

Unanet Knowledge Center Home

ALERT! - UNANET GOVCON KNOWLEDGE AND SUPPORT UPDATE - ALERT!

All training, quick topics and FAQs previously accessed through kc.unanet.com/knowledgecenter.unanet.com will now be available at support.unanet.com.

This exciting enhancement will improve the support experience by allowing all Unanet GovCon customers to have immediate access to this knowledge while entering support tickets.

To assist you with this transition, please see the FAQs below.

FAQs

To obtain a login to the Unanet support portal or to create a new ticket, send an email to support@unanet.com with the subject "Support Portal ID request".

The following conditions must be met to be granted a support account:

- The "from" address must match the domain of your company.
- It must NOT be a generic email account (e.g., it cannot be from gmail.com, aol.com, or msn.com).
- The company must have an active support agreement with Unanet.

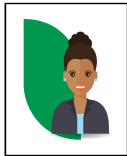
- To create an account, go to [the registration page](#) and enter your name and company information.
- Existing LMS users can go to www.unanetuniversity.com and click **Sign In**.
- If you require additional assistance, this article in the Knowledge Base, [Unanet University LMS Reference Guide](#), explains how to set up an account.

Unanet provides several different ways to access our learning content. Unanet University provides short videos, self-paced eLearning modules, and instructor-led courses via our [Learning Management System \(LMS\)](#). We provide FAQs, job aids, and process documents in the Knowledge Center (KC). For more technical details, visit the Unanet Help docs which can be accessed from the upper right corner of your Unanet instance (**My Account > Help**).

Currently, all content in the Knowledge Center (KC) and the Unanet Help docs is available at no cost. The [Learning Management System \(LMS\)](#) contains a combination of free and paid content.

The courses in the [Learning Management System \(LMS\)](#) can be filtered by role such as Accountant, Project Manager, Resource Manager, and Administrator. You can also click on the role listed below.

Learn more by enrolling in these courses!



Accountant



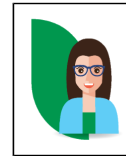
Administrator



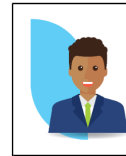
Billing Manager



CXO



Project Manager



Resource Manager

Unanet University (UU) provides learning content throughout the implementation process as well as post-implementation. During implementation, the customer implementation team is enrolled in an appropriate learning path for their type of organization. This path includes eLearning courses and KC topics to support the implementation milestones.

Post-implementation Unanet University offers a variety of educational opportunities through a combination of the Knowledge Center and the Learning Management System. Content includes webinars, self-paced eLearning modules, and instructor-led courses. We also offer in-depth training at our annual Champions Conference. The instructor-led course schedule is posted on our [website](#). If in doubt about which courses to take, reach out to [virtualuu](#) and ask our Operations Specialist for advice. We are here to help you with your Unanet journey.

In uncertain times like these, Unanet is taking the following actions.

- **24x7 On-Call Support Hours** - Unanet has always had the ability to support our customers remotely. If you find you need help anytime, day or night, with a critical or emergency issue, please go to our Support Portal at support.unanet.com and open a Severity 1 ticket.
- **Virtual UU Classes are 25% off** - Use the code **GOVIRTUAL25** to receive a 25% discount on all Unanet University course registrations.
- **Community Forums** - [View the forums here](#) or visit support.unanet.com to join the forums.