



## Frequently Asked Questions (FAQ):

### 1. How do I request a quote?

- Complete the following form: [Security+ Training Quote Request](#)

### 2. How will I receive my quote?

- Via email within two business days of the request.

### 3. Who is CyberNow Labs?

- Total Seminars LLC's course delivery partner is CyberNow Labs Institute (CNL). When you receive communications from Total Seminars or CNL, please note that they are part of the same company.

### 4. How will I access my course?

- After your course is approved, you will receive an email with a CyberNow email address and detailed instructions regarding the enrollment process.
- The course is accessed through the LearnWorlds learning management systems.

### 5. What is the structure of the training program?

- The program is divided into eight weeks, covering various topics relevant to the Security+ certification exam. Each week focuses on specific subjects, including IT fundamentals, security basics, network technologies, cryptography, incident response, and exam review.

### 6. What does my course include?

- Online Security+ training sessions which take place three times per week providing in-depth instruction on security fundamentals, risk management, identity and access management, cryptography, secure protocols, incident response, and more. It includes live online lectures, labs, and exam preparation sessions.
- Assessments to verify your understanding of the content.

### 7. What is the weekly training schedule?

- The training sessions are conducted live online.
- Tuesdays and Thursdays: 7:00 pm – 10:00 pm
- Saturdays: 10:00 am – 3:00 pm
- Additionally, office hours are available on Mondays and Wednesdays from 7:00 pm – 9:00 pm.

### 8. How do I pass the course?

- Must attend at least 50% of the training sessions.
- Pass two end-of-course assessments with an 80% or better.
- Your course cost can be recouped from your paycheck by the Army if you do not complete the training by the course end date.

**9. What if I miss a live class? Can I make up for the absence?**

- Each lesson will be recorded and accessible to students unable to attend the live sessions. You can review the recorded lesson at your convenience to ensure you don't miss any important material.

**10. What do I need to access the course?**

- Have access to a computer with at least an i5 core processor with 8GB of RAM or better and a reliable internet connection.
- Complete the enrollment process.

**11. Are there any observed holidays during the training period?**

- If a training day falls on any of the following dates, there will be no training or office hours.
- New Year's Day
- Eid al-Fitr
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Christmas Eve
- Christmas Day
- New Year's Eve

**12. Can I transfer to another course if I cannot complete this cohort?**

- Yes, you can transfer, just get the approval of your Education Coordinator, and contact us and we can transfer you to the next cohort.
- You cannot transfer to the next cohort if the dates of that cohort are more than one year after your start date.

**13. How do I acknowledge receipt of the CyberNow Labs powered by Total Seminars policies?**

- By enrolling in the training program, participants acknowledge receipt and agreement to CyberNow Labs Institute policies, including policies against sexual harassment, prohibited discrimination, personal identifying information data usage consent, and code of conduct. Additionally, participants acknowledge that completion of the training is not a guarantee of passing the CompTIA Security+ exam.