

Training & Certification

Teams that know how to use Mattermost actually use it. Training is the fastest path from deployed to adopted.



What You Get

Adoption that sticks

Unaided adoption caps at 30–40%. Teams that receive role-based training mapped to their specific workflow double that inside 90 days. Training turns a deployment into a habit.

Admins who own the platform

An admin without formal training is a single point of failure. After training, your admin owns upgrades, compliance configuration, and troubleshooting independently, without depending on Mattermost.

Developers who extend Mattermost correctly

Your integration and developer team leaves knowing how to build on Mattermost: APIs, webhooks, and plugin architecture covered at the depth required to extend the platform without breaking it.

Champions who cascade it

Equip your internal workflow champions to deliver Mattermost solutions and enablement across the organization so adoption scales with your user base without scaling the cost.



Training Tracks



IT Admins & Operators

System Console configurations, user management, authentication, data retention, compliance export, upgrade procedures, and troubleshooting. Your admin leaves with the skills needed to manage the platform independently.



End-User & Workflow Enablement

Channels, threads, Playbooks, integrations, notifications, and search are covered in the context of your team's actual workflows. Your team leaves using Mattermost for the work it was deployed to support.



Developers & Integration Owners

Mattermost APIs, webhook configuration, plugin architecture, and integration development. Your technical team leaves knowing how to extend and connect the platform without creating downstream risk.



Deliverables | What Your Team Walks Away With

#	Deliverable	What Your Team Walks Away With
1	Trained Team	Every participant completes their role-based track and can apply what they learned to your environment immediately
2	Digital Certification	Certificates and digital badges issued to all participants with verifiable credentials for admins and certified trainers
3	Platform Readiness Checklist	Admin track participants receive an environment-specific checklist covering what to monitor, maintain, and do when something goes wrong
4	Workflow-Specific Assets	Tailored training assets aligned to your deployment covering the workflows, integrations, and Playbooks your team relies on. Ready to share with new users without modification.

What We Need From Your Team



Team Availability

IT Admin / Platform Owner

Attend before upgrades, scale events, or new feature rollouts.

Operational Lead & Power Users

The team members who use Mattermost most deeply and help others get there. Trained on advanced workflows, integrations, and Playbooks so they can drive adoption from within.

Developer / Integration Lead

Recommended for developer track.
API access and dev environment helpful.

Before Training Begins

- Participant list and role assignments confirmed before scheduling
- Mattermost instance accessible for lab exercises (or sandbox provided)
- Admin track: System Console access required for participants
- Free self-paced pre-work at academy.mattermost.com — recommended

How It Works

Track 1 - IT Admins & Operators

- System Console, user management, and permissions — owned, not approximated
- SSO, LDAP, and SCIM, configured correctly the first time
- Data retention, compliance export, and audit features are ready before the auditors arrive
- Upgrade procedures and plugin management; no more deferred upgrades because of uncertainty

Track 2 - End-User & Workflow Enablement

- Channels, threads, and search used in the context of your team's actual workflows, not a generic demo
- Playbooks exercised end-to-end; participants leave having run one, not just watched one

- Notifications and mobile configured so people stay in Mattermost instead of switching away
- Integrations used instead of being ignored because no one explained what they do

Track 3 - Developers & Integration Owners

- Mattermost API structure and authentication; developers leave knowing how to build confidently
- Webhook configuration and event-driven integration patterns
- Plugin architecture covered so you can extend the platform without creating downstream maintenance risk
- Integration development best practices aligned to your operational toolchain

What Success Looks Like For Your Organization:

 Adoption metrics improve measurably within 90 days of training completion

 Your admin runs the platform: upgrades, compliance, and troubleshooting without depending

 Your developers extend and connect the platform without creating risk downstream

 New users onboard faster because the materials and the power users are already in place

 Mattermost is how your team works, not just a tool they were told to use

Partner certification available at certifications.mattermost.com