TRAINING AND CERTIFICATION · PEOPLE WHO ORCHESTRATE

swpanel ACADEMY

Academy 2027: more routes, more specializations

Learn to orchestrate domains, hosting, cloud servers, users, business and security, and certify your command of the platform at the level your role needs.

PRODUCT
SWPanel · Hosting Control Panel

LANGUAGE
English

VERSION
v.2027 · ED.01

Learn to orchestrate, **not just administer**

SWPanel Academy is the official SWPanel training and certification programme. It brings together in a single pathway everything you need to operate, administer and integrate the platform, from first login to deployment at scale.

> **Orchestration Mindset.** Don't just administer your services: orchestrate them. Mastery is making them all play together.

WHAT CHANGES IN 2027

01

SWPanel 2027 interface

The whole programme is studied on the new chassis: global search, pinned services, dashboards and panel modes.

02

Routes by profile

Six recommended routes according to your role: operator, administrator, architect, business, web and marketing, and integrator.

03

Three new specializations

Growth (Leads + Newsletter), Web Quality (SEO + Code Analyzer) and Security.

04

Extra modules with a badge

WordPress, Migrations, Support and AI: specific, optional topics, each with its own badge.

05

Clearer requirements

Each course states its mandatory requirement and, where there is one, the recommended level.

06

The same standard

Official exam, certification valid for one year and renewal through updates, not re-examination.

The goal is for every member of your team to reach, with sound judgement, the level of autonomy their role needs.

Core track, specializations **and extra modules**

The core track is progressive: it is taken in order N1 › N2 › N3. Specializations are added according to your profile and extra modules go deeper into a specific topic. Neither is required to advance along the core track.

CORE TRACK · MANDATORY AND IN ORDER

N1
Associate
Operate services

›

N2
Professional
Administer and scale

›

N3
Architect
Infrastructure and self-hosted

SPECIALIZATIONS · THEIR OWN CERTIFICATIONS

RHA · Business
Business: billing and customers
REQUIRES N1 · REC. N2

API · Integrator
REST integration
REQUIRES N2 · REC. N3

Security
Operate active security
NEW · REQUIRES N2

Growth
Leads + Newsletter
NEW · REQUIRES N1

Web Quality
SEO + Code Analyzer
NEW · REQUIRES N1

EXTRA MODULES · OWN BADGE

X1
Web Creator
Requires N1

X2
Migrations
Requires N1

X3
Support
Requires N1

X4
AI
Requires N1

Extras do not count towards any degree. Each has its own mini-exam and its own badge, shown on your profile next to your certifications.

Annual renewal through updates. Each certification is renewed with the year's changes in its area and a short revalidation, with no full re-examination.

Choose the route for **your role**

A route is a recommended order, not a new certification. It combines core levels, specializations and extras according to what your work needs from SWPanel.

Operator

1st-line support, students

N1 Associate › **X3 Support**

Administrator

Sysops, devops, 2nd-level support

N1 Associate › **N2 Professional** › **Security** › **X2 Migrations**

Architect

Infrastructure, senior profiles

N1 Associate › **N2 Professional** › **N3 Architect**

Business

Resellers, agencies, hosting

N1 Associate › **RHA · Business** › **Growth** › **N2 Professional**

Web and marketing

Web agencies and content teams

N1 Associate › **Web Quality** › **Growth** › **X1 Web Creator**

Integrator

Developers, integrators

N1 Associate › **N2 Professional** › **API · Integrator** › **N3 Architect**

Key. Core level, specialization (soft background) and extra module (dashed border). You can change route at any time: what you certify accumulates on your profile.

N1

SWPANEL ORCHESTRATOR · CORE N1

Associate

Operate services

Operate the everyday SWPanel services with ease, without needing assistance, on the SWPanel 2027 interface.

