

RSA Wise Up®

Frequently Asked Questions



Have you checked out RSA's new Wise Up® platform?

Check out our FAQ's before you do!

Q: I'm having trouble logging into Wise Up®, why?

A: We haven't changed your username but as part of our refresh your password has changed. **When logging in for the first time please clear your browsers cache and use the password 'welcome1'.**

If you can't remember your Wise Up® username – try using your Bravo ID number as your Wise Up® username.

Q: A course I am trying to take won't launch because of Adobe Flash Player. What can I do?

A: We are currently experiencing an issue with some of our courses in Wise Up® due to an involuntary change made by Adobe Flash Player. Unfortunately, this means a series of our courses are not available at this time. We are working to relieve this issue and would appreciate your patience in the matter.

Q: Do you host live events in Wise Up®?

A: No. Here at RSA we offer you education in two ways. The first way is through live WebEx events. For our live events, you will receive an email invitation to register and a WebEx link with login details to attend the live event. If you register for an event and don't receive a follow up email with log in details, check your junk and spam folders. Upon completion of a live event CE Certificates are issued via email approximately 1-2 weeks following the event.

The second way we offer education is through our online, on-demand Learning Management System (LMS), Wise Up®! Our live WebEx events are recorded and made available to you on Wise Up® so you can enroll and complete courses at your leisure.



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Q: How do I review the courses available to me?

A: Click the drop down menu on the top right hand corner of the page, scroll to 'Catalog', choose a 'Category' you're interested in and browse!

Q: How do I launch a course?

A: Click 'Enroll' then 'Start'. You will be brought to the 'Course Content' page, click the purple 'Start' button one more time and your course will be launched. Upon completion, click the 'Close' button in the top right hand corner.

Q: I completed a course, where do I find my CE Certificate?

A: Click the drop down menu on the top right hand corner of the page, scroll to 'Transcript'. You can also access your CE Certificates by clicking the 'Transcript' button on your dashboard. Click the 'Download' button underneath the 'Certificates' headline to save a copy of your CE Certificate.

Q: What is a Transcript?

A: A Transcript is simply an outline of the courses you've taken in Wise Up® to date. **A Transcript is not a CE Certificate.**

Q: What are Resources?

A: We've uploading a series of educational tip sheets in our 'Resources' section to further your learning. Simply click the drop down menu on the top right hand corner of the page, scroll to 'Resources' and browse!

Q: I have a question that isn't answered in the FAQ.

A: Complete [this form](#) and a CE Credit Representative will contact you via email.

