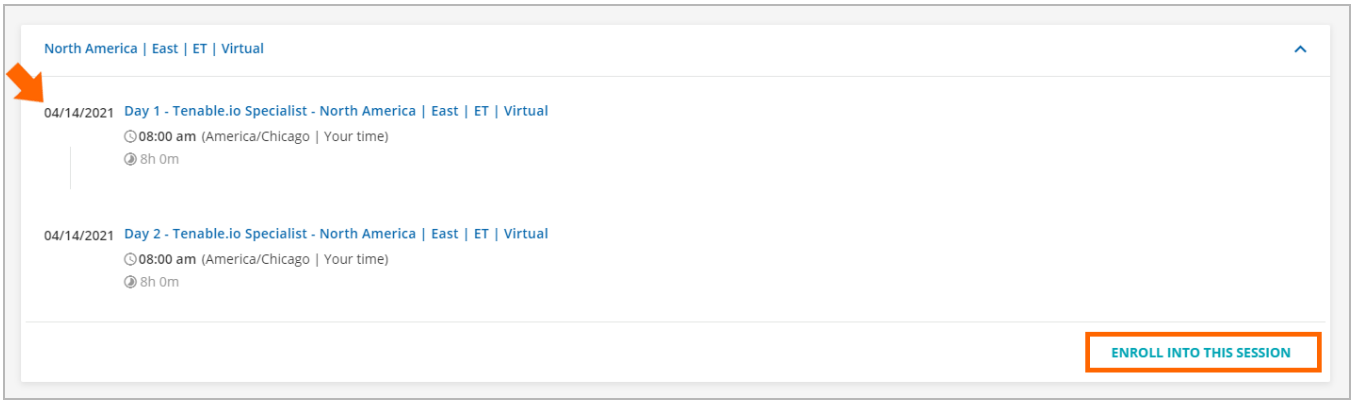
2. Select the session you wish to attend, paying attention to the region and the dates each session is offered.



You can click a session to see the start times and length of instruction.

3. Click "**ENROLL INTO THIS SESSION**" to make your selection.



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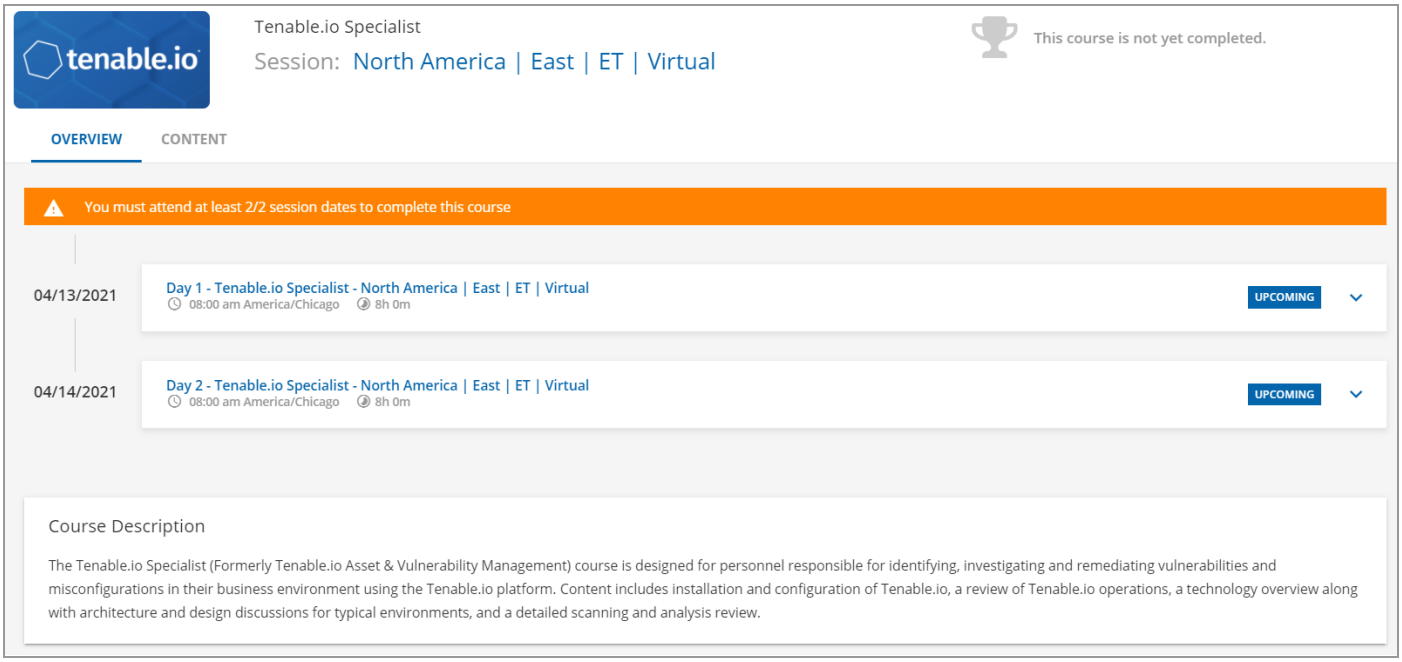
You are now enrolled in your chosen session. You will receive email reminders one week, one day, and one hour before your chosen session begins.

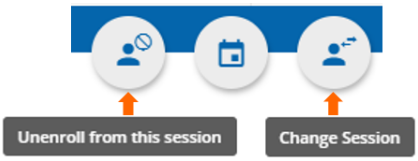


Please Note: You can self enroll in a session until 11:59 PM the day before the course start date (in the time zone of the session). Once the start day has arrived, registration closes automatically and changes cannot be made.

