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## Reminder About Your Upcoming Salesforce Certification Exam

1 message

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To: 2200032112cseh@gmail.com

Sat, Oct 19, 2024 at 12:32 PM

Hi Gowtham Kumar Ratcha,

Hey, Trailblazer! Sending along a reminder about your upcoming Salesforce Certified AI Associate online proctored exam at **04.00H** (24-hour clock) on Monday, **04 November 2024** and will have 70 minutes to complete your exam.

### Things to Do Before Your Exam...

- Follow the steps outlined below to download and install the Respondus Lockdown Browser:
  - **Step 1:** Ensure you have the ability to download and install software on your machine.
    - ***If you do not have Admin privileges on your device, you will not be able to launch your exam.***
  - **Step 2:** Download Respondus. Links differ by operating system, see below.
  - **Step 3:** Install the downloaded file.
    - **Windows Systems**
      - <https://sforce.co/lockdownWindows>
      - Double click the ZIP file at the bottom of your browser (File size is 81.6 MB)
      - Disable pop-up blockers
    - **Mac Systems**
      - <https://sforce.co/lockdownMac>
      - Double click the ZIP file at the bottom of your browser (File size is 81.6 MB)
      - Disable pop-up blockers
  - **Step 4:** Review the online proctoring guides for your operating system. These guides will provide information to:
    - Confirm that you meet all necessary requirements for online proctoring.
    - Complete the biometric enrollment process to validate your identity.
      - [Windows Operating System](#)
      - [Macintosh Operating System](#)
  - Check out this handy article: [Completing Your Exam Remotely](#)
  - Check to see if your exam requires [the new pre-check process](#) in which you will need to:
    - Validate your identity with a government-issued photo ID, that exactly matches the name on your Webassessor account
    - Show your exam area to a proctor
  - Double check your time zone
    - The time zone for your exam appointment is based on the country in your Webassessor profile.
    - If your country contains multiple time zones, the time zone for your exam appointment is the time zone you selected when the exam was scheduled.

For assistance with online proctoring technical requirements or if you experience issues during your online proctored exam, contact Kryterion Technical Support:

- [Kryterion Technical Support](#)
- Live chat: <http://www.kryteriononline.com/support>

For more details about online-proctored exams and to see if your exam requires a pre-check, view the [Certification Exam Pre-Check Process and Note Taking for Online Proctored Exams](#) Trailhead Help article. Note that this process will require approximately 15 minutes to complete, and will not impact the amount of time given to complete the exam.

### RESCHEDULE AND CANCELLATION POLICY

You can reschedule or cancel your exam through your Webassessor test taker account.

You may reschedule or cancel your online proctored registration without incurring an additional fee with a minimum of 24 hours notice of the scheduled start time of your exam.

If you reschedule or cancel an exam within 24 hours of your scheduled exam start time, you will be charged a \$75 fee.

This can be completed through your test taker account, but a fee will be assessed (instructions below).

If you do not complete the exam at the scheduled time and did not contact the Salesforce Certification team ahead of your exam start date and time, you will be charged the full exam fee.

Instructions on how to reschedule or cancel your exam and additional information about the reschedule and cancellation policy can be found on our website: [Exam Reschedule and Cancellation Policy](#).

### Salesforce Credential Code of Conduct

As a participant in the Salesforce Credentialing program, you're required to accept the terms of the [Salesforce Credential and Certification Program Agreement and Code of Conduct](#). Visit the Salesforce Credential and Certification Program Agreement and Code of Conduct Trailhead Help article to review these policies in detail.

#### Participants in the Salesforce Credentialing Program *should*:

- Use Salesforce-approved study materials [available on Trailhead](#) to prepare for your certification exam, including: certification exam guides, trailmixes/trails, Trailhead Academy courses, and Trailhead LIVE sessions
- Collaborate with other Trailblazers in the [Trailblazer Community](#) by joining a Community group and finding a study buddy and/or mentor
- Review and abide by the guidelines for [online proctored](#) and [in-person](#) certification exams
- [Submit a case](#) with the Credential Security Team if you see **any activity** that undermines credential security

#### Participants in the Salesforce Credentialing Program are *prohibited from*:

- Sharing, using, or requesting certification exam questions and answers, or Superbadge solutions
- Offering, receiving, or asking for help during your certification exam
- Engaging in any behavior that violates the [Salesforce Credential and Certification Program Agreement](#)

#### Consequences for violating the Program Agreement include but are not limited to:

- Cancellation of upcoming certification exams
- Removal or suspension from being able to complete online proctored exams
- Suspension from taking *any* certification exams
- Revocation of Certifications and Superbadges
- Removal from the Salesforce Credentials program and the Trailblazer Community

#### HAVE A QUESTION?

Visit our [Help](#) page.

Good luck Trailblazer, you've got this!

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