Litmos Account Owner Certification Study Guide

LITMOS UNIVERSITY / EXAM PREPARATION

Who this is for Account Owners who govern account settings, features, access, integrations, security, and long term platform outcomes.

> **How to find the courses** In Litmos University, open Learner Library and search the course title or feature name below. You can also browse the Litmos University Training topic. Select the highest available version of a course. Course access can vary by account and feature entitlement.

If a course is unavailable Search Litmos Help Documentation for the named feature or workflow, and ask your Account Owner or Litmos contact about access where needed. Help articles and Release Notes are useful for details that cover availability and how-to knowledge around features and functionality.

Your study route

1 Find your gaps Mark each domain Ready, Review, or New. Start with New and Review.

2 Learn and apply Take the listed courses that address your gaps. If you have a suitable training environment and permission, rehearse the practice task.

3 Check readiness Explain what you would do, why, who is affected, and how you would verify the result. Use Help Documentation to check any uncertain detail.

1 Account Configuration and Governance

Study focus Account Owner scope; account profile, defaults, localization, messages, email, theme, Brands, and global change management.

Find in Litmos University

- Account – Profile – Foundation
- Account – Messages & Settings – Foundation
- Account – Email – Foundation
- Account – Theme – Advanced
- Brands – Mastery

> **Practice check** Plan a branded launch in two regions. Mark which decisions apply globally, which vary by Brand, who approves changes, and how you test them.

2 Features Integrations and Automation

Study focus Match a business need to features and integrations. Distinguish SSO, APIs, webhooks, custom domains, Salesforce, LTI, Assign, Sandbox, and AI capabilities; review prerequisites and data flow.

Find in Litmos University

- Litmos Assign – Advanced
- API – Mastery
- Webhooks – Mastery
- Single Sign On (SSO) – Advanced
- Custom Domain w SSL – Mastery

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- Integration: Salesforce – Mastery
- Sandbox – Mastery

For other enabled features Find Litmos Training Interoperability (LTI) – Mastery, Litmos CAT AI – Mastery, Litmos AI Assistant – Mastery, Feature: Continuing Education – Mastery, or Feature: eCommerce – Mastery when those capabilities relate to your work.

> **Practice check** Compare an HR feed that creates users with an event sent after course completion. Explain the integration purpose, prerequisites, owner, and test plan.

3 User and Organizational Management

Study focus Authentication and access; roles and custom permissions; parent and child teams; self sign up; onboarding, transfers, deactivation, and manager visibility.

Find in Litmos University

- The People Tab and Admin Functions – Foundation
- The Teams Tab and Admin Functions – Foundation
- Account – Custom Roles & Permissions – Advanced
- Feature: Self Sign Up – Foundation
- Manager View – Advanced
- Single Sign On (SSO) – Advanced

> **Practice check** Design access for regional managers and a new employee group. Explain team scope, least necessary permissions, enrollment, and the offboarding path.

4 Content Strategy and Learning Administration

Study focus Content governance and metadata; reusable content; course and Learning Path settings; assignment versus self enrollment; dates, compliance, certificates, and ILT sessions.

Find in Litmos University

- The Admin Content Library – Foundation
- How to Manage Meta Data and Discoverability – Advanced
- How to Create and Manage a Learning Path – Foundation
- How to Manage General Course and Compliance Settings – Foundation
- How to Use the Live Session and ILT Tool – Foundation
- Litmos Assign – Advanced

> **Practice check** Design recurring required training for existing staff and future hires. Specify assignment, discovery, due date, access window, evidence, and maintenance owner.

5 Reporting Analytics and Business Insights

Study focus Choose the right report or view; set filters, dates, people and team scope; schedule results; interpret completion and activity without overclaiming.

Find in Litmos University

- The Reports Tab: Running Reports – Foundation
- Mastering Admin Dashboards – Foundation
- Manager View – Advanced

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- API – Mastery

> **Practice check** Prepare separate compliance and adoption views. State the audience, reporting tool, filters, delivery cadence, and what each measure means.

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6 Security Compliance and Risk Management

Study focus Account security and privacy settings; login controls; data retention and audit evidence; permissions and API access; review organizational risk before changing global controls.

Find in Litmos University

- Account – Data Security – Advanced
- Micro Learning: How to manage Login and Security settings
- Account – Custom Roles & Permissions – Advanced
- Using APIs with Custom Roles and Permissions – Advanced
- Account – Profile – Foundation

> **Practice check** A privacy request concerns a former learner. Identify the relevant setting and record, who should review the request, and what evidence to gather.

7 Support Maintenance and Optimization

Study focus Diagnose issues within the appropriate role; use Help, Support, Release Notes, and University resources; assess feature impact and adoption after rollout.

Find in Litmos University

- Mega Navigation – Foundation
- Mastering Admin Dashboards – Foundation
- Navigating Learner Home and the Learner Library Experience – Foundation
- Sandbox – Mastery
- Litmos AI Assistant – Mastery

> **Practice check** Plan a learner experience change. Test access and permissions, communicate the change, identify support resources, and decide how to monitor adoption.

Final readiness check

☐ I can explain the scope of this certification role and when another role should act.

☐ I can select a feature or workflow based on the stated need and its constraints.

☐ I can predict effects on access, learner records, reporting, or security.

☐ I know where to confirm a setting or new feature before relying on memory.

Exam note The passing score is 80%. Review the certification course for the current attempt, lockout, and timing instructions. This guide supports preparation; it is not an exhaustive list of exam questions.

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