



Temenos Learning Community (TLC) - FAQ

Thank you for being part of the Temenos Learning Community. Below please find some FAQ. Should you find that your question is not answered below, please contact us at TLCsupport@temenos.com.

Membership & Access

 If I am not a member of a certified Temenos Partner, can I still join the TLC?	Yes, membership to the Temenos Learning Community is open to anyone.
 If the membership is at an individual level, does this mean it stays with me no matter where or whom I may be employed by?	Yes, your membership and certification standing stays with you as long as you have an active membership.
 How long is my subscription valid?	Subscriptions are valid for 12 months from day of purchase.
 If I want to cancel my subscription, how do I do this?	Subscriptions are non-refundable. Your subscription will be valid for the full year. You may then choose not to renew it.
 How will I know when my membership is about to expire?	You will be notified that your membership is due to expire and the options you then have to renew.
 Who do I contact if my Membership information is incorrect?	If you see anything incorrect or unusual with your membership, please contact the team at tlcsupport@temenos.com
 Where can I refer to the Terms of Use?	The Terms of Use, Privacy and Cookie Policies can be found in the LINKS menu.
 Why do I need to provide an alternative email address?	We want to communicate with you using your work email address. Should you change employment, we want to be able to reach you on an alternative email address.
 How will I access the Sandbox environments?	Once you have logged into your profile within the TLC, simply click on 'Sandbox Environment' which is available as a drop down option under the 'Training' Tab. You will be provided a User ID and Password on registration. Please follow the 'How to' videos once you have logged in for any clarifications.





 Will a Close of Business (COB) be run on the Sandbox environment? Will I be able to post transactions and come back to see changes such as interest accruals etc.?	No. The sandbox environment will not run any COBs.
 How long will data I input into the Sandbox be available?	The Sandbox will be refreshed every 3 weeks. Should a change from this frequency be required, an announcement will be made in advance.
 When will the Sandbox environment be down for maintenance?	All upcoming maintenance periods will be announced on the TLC and the Sandbox homepage.
 How do I navigate around the Sandbox if I am new to the Temenos Solutions?	The Sandbox homepage contains multiple 'How to' videos. Please select the video that is relevant to what you are trying to achieve. It is also recommended you do the Introductory Core Banking courses.

Payments

 How do I pay for my subscription?	Initial payment is done using a credit or debit card during registration. You can pay for a single year subscription or opt for recurring payments for your annual subscription.
 What is a recurring payment?	Should you choose the recurring payment option, your payment card details will be stored by our Payment Provider and you will receive a reminder email 30 days before your current subscription is due to end. We will automatically debit your card on the anniversary date of your subscription.
 What if I do not opt for the recurring payment option?	You will need to ensure payment for renewal is done before the current subscription ends. We will start sending you reminder emails 30 days before the end of your subscription on a regular basis until you have renewed. The new subscription year will only start on the anniversary of the current subscription so your anniversary date will always remain the same.





<p>Can I pay for more than one subscription?</p>	<p>You can use the same credit or debit card to pay for more than one membership, however you will need to do this for each unique membership registered due to memberships being on an individual basis. For payment of multiple memberships, we can make specific collection arrangements. Please contact tlc@temenos.com should you wish to explore this option.</p>
<p>Why is the amount on my credit card not the same as the subscription price you have advertised?</p>	<p>The TLC subscription is denominated in EUROS. If you use a payment card in any other currency, the amount on your credit card will reflect the amount in your card's currency.</p>

Training & Exams

<p>Where can I find information about training and certification?</p>	<p>Information about Online Training, Classroom Training, and Certification are available in the Training tab of the TLC. The same materials can also be found within the footer anywhere within the TLC.</p>
<p>How many times can I access the online Training Material?</p>	<p>You have unlimited access to the online materials for the duration of your membership.</p>
<p>Can I save or print the online material?</p>	<p>No, the membership does not allow you to print, download or copy the online materials and doing so is an infringement of Temenos intellectual property rights and a breach of the Terms of Use which you have agreed.</p>
<p>How do I move from being a Member, through to Innovator level within the Community?</p>	<p>By taking and then passing exams, you will gain credits that will move you through the Certification Programme. You can also refer to the 'Training' tab for more in depth information.</p>
<p>As part of accepting the terms of the membership, I understand that I could be audited at any time – what does this mean and how would it work?</p>	<p>Temenos reserves the right to implement tools to monitor and confirm your identity while you are taking an exam. We may contact you and question you on any element of a recent exam you have taken.</p>





