Certification Exams

Policies & Procedures Guide

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General Information

EXAM OFFERINGS

What Ping Identity exams are available?

Ping Identity provides the following Professional exams, each corresponding to a Professional certification:

- Ping Identity Certified Professional - PingFederate
- Ping Identity Certified Professional - PingAccess
- Ping Identity Certified Professional - PingDirectory
- Ping Identity Certified Professional - PingOne
- Ping Identity Certified Professional - PingOne DaVinci

These exams will test your knowledge around installation, initial configuration, and other administrator-level tasks that you need to know to be successful working with these products. These exams typically last around 90 minutes, and each consists of around 60 multiple choice questions.

Ping Identity also provides three Advanced System Administrator exams. These correspond to Advanced System Administrator certifications that can be earned by passing both the Advanced System Administrator and Professional exams for the same product. The Advanced System Administrator exams are practical exams that will require candidates to perform administrative tasks.

- Ping Identity Certified Advanced System Administrator - PingFederate
- Ping Identity Certified Advanced System Administrator - PingAccess
- Ping Identity Certified Advanced System Administrator - PingDirectory

These are proctored, high-stakes exams delivered remotely with Pearson OnVue, or in person at a Pearson testing center. For remotely proctored exams, the best environment to consider for taking the exam would be a quiet room with a door where the chance of being disturbed is minimal, such as a small meeting room or office without audio or video capabilities.

How can I prepare for my exam?

The majority of the testing objectives are covered in some instructor-led and on-demand training courses, but a few objectives require working experience with the product and familiarity with parts of the product documentation. For additional details and a complete list of testing objectives, see the essential certifications section on the Ping Training page.

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What are the costs, and how do I pay?

- The Certified Professional exams cost $199 plus any applicable taxes per attempt.

- The Advanced System Administrator exams cost $349 plus any applicable taxes per attempt.

- Payment is collected when you schedule your exam and is paid by credit card.

ACCOMMODATIONS

Within reason, accommodations are possible with sufficient notice. To request disability accommodations for your exam, email trainingreg@pingidentity.com to discuss your request.

EXAM UPDATES

As our products are updated and change over time, our exams will be refreshed on occasion. When we determine sufficient change has been made to the product that an exam relates to, we'll update the exam to reflect those changes, and might require certified individuals take the new exam to keep their certification current.

REGISTRATION

SCHEDULING AND PAYMENT

To schedule an exam:

1. Visit https://www.pingidentity.com.

2. Sign on to the Ping Identity Support Portal.

3. From the support landing page, click **Learn More at the Certification Center** under **Certifications** to access the Certification Center.

   If you have already earned a certification, click on the badge image to access the Certification Center.

4. From the Certification Center, click **Schedule or take my exam** to access the exam scheduling Pearson portal.

   If you are accessing the Certification Center for the first time, you will be prompted to enter your address before you can schedule an exam.

5. From the Pearson Portal, click **View Exams** to view the exam catalog.

6. Select the exam that you want to schedule.

7. Select where you'd like to take your exam, either In person at a test center or Online with OnVue.

8. Click **Next**.

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For exams you sheduled at a test center:

1. If you want to schedule multiple exams on the same day, click **Add another exam to take on the same day**. Otherwise, click **Next**.

2. Review the Policies and click **Agree**.

3. Test centers near the address on your profile will be displayed. You can enter a different address in the search bar to look for test centers in a different area.

4. Select the test centers that you're interested in and click **Next**.

5. You see a calendar with available dates. If you selected multiple test centers, you can change which test center's calendar you're viewing by selecting the test center near the top of the screen.

6. Select a date with available appointments. Note that exams must be scheduled at least 24 hours in advance.

7. Select your appointment start time. The first available appointment will be displayed for the date you selected. You can either click **Book this appointment** to schedule at that time, or click **Explore more times** to view other available appointments that day.

8. Your appointment details will be displayed. Review them, and if no changes need to be made, click **Proceed to Checkout**.

9. Enter your payment information and click **Next**.

10. Review your appointment and payment information, and if no changes need to be made, click **Submit Order**.

RESCHEDULING OR CANCELING AN EXAM

If you need to reschedule or cancel your exam, you can do so by visiting the exam dashboard. Exams must be rescheduled or canceled more than 48 hours in advance of the scheduled time or your exam fee will be forfeited.

SUPPORT

If you have questions or issues when scheduling your exam, contact Pearson Customer Service by clicking the Contact link. For other questions, you can contact trainingreg@pingidentity.com.

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ON EXAM DAY

TAKING AN EXAM AT A TEST CENTER

You can take Ping Identity's exams at Pearson test centers. Locate your test center's website and review any policies specific to that test center.

Exam Day Expecctations

- Arrive at the test center at least 15 minutes before your scheduled appointment to allow time to check in.

- Provide a valid photo ID during the check in process.