N1

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Entry-level and non-technical profiles, 1st-line support, students	**None**	**30–40 h**	**Autonomous use of existing services**

SYLLABUS

M1 · First steps

- What SWPanel is and its ecosystem
- Sign-up, first login and panel modes
- Navigating the new chassis, global search and dashboard

M2 · Hosting and web

- Create a hosting service
- Automatic application installers (CMS and shop)
- File manager

M3 · Email and FTP

- Email accounts, webmail and email clients
- Aliases, forwards and autoresponders
- FTP accounts and connecting with a client

M4 · Domains and data

- Domain and DNS concepts
- Your domain portfolio
- First DNS records

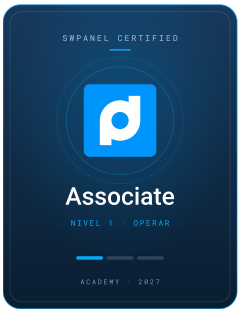
M5 · Databases

- Create a MySQL / MariaDB database
- Users and permissions
- Access, import and export

M6 · Operations and support

- Scheduled tasks (cron)
- Backups: concept and restore
- Immediate Help and support

Closes with the level self-assessment (mock exam).



YOUR BADGE

When you pass the official exam you earn this verifiable badge, valid for one year and visible on your Academy profile. Together with the other two core levels it gives you SWPanel Orchestrator.

N2

SWPANEL ORCHESTRATOR · CORE N2

Professional

Administer and scale

Administer infrastructure, cloud and services with technical and security judgement.

N2

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Technicians, sysops / devops, 2nd-level support	**Orchestrator · Associate**	**60–80 h**	**Autonomous administration of servers, cloud and services**

SYLLABUS

M1 · Advanced domains

- Registration, renewal and transfer
- Glue records and contact management
- Whois accuracy and domain monitoring

M2 · DNS, DNSSEC and SSL

- Complete management of records and zones
- DNSSEC: DNSKEY / DS and chain of trust
- SSL and automatic certificates

M3 · Servers and resources

- Resource allocation and control
- Configuration of installed software
- Active security parameters

M4 · Cloud and containers

- Create Cloud hosting and scale resources
- Planned scaling
- Park / unpark, cloning and White Clone

M5 · Advanced email

- Aliases, distribution lists and catch-all
- Whitelists and blacklists, antispam and queue
- Autoresponders and authenticated sending

M6 · Advanced databases and FTP

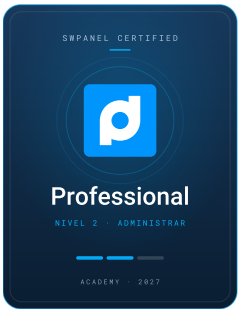
- Database users and privileges
- Import and export
- Permissions and FTP account management

M7 · Users, profiles and permissions

- Access profiles and hierarchical relationships
- Per-service permissions and sub-users
- Service access and task history

M8 · Backups, monitoring and reports

- Backups, snapshots and policies
- Status and performance monitoring
- Reports and certificates



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N3

SWPANEL ORCHESTRATOR · CORE N3

Architect

Infrastructure and self-hosted

Design, deploy and operate the platform at scale, including on-premise deployment.

N3

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Architects, infrastructure managers, senior profiles	**Orchestrator · Professional**	**60–80 h**	**Complete design and operation of the platform**

SYLLABUS

M1 · Platform architecture

- Multi-server and multi-customer (multi-tenant) design
- Distribution of web / email / DB / DNS roles
- Best practices for integration with RHA and the API

M2 · Continuity and recovery

- Backup and disaster recovery (DR) strategies
- Snapshot policies
- Recovery testing

M3 · Security at scale

- Hardening and active security at scale
- Segmentation and access governance
- Audit and traceability

M4 · Operating at scale

- Platform monitoring and performance
- Service and server migrations
- Troubleshooting and incident management

M5 · SWPanel Self-Hosted

- On-premise requirements and architecture
- Deployment, installation and licence
- Maintenance and updates

M6 · Organization

- Hierarchies and organizational containers
- VPN and environment isolation
- Governance of customers and resellers



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RHA

SWPANEL ORCHESTRATOR · SPECIALIZATION

RHA · Business

Business: billing and customers

Run SWPanel as the ERP of a digital services business: customers, billing, collection and support, all inside a single platform.