CHANGING ENROLLED SESSION

If you are unable to attend a class session you registered for, you have two options. If you already know which session you would like to move your registration to, you can simply change your registration to that session. If you know you cannot attend your chosen session, but do not yet know which new session fits your schedule, you can unenroll and then select another session later.

To change or unenroll from a session, please navigate to the course in Tenable University. If you have already registered for a session to attend, you will see these icons at the top right of the page:



If you already know which session you would like to attend, use the icon on the right to move your enrollment to the new session.

To unenroll from a session now and choose another session later, use the icon on the left. This will unenroll you from this session, and you can choose another at your convenience following the same process you used to select your first session.

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NEXT STEPS

Before your class starts, you need to make sure you are prepared. Students should possess a basic understanding of TCP/IP networking, operating systems security, and common client/server applications.

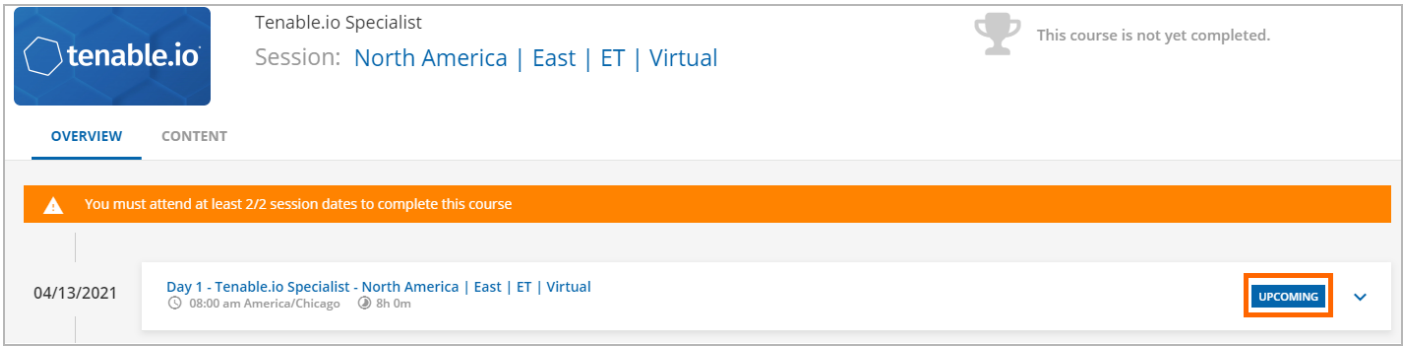
Broadband internet access is required, along with a current PDF viewer, and an updated web browser (like Google Chrome, Apple Safari or Mozilla Firefox). Students must also have an advanced text editor available, such as Notepad++, Atom, Light Table, or Bluefish.

Please see the table below for technical requirements and use the test links to ensure compatibility before training begins.

Requirement	Reference Information	Test Links
Adobe Reader	https://get.adobe.com/reader/	https://helpx.adobe.com/reader.html
Zoom Conferencing	Zoom Getting Started	Zoom Conference Test
Lab Connectivity	Some Tenable products have web interfaces on certain ports	https://lab-test.labs.university.tenable.com/

ON THE DAY OF CLASS

When it is time for class, log into Tenable University and return to your course. The "Upcoming" will be replaced with a button that reads "**Join Webinar**" (Zoom Session) that you can click to enter your class up to 15 minutes before the start time.



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CERTIFICATION INSTRUCTIONS

PROCTORING SERVICE

Tenable uses Examity® to proctor certification exams. You will need to create an account at Examity and complete your profile to schedule and take an exam. Instructions are provided below. For assistance, please call **855-EXAMITY**, email support @examity.com or chat directly with them through the **Live Chat** feature on the Examity dashboard.

EXAMITY TECHNICAL REQUIREMENTS

Before your exam, please confirm you meet Examity's technical requirements.

Browser:
Google Chrome or Firefox; please disable your pop-up blocker

Equipment:

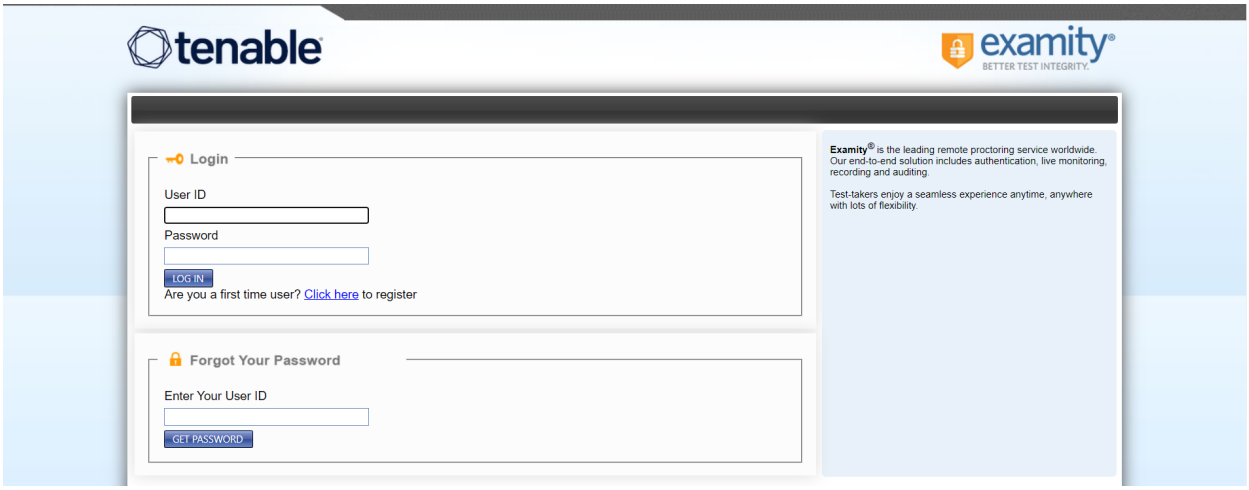
- Desktop, laptop, or Chromebook (tablets are not supported)
- Built-in or external webcam
- Built-in or external microphone
- Built-in or external speakers
- Ability to use a video conferencing app such as Zoom or GoToMeeting

