



# FAQ: Workfront Ascent— The New Training Experience

## What is it and what does it mean for you?

Welcome to Workfront Ascent, Workfront's new training experience. Starting Sept. 18, 2017, Workfront customers will have access to Workfront Ascent, our new learning platform. You'll also have access to our new training website, the Workfront Training Center. We have designed role-based modules, curating content specific to team members, executives, collaborators, project managers, and administrators.

### **What is Workfront Ascent?**

- Workfront Ascent is the new learning platform for Workfront customers with Plan licences. Ascent will provide training recommendations based on the information you provide, giving you access to all new video-based training, live classes, quizzes, quick guides, and more.
- All content on Workfront Ascent will be available starting Sept. 18, 2017.

### **How can I access Workfront Ascent?**

You can access Workfront Ascent by navigating to [www.ascent.workfront.com](http://www.ascent.workfront.com). Sign in using the same credentials you use for [support.workfront.com](http://support.workfront.com). If you don't have your login credentials, please contact [customercare@workfront.com](mailto:customercare@workfront.com).

### **Who should use Workfront Ascent?**

Workfront Ascent is designed for customers with Plan licenses — project managers, administrators, resource managers, etc. All other license types — Work, Review, Request — should use the Workfront Training Center at [www.training.workfront.com](http://www.training.workfront.com).

### **How do I know if my Workfront credentials will give me access to Workfront Ascent?**

Try logging into [support.workfront.com](http://support.workfront.com). If you are able to log in (users who do not use SSO or have already created a support account), then your account will allow you to access Workfront Ascent. If not, check out the article titled "[How to Access Workfront Ascent](#)" at [support.workfront.com](http://support.workfront.com) for more information.

### **Can users access content without logging into the support website?**

Yes and no. We have made the new training page, [www.training.workfront.com](http://www.training.workfront.com), public. This means that all content for team members, executives, and collaborators will be available without logging in. For those with a Plan license, you will need to log in to access our new learning platform, Workfront Ascent.

## **CURRICULUM CHANGES**

### **What new curriculum are you offering?**

We have redesigned our entire curriculum in a new on-demand format and have created a number of new courses, including content for executives, and collaborators. Our live classes have also been designed for efficiency and expediency without sacrificing deep learning opportunities.

### **How long are the on-demand videos? And how are they different than the recordings?**

The average video length is 6 minutes. These videos have been completely reproduced.

### **How many courses are in Workfront Ascent?**

There are more than 50 courses available, with many more on the way.

### **I see you've cut down the training time for live courses significantly. Is there any change in the content?**

The content has changed slightly. The bulk of the time savings came from refining the course content, and removing practice exercises.

### **Are you still offering test environment for training courses?**

We will continue to offer test environments for use throughout your training. Just email us at [educationinfo@workfront.com](mailto:educationinfo@workfront.com) and we will provide you with instructions. Although we have removed the exercises from the live training classes, each session is designed to engage learners with the trainer and the content. We are currently developing workshops that will leverage the use of test environment accounts and hands-on exercises.

## LIVE TRAINING

### **Can I access the live training classes from Workfront Ascent?**

Yes, as Ascent is where you will find the schedules and registration for live training classes.

### **Are the new on-demand courses replacing the live training classes?**

No. Live classes will still be available through Workfront Ascent. Our video and text-based courses lie at the center of our recommendations, but if you prefer the live environment or the chance to ask questions, you can register for live classes from Ascent.

### **What platform are you using for live classes?**

We are using Zoom for live classes. Click [here](#) for information about Zoom system requirements.

### **Do I have to download Zoom to access the live classes?**

No, but we highly recommend you do for a better experience. If you cannot download the application, you can view the presenter's screen using a web browser and access audio through a phone. See [this article](#) for more information.

### **How are the live classes going to differ from the live classes that have been offered in the past?**

Most live classes will be 1–2 hours in length and will be demo-based in format. The presenter will explain and demonstrate Workfront features, as they relate to the topic of the webinar. There will be Q&A at the end of each session. A Workfront test environment and hands-on activities will not be included, as they have in the past. You can get a test environment during all of your training by emailing [educationinfo@workfront.com](mailto:educationinfo@workfront.com).