



CATalyst Academy FAQs

What is the CATalyst Academy?

CATalyst Academy is an extensive library of training content; recorded Webinar videos with searchable, timed-stamped content guides and Tips & Tricks articles. It is one of the outstanding benefits included with Edge, Stenograph's support plan for CATalyst. Edge also offers users priority access to Technical Support, CATalyst software updates, RealTeam™ collaborative editing, and 100 GB of free Cloud Backup storage.

What type of content is available in the CATalyst Academy?

Topics cover Stenograph products used by steno and voice reporters, including CATalyst, CATalyst VP, CATalyst BCS, NexGen and CaseViewNet.

How much training content are we talking about?

Currently, there are hundreds of videos ranging from 1 – 1.5 hours in length. All the videos come with a time-referenced content guide that allows you to find and fast forward to get answers to specific questions without having to watch the entire video. You also get webinar handouts, and hundreds of Tips & Tricks articles on a wide variety of topics 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 tips 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?

No. 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 state and national 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://catalyst.matrixlms.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.

How is the content within the CATalyst Academy arranged?

- Click **Catalog** to view all the available “courses.” You will click “**enroll**” to access the content, and that “course” will be added to your list of “enrolled courses,” and a shortcut added to your “Home” page.
- Once you open a “course,” the contents will be listed in a menu pane on the left. Click the item and the video or document will appear in the main screen. Documents can be downloaded to your computer or previewed on screen.

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.