

# Get the Right Foundation with Kaseya University

Knowledge is power. Whether you are new to Kaseya or a long-time user, an administrator or a technician, our job is to make your life easier. To accomplish this, we've put together a wealth of learning resources in Kaseya University, tailored to your role and experience level. Our goal is quite simple — to provide you with the knowledge and skills you need to be successful.

Kaseya University's offerings include free training resources that cover the basics, as well as subscription training to perfect your skills, which include certification to prove your professional edge.

## Free Customer Curriculum

All Kaseya customers have access to Kaseya University's rich catalog of free training resources, including online courses and guidance covering:

### Getting Started

Introduction to Automation, Kaseya Architecture, VSA Navigation

### Organizational Design

Planning your Implementation, Key Decisions, Orgs/Groups/Roles/Scopes

### Technician Enablement

Agent management, scheduling, patch, and monitoring

## New Customer Onboarding

New Kaseya VSA customers ramp up and get out of the gate quickly with our Quickstart deployment options. Kaseya's Quickstart programs, combining product training, implementation services, and individualized consulting, are designed to help you smoothly and efficiently realize the full benefits of your Kaseya investment. Please refer to the Kaseya Implementation Services datasheet for more details.

## Advanced Subscription and Certification Programs

Want to perfect your Kaseya VSA skills? Take your learning to the next level with Kaseya's subscription-based training and certification programs.

These programs are designed to help you achieve mastery of Kaseya VSA, and streamline your learning path, by providing structured, self-paced courses that focus on learning-by-doing. Learn at your own pace, but informed by the experience of Kaseya University experts. In addition to the full curriculum, packages include:

- Quickstart and advanced learning
- Certification testing

Subscription programs also unlock higher support benefits, including priority ticket queuing for those with current certifications, and 50% loyalty discounts for future training. These discounts make keeping current on new Kaseya releases simple and easy.

## Enabling Success

### Kaseya Certified Administrator (KCA)

Demonstrate your IT management and Kaseya VSA expertise by earning your certification from Kaseya University. Our certifications evaluate your knowledge and skills with respect to automation concepts and assess your readiness as a Kaseya VSA practitioner. Certification testing is included with your learning path subscription.

### Quickstart

Get started on the right foot. Some Quickstart offerings include bundled consulting.

### Technician Enablement

Expanding your service and adding techs to your team or are you experiencing employee turnover? Take advantage of our free enablement training to set your techs up for success.



*"Kaseya University has provided us with the knowledge to be more productive, more proactive and better prepared for any and all situations we encounter."*

#### Andrey Gonzales

Kaseya Server Administrator,  
Parmac, Inc.

*"The KCA provides a great base for understanding your Kaseya VSA. The enhanced support doesn't hurt either."*

#### Bret Orsburn

Netxus™ Administrator,  
EO Johnson Business Technologies



Topics Covered	Administrator (KCA)	Technician Enablement
Roles, scopes, orgs, machine groups, infrastructure, implementation options	✓	✓
Manual and automated agent deployment	✓	✓
Working directory, agent menu, set credential, updating the agent	✓	✓
Filtering with views	✓	✓
Software Management foundation: update profiles and discovery	✓	✓
Agent-based monitoring (classic monitor)	✓	✓
Policy management: assigning policies	✓	✓
Import and export	✓	✓
Log retention, manual agent record management (rename, change group, delete)	✓	
Audit: baseline, system, latest; reviewing device information; custom fields; org-level credentials	✓	
Remote control infrastructure and notification policies	✓	
Creating and assigning LAN cache	✓	
Configuring Software Management: patch approval, file source, reboot action, pre/post procedures	✓	
Agentless monitoring (KNMi)	✓	
Building agent procedures	✓	
Automated device management: IT Service Delivery Kit and building custom policies	✓	
Creating custom report parts, reports, and report sets	✓	
Domain Watch and Active Directory sync	✓	
Branding and customizing the agent, VSA, Live Connect, and Portal Access	✓	
Reviewing machine information: view assets, monitor data, policy compliance, logs, and dashboards		✓
Using remote access		✓
Scheduling patch updates		✓
Executing and scheduling reports		✓

## Training Packages

Subscription Training Packages	Individual	Company
Learning Path	Kaseya Certified Administrator Learning Path	Kaseya Certified Administrator Learning Path
Term	3 months*	3 months*
Concurrent logins	1	5†
Certification exams for the term purchased	1	5

\*Annual plans are available upon request

†If any student does not need the full time purchased, a login may be transferred to another student for a \$100 transfer fee

### ABOUT KASEYA

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit [www.kaseya.com](http://www.kaseya.com)

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