

## Certification Process & Exam Policies

### 1. Select the Certification You Want to Achieve

#### Product-Focused Certification

These certifications require you to pass an online certification exam offered at <https://www.citrix.com/training-and-certifications.html>

#### Core Certification (Associate, Professional, Expert)

These certifications require you to pass an exam proctored by PearsonVUE (third party). There are 3 types of proctored certification exams: premium, standard, and beta exams. Premium and standard exams are fee-based exams that give candidates a score upon completion of the exam and pass/fail decisions are provided immediately. Beta exams help us determine the best questions for premium and standard exams. They still count toward certification, but they are free of charge. It takes 8-10 weeks after the close of the Beta period to receive your pass/fail decision. Beta exams are only available to students through an invitation unless otherwise noted.

**IMPORTANT: If you are pursuing a Professional or Expert level certification, you must complete the certification levels that proceed with it.** For example, to achieve an Expert level certification, you must first receive the Associate level certification, and then receive the Professional level certification, before you can receive your Expert level certification.

All Citrix certifications have a term of 3 years, starting when the certification was awarded.

### 2. Prepare for your Certification Exam

**Review and study with the Exam Prep Guide.** Most of our exams have a comprehensive preparation guide, that provides detailed information on the skills and concepts that will be tested in the exam. The prep guide can be found on the exam page.

**Complete required or recommended training, if necessary.** Some certifications require training to be completed. Review your certification requirements to ensure you have met all of them.

### 3. Apply for, and schedule, your Certification Exam (Proctored Exams only)

If you are pursuing a core certification exam (to achieve an Associate, Professional, or Expert level certification), you must fill out an application for that exam through the Citrix Certification Manager portal. To find this application, go to the dedicated exam page on [training.citrix.com](https://training.citrix.com) and click "Go to Exam Application" which will re-route you to the Citrix Certification Manager portal. You must first log in with your Candidate ID to get to the application. If you don't know your Candidate ID, you can click the link at the bottom of the log-in page to recover it. If you have never attempted a Citrix exam, then you don't have a Candidate ID and you must click "Create Candidate Profile" from the log-in page. Once you fill out and submit your application from the Citrix Certification Manager, you will receive an email from PearsonVUE on how to schedule and pay for your proctored exam. Note: pre-paid vouchers can be used at PearsonVUE check-out to cover the cost of the exam.

### 4. Agree to Terms and Understand Candidate Conduct

Terms & Conditions of Citrix's Non-Disclosure Confidentiality Agreement before any Standard or Premium Exam

## Terms of the Citrix Certification Program

- No candidates will participate in any cheating incident, breach of security, misconduct, or any actions that will compromise the integrity or confidentiality of a Citrix examination or otherwise compromise the integrity or confidentiality of Citrix Certification programs. Such behaviors include, but are not limited to, the following.
- Making public the questions, answers, or any of the content of an exam with any person, without prior written approval from Citrix.
- Discussing exam content before or following an examination, without prior written approval from Citrix.
- Obtaining or making a copy of the exam (by any means including reconstruction through memorization), advertising, selling, and/or distributing actual exam content by any means including web postings, discussion forums, chat rooms, study guides, etc.
- Using unauthorized preparation materials (examples include but are not limited to “brain-dump” material, actual exam questions, and other unauthorized published exam content) before or during an exam.
- Removing or attempting to remove exam materials including questions, responses, graphics or notes (in any format), dry-erase boards, or scratch paper from the testing room.
- Providing falsified documentation as a means of false identity or false address when registering or taking an exam including impersonating another candidate or soliciting someone to take an exam on your behalf.
- Using falsified or altered certificates, score reports, or other documents or electronic media to misrepresent certification status.
- Altering or tampering with the testing facility equipment or attempting to use the equipment for any function other than taking a Citrix certification exam.
- Giving, receiving, or obtaining assistance of any kind for any Citrix examination.
- Causing a disturbance or behaving unprofessionally at any testing facility.
- Talking or communicating with other exam-takers while in the testing room.
- Breaching the terms of the Citrix Exam Retake Policy and Candidate Agreements.

