



Certification Offerings

Elevate Your Expertise

Unlock the full potential of Kaseya's solutions with our comprehensive certification programs.

Certification Programs

- **Kaseya Certified Administrator (KCA):** Apply your knowledge while learning core functionality, configurations, automations, and business cases.
- **Kaseya Certified Expert (KCE):** Master advanced functionality, custom configurations, business workflows, integrations/APIs, troubleshooting, and complex business cases.

Benefits

- **Validate** your expertise and stand out in the industry
- **Stay up to date** with the latest product enhancements and best practices
- **Enhance** your professional development and career growth
- **Improve** operational efficiency and productivity
- **Achieve** a valued industry credential

Training Options

In-person

In-person certification training at live events, providing a cost-effective opportunity to earn multiple certifications in a short timeframe

Virtual Training Camps

Multi-week virtual classes taught by subject matter expert instructors.

Self-paced (90-day access)

Engage with interactive eLearning content at your own pace, from any device, 24/7.

Certification Process

Initiate: Enroll in the desired certification program

Access: Attend self-paced eLearning courses, virtual instructor-led sessions, and review supplementary materials

Engage: Interact with experts and get your questions answered

Certify: Demonstrate your mastery by passing the certification exam

Advertise: Receive a downloadable certificate and digital badge credential upon successful completion of the certification exam



 [Reserve Your Seat Today](#)

Ready to take your skills to the next level? Reserve your spot in our upcoming Certification Training Camps and embark on your journey towards becoming Kaseya Certified.

** Kaseya Certified Technician courses are available at no charge in Kaseya University*

Certification Agendas

Kaseya Certified Expert (KCE)

Unified RMM/ Endpoint Management

Datto RMM



- Advanced agent deployment strategies
- Advanced patch management scenarios
- Custom scripts to optimize automation and standardization of processes
- API visibility on endpoint data
- Monitoring policies to remediate issues automatically and proactively

IT Operations

Autotask



- Admin, activations, system settings
- Client Portal
- Advanced quoting
- Categories (advanced)
- Co-managed Helpdesk
- Outsourcing
- Billing: dashboard, approve and post, invoice templates
- Contract renewals
- Import/export
- API introduction
- Standard reports
- Live Reports
- Data Warehouse

IT Glue



- Overview of integrations
- Best practices
- Copilot
- Relationship mapping
- Related items
- Workflows
- Triggers, filters, and actions
- Enabling the vault
- Password offline mode

Kaseya Certified Administrator (KCA)

IT Operations

Autotask



- Admin
- Resources and security
- Companies
- Quotes and opportunities
- Contracts
- Service Desk setup
- Incoming email processing
- Ticket structure
- Working with tickets
- Categories
- Form templates
- Notification templates
- Projects
- User-defined fields
- Dashboards and reports

IT Glue



- Account settings
- User settings
- Documentation structure
- Core assets
- Checklists
- Contacts
- Documents
- Domain tracker and SSL tracker
- Locations
- Passwords
- Flexible assets
- Security settings
- SSO and MFA
- Asset mapping
- Workflows
- Sidebar
- Additional resources

Kaseya Certified Administrator (KCA)

Unified RMM/ Endpoint Management

Datto RMM



- The Web Portal
- Organizational structure
- Agent deployment
- Remote control
- User access and security
- Filters and groups
- User-defined fields
- Jobs
- Monitoring
- Windows patches
- Third-party software
- Maintenance mode
- Dashboard and reports
- Creating components

VSA 10



- Setup checklist
- Security and settings
- Org structure
- Teams and users
- Agent deployment
- Remote control
- Device card
- Scopes, tags, and filters
- MDM enrollment
- Policies
- Patch management
- Endpoint protection
- Automation
- Network monitoring
- Reporting
- Advanced reporting
- Self-service troubleshooter

Kaseya 365 Integrations



- Kaseya 365 core automations
- KaseyaOne
- Kaseya 365 modules
- Unified RMM
- Integrations (Datto RMM and VSA)
- RMM policies and settings for automations
- Endpoint security automations
- Rocket Cyber automations
- Endpoint backup automations

Audit & Compliance

Compliance Manager GRC



- Overview of common standards
- Managing portal users and access
- Other Your IT Portal Admin features
- Setting up Subject Matter Experts (SMEs)
- Branding
- Performing assessments
- Generating POAM
- Generating reports
- Policies and procedures
- Assessment results (the Gap Analysis)
- Supporting documentation
- Translating POAM into projects
- Sensitive data assessments
- Performing a Kaseya Cybersecurity Fundamentals Assessment
- Org, Site, Site Users,
- User roles
- Standards and controls
- Data collection

Kaseya Certified Administrator (KCA)

Unified Backup

Datto BCDR



- Datto BCDR product line
- Target system requirements
- Network requirements
- Connecting to a device
- Virtual Device Deployment Lab
- Configuring local backups
- Protecting a system
- Agent deployment lab
- Device configuration lab
- Advanced backup verification
- Types of recovery
- File restore lab
- Local virtualization
- Bare Metal Restore lab
- Datto Cloud, Cloud Recovery lab
- Security Consideration
- Support processes

Unitrends



- IT Portal UI and UniView
- Deployment methods and hardware
- Security and authentication
- Licensing and subscriptions
- Data protection concepts and best practices
- RTO/RPO, SLAs
- Deployment prerequisites
- Assets, retention, encryption
- Deduplication
- Ransomware detection and remediation
- Recovery assurance and audit mode
- Device UI and device management
- Device configuration
- Agent configuration
- Reporting and alerting
- Backup IQ and Helix
- Data Copy Access (DCA)
- Backups by backup method
- Jobs, job types, and job creation
- File, Image, VMware, HyperV
- SQL, Oracle, Exchange, Nutanix
- Offsite replication
- Unitrends Forever Cloud
- Cloud Recovery best practices
- Long Term Data Retention (LTDR)
- Disaster Recovery as a Service (DRaaS)
- Hot/Cold Storage
- Database protection best practices

Security

Datto EDR



- Cybersecurity and endpoint security fundamentals
- EDR key concepts, capabilities and architecture
- User interface and configuration
- Alerts and incident response
- MITRE ATTACK framework
- Purple Team case study and lab

RocketCyber



- Infrastructure
- Key security monitoring functions
- Roles and permissions
- Menus and dashboards
- Integrations
- Basic troubleshooting
- Agent deployment
- Network devices and firewalls
- Microsoft 365
- Permissions and licenses
- Incidents
- Overview and remediation
- Customizations