Internet:
An upload and download speed of at least 2Mbps.

NAVIGATING TO YOUR EXAMITY DASHBOARD

You will receive an email from Tenable with your enrollment code. This enrollment code will allow you to schedule and take your exam.

First, you will need to self-register as a first time user at the Examity site:
https://prod.examity.com/tenable



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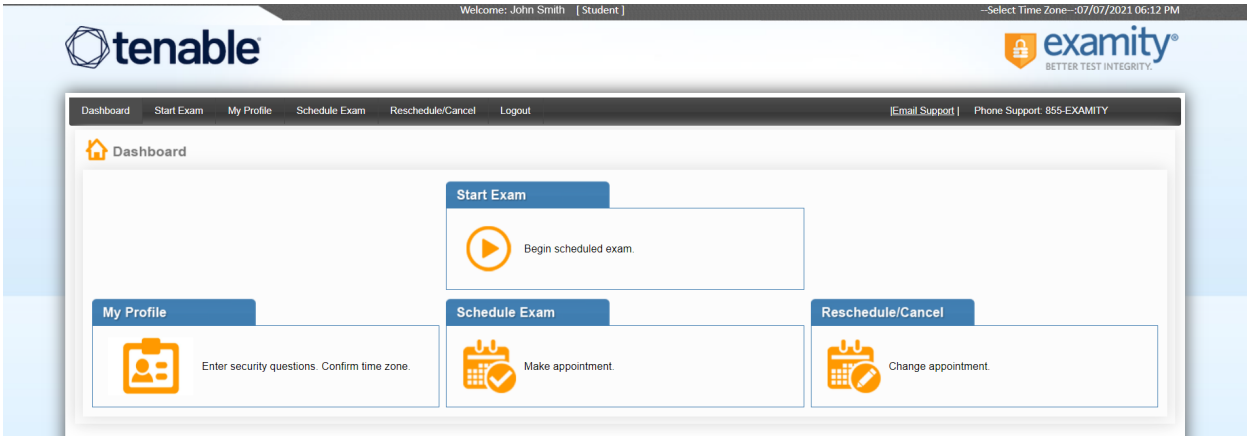
COMPLETING YOUR PROFILE

Prior to scheduling or taking an exam with Examity, you must complete your profile. To create or finish your Examity profile, please select the "**My Profile**" icon on the Examity dashboard.



You can create your profile in three simple steps.

1. Choose your time zone and enter your phone number and birth date. Please be advised, your time zone must reflect the location in which you plan on testing.
2. Upload a photo of yourself for your profile. You will also need to present an ID when you take a test.
3. Select and answer three unique security questions.

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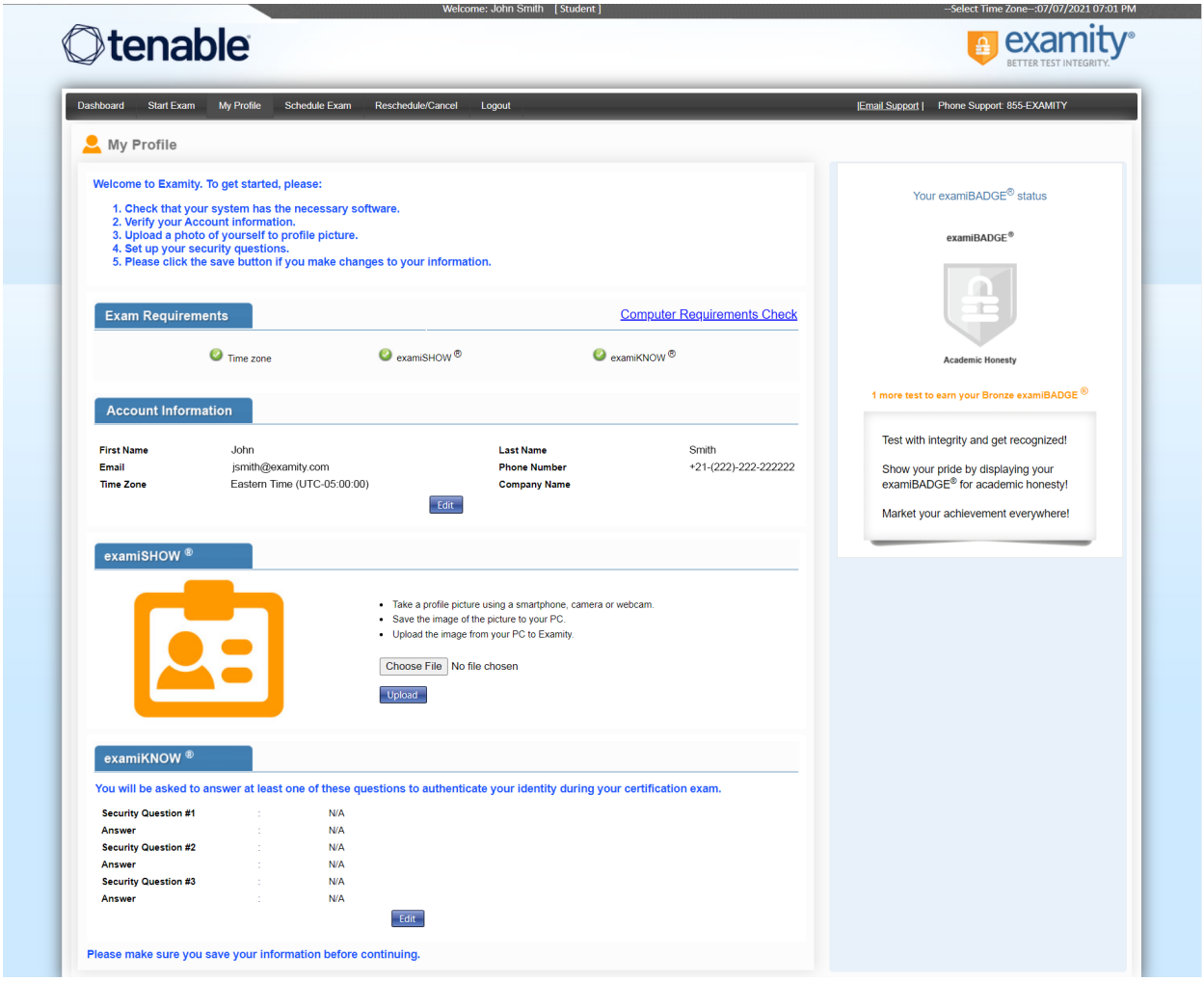