RHA

AUDIENCE	REQUIREMENT	RECOMMENDED	COMMITMENT
Resellers, hosting companies, agencies, administration and billing	**Orchestrator · Associate**	**Orchestrator · Professional**	**50–60 h**

SYLLABUS

M1 · RHA fundamentals

- What RHA is and the commercial licence
- Reseller use cases
- Service configuration: plans, domains and catalogue

M2 · Customers and orders

- Customer sign-up and validation
- Order and lead management
- Statuses, origin, IP and country, filters

M3 · Billing

- Recurring, one-off, pro forma and corrective invoices
- Tax series and taxes by country
- Contracts: terms, types and validity

M4 · Tax and collection

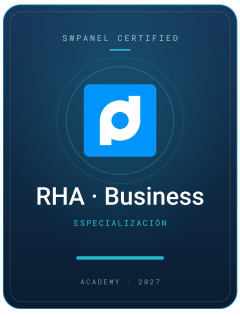
- Veri*Factu / AEAT and signing with a digital certificate
- Balances, debts, credits and financial control
- Gateways and payment methods

M5 · Brand and support

- White label: identity, language and currency
- Customizing plans and prices
- Tickets, notifications and knowledge base

M6 · Business and resale 2027

- Service templates
- Order management and customer records
- Running the business from the RHA dashboard



YOUR BADGE

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API

SWPANEL ORCHESTRATOR · SPECIALIZATION

API · Integrator

REST integration

Integrate and automate SWPanel from your own systems (web, CRM or ERP) through the REST API.

AUDIENCE	REQUIREMENT	RECOMMENDED	COMMITMENT
Developers, integrators and technology profiles	**Orchestrator · Professional**	**Orchestrator · Architect**	**58–82 h**

SYLLABUS

M1 · Activation and authentication

- Integrator mode and enabling APIs
- Bearer tokens: scopes, revocation and audit
- Integration security

M2 · REST fundamentals

- API structure
- Pagination; JSON body vs query string
- Error handling; Swagger / ReDoc viewers

M3 · Services

- List, create, status and cancel services
- Creation: Cloud, standard hosting, RHA, template, own server
- Cloud: start / stop / park / clone

M4 · Service resources

- Email, FTP and databases
- DNS, DNSSEC and CRON
- Domains and SSL

M5 · Flows and webhooks

- Action flows: event, branches and steps
- Webhooks with secret and email templates
- Test, activate and read the runs

M6 · Business and infrastructure

- RHA via API and Onboarding flow
- Tools: catalogues and IDs
- Affiliates, licences and login

M7 · Best practices

- Integration and performance patterns
- Examples by language
- Versioning and maintenance of the integration



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GRW

SWPANEL ORCHESTRATOR · NEW SPECIALIZATION

Growth

Leads + Newsletter

Capture contacts, follow them until they become customers and keep the relationship going with your own communications, all from SWPanel.

GRW

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Agencies, resellers, sales and marketing teams	**Orchestrator · Associate**	**25–30 h**	**Capturing and communicating with contacts**

SYLLABUS

M1 · From contact to customer

- The sales funnel inside SWPanel
- What Leads and Newsletter bring

M2 · Leads

- Capturing contacts
- Statuses, origin and follow-up
- From lead to order

M3 · Newsletter

- Audiences and lists
- Campaigns: creation and sending
- Deliverability and metrics

M4 · Best practices

- Consent and unsubscribe (GDPR)
- Frequency, segmentation and measurement



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WQ

SWPANEL ORCHESTRATOR · NEW SPECIALIZATION

Web Quality

SEO + Code Analyzer

Diagnose and improve a site's technical quality and ranking with SWPanel's analysis tools.

