



Cybersecurity Fundamentals Certificate Exam Guide

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Section 1: About the Cybersecurity Fundamentals Exam

a. About the Cybersecurity Fundamentals Certificate

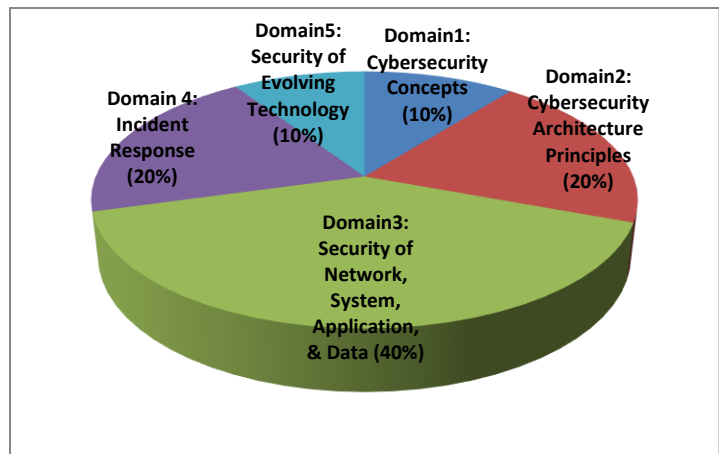
The Cybersecurity Fundamentals Certificate is a knowledge-based certificate offered by ISACA. As part of ISACA's Cybersecurity Nexus (CSX) program, the certificate is particularly relevant for recent college/university graduates and those looking for a career change to cybersecurity. The certificate is aligned with the National Institute of Standards and Technology (NIST) National Initiative for Cybersecurity Education (NICE), which is compatible with global cybersecurity issues, activities and job roles. The certificate is also aligned with the Skills Framework for the Information Age (SFIA).

The Cybersecurity Fundamentals Certificate does not have an expiration date.

b. Exam details

The Cybersecurity Fundamentals Certificate exam is an online, closed-book, remotely proctored exam. It covers five domains and includes a total of 75 questions. The number of questions in each domain depends on the weight assigned. The chart on the right displays the domains and the weights assigned to each domain.

Each multiple-choice question has four options with only one correct answer. You will be given 2 hours (120 minutes) to complete the exam. The passing score is 65%.



Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC/CSX-P) may claim two CPE credits for each examination hour when a passing score is achieved. No CPE certificates will be provided upon passing the exam.

c. Cost of the Cybersecurity Fundamentals Exam

Each exam is priced at \$150 USD. There is a discount available if you choose to purchase the exam with the Study Guide. Each retake exam is also priced at \$150 USD.

Please note that exam purchases are nonrefundable.

d. Taking the Cybersecurity Fundamentals Exam

To take the Cybersecurity Fundamentals Certificate Exam, you will need to:

- Test the hardware and software
- Purchase the Cybersecurity Fundamentals Certificate Exam from the ISACA website
- Schedule the exam date and time
- Complete the exam
- View/print the results (certificate, badge)

For detailed instructions on each of these steps, please refer to the next three sections in this guide.

Section 2: Before the Cybersecurity Fundamentals Exam

a. Prepare for the exam

There are many ways to prepare for the exam. You will be able to choose a method best suited to your personal learning style and preferences. Options include:

- Cybersecurity Fundamentals Study Guide
- Conference workshops & sessions
- Webinars
- Whitepapers, books, & other publications
- Online course
- Training week

You will find all these resources and more on the Cybersecurity Nexus (CSX) page (www.isaca.org/cyber).

b. Ensure you have the proper technology

The list below contains all the hardware and software requirements for the exam.

- Operating system supported: Windows, Mac OS X and above, Linux and Chrome OS
- Web browser: [Google Chrome](#) or Chromium version 32 and above
- You will need to download the PSI Secure Browser (This can be done NO MORE than 30 minutes prior to your scheduled exam time. If you are taking your exam from a work location, we advise contacting your local IT administrator to inform them that you will need to download the browser to your machine.)
 - Browser settings: Your browser must accept 3rd party cookies for the duration of the exam ONLY
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution

It is highly recommended that before scheduling a Cybersecurity Audit Certificate bundle or retake exam, candidates perform the compatibility check on the computer you will be using to take the exam. This can be accessed at any time once you have registered for the exam directly from the PSI dashboard. **We recommend performing a second compatibility check 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling.** Please contact PSI Technical Support if you have any questions about your compatibility test results:

- Inside the U.S. (844) 267-1017
- Outside 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support/>

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Compatibility Check

PSI Secure Browser required to take exam

The PSI Secure Browser is a web browser created to guarantee a securely proctored exam over a virtual connection. This online exam is taken using the PSI Secure Browser.

