zscaler™ | Certification

Certification Exam FAQs

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Explore Zscaler's Certification Exam FAQs to enhance your understanding and navigate the certification process with confidence and clarity.

Certification Overview

- **What certification exams does Zscaler offer?**
  - Zscaler offers the following proctored certification exams:
    - ZDTA
    - ZDTE
    - ZDXA
- **How do I earn a certification?**
  - Our certification exams currently have highly recommended learning, such as the eLearning courses and hands-on labs. We also offer a free study guide for each certification exam. Once you feel prepared, register and schedule your online-proctored or in-person exam at your desired time. Passing your exam will earn your certification and a sharable digital badge from Credly.
- **How much do Zscaler certification exams cost?**
  - Zscaler certification exams are $300 USD per attempt.
- **What is your refund policy?**
  - Zscaler exam registration fees are non-refundable and non-transferable.
- **Where can I take an exam?**
  - You have the option to take your exam online-proctored* or in-person at an exam center**.
    - *OnVUE online-proctored exams are not offered in China, but candidates may choose from one of the many in-person locations. Start here and click Find a Test Center to find a location near you.
    - **Exams are NOT offered in the following countries, in any format:
      - Cuba
      - Iran
      - North Korea
      - Russia
      - Syria
      - Ukraine
    - **Exams are NOT offered in Quebec, Canada

- **How long will my certification remain valid?**
  - Zscaler certifications are valid for two years from the date earned.
- **Where can I find the Terms of Use and Exam Day Rules?**
  - Please view the Zscaler Certification Program Terms of Use, the Zscaler Acceptable Use Policy and the Exam Day Rules.

Registration and Scheduling

- **Do I need a Zscaler Cyber Academy account to take a certification exam?**
  - Yes. If you have not already done so, the first step of your learning journey is to create a Zscaler Cyber Academy account.
- **How do I register for a certification exam?**
  - Follow the steps in the Zscaler Pearson VUE Exam Scheduling Guide.
- **This is my first time taking an exam on the Pearson VUE platform. How do I create my account?**
  - You will receive an email from support-noreply@zscaler.com containing your first and last name, your Zscaler Client Candidate ID (ZCID), and a link to create your account. You will need your ZCID to create your Pearson VUE Web Account which you will use going forward to register, schedule, and view your certification exams.
  - Follow the steps in the Zscaler Pearson VUE Account Creation Guide.
- **How do I cancel or reschedule my exam?**
  - Should you need to cancel your exam and reschedule, your existing exam appointment must be canceled a minimum of 48 hours in advance if scheduled at a test center and anytime prior to starting the exam if scheduled online using OnVUE. If you have used a voucher to pay for your exam, the rescheduling process and exam must be completed before your voucher expires.
- **What if I don't have a Zscaler Cyber Academy account?**
  - A Zscaler Cyber Academy account is required. It's easy to create an account. View the tutorial here.

- **How can I request special accommodations for a documented disability?**
    - Contact us at certification@zscaler.com for assistance with your request. Describe your need for test accommodations, as well as list the details of the exam you're planning to take (including name of exam and where you want to take it), then send the email.
    - To ensure we can fulfill your request, accommodations must be scheduled for in-person testing at a Pearson VUE Test Center.

Know Before You Go

- **How do I prepare for a certification exam?**
    - Each course has highly recommended eLearning courses and hands-on labs that will help you prepare for your exam. In addition, all exams have an exam blueprint and free study guide. Click on your desired exam below to access these resources:
        - ZDTA
        - ZDTE
        - ZDXA
- **Is the exam proctored?**
    - Zscaler offers two methods of live proctored exam delivery:
        - In-person at a Pearson VUE Test Center
        - Self-administered and online-proctored via OnVUE

          Note: Online-proctored exams via OnVUE are not offered in China, but candidates may choose from one of the many in-person locations. Start here and click Find a Test Center to find a location near you.
- **What are the technical requirements for an online proctored exam?**
    - A computer running Windows 10, MacOS 13, or higher.
    - A webcam, microphone, and speaker.
    - One display screen only.
    - A minimum bandwidth of 6 Mbps download and 2 Mbps upload.
    - The ability to close all other running applications except for OnVUE.
    - Chrome, iPads and Tablets are not supported for online proctored exams.

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- **How do I prepare my computer for an online exam?**
    - We strongly recommend against using your work computer for an online proctored exam, as your company IT restrictions may be incompatible with the required secure exam browser. The best experience for OnVUE is to use your own personal computer.
    - Depending on your computer, you may need admin access to install the required secure exam browser. We strongly recommend you take the following important steps in advance of registering for your exam to ensure your computer meets the requirements. **If you do not meet the system requirements on exam day, your exam fees will not be refunded.**
        - Review the system requirements and run a system check and install the OnVUE Application.
        - Learn more about the OnVUE testing experience.
- **How can I learn more about the new exam experience with Pearson VUE?**
    - Review these helpful Pearson VUE resources for test-takers.

