Rep Academy FAQs

Join Rep Academy for an interactive learning experience to help set yourself up for success within the Reputation platform!

I can't find my welcome email, what do I do?

Welcome emails will come from Rep Academy with the subject line, "You're invited to a new account".

Search for this subject line in your inbox, as well check the Spam folder! If you still cannot find the welcome email, reach out to training@reputation.com to have your welcome email resent.

How should I roll out Reputation training at my company?

Launching new software and getting your users trained can be daunting! We understand that challenge and have prepared resources to share with your team as they begin navigating the Reputation platform. Read our [Reputation User Training Rollout Guide](#) for more guidance.

Can you assign content to users at my company?

Yes, content assignments can be created on a per request basis. This is an all or nothing feature--all users within your account will receive the same assignments/due date.

Once assigned, your learners will see assignments in Rep Academy on the Learn tab under the Incomplete Assignments heading.

To create assignments, please log into Rep Academy and compile a list of content you'd like your users to take. Send that list to training@reputation.com, along with due dates (optional) for each piece of content.

How can I track certifications for my company?

You can view and report on certifications for your company in Rep Academy with Manager permissions. Reach out to training@reputation.com to get setup with this permission.

Once your permissions are updated, explore the Insights tab at the top of your page in Rep Academy to see metrics and download reports.

Note: The Gradebook tab only shows assigned content by default. Check non-assigned progresses in the left panel to view results for all content available in Rep Academy.

RepAcademy

Can I change the language in Rep Academy?

While the Rep Academy tool and content within are only available in English at this time, we are working hard on creating valuable learning content for our customers and have goals to translate courses into more languages in the future.

If you have suggestions for us on which languages to start with, reach out to training@reputation.com and we will gather insights.