

Frequently asked questions

Do I need to bring anything with me to class?

No, we supply you with the training manuals, pen, notebook, and computer.

Is there a cancellation policy?

Yes, we ask that you notify us 10 business days prior to the first day of class in order to qualify for a full refund or to reschedule your training for a different offering. If you cancel or reschedule after this time, you will be charged 50% of the per student class fee. Registered students who fail to appear for a class without notifying Endeca in advance will be charged the full tuition. In the rare event that we need to cancel a class due to low enrollment or resource availability, we will notify all confirmed students at least 10 business days prior to the first day of class.

Do you recommend any hotels in the area of the training facility?

Our recommended hotels are listed on our website www.endeca.com/services/education and when you select the link of the city name for the date/course you chose, a list of hotels will display.

What time does class usually start and end?

Class begins at 9 a.m. and typically ends at 5 p.m.

How far away from the airport is this facility? I'm driving there, is parking available?

The directions and parking instructions for our facility are listed on our website www.endeca.com/services/education and when you select the link of the city name for the date/course you chose, the directions will display.

Will lunch be provided?

Yes, lunch will be provided for all training attendees. Dietary restrictions should be entered as part of the registration process.

Is there a dress code?

Be sure to dress comfortably, there is no dress code.

Is there internet access so I can check my email during breaks and lunch?

Yes, internet is provided, please only use it during breaks and lunch so as not to distract others.

Are there security measures for entering or leaving the building?

You will need to provide your name and present identification to the security desk in the lobby in order to gain access to the Endeca suite.

If I would like an onsite course, what are the requirements we need to have in place?

Click here to view the requirements.

If I don't use all of my training credits, can I get a refund of the balance?

You receive monthly updates about your credit balance, so please contact us before your credits expire so that we may work with you on creating a training plan to use the remaining credits. Our credits are non-refundable and must be used within 1 year of purchase. Training credits can be used towards public, onsite, and eLearning courses.

Rather than pay by training credits or credit card, can I be invoiced for the training registration?

You can, if you supply us with a purchase order at time of registration. If you are unable to supply us with a purchase order at least 48 hours in advance of your course starting, please choose another method of payment to ensure your attendance in the course.

Do I need to bring sample data or information on my particular deployment?

No, our courses are based on sample data sets and are meant to teach concepts and functionality. If you need assistance with your deployment, please contact our Services group.

If I can't make it to the course I registered for, can I send someone else in my place?

Yes, please provide the replacement's name and contact information to education@endeca.com with as much advance notice as possible so that we may update the registration.

I'm having our technology partner implement Endeca at our site, may I have that person attend training?

Yes, they are subject to the same confidentiality agreement that your company signed with their license agreement since they are acting and performing work on your behalf.

I paid by credit card, what can I use for a receipt?

Your confirmation email provides cost and proof of payment received.

If I am an Endeca partner, what classes should I register for?

You should register for the Partner FastTrack and work closely with your Endeca Partner Manager regarding your contract and accreditation needed.