 How do I sit an exam?	Once you have logged into your profile within the TLC, simply click on 'Examinations' which is available as a drop down option under the 'Training' Tab. You will be prompted for the User Id and password as provided to you during registration. Once logged in, you will have access to a list of available exams. Click on the exam you wish to sit and follow the onscreen prompts.
 If I fail, how many times can I retake the same exam?	You can retake an exam until you pass. There are no limits on the number of retakes, however, you will need to wait 15 days between each retake. Generally we recommend taking a classroom course if you fail 3 consecutive times but this is not mandatory.
 If I pass an exam, how long will my credits be valid before having to re sit the exam?	Credits gained by passing an exam will be valid for 2 years. In order for any credits to be valid, you must have an active membership to the community.
 Will I be able to view the exams I may have sat and credits gained?	Yes, you will be able to view all of your exam details within your personal profile within the Testing Tool. Your total credits earned and your membership type achieved will be available and displayed on your profile page of the TLC.
 Will I receive a certificate upon successful completion of an exam?	No. As part of the TLC, Temenos will no longer be issuing individual certificates. We will in Q4 be launching a Badging Program that you will be able to connect to your social media e.g LinkedIn profile and email signature. Please look out for announcements on this within the TLC.
 What is a Learning Path?	Learning paths are the guidelines we provide on the courses and order that we recommend you taking, in order to progress through the membership levels.
 Can I do any of the training offline?	No, materials can only be viewed online. There is no facility to download or save material for offline review.





 How do I provide feedback on the training material?	Feedback is very much encouraged in order to ensure the proposition meets the needs of the community. You will be provided a feedback form prior to taking each exam where you will be able to provide comments on the training material. Any additional comments you may have can be sent to tlc@temenos.com
 Do you still offer classroom training?	Yes we do. Instructor led options are still very much part of the overall Training proposition at Temenos. Please refer to the 'Training' tab where we provide the facility to request classroom training.
 How do I know what courses are available?	The full list of courses can be viewed within the Online Training Materials link within the 'Training' tab. Additionally, the course catalogue is also available within the 'Training' tab.
 If a course is not offered online, can I still take the exam without attending the class?	If you feel you are suitably skilled to take the exam without attending the class then you are able to take the exam. Please note, not all classroom courses have an associated exam.
 Where can I find the rules for taking exams?	Information about Online Training, Classroom Training, and Certification are available in the Training tab of the TLC. The same materials can also be found within the footer anywhere within the TLC.
 Can I cancel my participation in a classroom course and will I get a refund?	Yes, you can cancel. All refunds are subject to the terms published with each training course. The general terms are covered in the Classroom Training Document found within the Training tab or within the footer anywhere within the TLC.
 Why do I not get a full refund if I cancel my classroom course attendance within 30 days?	Classes are schedule with a minimum number of participants required to attend to make then financially viable. If you cancel your attendance at short notice, we may not get a replacement to cover all the costs.





General

 Will I need any specific software to be able to access the TLC Membership tool?	You will need to launch your web browser to access the TLC platform via temenos.com
 Will I be able to communicate with other members of the TLC via the Membership tool?	If you have a valid and full membership, you will be able to communicate with other members of the community.
 If I see any negative behaviour on the TLC membership tool, how do I notify Temenos?	Please report any suspicious or negative activity that you may observe to tlcsupport@temenos.com
 Can my company advertise on TLC?	Yes they can. Please send all requests to tlc@temenos.com and one of the team will contact you to discuss
 Will my personal data be used for any other purpose other than towards my membership of the TLC?	Your data will be used only for providing you with the TLC services and in accordance with the Privacy Policy you were notified as part of the registration process. The Privacy Policy is available in the LINKS section of the TLC.
 Will other members of the community be able to see me or can I remain a "private" member of the Community?	You will be part of the TLC directory and be visible to everyone in the community.

