



## Dell Learning

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### Frequently Asked Questions

#### Overview

**Q: What is changing with the Learning Management System (LMS)?**

A: As part of Dell's overall modernization initiative, Dell Learning is transforming to an enhanced learner experience.

**Q: What benefits will the new experience provide to partners?**

A: Enhanced features & scalability, reduced operational risks & simple, efficient learner experience.

**Q: When will this update take place?**

A: The LMS update is expected to go live on June 30, 2026.

**Q: Will there be any downtime during the update?**

A: Yes, training related features will be unavailable from 8pm EST June 25<sup>th</sup> to 8pm EST June 29.

**Q: What actions do partners need to take before the changes go live?**

A: If you have a course in progress, please complete it before June 25, 2026 to avoid losing your progress, or you will need to restart the course after June 30, 2026.

**Q: What happens if I don't complete my in-progress courses before migration?**

A: The in-progress status will be lost during the update and you will need to restart the course after June 30, 2026.

#### Access and Login

**Q: Will my login and access change due to this update?**

A: No, your login and access will not change.

**Q: What should I do if I am unable to login?**

A: [Contact](#) Dell Learning Support:

If you are a Dell employee submitting a ticket on behalf of your Partner, please use this [link](#).

**Q: Will I be able to access my training through Tech Direct / Partner Portal / Partner Academy?**

A: Yes, you will continue to use the same access process you have always used.

**Q: Are there new browser or system requirements as a result of this update?**

A: No

**Q: Will all existing courses continue to be available after the update?**

A: Yes, all the courses you have access to, based on your user profile, will continue to be available.

**Q: Will the user interface be different?**

A: There will be no change to the portal interfaces through which you currently access training. You may see some differences when you launch the course.

Expect previews of any changes to your learning experience in the coming days. Check into the FAQ frequently to make sure you don't miss any of these updates.

**Q: What happens to my courses that are in progress?**

A: If you have a course in progress, please complete it before June 25, 2026 to avoid losing your progress, or you will need to restart the course after June 30, 2026.

## Partner Program

**Q: Will this update affect program requirements?**

A: No

**Q: Will this impact onboarding for new partner employees?**

A: No

**Q: Will my current certifications remain valid?**

A: Yes, all your current credentials and certifications will continue to be valid based on the terms of the Partner Program to which you are attached.

**Q: Do I need to retake any courses after the update?**

A: No, you do not need to retake any courses. However, if you have a course in progress, please complete it before June 25, 2026 to avoid losing your progress, or you will need to restart the course after June 30, 2026.

## Reporting & Administration

**Q: As a Partner admin, will I have access to the training-related reporting interface through Tech Direct?**

A: Yes

## Support

**Q: Who can I contact if I need support?**

A: [Contact](#) Dell Learning Support:

If you are a Dell employee submitting a ticket on behalf of your Partner, please use this [link](#).