

# OnBase<sup>®</sup> Certified OC / installer

The OnBase Certified System Installer (OCI) certification is awarded to OnBase installers who demonstrate the ability to implement a successful OnBase solution based on an organization's business requirements.

## Certification Steps

To become OCI certified, you must possess expertise in the design, installation, and troubleshooting of an OnBase solution.

You can earn your OCI certification in four easy steps:

**1**

### Successfully Complete the Pre-Installation Web-Based Training Course

This 90-minute, web-based course provides you with the essential background information you need to succeed in the Introduction to Installation course. After completing this course, you must complete a short assessment and earn a minimum score of 80% in order to receive credit.

**2**

### Successfully Complete the Introduction to Installation Course

This one-week course is designed to prepare IT professionals for their roles as OnBase installers. At the conclusion of this course, you must complete a multiple-choice and practical assessment. You must earn a minimum score of 80% in order to receive credit for the course.

**3**

### Successfully Complete the Installer Certification Course

This one-week course is designed to extend your knowledge of the OnBase installation process beyond the basics of the Introduction to Installation course. At the conclusion of this course, you must complete a six-hour practical assessment. You must earn a minimum score of 80% in order to receive credit for the course.

**4**

### Complete an Implementation Report on Training.OnBase.com

This short form can be completed by at [Training.OnBase.com/IR](http://Training.OnBase.com/IR). If you have already completed Steps 1, 2, & 3, the IR should take only a few minutes to complete.

## Recertification Options

Your OCI certification is valid for two years. Renewing your certification is easy: all OnBase Certified Installers can renew their certification for two years by completing one of the following:

### OPTION 1

Successfully Complete the  
Installer Recertification course at  
TechQuest

### OPTION 2

Re-Take the Installer Certification  
Course

# FAQs Frequently Asked Questions

## How long will my OCI certification last?

Your OCI certification, like all OnBase certifications, is valid for two years.

## How can I tell if my OCI certification is still current?

To view the current status of your OCI certification and any other certifications you hold, see your training transcript on the My Training tab.

## There is a discrepancy in my training transcript. What should I do?

If you see an error or a discrepancy on your training transcript, send us an e-mail at [Training@OnBase.com](mailto:Training@OnBase.com) and we'll look into it.

## How do I renew my OCI certification?

See the Renewal section above. Most certifications can be renewed by attending a TechQuest conference (offered three times per year at Hyland Software's headquarters in Westlake, Ohio).

## Can I include my OCI certification in my resume or e-mail signature?

Absolutely! As long as your certification is current, we encourage you to include it in your resume or e-mail signature.

## If I leave my current employer, will I still be certified?

You will retain your OCI certification until it expires, but you will not have access to OnBase resources or systems until you are again employed by an authorized OnBase partner or customer.

## What is an Implementation Report?

An Implementation Report is an overview document containing basic information about an OnBase solution.

## How do I complete an Implementation Report?

IRs are completed online at [Training.OnBase.com/IR](http://Training.OnBase.com/IR). If you have already completed the Pre-Installation, Introduction to Installation, and Installer Certification courses, it should only take a few minutes to complete.

## Why do I need to complete an Implementation Report?

Implementation Reports are a great resource when evaluating, upgrading, or expanding an OnBase solution. They are also helpful when familiarizing your customers with their solution.

## Why should I share the information in the Implementation Report with Hyland Software?

We value your security and will not share your information outside of Hyland Software. We will only share the IR with Hyland Software Technical Support for troubleshooting purposes.

## Do I need to complete the Implementation Report on my own?

Of course not! These reports are meant to be collaborative and to encourage you to discuss the OnBase solution with your colleagues. However, each team member must submit his/her own copy of the IR for certification purposes.

## Can I save a copy of my Implementation Report?

Yes! Once you have completed the report – but before you submit it to us – click the Save button. The report is saved as a cookie by your web browser and will be only available from the workstation used to create it.

## To save a local copy of the Implementation Report, click File | Save As from your web browser.

Once I submit my Implementation Report, how long does it take to get my certification?

It takes 2-3 weeks for us to review your materials and e-mail your certificate. If you haven't heard from us in 3 weeks, send us an e-mail at [Training@OnBase.com](mailto:Training@OnBase.com).

## Why do I need to take both the Introduction to Installation and Installer Certification courses?

The Introduction to Installation course provides the foundation of knowledge necessary for you to be successful in the Installer Certification course. The Installer Certification course provides you with the advanced installation knowledge required for OCI-certified installers.

## What is TechQuest?

TechQuest is a week-long conference dedicated to hands-on, focused OnBase training. TechQuest is offered three times per year at Hyland Software's headquarters in Westlake, Ohio.

For more information or to register, visit [TechQuest.OnBase.com](http://TechQuest.OnBase.com).

## What is OTTC?

The OnBase Training & Technology Conference (OTTC) is a weeklong conference dedicated to all things OnBase. For more information or to register, visit [www.Hyland.com/community/ottc/default.aspx](http://www.Hyland.com/community/ottc/default.aspx).