

Thales CPL Technical Training FREQUENTLY ASKED QUESTIONS

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CPL Technical Training Documentation

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Who do I contact for support?

During your online self-paced learning experience, if you need assistance, you can reach out to your designated Thales Technical Trainer via email. They will be able to provide general help and support in accessing all the learning materials.

For any technical questions related to the course content itself, you can also contact your instructor. They will strive to respond to your inquiries within a Service Level Agreement (SLA) of 24 hours.

I cannot access the Thales Technical Training Portal.

If you encounter difficulties accessing or using the Training Portal, please ensure to verify the following:

1. **Account Registration and Activation:** Make sure that you have successfully registered for an account and activated it. Check your email's spam or junk folder in case the activation email has been filtered there.
2. **Permission for Training Course:** Confirm that you have been granted permission to access the specific training course you are trying to enter. If not, reach out to the relevant administrator or training coordinator to get the necessary permissions.
3. **Account Status:** Check that your account is not marked as 'Inactive.' This situation is more common for returning students who might need to reactivate their accounts.
4. **Supported Browser and Updates:** Ensure that you are using an up-to-date and supported web browser such as Google Chrome, Microsoft Edge, Mozilla Firefox, or other compatible browsers.
5. **Pop-up Blocker:** Check if you have set up a pop-up blocker exception for the Training Portal's website (cpl-training.thalesgroup.com). Some browsers have pop-up blockers that can interfere with accessing certain features of the portal.

By verifying these points and taking appropriate action where necessary, you should be able to resolve any access or usage issues with the Training Portal. If problems persist, don't hesitate to contact the technical support team for further assistance.

What if I fail the exam?

Thales Certification Exams require a minimum passing score of 70%. If you do not achieve the passing score on your first attempt, please reach out to your Thales Trainer to request a second attempt.

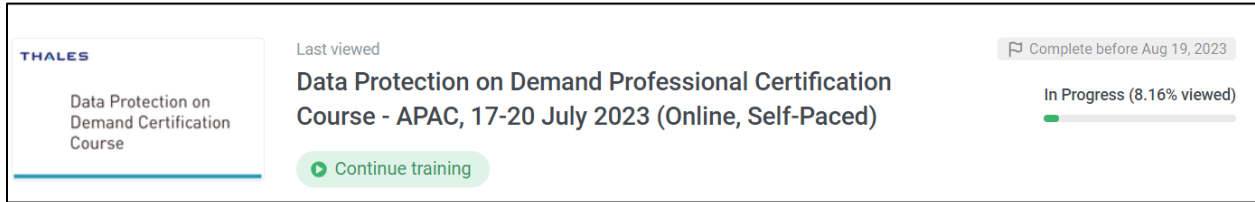
It's important to note that the approval of second attempts is evaluated on a case-by-case basis. The trainer will consider individual circumstances and factors before granting approval for a retake. Be sure to communicate with your trainer and provide any relevant information regarding your preparation and challenges faced during the initial attempt.

In case of failing the exam twice, the next option would either be to participate in a full certification course again or submit a new purchase order for the exam only. Partners are expected to pay the full cost of the course.

How long do I have access to the course?

In a standard self-paced course, students are provided access to the learning materials for a duration of 30 days. You can find the expiration date clearly marked under "Complete before" on the Learning Path course file.

Example:



The screenshot shows a course card for THALES. On the left, there is a box with the THALES logo and the text 'Data Protection on Demand Certification Course'. To the right, it says 'Last viewed' followed by the course title 'Data Protection on Demand Professional Certification Course - APAC, 17-20 July 2023 (Online, Self-Paced)'. Below the title is a green button that says 'Continue training'. In the top right corner, there is a calendar icon and the text 'Complete before Aug 19, 2023'. Below that, it says 'In Progress (8.16% viewed)' with a green progress bar.

Once the expiration date is reached, the course will be automatically moved to the 'Completed' section of your User Portal, indicating that you have finished the course. The course material will not be accessible after 30 days.

Regarding the learning materials, lab documentation is available for download in .pdf format, allowing you to keep a copy for future reference. However, all course presentations with narration are read-only, meaning you can view and review them, but you won't be able to make changes to the content.

Virtual lab environments, which are provided during the course for hands-on practice, will be removed upon course completion. For example, at the end of the work week, access to the virtual lab environment will no longer be available.

It's essential to keep track of the expiration date and pace yourself accordingly to make the most of the learning materials and complete the course within the given time frame. Utilize the lab documentation to enhance your understanding and take advantage of the virtual lab environment while it's accessible to gain practical experience.

How do I test remote access to CloudShare?

Please visit <https://use.cloudshare.com/Ent/Machine.mvc/testpage#/> to test remote access to the CloudShare platform. This simple browser-based test will verify all the components of CloudShare to ensure they function normally, and it will also check if your system has the necessary bandwidth to complete the training without any issues.

What if I am not able to access the CloudShare lab?

For online Self-Paced courses, you will be provided with a link that requires a unique login and passphrase to access our cloud-based lab environment. The lab access will be available for the entire duration of the 5-day course.

You will receive a message when opening the invitation before the course has officially begun:



Make sure to keep your login link secure and confidential throughout the training period. This will ensure a smooth and secure experience while using the cloud-based lab environment for hands-on practice during the course.

If you have any questions or encounter any issues with the lab environment setup, feel free to contact the support team for assistance. They will be available to provide the necessary help to ensure you have a successful learning experience.

Upon course completion, this link will no longer be accessible:



What should I do if the lab VMs are not accessible?

If you encounter difficulties accessing or using the cloud-based virtual machines provisioned for the course, please follow these steps to troubleshoot the issue:

1. **Disable Corporate VPNs and Proxies:** Ensure that any corporate VPNs or proxies are disabled while accessing the virtual machines. These network configurations might interfere with the connection to the cloud-based environment.
2. **Check Internet Connection and Bandwidth:** Troubleshoot your internet connection to verify that it is stable and functioning correctly. Also, ensure that you have sufficient bandwidth available to support smooth access to the virtual machines.
3. **Firewall Settings:** Confirm that firewalls are not blocking Remote Desktop Protocol (RDP) or Secure Shell (SSH) access to the virtual machines. If necessary, create the relevant port exceptions in your firewall settings. Alternatively, you can access the virtual machines via the local browser console provided by CloudShare.
4. **Use Supported Browsers:** Make sure your web browser is up-to-date and supported. Recommended browsers for accessing the virtual machines are Google Chrome, Mozilla Firefox, or other compatible browsers.

What if I fail to log into my Virtual Machine(s)?

Please ensure to verify the default login credentials as documented in your course or those that are embedded into your provisioned lab environment. These credentials will be provided to you for accessing the virtual machines.

If, for any reason, you decide to modify the default login credentials, it becomes your responsibility to maintain a record of the new credentials securely. This will help you avoid any login issues and ensure you can access the lab environment smoothly.

One common cause of login errors is keyboard localization issues. Please be aware of this possibility, especially if you encounter difficulties during the login process. Check that your keyboard settings match the expected input method for the login credentials provided.

Where do I obtain the course software?

All Thales-related software required for the course will be distributed automatically to each student through the virtual lab environment. You don't need to worry about manual installations or downloads. The virtual lab will be pre-configured with all the necessary software and tools, making it convenient for you to access and use them during the course.

This approach ensures that all students have a consistent and standardized learning environment, and it minimizes any potential issues related to software compatibility or setup. With the virtual lab environment, you can focus on learning and hands-on practice without the hassle of managing software installations.