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Web agencies, developers and site owners	**Orchestrator · Associate**	**25–30 h**	**Technical and SEO audit of a site**

SYLLABUS

M1 · SEO module

- SEO audit of a site
- Reports and follow-up per service
- Interpreting and prioritizing findings

M2 · Code Analyzer module

- Analysis of a website's code and errors
- PHP error diagnosis
- Analysis reports

M3 · Improvement plan

- From reports to an action plan
- Communicating results to the customer

M4 · Best practices

- Performance, accessibility and maintenance
- Periodic reviews



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SEC

SWPANEL ORCHESTRATOR · NEW SPECIALIZATION

Security

Operate active security

Operate the platform's security: see its status, recognize threats, apply protections and respond to incidents.

SEC

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Sysops, security and infrastructure managers	**Orchestrator · Professional**	**40–50 h**	**Operating SWPanel's active security**

SYLLABUS

M1 · Security overview

- Security and status dashboards
- Threats, origins and trends

M2 · Active protection

- Firewall and access rules
- WAF and web application protection
- Automatic blocking of abuse

M3 · Incident response

- Handling threats
- Monitoring and follow-up
- Security reports

M4 · Security day to day

- Profiles, permissions and access
- Best practices and periodic review



YOUR BADGE

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LUM

SWPANEL ORCHESTRATOR · CUMULATIVE CREDENTIAL

Luminary

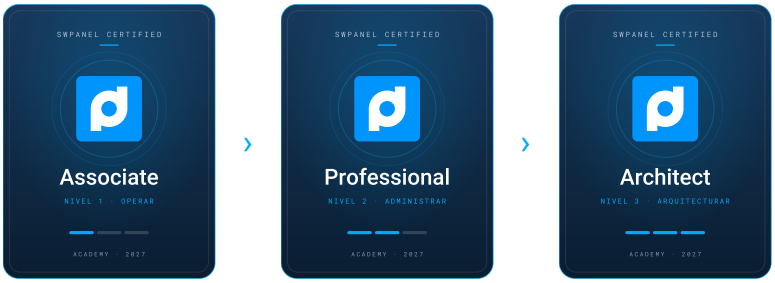
N3 + RHA + API

The credential that recognizes complete command of SWPanel: the three core levels and the two reference specializations.

LUM

AUDIENCE	REQUIREMENT	COMMITMENT	CERTIFIES
Professionals who operate SWPanel end to end	**Architect + RHA · Business + API · Integrator**	**Sum of the courses: 258–342 h**	**Complete command of the platform**

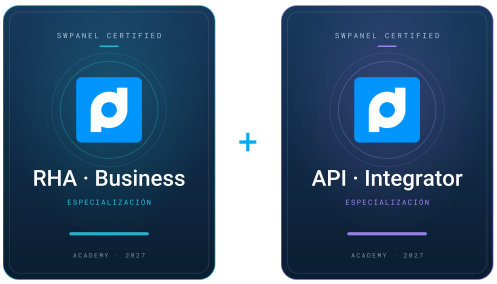
THE JOURNEY



STAGE 1 · CORE

The three levels, in order

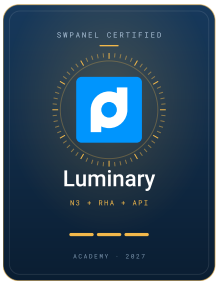
Associate, Professional and Architect, one after another. When you certify all three you earn SWPanel Orchestrator.



STAGE 2 · SPECIALIZATIONS

RHA · Business and API · Integrator

RHA requires N1 and recommends N2; API requires N2 and recommends N3. You can take them in whichever order you prefer once you meet each one's requirement.



GOAL

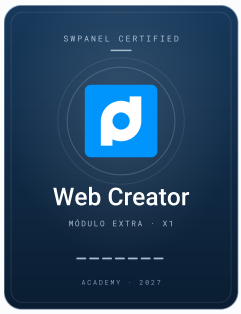
Luminary

Awarded on completing Architect and both specializations. It is optional: a progression goal, with no obligation to collect everything. Growth, Web Quality, Security and the extras add to your profile but are not requirements.

