



CATalyst Academy FAQs

What is the CATalyst Academy?

We are adding a new benefit to Edge! Edge is Stenograph's support plan for CATalyst that offers users priority access to Technical Support, CATalyst software updates, RealTeam™ collaborative editing, and 100 GB of free Cloud Backup storage. Starting in March 2023 we will be adding a 5th pillar to the Edge benefits, **CATalyst Academy**, our new platform for training content. Now, Edge customers will have access to recorded video training content like Webinar Videos with searchable, timed-stamped content guides and Tips & Tricks Articles

What type of content is available in the CATalyst Academy?

Topics cover a variety of Stenograph products including Luminex II and CaseViewNet, but most of the videos and articles are related to CATalyst (Pro, Edit, Student, VP, and BCS) features.

How much training content will be available at launch?

Currently, there are 140+ videos ranging from 1 – 1.5 hours in length, with nearly 200 hours of training content! Along with the videos, users will also get searchable content guides, handouts, and Tips & Tricks articles on a wide variety of topics. All the videos come with a time-referenced content guide that allows you to fast forward and get answers to your specific questions without watching the entire video. Plus, there are close to 200 articles that can help boost your productivity.

Is the CATalyst Academy different from Ascend?

Yes. CATalyst Academy provides training videos and articles, but no interaction with our Stenograph experts, or the polite, professional community of your colleagues. If you are looking for weekly Live Q & A sessions with Cindi Lynch, daily posted commentary and answers to questions, Premium Event webinars offering the opportunity to earn CEUs, Premium Courses with opportunities for self-paced CEU earning opportunities, and new articles every week, then Ascend is the place to be! Ascend offers live interaction with Stenograph experts and other professionals that just viewing a training video does not.

Do I need to pay extra to add CATalyst Academy to my Edge plan?

No, content within CATalyst Academy is included with your Edge for CATalyst support plan.

If I cancel my Edge support plan, can I still access CATalyst Academy?

No. If you cancel your Edge for CATalyst support plan, you also lose access to training content in CATalyst Academy.

Do Edge customers get CEUs for watching recorded training content?

Training content watched or reviewed through the CATalyst Academy does not qualify for either state or national continuing education credit. Reporters seeking CEUs while learning about Stenograph products

can earn them via sessions with Stenograph Certified Independent Training Agents, attending STAR conferences, or via Ascend Premium Courses and Events.

How do I access the training content in the CATalyst Academy?

- Upon receiving access to the CATalyst Academy, you will receive an email at the address associated with your Edge account and be prompted to create a profile and password and activate your account.
- Eligible Edge customers unable to locate the email can create a profile and login information by going directly to <https://catalystacademy.northpass.com>
- From here, you can select “Forgot my password” and by using the email address associated with your eligible Edge plan, another email will be sent, prompting the creation of a profile.
- Please note: Customers not on Edge cannot access the network via this link.

Can I still access content if I don’t receive or misplace the activation email from CATalyst Academy?

If you do not receive an email, or if you delete the email- don’t worry! You can still create a profile and login information by going directly to <https://catalystacademy.northpass.com>

How is the content within the CATalyst Academy arranged?

- Users have the option to view all topics in the Catalog. Click Webinar Video Library to filter the content to just the webinar videos, associated handouts and content guides, or click Tips & Tricks Articles to see only the tips articles.
- The first time you access information on a topic, click ENROLL. Once enrolled, the Course will also be available in the Dashboard. Click START to re-open the topic on any subsequent visit and view the table of contents.
- The Table of Contents lists Topic Headings in a pane on the left, with the video or document in a window on the right. Clicking the Topic Heading name expands to reveal additional content. Tools in the content pane provide expanded display, search features, and other options to make content review a breeze.

For example, there are videos for both Finish ‘em and Comprehending Compress Print under the *Transcript Delivery Features* topic. Finish ‘em includes a video, a content guide, and a handout; Comprehending Compress Print contains a video and a content guide.

I just renewed my Edge support plan, when will I have access to CATalyst Academy?

You should receive your log-in email and will be able to access the CATalyst Academy and all the valuable content the next business day after Edge is purchased.

Whom do I contact if I am interested in reinstating my Edge Support plan?

Contact Sales at 800-323-4247 and our team will be happy to help you.