SCHEDULING YOUR EXAM

PLEASE NOTE: Enrollment codes are one-time use. Once they are entered into the Examity system, they cannot be redeemed by another user, even if the exam has not been scheduled yet.

Whether you would like to take an exam now, or in the future, you must first schedule your exam by selecting the "**Schedule Exam**" icon on the Examity dashboard.

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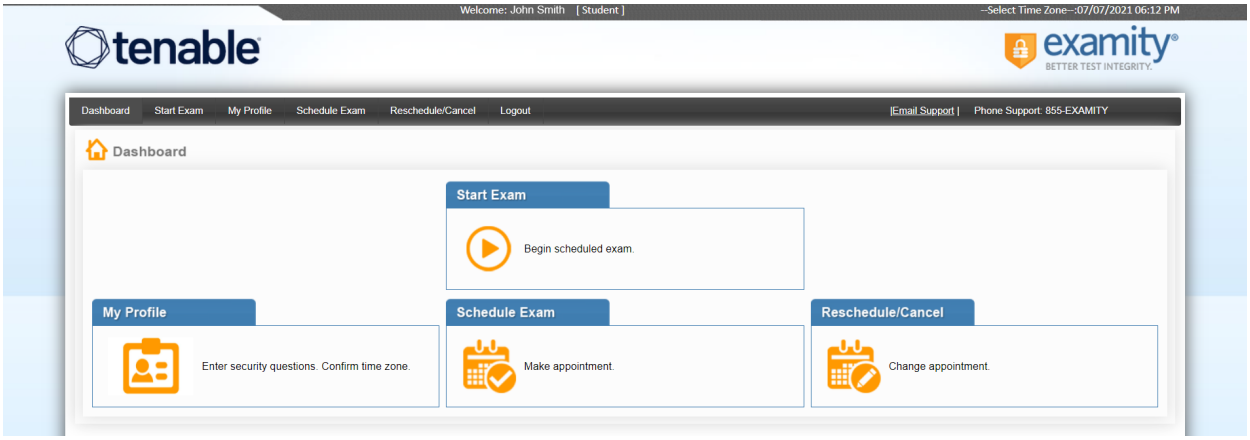
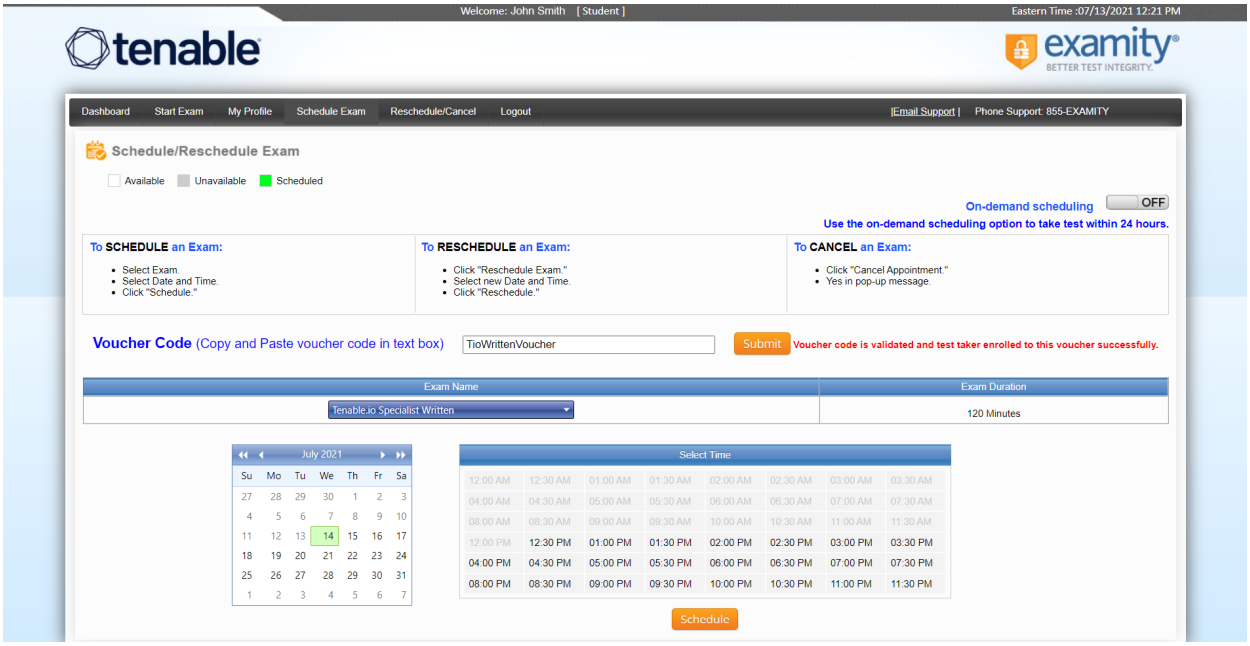