If you have already installed the Secure Browser, you may proceed to Option 2.

Option 1: Install the PSI Secure Browser

1. Download the Secure Browser

2. Run the PSI Secure Browser Setup File

Install Secure Browser

Option 2: Launch the Exam

Launch your exam using the link below.

You can relaunch the exam with the PSI Secure Browser desktop icon

Launch the Exam

Troubleshooting

If at any point during the check-in process or the exam the application becomes unresponsive:

1. Chat with your proctor for additional instructions

2. If chat is unavailable, close the application via File > Exit or the Task Manager

3. Relaunch the exam via PSI Secure Browser desktop icon

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Audio/Video Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Camera 1
Microphone	✓	Microphone 1
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✗	Denied

System Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 74.0
Platform - Windows 7.0, 8.0, 8.1, 10.0 or Macintosh 10.	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 250 kbits per second	✓	13839138

When you schedule an exam, you can also view these requirements and perform another compatibility check. See **Section 2d** of this Guide.

Note that purchases are nonrefundable, so please check your system requirements prior to completing your registration purchase.

c. Purchase the exam

1. Go to the ISACA website and click the **My ISACA** tab (www.isaca.org/myisaca).
2. Type your Username and Password and click **Login**.
Note: You must be logged in to complete the following steps.
3. Navigate to the Cybersecurity Nexus landing page (www.isaca.org/cyber).
4. Under **Menu**, Click the **Cybersecurity Fundamentals Certificate** link, located in the **Credentialing** section.
5. Click the **Click Here** button to learn more about the exam.
6. Click the button for the exam option of your choice (alone or bundled with the Study Guide), and the exam will be added to your shopping cart.
7. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.
8. After you complete the purchase and your payment has been processed, you can schedule your exam via your My ISACA profile (www.isaca.org/myisaca). See instructions below.

Special Accommodations:

If you have a disability that requires a special accommodation, special testing accommodations must be requested during the registration process and approved by ISACA BEFORE scheduling the exam.

To request special accommodations complete ISACA's Special Accommodation Request Form and submit the form to ISACA at **specialaccom@isaca.org** for review and approval. This form must be completed by you and your health care professional.

All requests should be submitted to ISACA no later than 4 weeks prior to your preferred exam time and is only valid for that one exam administration. The Special Accommodation Request Form can be found at: www.isaca.org/specialaccom.

d. Schedule the exam

Note: Exam candidates have a twelve (12) month eligibility period to take their exam. This means that from the date you purchase, you have 12 months (365 days) to take your exam.

1. Go to the ISACA website and click the [My ISACA](#) tab.
2. Type your Username and Password and click **Login**.
Note: You must be logged in to complete the following steps.
3. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to schedule. This will take you to the PSI website where you can schedule the exam.
Note 1: PSI is the third-party that manages the online exam and remote proctoring.
When you click the **Visit Exam Website** button, you will navigate away from the ISACA website.
Note 2: If you have an exam that has not been completed, you will continue to have access to the **Visit Exam Website** button. If you have completed the exam, this button will not be displayed.
4. You may perform a compatibility check prior to scheduling your exam. You may do so directly from your PSI dashboard. We recommend that you perform this check from the computer you plan on using to take the exam.
5. Once on PSI scheduling site follow the instructions:
 - Select an exam language.
 - Enter your country and time zone.
 - Select an available date and time on the calendar
 - Click Continue.

You will receive a confirmation email from no-reply@psiexams.com confirming your exam appointment.

e. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 48 hours before your originally scheduled day and time. To reschedule an appointment: Log in into your [My ISACA](#) Account. From the **My ISACA Dashboard**, click on **Certificate Programs**, click the **Visit Exam Website** button next to the exam you wish to reschedule. This will take you to the PSI website where you can reschedule the exam.

Section 3: During the Cybersecurity Fundamentals Exam

a. Exam requirements

Please read the following requirements before you sit for your exam. Failure to comply will result in your exam being voided with no refund given.

