



Certification Exam Instructions

Before Beginning the Exam

- Close out of all other applications except for your web browser.
- Please make sure you are using Google Chrome, Mozilla Firefox, or Safari. Microsoft Explorer is not supported.
- Make sure you have a good internet connection.

During the Exam

- You will have 75 minutes to complete the certification exam (45 for the recertification exam). The time will not stop once you start the exam.
- If you must leave the exam before completion, the exam timer will continue and the exam submitted automatically at the 75-minute mark. This is counted as an attempt.
- Please review each question and corresponding answers carefully before submitting your response.
- You should select the best answer of the four options based on the information you have learned during the course. If you have questions or find a question confusing, please use your best judgment to answer the question.
- Your Course Director cannot view the test questions or assist you in any way during the exam period.
- If you are unsure of an answer, you may “flag” the question and return to it later.
- If you wish to change your answer, you may do so, as long as it is within the 75-minute timeframe.
- After you have completed the examination, it is recommended that, time permitting, you review each question carefully to ensure all questions were answered.
- When you have completed your review, submit your exam attempt by clicking “submit attempt.”

After the Exam

- You will receive your exam score immediately upon exam submission.
- You will receive your official results within 48 business hours.
- If you pass the exam, you will be provided with instructions as to how to download a copy of your certificate.
- You are allowed three attempts to take the exam. If you do not pass your first attempt, please contact your Course Director to schedule the next attempt.
- If you do not pass the exam after the third attempt, you will be required to retake the certification course.