Enter the enrollment code from the email you received from Tenable for your certification exam(s), and press **Submit**.

Once your code has been validated, locate your exam in the drop-down menu.

Next, select a date and time and click "**Schedule**".

If you are scheduling your exam more than 24 hours in advance, please confirm the on-demand scheduling is adjusted to "Off."



Click the "**Logout**" link within the navigation bar after the appointment is scheduled successfully.

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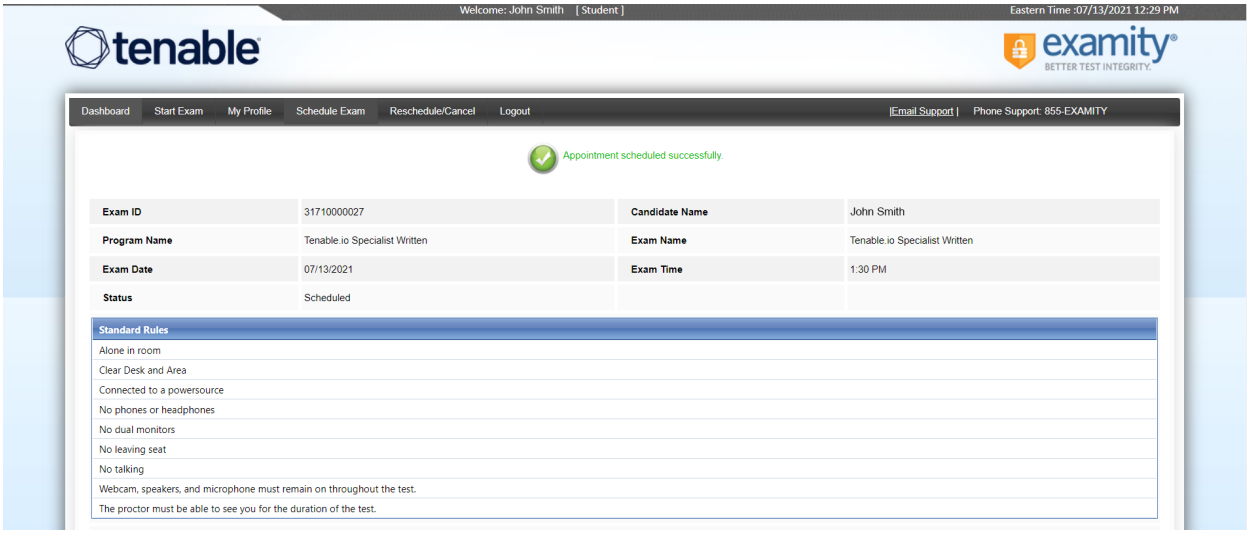
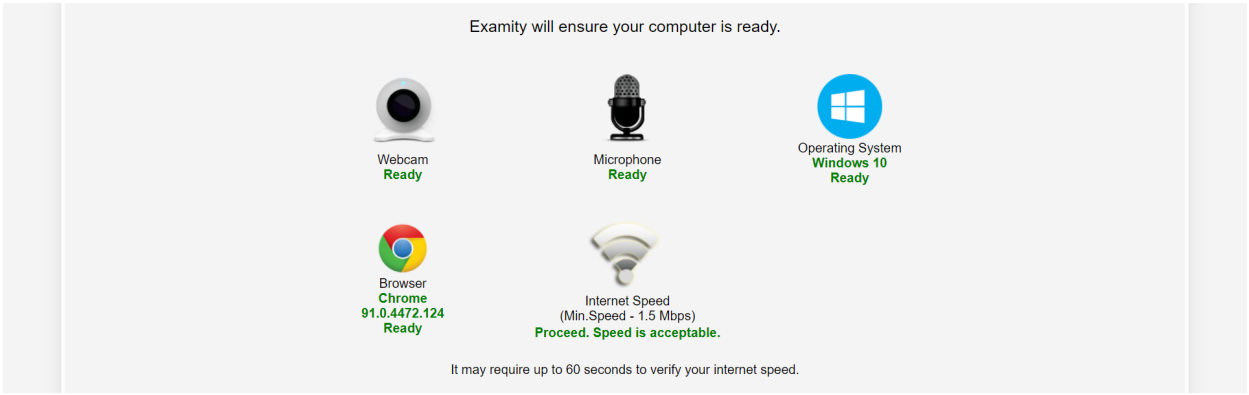
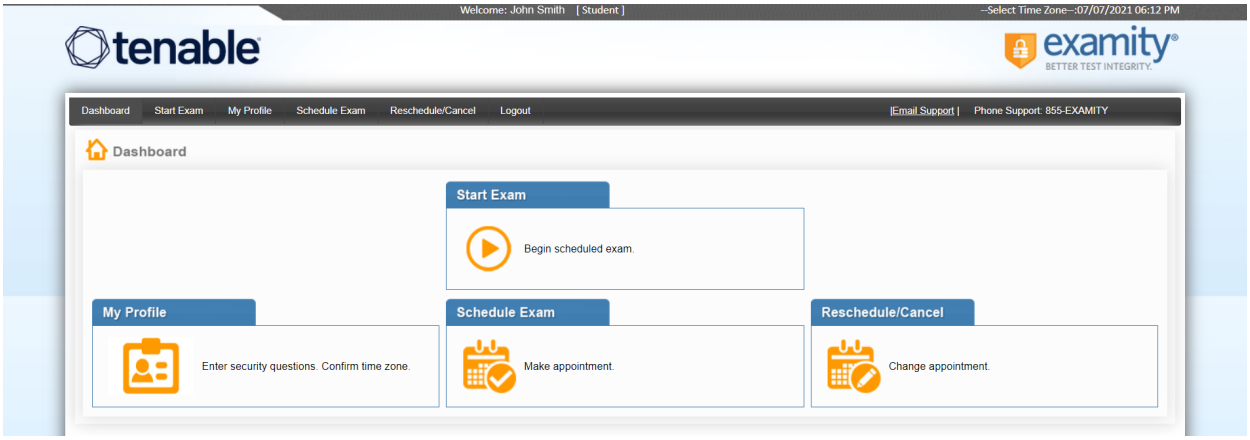