Exam Day

- **What do I need for my online proctored exam?**
    - Review the system requirements and download the OnVUE Application before your scheduled exam.
    - You must present a valid government-issued photo ID upon checking in for an online exam. Please read the ID requirements to ensure your ID is in compliance.
    - If you are taking your exam online, your workstation must be clean and clutter-free, and you must be alone in a private home/office setting. Exams cannot be delivered in public or crowded settings.
- **What should I expect on exam day?**
    - You should plan to arrive or login for your exam 15 minutes prior to your scheduled exam time to complete the check-in process.

- **What do I need for my in-person exam at a Pearson VUE Test Center?**
    - You will need a valid government issued photo ID. Please read the ID requirements to ensure your ID is in compliance.
- **Can I take a break during my exam?**
    - Breaks are not permitted during your exam.

After Your Exam

- **What is the passing score?**
    - We do not reveal specific cut scores or the exact number of correct items needed to pass as content changes and exam maintenance can impact scoring. This is a common practice in the certification industry.
- **How and when will I receive my exam results?**
    - You will receive on-screen exam results (Pass/Fail) immediately after completing your exam.
        - Non-passers will receive a score breakdown by exam blueprint area, reflecting the areas of needed improvement. The exam topics are weighted, per the blueprint.
        - Exam passers will simply receive a Passing status, and will not receive any additional scoring details.
    - Zscaler does not provide item level results.
- **What do I get if I pass the exam?**
    - You will earn a digital badge and downloadable Certification certificate from our digital badging partner, Credly. This digital badge will validate your earned credentials. To learn more about accepting and sharing your digital badge, you can review topics via the Credly Support Center. To get started, we recommend reading the Accepting a Badge or Sharing to Social Media articles.

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- **How do I download my Certification certificate?**
    - If you have received and accepted your digital badge via Credly, our digital badging partner, you can log into Credly and download a certificate under “Share” by clicking on “Download Certificate.” For additional help printing your certificate, please refer to this Credly tutorial.
- **How can I provide feedback about the exam content?**
    - Candidates can complete an Exam Challenge Form within 7 days of their exam attempt. Submitting an Exam Challenge does not guarantee any changes to your exam score.

Recertification

- **How long is my ZDTA, ZDTE or ZDXA certification valid?**
    - Certifications expire 2 years after the date earned.
- **When should I recertify?**
    - Candidates are eligible to recertify starting 90 days before their certification expiration date. If you do not recertify before the expiration date, your certification will expire and is no longer valid.
- **What happens if I don’t recertify?**
    - There is no penalty for not recertifying, except that your certification will expire and no longer be valid. Your Credly digital badge will also expire.
- **How do I recertify?**
    - To recertify, individuals must pass the current version of the certification exam. To avoid revocation, recertification must be complete before your current certification expires.
- **Why do I have to retake the exam?**
    - Exam content does evolve as we continuously review and revise our exams to ensure validity, reliability, and relevance. To prepare for your recertification exam, use the current Zscaler Cyber Academy content and exam study guide.

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- **What will happen to my Credly digital badge?**
    - Digital badges will be re-issued upon passing the exam, with a new expiration date.
- **Are there any prerequisites to recertify?**
    - There are no prerequisites. All that is required is to take and pass the exam.
- **How much does it cost to recertify?**
    - The only fee associated with recertification is the exam registration fee. Certification exams are $300 USD per attempt.

Contact Us

- **For questions about the certification exams or records, contact certification@zscaler.com.**
- **For questions about exam delivery, contact Pearson VUE Customer Service.**
- **For any other inquiries including training, contact training@zscaler.com.**

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Exam Day Rules

Violation of any proctoring rules may result in an immediate exam termination, invalidated results, forfeiture of any exam fees, and a ban from taking future Zscaler Certification Exams. The following are prohibited during all certification exams:

- Eating, drinking, and smoking during the exam
- Talking or mouthing words, even to yourself
- Testing in a room with other people
- Looking or facing away from the screen, wearing sunglasses or anything that obstructs the camera's view of your eyes
- Using unapproved reference materials, calculators, mobile phones, cameras, headsets, computers, tablets, wearable technology such as fitness tracking devices, smart watches, or any other remote communication or photographic devices during the exam
- Possessing, accessing, or using unauthorized materials including unauthorized content, disclosures of any certification exam or testing materials
- Receiving or providing unauthorized assistance on the exam, including: attempting to communicate with other persons during the exam; unscheduled breaks; using books, papers, or other study aids during the exam; or submitting work that is not your own
- Attempting or removing exam content, including taking photos, video, audio, or any other form of capturing exam content
- Disclosing or disseminating the content of any certification exam or testing materials
- Taking part in an act of impersonation or other forms of cheating, allowing another individual to test under your identity, falsifying your identity or identification documents, or misusing any testing identification number, username, or other credentials that have been provided to you, or claiming exam results that you did not validly obtain
- Failing to follow the directions of testing personnel before, during, and after the exam, or engaging in any disruptive, abusive, threatening, or destructive behavior during any certification exam

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