

# Certification Program

## FAQ

January 2025

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## Frequently Asked Questions

The Palo Alto Networks Certification Program FAQ provides candidates with answers to common questions related to the Palo Alto Networks Certification Program. It serves as a resource for procedural and system-related questions, exam logistics, and other relevant topics.

Where can I find general information pertaining to the policies and procedures of the Palo Alto Networks Certification Program?

- The [Palo Alto Networks Certification Handbook](#) should serve as the first source of information for all candidates. It provides the information and links to resources needed to understand the complete end-to-end examination and certification process.

What is the formal agreement that I must consent to prior to registering and sitting for a Palo Alto Networks certification exam?

- The [Palo Alto Networks Candidate Agreement](#) is a formal agreement between Palo Alto Networks and the candidate seeking certification. The terms and conditions in the Agreement govern the candidate's participation in the Palo Alto Networks Certification Program.

Where can I take my exam?

- Exams are delivered remotely through Pearson VUE's online testing system and also at Pearson VUE testing centers around the globe.

How do I register for an exam?

- Exams are hosted and proctored by a third-party testing company, Pearson VUE. Please visit the [Pearson VUE website](#) to schedule an exam.

How do I submit a testing accommodation request?

- Refer to the [Candidate Handbook](#) for information about accommodations.

What should I do if I need to change my exam date after I've scheduled it?

- You can cancel an exam, free of charge, up to three (3) business days before the scheduled time slot of the exam. You can sign up for a new date and apply the payment toward the new exam date.
- However, if you cancel during the three (3) business days before your scheduled exam, there will be no refund. If you want to take the exam on a later date, you must pay the full price for the new appointment.

What language is used with the exams?

- All exams are delivered worldwide in English. A 30-minute time extension is provided by default to candidates testing in non-English-speaking countries.

What is the total exam time?

- The total seat time is 90 minutes.

What is the exam format?

- The exams include multiple choice and multiple-select multiple choice items.

### How much does an exam cost?

- The table below lists the registration fees per exam. Note that additional taxes and fees may apply and will vary by country.

Role-Based Certification Exams		
Level	Cost	Exams
Foundational	\$150	<ul style="list-style-type: none"><li>• Palo Alto Networks Certified Cybersecurity Apprentice</li><li>• Palo Alto Networks Certified Cybersecurity Practitioner</li></ul>
Generalist	\$200	<ul style="list-style-type: none"><li>• Palo Alto Networks Certified Network Security Generalist</li><li>• Palo Alto Networks Certified Security Operations Generalist</li></ul>
Specialist	\$250	<ul style="list-style-type: none"><li>• Palo Alto Networks XSIAM Analyst</li><li>• Palo Alto Networks XSIAM Engineer</li><li>• Palo Alto Networks Security Service Edge Engineer</li><li>• Palo Alto Networks Next-Generation Firewall Engineer</li></ul>
Legacy Certification Exams		
Level	Cost	Exams
Administrator / Analyst	\$155	<ul style="list-style-type: none"><li>• Palo Alto Networks Certified Detection and Remediation Analyst</li></ul>
Engineer	\$175	<ul style="list-style-type: none"><li>• Palo Alto Networks Certified Network Security Engineer</li><li>• Prisma Certified Cloud Security Engineer</li><li>• Palo Alto Networks Certified Security Automation Engineer</li></ul>

### How should I prepare for a Palo Alto Networks exam?

- Candidates are strongly encouraged to use only official Palo Alto Networks resources to prepare. Please note that the use of these resources does not guarantee success on the exam. [Certification learning paths](#) contain recommended candidate preparation.

### Do I get a certificate after I pass the exam?

- Yes. Upon passing, you will receive an email with instructions on how to access our [Certification Management System](#).
- From there, you can download your eCertificate, logo, and digital badge. Guidelines for including the credential in your email signature are also included.

### What happens if I don't pass the exam?

- You will receive a results report that summarizes your results by exam domain. This information, along with the exam blueprint, can help you identify areas for additional learning and/or experience.
- Before you schedule the exam again, please refer to the Certification Exam Retake Policy noted below.

### What is the certification exam retake policy?

- In the event that you fail your first attempt to pass any Palo Alto Networks certification exam, Palo Alto Networks requires:
  - a 15-day waiting period between the 1st failed attempt and the 2nd attempt;
  - a 30-day waiting period between the 2nd failed attempt and the 3rd attempt; and
  - a 90-day waiting period between the 3rd failed attempt and any subsequent attempt thereafter.

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- If you pass an exam and achieve certification, you cannot take the same exam for 18 months (545 days) from the date of your passed exam.

#### What are the recertification requirements?

- The certification is valid for two years from the date you pass the exam.
- To keep your certification in active status, you must recertify by retaking the exam.

#### How do I check whether my Certification is about to expire?

- You can log in to our [Certification Management System](#) and review the “Certifications” section to check the status of your certification.

#### Where can I obtain additional information?

- Information on exam policies, identification requirements, exam results, and more can be found in the [Candidate Handbook](#).

#### How do I report security incidents?

- Maintaining the value of the Palo Alto Networks Certification Program is a collaborative effort. Individuals with information or evidence indicating violations of these policies are encouraged to submit these incidents to [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com).

#### What happens to my certification if the corresponding exam is retired?

- Your certification will remain active for a period of two years from the date of issue.

#### How can I share my credential?

- We have partnered with Credly, which enables you to manage, share, and verify your competencies digitally. Go to [Credly Support Articles](#) to walk through how to share your badge on social media sites and get answers to common questions.

#### How do I get started with Credly?

- There are two steps to getting started with Credly:
  - Have an organization issue you a badge
  - Create an account and claim your badge
- You'll receive an email from Credly. Click on the “Accept” button below your badge image. This will take you to Credly, where you will create an account.
- To create an account without receiving a badge notification email from Credly, fill in each field, then read and agree to the Terms of Use and Privacy Policy.
- Check your email and follow the instructions there to continue. You will be prompted to sign in with the credentials you created.

For any additional questions, please contact [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com).