

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 the Reputation team 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.

I forgot my password, what do I do?

Navigate to [Rep Academy](#). If you are having trouble remembering your password and accessing the platform, click **Can't Remember Your Password?**

Sign in to Lessonly

Email Address

Password

Remember me on this computer for 2 weeks

Sign In

[Can't remember your password?](#)

By clicking "Sign In," you agree to our [terms and privacy policies](#).

English [Español](#) [Français](#) [Deutsch](#) [Português](#) ▼

Still unable to access your profile? Contact Reputation's Learning Management Team at training@reputation.com to have your password manually reset.

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. We recommend starting with **Introduction to Rep Academy** for a 5-minute tutorial course on how Rep Academy works.

From there, explore resources that show what your users should do on their first day, and within their first week, quarter, and year using the Reputation platform. Access the following content within Rep Academy to get started:

- On-demand courses for platform education
- Certification track for Power Users
- Instructor-led “how-to” videos
- Industry trend videos per solution
- On-demand webinars hosted by Reputation experts

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?

Unfortunately, Rep Academy does not currently offer customers the ability to monitor and track their team's progress. Alternatively, contact training@reputation.com with a list of employees on your team and we will help you get the data you need.

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.