



Transact Client Learning Center FAQ

What's changing?

Transact is changing the sign-on mechanism for the Transact Learning Center from self registration to single sign-on (SSO). This will allow for better connectivity between the Transact Client Learning Center, the Transact Support Hub, and Transact Connect.

Will I still have access to my Training History?

Yes, if you log on using the same email address that you previously logged onto the training site with your training history will be preserved.

What should I do if I use a different email address for the training site than the one used for logging into Transact Connect or the Transact Support Hub?

If your email for the training site differs from the one used for Transact Connect or the Transact Support Hub, contact us at productadoption@transactcampus.com. We'll assist in creating a new account for you and merge your training history.

When will the changes go live?

We will change to the new SSO authentication on February 5th, 2024.

Will my user information and permissions stay the same?

Yes. Transact Client user permissions and current settings will stay the same.

How will new users get added?

When a new user is added to Connect or the Transact Support Hub they are automatically added to the Transact Client Learning Center and provided all- access permissions to training.

If specialized training needs to be added to your user account please send an email to productadoption@transactcampus.com and provide information on what is missing.

I am still having trouble signing on. What should I do?

Please send an email to the Product Training and Adoption team with a description of the issues you are having. We will get back to you with a solution or set up time to work with you to solve the issue. You can reach us at productadoption@transactcampus.com.