

# Certification Program FAQ

## Registering for an Exam

### How do I register for an exam?

Register to take an exam online with our exam provider, [Loyalist Exam Services](#). You will be required to create an account. **IMPORTANT:** If you are taking an exam as a Tableau Partner, you must use your work email when setting up your account. More information on registering can be found [here](#).

### Where are exams delivered?

Exams (except for Server Certified Professional) are delivered online 24/7 by our exam provider, Loyalist Exam Services. All you need is a computer, a webcam, and a fast/reliable internet connection. Exams are also available at some Tableau Conferences. Exams are not available at testing centers.

### How can I pay for my exam?

You can purchase your exam with a credit card—American Express, Mastercard or Visa. No other payment methods are currently available.

### How do I schedule an exam?

Once you have ordered an exam, you will be taken to a scheduling tool to select an available date/time with a proctor. Sessions are booked on a first come, first served basis.

### Can I reschedule an exam?

Yes. Instructions for rescheduling are available in your confirmation email. You must reschedule no later than 24 hours before the exam start time.

### Can I cancel my exam?

No. All exams are non-refundable. If you fail to show for a scheduled exam time, you will forfeit your exam fee. No refunds are provided.

## Do exams expire?

Yes. You have six months to complete your exam after the date of purchase. Do not wait to schedule your exam until the last minute, in case you run into technical issues and need to reschedule. There are no extensions or refunds on expired exams.

## Can I take the Certified Professional exam without having an active Certified Associate title?

No. Each exam focuses on testing a different set of product skills, which is why one is a required prerequisite of the other. Passing the Desktop Specialist Exam is not a required pre-requisite to taking the Desktop Certified Associate exam.

## What product version will I be tested on?

Check the [Tableau Certification](#) page to see which version of Tableau we are currently testing on.

## Preparing for an Exam

### How do I prepare for an exam?

First, and most important, ensure your computer and environment are prepared. Technical problems experienced during an exam are most often the result of the test takers' internet connection. Please follow the instructions in the [Required: Exam Setup](#) document. Next, read the [Exam Prep Guide](#) which will provide competencies measured and resources for studying.

## Am I required to attend Tableau Classroom Training to take an exam?

No, but it is highly recommended. Exam content maps with Tableau Classroom Training course materials. Information on these courses can be found [here](#).

## Is hands-on experience necessary?

Experience using the product with various scenarios and data sets is critical. It is not likely you will pass the exam immediately following a training course.

## What format is the exam?

See the [Exam Prep Guide](#) for specifics on exam format. Most exams include hands-on performance-based tasks. The proctor sets up a virtual environment on your computer including the exam questions, Tableau software, and all resources needed.

## How difficult are the exams?

Every exam is difficult if you are not properly prepared. To be successful, it is highly recommended that you complete corresponding Tableau Classroom Training courses.

## Taking an Exam

### Will I need to show identification to take the exam?

Yes. The name on your government issued photo ID (driver's license, passport, etc.) must match the name you used when registering for your exam. If your ID is in double-byte characters, you will need to show two forms of ID. One must include a photo.

### Can I use resources during the exam?

You are allowed to utilize online, public resources within the virtual exam environment such as Tableau Online Help. You are not allowed access to your local machine or any site allowing for interactive communication. You cannot access any private websites that require a login and are not allowed to take notes or have any material on your desk.

### How are online tests regulated?

A proctor will monitor the testing environment through your webcam and microphone. Copying or sharing exam questions is strictly prohibited, resulting in dismissal from the program.

## What if I lose internet connectivity during the exam?

It is the test taker's responsibility to maintain connectivity throughout the exam session. If connectivity is lost, for any reason, you must reconnect or the exam will be scored as a fail. Depending upon the circumstance, the proctor may have to reset your virtual environment. Please note the exam timer will continue running. Additional time cannot be added to your timer.

## After Exam

### When do I receive exam results?

Exam scores for Specialist & Certified Associate level exams will be provided 24-48 hours after completing your exam. Final scores for Certified Professional level exams will be provided two-three weeks after completing your exam.

### What happens if I fail?

There is no required waiting period between your first and second exam attempt. Should you need to take the exam a third time, there is a two month waiting period between each attempt after your second. You must pay the exam fee for each attempt.

### Can I find out what questions I missed?

No. Tableau Certification follows industry standard practices. To ensure exam integrity, questions or details beyond what is shown in your results report will not be provided.

### How can I improve if I don't know what I got wrong?

Tableau exams, like most certification exams, are designed to measure skills, not enable skills. Most results reports will indicate module or topic area detail which you can utilize to understand areas that need further study.

## Tableau Certification Titles

### Where can I showcase my certification title?

Log in to your [Loyalist Exam Services](#) account and navigate to your Title Dashboard. There you can choose to be a part of our [Tableau Certification Directory](#), print out your eCertificate and accept your digital badge. Find step-by-step instructions [here](#).

### What is a digital badge?

A digital badge is a verifiable, portable online artifact that displays an achievement. It can demonstrate your skill set on your digital resume or social platforms. Tableau has partnered with Credly to translate your achievements into a badge, issued and maintained through the [Credly Acclaim Platform](#).

### Is there a fee associated with my digital badge?

No. This is a benefit Tableau provides to you, at no cost.

### How do I share my digital badge?

After accepting your badge from your [Loyalist Exam Services](#) Title Dashboard, share your badge(s) to your social profiles or grab a unique URL to share where you want from the [Credly Acclaim Platform](#).

### How do badges help communicate my skills?

With multiple levels of certification, it's important for people to be able to discern your skill level - from Specialist to Associate to Professional. Representing your skills as a badge enables you to share your abilities online in a way that is simple, trusted and can be easily verified in real time. Badges provide concrete evidence of our skill level.

### What's to keep someone else from copying my badge and using it?

While badges are simply digital image files, they are uniquely linked to data hosted on Credly's Acclaim Platform. This eliminates the possibility of anyone claiming your credential and your associated identity.

### Does my certification title expire?

It depends on the exam type. Desktop Specialist exam titles do not expire. Certification titles for Certified Associates are active for two years after achievement date. Titles for Certified Professionals are active for three years after achievement date.

### What should I do as my title inactive date approaches?

As your title inactive date approaches, you will want to pass the corresponding exam again to reset your active term. If you purchase another exam before your title becomes inactive, a 40% discount will be applied at the time of purchase.

### Do I need to keep my Certified Associate title active if I'm an active Certified Professional?

No. You are not required to keep your Certified Associate title active in order to keep your Certified Professional title active. However, if you'd like to have an active digital badge for your Certified Associate title, that title must be active.

### What happens when my title becomes inactive?

You will want to pass the corresponding exam again to reset your active status. Expired titles are unable to receive certain certification benefits and do not allow for any discounts on exam purchases. Digital badges for expired titles will remain available to you, but will show as expired.

### If I leave my current organization, what will happen to my title or certification?

Since titles are held by individuals, you will take it with you. To change the email address on your exam account, reach out to [Loyalist Exam Services](#).

Email [certification@tableau.com](mailto:certification@tableau.com) with any additional questions.