

# How do I start or get back to the Fast Track program?

Last Modified on 01/13/2025 8:14 pm EST

To start or resume your Fast Track course, select "Learn" at the top right of your EventsAir page. Trying to log directly into Fast Track won't work.

PLEASE NOTE WE'RE IN THE PROCESS OF UPDATING ALL OUR LEARNING MATERIALS FOR LAUNCH IN MID-2025.

Fast Track is the online course that helps educate meeting planners with course content covering all aspects of using the EventsAir platform, along with information about cyber security, PCI compliance, data privacy, data quality control and more.

At the end of Stage 1, students can complete a detailed exam and receive their Meeting Planner Certification.

Stage 2 covers a comprehensive library of more advanced topics.

You can do Stage 2 at any time, and in any order, just by completing the first "lesson" (which just tells you how to set up the event you need for the Stage 2 exercises).

There's also a Train the Trainer certification that enables internal trainers within event management organizations to get the skills, resources and accreditation to deliver the comprehensive training program internally.

## ***Can't log in to Fast Track?***

*Have you changed your email address recently? If your email address in EventsAir doesn't match your email address in the learning system, and you can't log in to the learning platform via the "Learn" icon, please reach out to Support or Education with your old and new email address.*

*Alternatively, if you've logged in to your EventsAir account as user with a 'generic' email address, or an address that's not in your name, you may not be able to log into Fast Track via EventsAir. The issue stems from how users are logged into, and authenticated by, our learning system. When you log into EventsAir and select "Learn", the learning system checks your credentials. However, if the user's info is similar but not exactly the same, the system can't verify the user's identity and to maintain security, won't allow login.*

*Usually, this is the result of creating an EventsAir user account with a generic email and username. The first time such a user account is created, the learning system will log them in, but if that account is removed (deleted) and re-added (especially if, say, the first and last name has been changed), the learning system won't log the user in.*

*We understand why a generic account may be convenient, but for security and PCI compliance reasons, our terms of service state that usernames cannot be shared, and therefore it's important that each EventsAir user seat is allocated to a specific person who'll be using the account.*

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