

Certification FAQs

Frequently Asked Questions

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 typically require completion of an eLearning course as well as a hands-on lab. Once your prerequisites are met, register and schedule your online-proctored exam at your desired time. Passing your exam will earn your certification and a sharable digital badge from Credly.

How do I register for a certification exam?

Once you have completed the course and lab requirements, you will be able to register for your exam via your Zscaler Academy learning path, which will guide you to register with our testing delivery partner, Certiverse. Please view the [Exam Registration & Scheduling Guide](#) for a step-by-step tutorial.

What if I don't have a Zscaler Academy account?

A Zscaler Academy account is required. It's easy to create an account. View the tutorial [here](#).

How do I prepare for a certification exam?

Each course has required prerequisites 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](#)

What are the technical requirements for an online proctored exam?

Depending on your computer, you may need admin access to install the required secure exam browser. We recommend you take the following important steps in advance of registering for your exam to ensure your computer meets the requirements.

- Review the system requirements and [run a system check](#).
- Install the [Safe Exam Browser](#).

Is the exam proctored?

Zscaler certification exams are live, online–proctored exams. For more information about the exam day experience, rules, and requirements, please view this [Online Proctored Exam Delivery Guide](#).

What do I do if my exam registration expires?

Once you register for your exam via Certiverse, our exam delivery partner, you have 30 days to schedule and complete your exam. If you do not complete your exam within 30 days, your eligibility will expire and your exam fees will be forfeited.

Should you need to cancel your exam and reschedule, your existing exam appointment must be canceled a minimum of 24 hours in advance. If you have used a voucher to pay for your exam, the rescheduling process must be completed before your voucher expires.

What do I get if I pass the exam?

You will earn a digital badge and printable 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.

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 printable certificate under “Share” by clicking on “Download Certificate.”

For additional help printing your certificate, please refer to this [Credly tutorial](#).

What if I take the exam but do not pass?

You may reattempt the exam, but do refer to our retake policy [here](#).

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. Instead, you can refer to the exam blueprint, which indicates the percent weight of each area. The exam topics are weighted, per the blueprint, and candidates should target 70% or above for each content area.

What if I took a previous non–proctored exam and earned a certificate of completion?

We are not removing any previous learning completions or certificates you may have earned. You may see a change in learning path completion though, as the learning paths have changed to include the proctored certification exams.

How long will my certification remain valid?

Zscaler certifications are valid for two years from the date earned.

How much do Zscaler certification exams cost?

Zscaler certification exams are \$300 (ARV) per attempt.

What is your refund policy?

Zscaler exam registration fees are non-refundable and non-transferable.

Where can I find the Terms of Use?

Please view both the [Zscaler Acceptable Use Policy](#), as well as the [Zscaler Certification Program Terms of Use](#).

How can I request special accommodations for a documented disability?

Contact us at certification@zscaler.com for assistance with your request.

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.

What should I do if I have other questions?

For questions about the certification exams, contact certification@zscaler.com. For questions about the exam delivery platform, contact support@certiverse.com.

For any other inquiries, contact training@zscaler.com.



About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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