## 5. Understand our Exam Re-take Policies

You must wait 24 hours on your first re-take (2nd attempt) an online exam for product-focused certifications, then wait 14 calendar days for any subsequent attempt. If you have a training subscription that includes online certification exam attempts and you have passed an online exam, you must wait 1 year to be able to take it again unless the exam has been updated.

Standard and premium proctored exam re-take policies differ, and that policy will be stated on the Score Report you receive after you take the exam.

## 6. Take the Exam & Receive your Test Results

For online certification exams: You can immediately attempt an online exam from the exam's dedicated page on [training.citrix.com](https://training.citrix.com). You will see the exam's duration on this page as well. After taking the exam, you will immediately receive your score, however, you will not receive a score report or details about which questions you missed. If this is your first attempt at a Citrix exam, a Candidate ID will be automatically created for you and emailed to you within 5 business days. In that email, you will receive instructions on how to link your Candidate ID to your Citrix Certification Manager profile. If you don't link your account, it will be impossible for you to track your certification progress and view your digital certificate.

For proctored certification exams (through PearsonVUE): Once you have applied and scheduled your proctored exam, you will receive further instructions from PearsonVUE on

taking your exam. After taking the exam, you will immediately receive a [Score Report](#) which shows how you performed in certain exam topics or objectives. A Score Report will not explicitly show which questions you missed.

## **In the case that we suspect you have violated certification and/or exam policies:**

### ➤ **Classifying your Score as ‘Indeterminate’**

In our regular monitoring of exam scores, if we find abnormalities in a test performance without a satisfactory explanation, then the score will be classified as ‘indeterminate.’

If the event this happens, the ‘indeterminate’ score classification will not be shared with anyone other than the candidate and the candidate will be notified of the appeal process. The ‘indeterminate’ score will be removed from the candidate’s Certification Manager account within 30 days from notice of the violation, unless otherwise specified.

If a breach of the Citrix Candidate Policy (seen above) contributed to the decision to classify the score as ‘indeterminate,’ then the candidate will be notified of the violation(s) and applicable sanction(s), sent to the address and email address on the candidate’s Certification Manager account. Once the candidate has received written notice of the violation(s) and applicable sanction(s) from Citrix, they will have 30 days to file a written request for an appeal pursuant to the Citrix Candidate Appeals Process. If the candidate is determined to have violated the Citrix Candidate Policy, one or more of the following remedies will apply, depending on the severity of the violation:

- Denial of a Citrix certification for the applicable examination for a maximum period of 12 calendar months from the date of such determination
- Indetermination of scores
- Requirement to retake an examination.
- Ineligibility to register and/or schedule ANY Citrix examination for a minimum of 6 calendar months.
- Any and all other appropriate actions, including legal remedies, that Citrix deems necessary and appropriate to enforce Citrix's Candidate Conduct Policy

## **7. Track your Certification**

You can view the progress and exam scores of your certification from the [Citrix Certification Manager](#). Exam scores are posted here within 4 business days after you attempted the exam. To log in to the Citrix Certification Manager, you must use your Candidate ID (starting with "CTX"). You can recover your Candidate ID and reset your password by clicking the recovery link on this log-in page. For students whose first Citrix exam was taken online (not proctored through PerasonVUE), see Step 6 on this page to find your Candidate ID.

## **8. Show off your Certification**

### **Certificates**

For product-focused certifications or Associate -level certifications, you will be sent a digital PDF certification to the email associated with your Certification Manager account. For Professional- and Expert-level certifications, a printed certification will be mailed to the mailing address associated with your Certification Manager account.

### **Digital Badges**

To share your certification publicly, you can claim your digital badge through our third-party badging provider, Acclaim. When you achieve a certification, you will receive an email from Acclaim with instructions on how to create an account and claim your badge. Once you claim your badge, you can download the badge and/or share it on social media.