Check your email for instructions from Examity, including how to check your system readiness.



On the day and time of your exam, please return to the Examity dashboard, and click the "**Start Exam**" icon.



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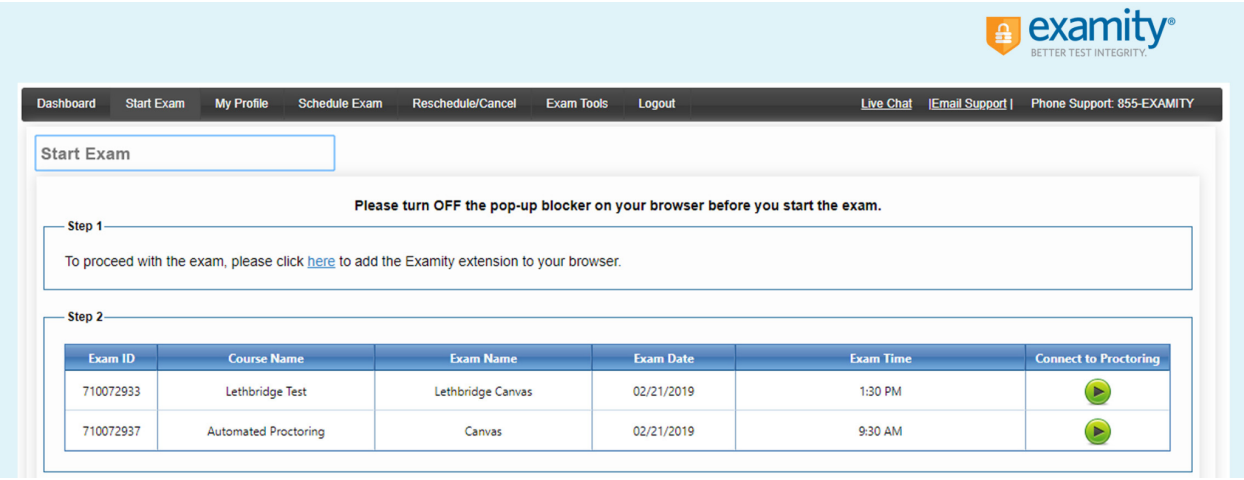
REMINDER: Before you start your exam, please confirm that you are accessing Examity through Google Chrome or Mozilla Firefox. If you are not using either of these browsers, please restart your exam session in Chrome or Firefox. Firefox cannot be used on a Chromebook.

TAKING YOUR EXAM

On the "**Start Exam**" page, please click the link to add the Examity extension to your browser, if you see it shown. Alternatively, you may be asked to install a web conferencing app later on.

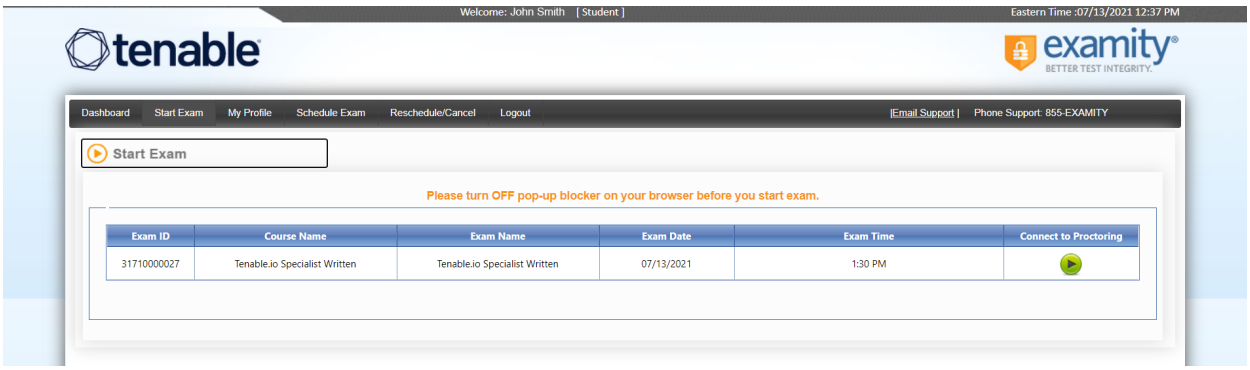


Using Google Chrome:
You will be sent to the Chrome store and prompted to download the Examity extension. After the extension is installed, you will return to the Examity dashboard.