1. Choose a **quiet area** to take the exam. Avoid choosing an area that may contain loud noises (i.e., TV, family, music, pets, visitors, etc.) and public places (i.e., coffee shops, restaurants, parks, etc.).
2. You will need a **valid photo ID**. If your ID has expired, the proctor will ask that you reschedule the exam, until you can provide a valid photo ID. The types of photo IDs that are allowed include government issued IDs, driver's licenses and passports. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor. **The name on the ID must be the same as the name that appears in the candidate's [My ISACA](#) profile.**
3. You will need a **web cam**.
4. You will need to have a **clean work area** with **no reference materials** available.
5. You may access the online exam environment **30 minutes prior** to the scheduled start time. It is recommended you do so in order to connect with the remote proctor and launch the exam properly.
6. Be sure your computer has **sufficient battery life** and/or is plugged into a power source for the duration of the exam.

7. You must have **stable Internet connectivity** for the duration of the exam. If you lose Internet connectivity during the exam, your session will be ended automatically, and results voided.
8. You must take the exam in **full screen mode**.
9. There will be **no cancellations or reschedule requests** granted within 24 hours of the scheduled exam.

Note: Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center at <https://support.isaca.org>.

b. Exam rules

The exam is an online, closed-book, remotely proctored exam. Cheating will not be tolerated. The proctor will stop the exam immediately if he/she observes any of these rules being broken. Failure to comply will result in your exam being voided without refund.

The following scenarios are **NOT** allowed during testing:

- Using a phone or cell phone
- Reading the questions out loud
- Using an instant messenger tool/system
- Using a camera
- Taking screen captures of the computer screen/exam items
- Including papers, books, notes, etc. in the work area
- Eating or drinking
- Walking around the room
- Other people standing in or walking through your work area
- Taking unscheduled breaks (without approval from the proctor)
- Taking notes
- Loading other programs on your system (this includes viewing documents, web browsing, email access, etc.)

Note: Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center at <https://support.isaca.org>.

c. Taking the Cybersecurity Fundamentals Exam

Note: You must have scheduled a date and time to sit for the exam before you can take it. See Section 2d of this Guide for instructions on how to schedule.

1. Log into your **My ISACA** account.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to take.
3. Under the **Online Exam** tab, click Launch Exam and select the exam in the **Pending Exams** section.
4. You will be prompted to download the PSI Secure Browser prior to launching your exam. Please ensure that your computer is able to download software. This is available 30 minutes prior to your scheduled exam time. If you are taking the exam from a work or other restricted access environment, please inform your IT administrator when you are planning to take the exam, so they are available in case you need assistance downloading the secure browser.
5. Click **Launch Exam**.

Note 1: The **Launch** button will be available 15 minutes prior to the start of the exam; please refer to **Section 3a (5)** of this Guide.

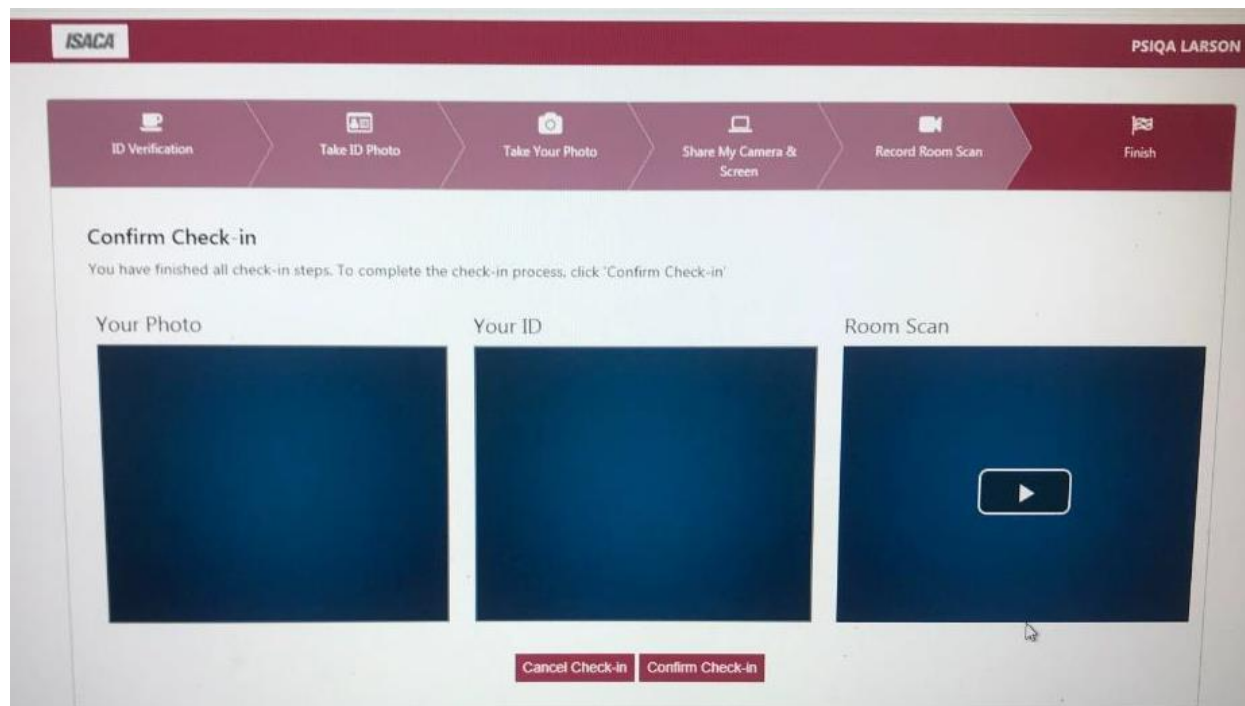
Note 2: Before launching the exam, be sure you have read and understand the exam rules, please refer to **Section 3b** of this Guide.

