

# Trend Micro Education Portal Partner & Customer Exam Access

## New Education Portal

The new Trend Micro Education Portal was launched in January, 2018. Here are some important things you need to know

## Accessing the Certification Exam

The certification exam will be assigned to you and can be found in the “My Training” tab. The course contains an exam guide, reference materials, and the exam. Click on the red “launch” button to take the exam. Once you have successfully passed the exam, you can print your certificate by looking in the “Completed Training” tab and clicking on the star beside the course title (see below).

## Completed Training

A record of the training courses and certifications completed in the past 2.5 years will be accessible to the user on the “Completed Training” tab

## Expiration

The certified Professional certification is valid for a period of two years after the completion of the exam. The date of expiration is indicated on the certificate as well as beside the completion date in the “Completed Training” tab. Once it has expired, you will be required to re-certify.

## Partner Account

If you do not have a Partner Portal account, go to [https://community-trendmicro.force.com/Partner/GlobalPRM\\_Registration](https://community-trendmicro.force.com/Partner/GlobalPRM_Registration) to create your account.

**Note:** Partner account approval may take up to 48 hours.

## Customer Account

If you do not have a Business Support account, go to <https://success.trendmicro.com/sign-in> to create your free account

**Note:** You will require a Product Activation Code to create your account. More details on how to find your activation code available during the account creation process

## Learn More

Instructional videos and a FAQ document are available in the new portal, by selecting the “Help” tab

For more information, contact [education@trendmicro.com](mailto:education@trendmicro.com)