



# Cyberoam Training Portal Change FAQs

- 1. What is happening?**

On 5th April, all Cyberoam training will be moving from its current home on the Cyberoam Training Portal (eConnect) to the Sophos Training Portal (NetExam).
- 2. Why are you making the change?**

This move is in line with the continued Sophos-Cyberoam integration, and will give a centralized and consistent experience for accessing all training materials.
- 3. Will I still be able to access the same Cyberoam training I could before?**

Yes, all of the Cyberoam training materials will continue to be available, via the Sophos Training Portal.
- 4. How will I be able to access the Sophos Training Portal?**

**I'm a Partner:**  
If you already have access to the Sophos Partner Portal, you will be able to access the Sophos Training Portal via the Training and Certification tab within the Partner Portal.  
If you don't have access to the Sophos Partner Portal, you can [request it here](#). Alternatively, please speak to your account manager about joining the Sophos Partner Program.

**I'm a Customer or Academy Student:**  
Please email [globaltraining@sophos.com](mailto:globaltraining@sophos.com) to request access.
- 5. I am a Sophos partner, how can I access the Cyberoam training?**

Please refer to question 4.
- 6. I am a Cyberoam partner but not a Sophos partner, how can I access the Cyberoam training?**

Please refer to question 4.
- 7. I am not a Sophos or Cyberoam partner, how can I access the Cyberoam training?**

Please refer to question 4.
- 8. What will happen to all of my historical training completions?**

These will be retained on record by the Sophos Global Training team; if you wish to reference any of these, you can do so by emailing [globaltraining@sophos.com](mailto:globaltraining@sophos.com).
- 9. How will I be able to request virtual appliance keys to complete the lab portion of the training?**

You can request a virtual appliance key by emailing [globaltraining@sophos.com](mailto:globaltraining@sophos.com).
- 10. Will the online learning option still be available?**

Yes, you will be able to complete all online learning via the Sophos training portal.
- 11. How will I be able to complete the exams I need to become certified?**

The exams will be available in the portal, simply click on the 'Take Exam' button within the course you are taking.
- 12. Will I still be able to download my certificates once I complete training?**

Yes, you will be able to download and print your certificates of completion directly from the training portal. We will not be sending hardcopies of the certificates to students once they complete training.
- 13. How will I be able to purchase training vouchers?**

After we switch over to the Sophos training portal you will no longer need to purchase training vouchers in order to access training. You will be able to access the online learning and the exams free of charge. Please note that you will still be responsible for paying to attend Authorised Training Centre-run classroom training sessions.

14. **Will I be able to access Sophos training?**

If you have access to the Sophos Partner Portal you will be able to access both the Sophos training and the Cyberoam training.

15. **Will there be any downtime?**

No, there will be no downtime during this transition. From the 5th of April the Cyberoam training will be available via the Sophos training portal, please see question 4 for information on how to access training after this date.

16. **Who do I contact if I have any problems or concerns?**

For any training related questions please contact us at [globaltraining@sophos.com](mailto:globaltraining@sophos.com), this is the central email address for all training queries, both for Sophos training and Cyberoam training.

17. **I currently email [training@cyberoam.com](mailto:training@cyberoam.com), who should I email now?**

Please email [globaltraining@sophos.com](mailto:globaltraining@sophos.com)

United Kingdom and Worldwide Sales  
Tel: +44 (0)8447 671131  
Email: [sales@sophos.com](mailto:sales@sophos.com)

North American Sales  
Toll Free: 1-866-866-2802  
Email: [nasales@sophos.com](mailto:nasales@sophos.com)

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Tel: +61 2 9409 9100  
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