



# Certified Partner Program

**cPanel® is introducing a new Program for its PartnerNOC companies to help shine a light on those Partners that have gone the extra mile to ensure that their employees and support staff have been trained to sell and support cPanel & WHM® software.**

To showcase these organizations, we're announcing a new **cPanel Certified Partner** status. This will give Partners an opportunity to acquire a new form of esteemed accreditation, displayed prominently alongside their company's name in our Partner Directory. cPanel Certified Partners will receive a certificate and high-resolution, digital badge to represent their new status. These Partners will also have their support requests automatically escalated to our entirely new **Ultra Priority** Technical Support queue.



## How does a Partner achieve certified status?

For 2020, Partners will be considered cPanel **Certified Partners** after a defined number of their employees successfully achieve cPanel University certifications in **all three of the following certification tiers:**

### **cPanel Sales Professional (CPSP)**

The cPanel Sales Professional certification track covers the features, benefits, and elemental usage of cPanel & WHM, providing individuals with the skills and knowledge needed to effectively and responsibly sell cPanel & WHM licenses to your customers.

### **cPanel Professional (CPP)**

The cPanel Professional certification track is the first step in building a fundamental understanding of cPanel from an end-user perspective. It is designed to test your knowledge of essential internet technologies and their application through the use of the cPanel interface.

### **WHM Administrator (CWA)**

The WHM Administrator certification track will test your knowledge of service administration within a WHM server interface environment, covering web server setup, email troubleshooting, custom DNS configurations, MySQL administration, and more.

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## How many certified employees are needed for a Partner to achieve Certified status?

We have tailored this Program for cPanel Partners to prepare all support teams to provide the best support to all cPanel & WHM users. The number of employees that will need to pass certification in the above three certification courses is directly related to the number of cPanel licenses attributed to the Partner.

The following chart can be used to identify your company's 2020 requirement:

License Range	Certified Employees Required
0 – 49 Licenses	1
50 – 2,999 Licenses	2
3,000–3,999 Licenses	3
4,000 – 4,999 Licenses	4
5,000 – 5,999 Licenses	5
6,000 – 6,999 Licenses	6
7,000 – 7,999 Licenses	7
8,000 – 8,999 Licenses	8
9,000 – 9,999 Licenses	9
10,000 – 11,999 Licenses	10
12,000 – 13,999 Licenses	11
14,000 – 15,999 Licenses	12

+1 Employee required for each additional 2,000 licenses.

## How long does a certification last?

Certification begins the day you reach the required number of certified employees and lasts through January 31st the following year. Certifications for 2020 could have been earned as early as January 1, 2019 and will remain valid until January 31st, 2021. Similarly, Certifications for 2021 will be available to be earned in January 1, 2020, and will be valid through January 31st, 2022.

First Day Certification can be earned	Last Day Certification can be earned	Date Certification expires	Badge Received (Good Through)
Now	12/31/2020	1/31/2021	2020
1/1/2020	12/31/2021	1/31/2022	2021
1/1/2021	12/31/2022	1/31/2023	2022

## What happens when a Partner joins the Program?

Partners will have a high-quality, printable PDF certificate to represent their officially certified status, as well as a visible status indicator to be displayed alongside their Partner name in our Partner Directory.

One significant change that will also accompany cPanel Certified Partner status is the automatic escalation to the **Ultra Priority** technical support tickets queue, providing the fastest standard support response times of any of our existing ticket queue. In addition to this, Partners will receive a badge to use in showcasing their status online.

# Start the cPanel Certified Partner Program today!

[Learn More](#)[Get Certified](#)

*cPanel reserves the right to modify the terms of, or discontinue, the cPanel Certified Partner program at any time without notice. Initial qualification for the cPanel Certified Program does not guarantee continued qualification. Partners must meet all other obligations to cPanel to become and remain a cPanel Certified Partner.*