Relativity Training Overview and FAQ

Relativity recommends that all employees working with Relativity receive formal training (provided either by our training department or internally) to ensure an easy transition for all users and those who support them.

What training options are available?

We offer a variety of training courses, including in-person training, virtual classroom training, webinar training, and independent self-guided options.

Key details about our instructor-led offerings (in-person, virtual classroom, and webinar training) are provided below in this document, with additional information available on our Training Center.

Our on-demand materials cover a wide variety of products and topics to meet the needs of individuals ranging from beginners to advanced Relativity users. These materials are provided via several distinct formats, including interactive click-through tutorials, educational videos, and on-demand recordings of past webinar presentations. All of our on-demand content is available free on our Training Center.

What instructor-led trainings are offered?

In-Person Training

We offer the following in-person classes taught by an experienced Relativity instructor.

- **Relativity 101: Relativity for End Users (1 day)**
- **Relativity Admin Essentials I: Fundamentals of Case Administration (1 day)**
- **Relativity Admin Essentials II: Advanced Searching and Case Management (1 day)**
- **Analytics and Active Learning (1 day)**
- **Processing (1 day)**
- **Infrastructure (1 day)**
- **Assisted Review: Sample-Based Learning (1 day)**

Virtual Classroom Training

We offer the following interactive virtual classroom sessions led by an experienced Relativity instructor.

- **Legal Hold (2.5 Hours)**
- **RelativityOne Overview (2.5 Hours)**
- **ECA and Investigation (3 hours)**

Webinars

A variety of free, one-hour webinars are currently offered every month. View the upcoming schedule here.

Where can I attend in-person training?

We offer our trainings at our Chicago and London offices, on the road in our major markets, and onsite at your office.

Open Enrollment

We regularly schedule open enrollment trainings in our Chicago and London offices. Additionally, we schedule open enrollment trainings in our major markets such as New York, NY, Washington, DC, Los Angeles, Sydney, Hong Kong, and
many more locations. View our Live Training Schedule for upcoming sessions.

Relativity may decline to schedule, and may postpone or cancel, Open Enrollment Training Courses in case of dangerous locations, locations for which the US government or any other governmental agency has issued travel warnings, terrorism, disasters, inclement weather that impairs travel, and other matters that could affect the safety of Relativity’s personnel or that make travel unnecessarily difficult.

**Onsite Training**

We also offer training for your team at your office for a minimum of 5 attendees and a maximum of 12 attendees. Onsite trainings are offered Tuesday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. You will be charged for the travel and related expenses for the trainer in addition to our training registration fees. Email training@relativity.com to schedule onsite training.

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**How can I attend virtual classroom training?**

We offer Legal Hold, ECA, and Investigation and RelativityOne Overview trainings virtually as open enrollment or closed enrollment sessions. Please note that we are not able to deliver any of our other training programs virtually.

**Open Enrollment**

We regularly schedule virtual classroom trainings. View our Training Center to register for upcoming sessions.

**Closed Enrollment**

We also offer our virtual classroom trainings as closed sessions trainings for your team for a minimum of 2 attendees and a maximum of 10 attendees. Closed enrollment virtual classroom trainings are offered Monday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. Email training@relativity.com to schedule a virtual classroom training.

**How much does in-person training cost?**

All in-person trainings are $700 USD per person. Our virtual classroom trainings are $350 USD per person. If additional trainers or specialized agendas are requested, a separate quote will be issued.

For requested onsite training, flight, accommodations, and related expenses for the trainer will be in addition to the registration fees.

**How can I schedule training for my team?**

Onsite trainings are offered Tuesday through Friday and are typically scheduled 6-8 weeks in advance on a first come, first served basis. You will be charged for the travel and related expenses for the trainer in addition to our training registration fees. Email training@relativity.com to schedule onsite training.

**What forms of payment does Relativity accept?**

Relativity accepts checks, ACH payments, credit cards, and wire transfers.
What is Relativity’s cancellation policy?

Relativity’s training cancellation policies are outlined below.

Open Enrollment - Individual Pay

Training fees must be paid before your training. Training fees are non-refundable and not subject to any rescheduling credit, except as provided here. If you are unable to attend a training you’ve registered for, please contact the Relativity training team at least two business days prior to the training to reschedule. In that case, we will apply the fee you pre-paid as a credit for the rescheduled training fee. If the fee for the rescheduled training is higher than the fee paid for the original training, you will be charged for the difference between your credit and the new training fee. However, if you cancel or reschedule within two business days of the training, no refund or credit will be issued. If you reschedule a training more than one time, we may consider your training as having been cancelled and require a new fee in order to reschedule the training again. Any credit applied to your account will expire twelve months after the date of original issue.

Open Enrollment - Company Pay

Upon registering for a training session, your company will be invoiced for the full cost of the training, which must be paid within 30 days. Training fees are non-refundable and not subject to any rescheduling credit, except as provided here. If you are unable to attend a training you’ve registered for, please contact the Relativity training team at least two business days prior to the training to reschedule. In that case, we will apply the fee your company pre-paid as a credit for the rescheduled training fee. If the fee for the rescheduled training is higher than the fee paid for the original training, you will be charged for the difference between your credit and the new training fee. However, if you cancel or reschedule within two business days of the training, no refund or credit will be issued. If you reschedule a training more than one time, we may consider your training as having been cancelled and require a new fee in order to reschedule the training again. Any credit applied to your account will expire twelve months after the date of original issue.

To register for training using the Company Pay option, the company must be a Relativity license holder.

Onsite Training

Upon completion of an onsite training session, your company will be invoiced for the full cost of the training or for a minimum of five attendees, and travel expenses, which must be paid within 30 days. Any notice to cancel or reschedule the Training must be in writing and received by Relativity at least twenty-one (21) days in advance of the first Training Date. For any cancellation notice received after twenty-one (21) days in advance of the first Training Date, customer will pay Relativity $1,000 as liquidated damages for Relativity overhead and administrative costs, lost opportunity costs, and other expenses (such as any third party fees that Relativity incurs in canceling or rescheduling travel / hotel arrangements).

Virtual Classroom Training

Upon completion of a closed, virtual classroom training session, your company will be invoiced for the full cost of the training session, which must be paid within 30 days. Any notice to cancel or reschedule the Training must be in writing and received by Relativity at least twenty-one (21) days in advance of the first Training Date. For any cancellation notice received after twenty-one (21) days in advance of the first Training Date, customer will pay Relativity $1,000 as liquidated damages for Relativity overhead and administrative costs, lost opportunity costs, and other expenses (such as any third party fees that Relativity incurs in canceling or rescheduling travel / hotel arrangements).

Which trainings should I take to prepare for the Relativity Certified Administrator (RCA) exam?

For those studying for the RCA who would like to receive training from the Relativity team, we recommend taking Relativity 101 and Relativity Admin Essentials I. Before taking the RCA exam, you must have at least three months of experience using the software and have had training in Relativity, either from the Relativity team or on-the-job. Please note that these classes are not Relativity Certified Administrator (RCA) exam preparation courses.