Getting Ready For Certifications

It's Certification Time! Whether it is End of Quarter or End of Year, Use This Checklist to Get Your Team Ready for Certification Rollout.

01 Certification Setup

- [ ] **Policy Changes** - On the regulatory side, have there been any changes since the last round of certifications that will affect this round?
- [ ] **Lessons Learned** - On the company side, is there anything you should change based on the results from the last round?
- [ ] **Document Type** - Make sure you're using the correct document type for the period you want to certify.
- [ ] **Certification Updates** - Update certification language, date references, or other modifications. Review all content before you send.
- [ ] **Check Your Links** - If you've copied documents containing links to policies, pages, or Library Documents, make sure your links are pointing to your Production environment.
- [ ] **User Group Scoping** – If you use the scoping feature, read this article for important information about your setup.
- [ ] **Check Your Rules** - If you've modified or added questions to your certification, ensure your rules have also been updated to capture the changes.
- [ ] **Check Your Rankings** - If you have different document configurations for different user groups, check group memberships and document rankings to make sure everyone will receive the right version.

02 Alerts and Reminders

- [ ] **Verify Alert Templates** - Check the language on all of your alert templates, including links and keywords. Run a test ahead of time to verify. Ensure all keywords come from the keyword bank and are NOT copied from other alert templates.
- [ ] **Check Reminders and Schedules** – Verify that all compliance teams are in agreement on the reminder schedules, as these are set by document type (not document configuration). Double-check your schedules and be sure they are enabled.
- [ ] **Check Your Document Descriptors** – Confirm that all of your relevant document descriptors are correctly attached to your alert templates AND schedules.

03 Publishing Your Certification

- [ ] **Coordinate With Counterparts** – Remember that documents are published as a set. If you have multiple Compliance teams with different document configurations, be sure to coordinate on publishing so that you're all on the same page. Be sure that everyone is ready to publish.
- [ ] **Updating Table Names** – When publishing, you may be asked to select or create a table name. Select an existing table name if there is one – this will ensure any document response reports are not impacted. If you do need to enter a new table name, that's OK! Just let us know if you have reports that will need to be updated.

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04 Testing and Sending Your Request

- **Start Early** – Give yourself plenty of time for setup and testing, so that you're not rushing to complete your request or struggling for time if you run into any issues.
- **Trial Run** – Before you send company wide, complete a trial run. Send to yourself, your Compliance team, or a small group of employees first to verify that everything is working as expected.
- **Check Your Recipients** – Confirm that everyone expected is on your recipient list. Don't see everyone you think you should? Check out this troubleshooting guide – User Not Appearing In My Document Recipient List.
- **Confirm Your Due Date** – The due date will default based on your document configuration. You may change the due date at this point before you sent your request.
- **Pacific Time Zone** – If you are sending your request from the Pacific Time Zone, it is recommended that you set your due date to 4PM PST or earlier to ensure the correct time zone conversion on document reminders.

05 Reporting and Follow Up

- **Coverage** – When your certs go out, you may get a lot of activity to review. Make sure you have team coverage for the incoming documents and questions.
- **Reporting** - When these certs go out you're going to get a lot of activity coming back in. Do you have team coverage for the inevitable questions you're going to get?

06 Need More Help?

- **Knowledge Base** - Check out our self-service Knowledge Base & our Video Course in Star University for articles and troubleshooting guides to help you along the way.
- **Service Desk** - Still having trouble? Our Service Desk is here to help. Just enter a support ticket with your question and we will be happy to assist you.

Useful Resource Links

Star University:

Check out our new companion course available on Star University, Preparing for Your Certifications. It serves as your step-by-step video guide of the key steps to prepare for your certification process.

If you do not yet have a Star University account log a request to get access today to this and other video courses.

Knowledge Base Articles:

Try these knowledgebase articles for a more in-depth view of some of the features.

- User Defined Field Definitions
- Alert Management
- Alert Definitions – Document Management
- Troubleshooting Guide – User Not Appearing in Document Recipient List
- Troubleshooting Guide – User Did Not Receive Certification Reminder
- How to Change a Document Due Date

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