Access & Training

There are some important steps and associated timelines for getting access to the eComm tools, as part of a standard monthly process.

**1. Discovery**
Meet with an eComm specialist to review communication and/or event goals to confirm eComm is the right fit. **15-30 min.**

**2. Pre-Access Requirements**
Complete pre-access requirements (SkillSoft courses and sign an agreement) by the end of the month to secure your license. **1-2 hours**

**3. Login, Training & Quiz**
Receive credentials around the 5th of the month and follow along with training. Complete a short verification for access to send emails and/or events approved. **1-2 hours**

**Interested in an eComm license?** Request access [2] and your eComm specialist [3] will arrange a discovery session [4] to review your communication and/or event goals and determine if eComm is the right fit.

If it is a good match, new users must complete pre-access requirements [5] by the end of the month to get access during the first week of the following month.

Once given access, users can login, follow along with training and complete a quiz [6]. Long-term, continued education [7] is provided.

Get a behind the scenes view of everything that goes into the new user onboarding process [8], including a Marketing Cloud Journey triggered by data in the License Object of Salesforce.

**Groups audience:**
eComm

**Source URL:** https://www.cu.edu/ecomm/training

**Links**