Indicative accumulated commitment of the required courses: N1 30–40 h · N2 60–80 h · N3 60–80 h · RHA 50–60 h · API 58–82 h.

Extra modules, **own badge**

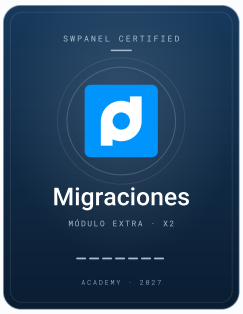
Specific, optional topics that go deeper into one part of SWPanel. Each has its own mini-exam and badge, does not count towards any degree and takes roughly 8 to 16 h to study. All require the Associate level.



Web Creator

Build your online presence in three ways: AI website, AI online shop and WordPress. Choose the route, launch it and maintain it.

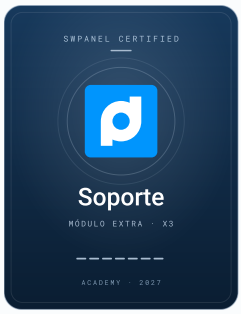
REQUIRES · ASSOCIATE



Migrations to SWPanel

Bring websites, databases and email over from other panels with the built-in tool.

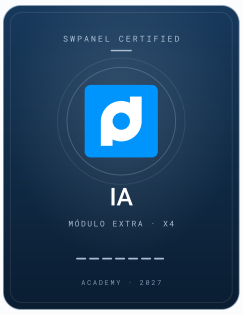
REQUIRES · ASSOCIATE



Support with SWPanel

Diagnose why an option does not appear or appears greyed out and resolve it with sound judgement.

REQUIRES · ASSOCIATE



AI module

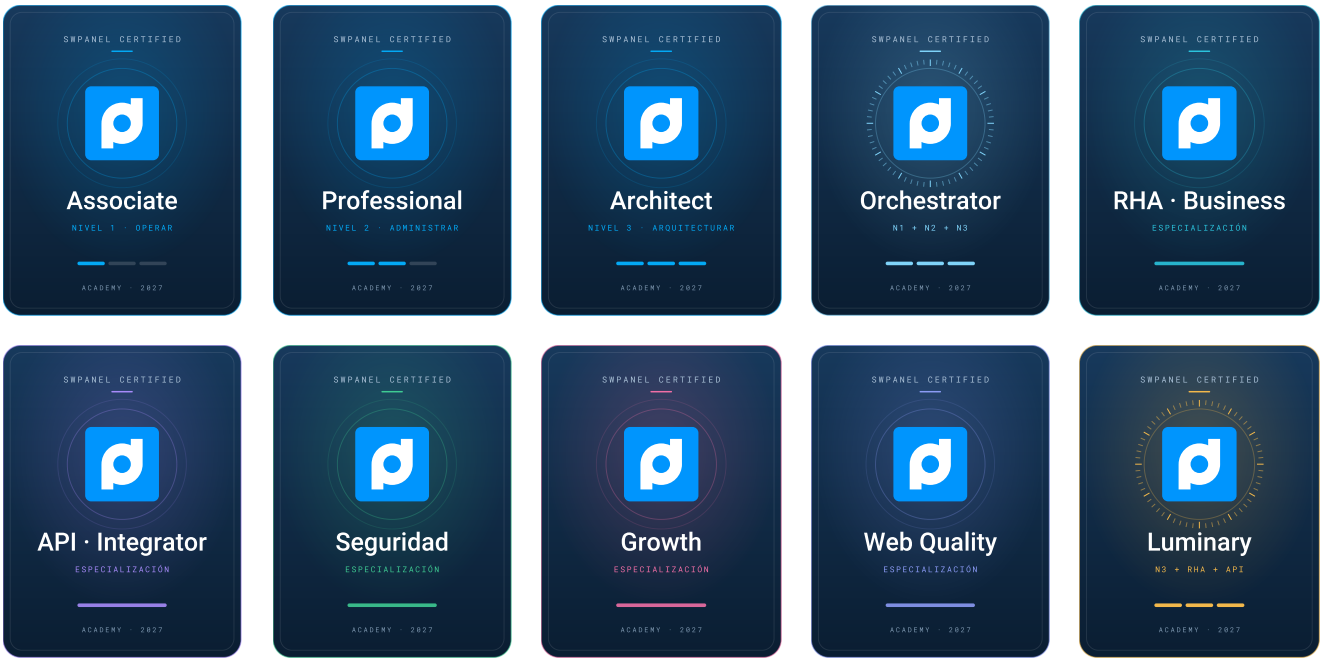
What artificial intelligence does inside SWPanel and how to use it with sound judgement.

