



Virtuous Academy **FAQ**

What is the **Virtuous Academy**?

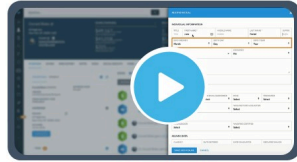
If you want to learn how to get the most out of Virtuous, this is the place to go! The Virtuous Academy offers product-based courses and other nonprofit resources to help you and your organization thrive.



Simply sign up, and let the learning begin!

What are the **lessons** like?

Most of the courses feature **video tutorials**, where you will walk through different processes in Virtuous step-by-step. There are also some practice assignments and links to articles in our Support Hub.



Our Responsive Fundraising course also has interactive presentations with audio & video components, as well as PDF downloads.

Catalog of **Courses**

From structuring a campaign to setting up a workflow, the courses in the Virtuous Academy are a great resource for learning:

- Virtuous Basics*
- Campaigns & Projects*
- Gifts & Gift Processing*
- Virtuous Reports & Insights
- Admin Controls
- Virtuous Marketing
- Marketing Automation
- Responsive Fundraising: I

*These are foundation courses that **need to be completed before an assessment call** when onboarding

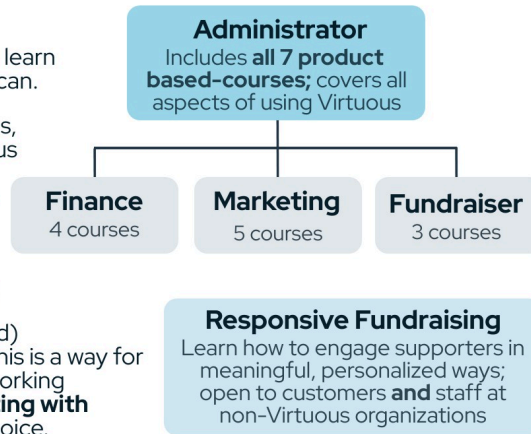


All Things **Certification**

On the product side, we encourage you to learn as much about working in Virtuous as you can.

If you want to learn about all of the features, we'd suggest becoming a Certified Virtuous Administrator. This certification covers all areas and courses, whereas the others are subsets for specific staff roles and only include selected courses. Remember, **you don't need multiple certificates**; the Admin Certification covers everything!

There is also a separate (not product based) certification for Responsive Fundraising. This is a way for anyone in the nonprofit sector to show a working knowledge of **best practices for connecting with today's donors**, regardless of software choice.



Where do I **start**?

Especially if you are a new Virtuous user, starting with the **Virtuous Basics** course is going to be important. It will give you the fundamentals before diving into advanced courses and skills.



Once you feel like you have a good mastery of the material, you can take a certification test. You don't have to finish every course if you already know the concepts. You can take the test as many times as needed.

Why are these courses **important**?

Whether you are new to Virtuous and preparing for onboarding, or you are new to an organization that uses Virtuous, understanding how to use the tools in Virtuous is key if you want to **fully utilize its benefits**. Don't miss out on using key features because you aren't sure about how they work.



Making sure that you have baseline knowledge of Virtuous **before** any live training takes place so that you can jump in to more advanced skills with your trainer.

I'm certified, **what's next**?



Take a moment to share your certification with your network or on LinkedIn - it's a big deal!

Remember that you can always return to any course to brush up on your Virtuous knowledge, **especially as we update and add new features**.

Don't forget to re-certify every year to stay up to date on your skills!

How much do courses **cost**?

What is the "tuition" at the Virtuous Academy? **Zip. Nothing. Nada.**



We want to make sure that you & your organization are as successful as possible. All of the content in the Virtuous Academy will always be free.

Still Have **Questions**?

If you have a burning question, and you don't see it answered here, drop us a line! Snail mail is a little slow, so you can email any Academy or certification questions to:

academy@virtuous.org



Get started today:
academy.virtuous.org

