

Learning & Customer Success

New to SailPoint?



Let's get started!

Customer Success Help



Get assistance from Customer Success

Request an Executive Business Review



Complete a pre-requisite form to start the process

Identity University



Choose a training path, buy training credits & get certified

Identity University Docs



Exam study guides

Education Services Assistance



Ask a question to our Education Services team

Events



User Groups, training sessions, webinars & more

Video Chapter Catalog



Easily browse through dozens of helpful videos

Identity Library



Read through our collection of identity content

Community Announcements



News & highlights across the SailPoint community

IIQ Product Info

Product Guides



IdentityIQ PDF product and release overviews

IdentityIQ Documentation



Latest IIQ version online documentation

IdentityIQ Blog



Subscribe to the latest IdentityIQ updates

Roadmap Webinars



Presentations on the latest IdentityIQ releases

Ideas / Enhancements



Enter IdentityIQ ideas for enhancements

Best Practices



Tips & guidance on a variety of IdentityIQ subjects

IdentityIQ Wiki



IdentityIQ Compass knowledge articles

Technical White Papers



Help for implementers on a topic-by-topic basis

IdentityIQ Connectors



Supported connectors and connector updates

IdentityIQ Forum



Post a question, get an answer

Product Downloads



Download the latest releases of IdentityIQ

Plugins



Download Plugins to expand the power of identity

In Discovery



Business problems under research by SailPoint

Toolkits



Deployment Accelerator & Performance Resources

Developer Community



Build, extend, & automate scalable identity solutions

Working with Support

Contact Support



Ways to get help during your support plan hours

Support Guide



Case handling, severity levels, how to escalate, etc.

Support Ticket Checklist



Tips from support that help speed up the process

IdentityIQ Security Vulnerabilities



Listing of version applicability and availability of security fixes

Support Portal Knowledge Base



Browse articles & find solutions

Product Issue Guidance



Product issue statuses & how to provide feedback

Connector Troubleshooting



Troubleshooting Guide for connectors

Escalate Your Case



Escalation overview & when to escalate

On-Premise End of Life Support Dates



Release overview & end of life policy info

What is Supported?



Understand what is supported

Working with Services

Overview of Services



How Professional Services can help

Expert Services

[Submit a Request](#)



On-demand guidance & implementation assistance

Upgrade Services



Services to scope, plan, code, test & execute upgrades

Identity CheckUP



[See common findings](#)

A comprehensive implementation review

Operational Mentoring



One-on-one training & technical assistance

AI Advisory Services



Expertise to achieve your AI & ML objectives

Services Knowledge Base



Useful docs for planning, upgrades, and more!

Rapid Application Onboarding



Guidance on the evaluation & selection of candidate systems for onboarding

SAP Integration



Enhance users experience with an SAP-integrated interface

Microsoft Azure AD



Extend the value of Azure AD by governing user access

IAM Workshop



Premier guidance & expertise on your IAM program strategy

Go-Live Support



Peace of Mind with After-Hours Support

Staffing Guidance



Skillsets, duties & recommended training for IdentityIQ projects

Partners



Research SailPoint partners

SOW



Request a statement of work