



Frequently Asked Questions

Endpoint Security version 10.5 Training

May 2017

Learn more about our new complimentary courses to help you gain the required knowledge needed to plan, test, and deploy the next-generation endpoint solution — McAfee Endpoint Security (ENS).

1. What courses are offered?

We are offering two new Endpoint Security courses, created specifically for customers considering upgrades. These courses are available in a classroom setting and as online eLearning courses. They provide in-depth instruction on setting up and administering McAfee Endpoint Security. The classroom option also includes hands-on experience with the 10.5 interface.

2. When are the courses offered?

Our eLearning course are offered on demand, available anytime you are. Our Instructor-led Training course is offered in public classrooms around the world, with many dates to choose from. See the [class schedule](#).

3. Why should I attend a course?

The benefits of this training include:

- ☑ Learn about the latest technology developments in a specially designed, complimentary course.
- ☑ Jump start your upgrade with key product stand-up and integration details.
- ☑ Acquire the skills needed to maintain our next-generation endpoint platform.
- ☑ Network and consult with other McAfee customers upgrading to ENS 10.5.
- ☑ Gain insight from McAfee engineering experts.

4. What is included with the courses?

Students will receive a Student Guide they can use for reference after each. The Instructor-led course also offers hands-on lab experience. The goal is for students to receive detailed instructions for integration of this solution into their enterprise.

5. Who can attend these courses?

Our students are typically administrators responsible for implementation and maintenance of McAfee Endpoint Security. These courses are ideal for McAfee customers currently using VirusScan Enterprise or new to Enterprise Security.

6. How many students can attend?

Due to a limited number of seats in our Instructor-led Training course, we're offering one complimentary seat per class per customer. There is no limit to how many students can attend our eLearning course.

7. How do I register for a course?

Choose the class you would like to attend from the available list on our website, click the link and follow the registration prompts. When checking out, enter promo code **ENSTRAIN17** for the discount.

8. Can I attend courses remotely?

All of our eLearning courses are available at any time, and you can attend as your schedule permits. Our Instructor-led training courses are available at fixed times/dates, and offered in physical classrooms. Our North American students have the option of attending the Instructor-led training courses remotely, you can just register for the course, indicate that you will attend remotely, and will then receive instructions about how to log in on the day the course begins. This option is available on a selected basis in other regions, [contact us](#) for more information.

9. How long is this offer available?

We are offering these courses on a complimentary basis throughout 2017 only.

10. Are the course schedules final?

We often update the schedules and add new courses. Please check our [training web page](#) often to see the latest schedule.

11. What if I am interested in other training courses?

Our Education Services team offers a wide range of product training, and all customers are welcome to attend. Please visit our Education [web site](#) to see the full list. Note that currently only our two-day Endpoint Security 10.5 Instructor-led and eLearning courses are available no cost.

12. Who do I contact if I have any questions or issues with registration?

If you have any questions, or issues with your registrations, please email us at ENSTraining@McAfee.com.