SolarWinds MSP Institute Learner

Frequently Asked Questions

Q. How do I sign-up for an MSP Institute account?
Accounts for the MSP Institute are created automatically through single sign-on (SSO) with the Customer Success Center.

To provision your account:
2. Once logged in, click the MSP Institute option on the homepage to automatically log in.

Q. How do I log in?
Access to the site is available through SSO with the Customer Success Center. Once you are logged into the Success Center, click the MSP Institute tile available on the Success Center home page.

Please note that if you visit the MSP Institute URL directly (mspinsti-tute.litmos.com), you will need to log in via the blue Customer Login Here button. This will direct you to the Customer Success Center to enter your credentials.

Q. Why do my credentials not work in the admin section?
This section is only for learning portal administrators. All customers, including team leaders, should log in using the SSO option available through the Customer Success Center.

Q. How do I reset my password?
To update your password, you will need to reset your password for the Customer Success Center.

To reset your password:
2. Click the Login/Register option.
3. On the login page, click the Forgot Password link. An email will be sent to you with a link to reset your password.

If you have difficulty resetting your password, please contact the MSP Customer Care team for assistance.

Q. How do I view what courses are available?
Inside the MSP Institute, click the Content Library option to view all available product and business trainings.

You can use the search option at the top of the page to look for available courses and learning paths by keywords. You can also use the filter options on the left to filter down by topics and by products.

Note: Click the arrows to the left of each filter option to reveal more granular topic filters.
Q. How do I assign courses to my employees or see which courses they have completed?

You can do this by becoming a team leader.

To request team leader access, submit a ticket with the Customer Care team by visiting success.solarwindsmsp.com and clicking the Need Assistance? button. Only primary contacts, or those given written permission from the account’s primary contact, will be granted team leader permissions by request.

Note: Before you create a team, we recommend all employees activate their MSP Institute accounts. To do so, they should:

2. Click the MSP Institute tile.

After being redirected to the MSP Institute dashboard, submit a ticket to the Customer Care team with a list of all employees to include in the team.

Q. Who do I contact for questions or issues?

Questions and issues can be reported to the MSP Customer Care team. To submit a case, visit success.solarwindsmsp.com and click the Need Assistance? button. Help is available via phone, chat, and form cases 24 hours per day, Monday through Friday.