REQUIRES · ASSOCIATE

Badges add up on your profile alongside your certifications and specializations, without altering the core track.

What you **certify**

Each certification is verified and valid for one year. Everything you earn is shown on your Academy profile, together with the extra-module badges.



SWPanel Orchestrator

You earn it by certifying the three core levels: Associate, Professional and Architect.

SWPanel Luminary

A cumulative, optional credential for those who complete Architect and the RHA · Business and API · Integrator specializations. A progression goal, with no obligation to collect everything.

SWPanel Guild

The community of certified professionals: shared knowledge, news and contact with the SWPanel team.

The Archonate

The Guild's inner circle, for those who contribute most to the community.

The whole programme **at a glance**

Certification	Type	Commitment	Requirement	Recommended
Associate	CORE N1	30–40 h	No requirement	—
Professional	CORE N2	60–80 h	Associate	—
Architect	CORE N3	60–80 h	Professional	—
RHA · Business	SPECIALIZATION	50–60 h	Associate	Professional
API · Integrator	SPECIALIZATION	58–82 h	Professional	Architect
Security	NEW SPECIALIZATION	40–50 h	Professional	—
Growth	NEW SPECIALIZATION	25–30 h	Associate	—
Web Quality	NEW SPECIALIZATION	25–30 h	Associate	—
Luminary	CUMULATIVE CREDENTIAL	258–342 h	Architect + RHA + API	—
Extras X1–X4	EXTRA MODULE	8–16 h	Associate	—

Commitments for the new specializations and the extras: estimates, to be confirmed at launch. Prices and conditions current at swpanel.com/en/academy.

EVERY ENROLMENT INCLUDES

- **Complete documentation**
- **Video lessons**
- **Level self-assessment**
- **Official exam**
- **Certification (1 year)**

Scholarships **and partnerships**

The price puts value on the programme, but it should not be a barrier for those who already build with us. That is why every enrolment can be reduced, even to free, and we open the door to taking SWPanel Academy beyond the company.

SWPANEL SCHOLARSHIP

Up to 100 % of the course price

Any enrolled person who is an active SWPanel customer can apply for a scholarship. The amount is proportional to your spending as a customer and your seniority: the greater your commitment to the platform, the greater the scholarship, which can cover 100 % of the certification's value. It applies to core levels, specializations and extras.

Academic agreements

We open the door to academies, vocational training centres, schools and universities that want to include SWPanel Academy in their programmes. If you represent an educational institution, let's talk.

HOW IT WORKS

01 **Choose the route**
Tell us which level, specialization or extra you want.

02 **Apply for your scholarship**
We calculate your scholarship from your spending and seniority as a customer.

03 **Enrolment and exam**
You get the materials and, when you pass the exam, you are certified.

SWPANEL ACADEMY

Knowledge takes up no space, **it pays dividends.**

Ready to learn? Join those who already orchestrate their infrastructure with SWPanel and certify at the level your role needs.

`swpanel.com/en/academy`

Enrol or apply for your scholarship · academy@swpanel.com