Junos Genius Transition to Juniper Learning Portal

Frequently Asked Questions

General Questions

Q: *"What is happening to Junos Genius?"*

A: The content found on the Junos Genius platform (www.junosgenius.net and the mobile app) is being transitioned to the Juniper Learning Portal. All content will be available on the Juniper Learning Portal by February 26th and all users should access the content on the Learning Portal by this date. Your transcript history will be migrated to the Juniper Learning Portal on or before April 15, 2021.

Q: *"Why is this change being made and what are the benefits to the students?"*

A: There are many key benefits that will benefit students including:

- All free training and certification preparation resources will now be available in a single platform, the Juniper Learning Portal, https://learningportal.juniper.net.
- A single username (ID) now can be used across Juniper properties and the Learning Portal...no more separate logins.
- Students will find an improved learning experience with training resources now in a single platform including better access to complete training history, related training assets, and training resources.
- Certification voucher details (earned the programs such as JOL and JNCAA) will now be readily available in the Learning Portal.
- Users will receive an improved mobile experience...fewer operational issues than the previous platform.
- Using the Learning Portal allows for better connection between Juniper systems and supporting systems such as Cert Manager and the voucher automation tool.
- Improved user support

Q: *"Will the app continue to work?"*

A: No. On February 28, users will no longer be able to use the app. It will continue to exist on your phone, but it will not connect to the content servers to login and see content.

Q: *"How will users learn of this change?"*

A: Education Services is notifying Junos Genius users in several ways including the use of banners on the Junos Genius site and emails to users.

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Q: *"How does this change affect the Open Learning and JNCAA programs?"*
A: This change will only affect the location where you consume your training. Instead of the Junos Genius platform, you will consume your material, take practice tests, take voucher assessment tests, etc, on the Learning Portal. The Learning Portal will handle voucher administration as well.

Q: *"Will my user history be maintained?"*
A: Yes, your user history will be maintained. Juniper Education will take steps such that when you log in to the Learning Portal, you will see your Junos Genius learning history. Your transcript history will be migrated to the Juniper Learning Portal on or before April 15, 2021.

Q: *"Will user access remain the same?"*
A: You will access the content through the Learning Portal, https://learningportal.juniper.net. To do so, you will need to have a Juniper SSO login. To establish one…

> **Juniper and Learning Portal Account Creation:**
> 1) Ensure you have a Juniper.net Account. If you do not have one you can create it here. If using a personal email address, please select "**Guest User Access**".
> 2) Ensure that the email address of your Juniper.net account matches your Juniper Learning Portal email address. Click here to update your Juniper.net account information.
> 3) Questions / Problems? Check out the FAQ.

Content Questions

Q: *"Will all content in Junos Genius be moved to the Learning Portal?"*
A: Almost all Junos Genius content will be migrated to the Juniper Learning Portal during January and early February except for any content in need of retirement.

Q: *"What are the links to access the material on Learning Portal?"*
A: To access the material that was previously in Junos Genius, there are two critical top-level pages in the Learning Portal you should access:
- The "Getting Started" page—this has links to all Open Learning content as well as all free training offerings.
- The 'Certification Resources" page—this will have links to all training related to our Certification program including recommend training (free and for-fee), practice tests, Open Learning, exam registration, etc.

In addition to the main pages, you may wish to access:

- **Open Learning paths:**
    - JNCIA-Junos
    - CCNA to JNCIA-Junos
    - JNCIA-Cloud
    - JNCIA-DevOps

More Information

Q: ***"Who does a user contact with questions?"***

A: Students should [contact Education Services](#) with any questions.