CREATED ON 11/20/23 1:19:00 PM

Tanium Learning Center User Deactivation Policy

Inactive Accounts

Tanium customers who register on learn.tanium.com and do not redeem an Enrollment Key within 30 days of registering will have their account deactivated.

Furthermore, to remain compliant with Tanium's User License contract, any learner who has not accessed their Tanium Learning Center (TLC) account for a period exceeding 9 months, will have their TLC account deactivated. Please note, learner transcript records are *not* affected by account deactivation.

Accounts with Personal Email

A valid work email address associated with an active Tanium customer or partner account is a requirement of the Tanium Learning Center (TLC). Accounts linked to personal email addresses will be subject to deactivation. This requirement, along with a signed non-disclosure agreement, is to ensure protection of Tanium's intellectual property.

For US Public Sector users using a personal email address, account access will only be temporarily allowed for the week of the Tanium live training. After two weeks, the account will be de-activated and can only be re-activated with a work email address. Please note, learner transcript records are *not* affected by account deactivation.

Account Re-activation

To request reactivation of a Tanium Learning Center account and/or to update an email address, learners must email training@tanium.com and include their current account username and a valid work email address.

If you are needing to update your account due to a change in work setting or account (For example: transferring from a Tanium customer to a partner, switching to a different Tanium customer account etc.), please email this request to training@tanium.com and include your previous and updated work email address. These requests are managed on a case-by-case basis.

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