Note 3: Be aware that your exam proctor can see you through your web cam; however, you will not be able to see the proctor. You can communicate with the proctor via the Live Chat.

6. Click the **Enter Full Screen** button.
Note: You are required to take the exam in full screen mode; please refer to **Section 3a** of this Guide.
7. Click the **Connect** button(s) to connect the web cam and your computer with the proctor.
8. Click the **Entire Screen** button.
9. Click the **Share** button.

d. Online exam environment

It is advised that you preview the online exam environment below to familiarize yourself with the tools and functionalities available during the exam. Having clarity enables you to effectively use them during the exam.



Menu Item	Function
ID Verification	You will be asked to share your ID for verification.
Take ID Photo	You will need to show your ID to your web camera and view it in the video box provided.
Take Your Photo	You will need to take a photo of yourself with your webcam and view it in the video box provided.
Share My Camera & Screen	You will be asked to share your camera and your screen with the monitor.
Record Room Scan	You will be asked to do a 30 second room scan with your webcam.

e. Issues During the Exam

If you experience technical difficulties during your exam, please alert your proctor using the live chat feature. Through the live chat feature, a record of the issue will be created that can be referenced should you need to reschedule the exam. Your proctor will be able to assist you directly to resolve the issue. You can also call technical support at:

- Inside the U.S. (844) 267-1017
- Outside 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support>

Section 4: After the Cybersecurity Fundamentals Exam

a. Exam results

You will receive your results immediately upon clicking the **Submit** button after completing the exam. You will get a message to confirm submission, noting any unanswered items. Please be sure you are ready to submit the exam, as you will not be able to go back to any previous questions. Your score and pass/fail status will be displayed in the online exam environment. To pass, you must score a 65% or higher on the exam.

You will also be able to access your score and pass/fail status on the **My ISACA** tab. Please see **Section 4b** of this guide for more instructions.

b. Viewing your score and accessing your certificate

1. Go to [My ISACA](#) and login using your ISACA credentials.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**.
3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **PRINT CERTIFICATE** button to view, download and/or print your certificate.
4. Instructions on how to claim your digital badge will be sent to you in an email. See **Section 4c** of this Guide for information regarding your digital badge.
5. If you have not yet taken the exam, the status will indicate that your exam is still pending. Click the **EXAM** button to schedule and/or take your exam.
6. If you did not pass the exam, you will see your score and the status will indicate that you have failed.

c. Claiming & sharing your digital badge

If you pass the exam, you will receive an email with instructions on how to claim your digital badge and share it via social media.

d. Retaking the exam

To protect the integrity of ISACA's certificate exams, ISACA has implemented the following retake policy:

Individuals have 4 attempts within a rolling twelve-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of 3 more times within 12 months from the date of the first attempt.

- Retake 1 (attempt 2): Customers must wait 30 days from the date of the first attempt
- Retake 2 (attempt 3): Customers must wait 90 days after the date of the second attempt
- Retake 3 (attempt 4): Customers must wait 90 days after the date of the third attempt

See **Section 2c** of this guide for purchasing instructions.

Section 5: Help

a. Technical support

If you are experiencing technical difficulties with your hardware or software, scheduling the exam and/or taking the exam, please contact the customer service representatives at PSI at:

- Inside the U.S. (844) 267-1017
- Outside 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support>

We also recommend using the live chat feature if you experience any issues once you are in the online exam environment, as your proctor can assist you directly.

b. ISACA customer service

For questions regarding exam rules, purchases & refunds, retaking the exam, the certificate & digital badge, this Guide, and general information regarding the Cybersecurity Fundamental Certificate program, please contact ISACA Support at: <http://support.isaca.org>.