Using Mozilla Firefox:
The Examity extension will automatically install on your computer. Remember that Firefox works on desktops and laptops, but not Chromebooks.

Please watch for the notification that the Examity extension has been added to your browser prior to clicking "Connect to Proctoring."

To continue, click "**Connect to Proctoring**" to launch your proctoring session and begin your test. Proctor support will walk you through the authentication process.



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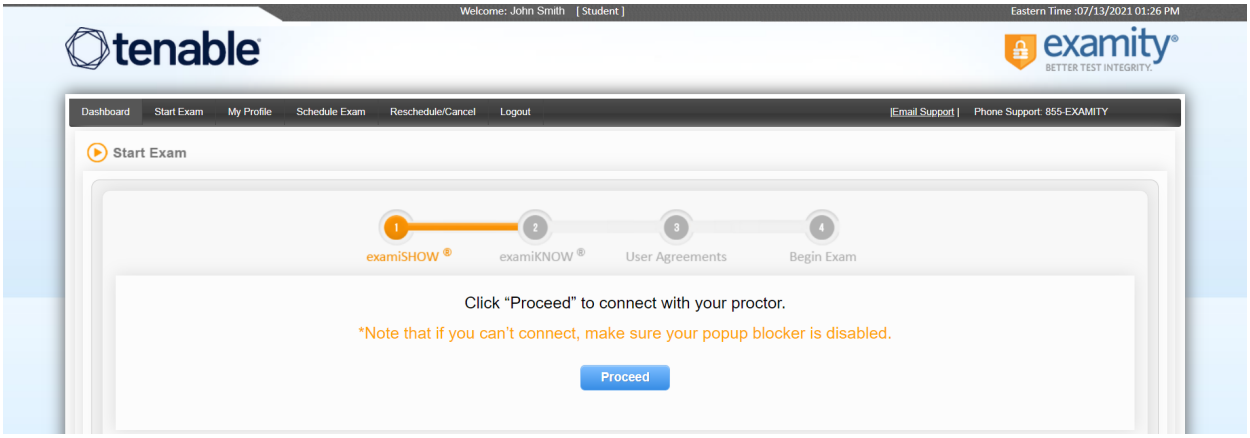
You will be asked to:

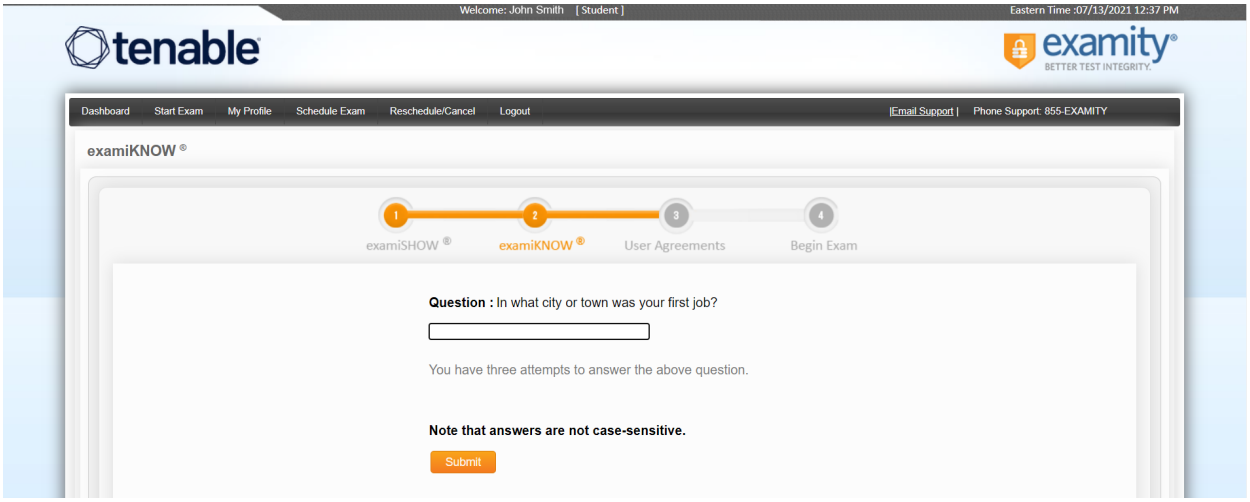
1. Verify your identity. Make sure you have your photo ID with you. You will be required to hold the ID in front of your webcam. The proctor will need to see both your name and photo clearly.
2. Review the exam rules.
3. Show your desk and workspace. The proctor will ask you to complete a 360° room pan and desk sweep with your webcam. This is to ensure your workspace is clear of any materials unauthorized by Tenable.

Click the "**Proceed**" button to connect with your proctor.



You may be asked to install web conferencing software, like GoToMeeting or Zoom.

