![Zscaler logo]

Zscaler Certification

Online Proctored Exam Delivery

Key policies, tips, and exam day rules to prepare for an Online Proctored Certification Exam

Online Proctored Exam Delivery

To prepare for an Online Proctored Exam, candidates should review the policies below:

- To avoid delays on exam day, install the [Safe Exam Browser](#) prior to scheduling your exam appointment.

- Candidates are recommended to login **15 minutes prior** to their scheduled exam time to complete system checks **at the time of login.** Review system requirements and run system checks in advance [here](#).

- A valid government-issued photo ID must be presented upon checking in for an online exam. ID requirements can be viewed [here](#).

- A candidate's work station must be **clean** and **clutter-free**. Candidates must be **alone** in a private home/office setting. Exams cannot be delivered to candidates in public or crowded settings.

- All background apps, hardware or software must be disabled prior to initiating the exam, including, but not limited to, additional monitors, peripherals, virtual machines, and remote desktop, screen-sharing, image capture, and/or communication software.

- Any violations of the exam day rules may result in exam termination and/or exam score nullification.

Candidates who fail to meet any of the Zscaler exam session requirements may be subject to automatic exam termination and/or forfeiture of their exam registration fees.

Online Proctored Exam Delivery

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
- Facing or looking away from the screen, wearing sunglasses or anything that obstructs the camera 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, and/or 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 identify, 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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FAQs

Can I take a break during my exam?

- The length of the exam is 90 minutes, though most candidates average around 60 minutes. No breaks are allowed during this time.

Can I go back to individual questions during my exam?

- The exam platform allows candidates to flag a question during the exam. At the end of the exam, there is an overview of all exam questions, and candidates can view which questions have been completed, skipped, or flagged for review. Candidates can revisit any individual question from this screen.
- *Note: COMPLETED status only indicates that the questions has been answered, not if the answer is correct.*

How and when will I receive my exam results?

- You will receive on-screen exam results (Pass/Fail) immediately after completing your exam. Your exam results will also be emailed to you, and available in your Zscaler Academy profile.
- *Zscaler will not provide item level results.*

What is the retake policy?

- Our retake policy can be found [here](#).

Quick Links and Other Resources

Retake Policy:

zscaler.com/resources/legal/zscaler-certification-exam-retake-policy.pdf

Zscaler Certification Program Terms of Use:

https://www.zscaler.com/resources/legal/zscaler-certification-program-terms.pdf

Zscaler Acceptable Use Policy:

https://www.zscaler.com/legal/acceptable-use-policy

Zscaler Academy:

https://www.zscaler.com/zscaler-academy

Questions? Contact us at certification@zscaler.com.

Thank you

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