You will be prompted to answer one of your previously selected security questions. Once you have entered your answer, press "**Submit**".



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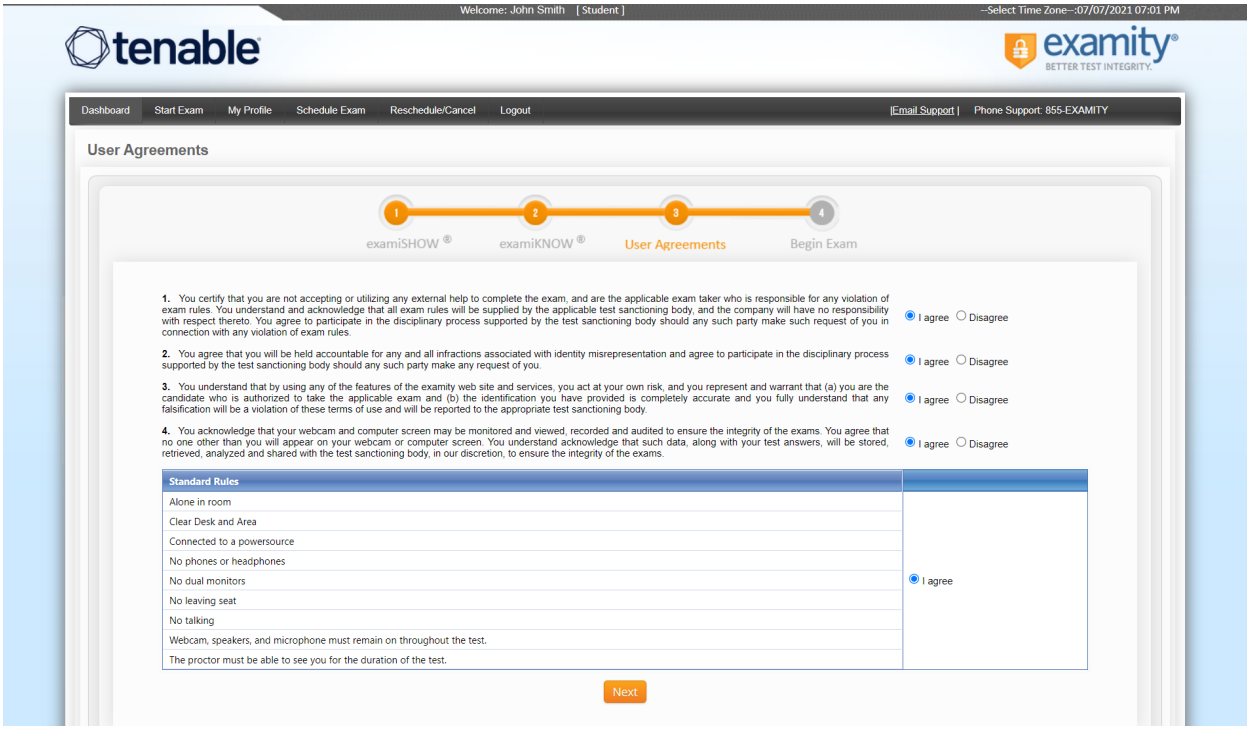
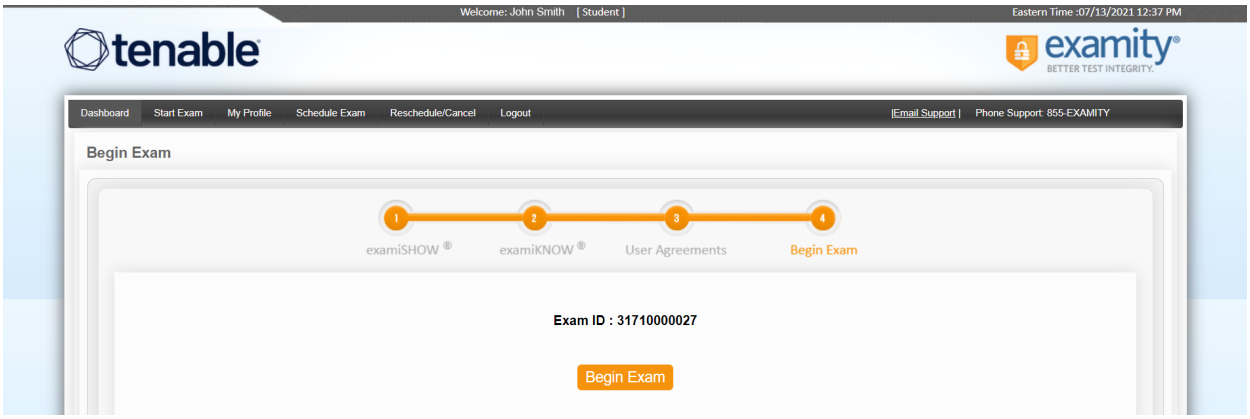
Complete the User Agreements and press "**Next**".



Once you have finished the authentication process, click "**Begin Exam**". *Your proctor will enter the password for you*. Once the password has been entered, you are ready to begin!



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ABOUT TENABLE

Tenable® is the Cyber Exposure company. Approximately 40,000 organizations around the globe rely on Tenable to understand and reduce cyber risk. As the creator of Nessus®, Tenable extended its expertise in vulnerabilities to deliver the world's first platform to see and secure any digital asset on any computing platform. Tenable customers include approximately 60 percent of the Fortune 500, approximately 40 percent of the Global 2000, and large government agencies. Learn more at www.tenable.com.

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