- You will not be permitted to bring any electronic devices into the testing room. If you have any devices with you, you will be asked to silence them and store them in a locker.

- After you've been checked in, the proctor will escort you to a test station and launch the exam.

TAKING AN EXAM ONLINE

You can take Ping Identity's exams remotely using Pearson's OnVue software. However, this means that there are some requirements for your testing space that need to be met to take the exam. As a high-stakes certification exam, these requirements are in place to protect your investment in the certification and ensure it retains its value.

Exam Day Expectations

The following checklist will help ensure a smooth exam experience:

System Compatibility

- From the Pearson dashboard, click your scheduled exam under **View or launch an online exam**, then click **Run a system test** to perform a system compatibility check.

This step is critical! *No accommodations can be made if technical difficulties arise during the exam that are outside the control of Ping Identity or PearsonVue.*

Technical Requiremens

- You must use a desktop or laptop computer. Tablets and smartphones are not supported for exam delivery.

- Ensure that you have stable access to the Internet.

- You must have the most recent version of the Pearson OnVue software installed. Installation instructions will be provided during the check in process. You can find the system requirements here.

- Your system must have a microphone and webcam available. The built-in webcam on a laptop is acceptable.

- You must take four photos of your testing space during check-in. We recommend using a mobile device.

- You can only use one monitor.

Physical Requiremens

- You must take the exam in a private room with a clear desk.

- You cannot use any devices capable of recording audio or video during the exam. This includes (but isn't limited to) phones, smartwatches, and tablets. Your phone should be silenced and placed out of reach during the exam. All other devices should be removed from the room.

Photo ID

- You must have a valid government-issued photo ID (military IDs cannot be used).

Exam Rules

To protect the integrity and value of the exam, we have a few rules that must be followed during the exam delivery:

- Water in a clear, unlabeled container is permitted.

During the exam, you may not:

- Use electronic devices.

- Eat.

- Take written notes or otherwise attempt to capture or record exam content.

- Use any resources outside the exam (including, but not limited to, product documentation, installations of the products, or any study materials in either physical or electronic formats).

- Have anything on your desk, including papers, staplers, photos, etc.

- Talk out loud, cover your mouth, repeat or mouth words or questions, or look away from your computer for extended periods of time.

- Take breaks for any reason.

- Use keyboard shortcuts that exit the exam window.

- Reload or refresh the browser page at any time.

Exam Rule Violations: These exam rules are in place to uphold the credibility of Ping Identity certifications. Please note that all violations of exam rules are reported to Ping Identity, and any continued or repeated violations result in the termination of exams and forfeiture of exam fees.

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STARTING YOUR EXAM

To launch your exam:

1. Visit https://www.pingidentity.com.

2. Sign on to the Ping Identity Support Portal.

3. Under **Certifications** on the support landing page, click **Learn More at the Certification Center**.

4. From the Certification Center, click **Schedule or take my exam** to access the Pearson portal.

5. When you're ready to take your scheduled exam, click your scheduled exam under **View or Launch Exams**.

6. Follow the on-screen prompts to complete the check-in process (you can start the check-in process up to 30 minutes in advance of your scheduled time).

SUPPORT AND QUESTIONS

If you have questions during the exam about the exam interface, the proctor can assist you using the Live Chat feature. The proctor has no knowledge about the exam itself and cannot provide any assistance with the content.

EXAM INTERFACE

As you navigate through the exams, read all instructions and answer all questions based on the information in the question and your knowledge of the products. Exam questions have been created to not have "trick" answers or to try to test your knowledge of edge cases.

The navigation menu at the bottom of the page includes the following controls:

Previous/Navigator/Next: Used to navigate items in the exam. Clicking **Navigator** brings up a list of all questions. The Previous and Next buttons navigate to the previous and next question, respectively.

Additionally, there's a toolbar at the top of the page:

Comment: If you have feedback about the item, use this tool. Ping Identity reviews all comments, but we might not contact you unless we have further questions about your feedback.

Highlight/Strikethrough: These tools allow you to highlight or strikethrough text in the item.

Clock: This shows the time remaining in the exam. You may click the clock if you don't want to know how much time is left, but doing so won't pause the clock. If it isn't shown, you can click it to turn the clock back on again.

Flag for Review: This tool lets you flag an item that you want to return to for further review.

Color Scheme: This tool lets you select from 11 different high-contrast color schemes. This will render the test driver interface and most text-based items in the selected color scheme.

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After the Exam

EXAM RESULTS

What wil my exam results include?

Ping Identity exams are scored on a pass/fail basis, so your exam score report only indicates if you passed or failed the exam.

When will I recieve my official exam results?

Exam results are transferred into the Certification Center on a daily basis, and your official exam results will be updated in the system typically within 48 hours.

Will I receive a certificate or badge if I pass?

If you've met all of the requirements for the certification, then you'll receive both a badge and a printable certificate. The badge will be issued by Credly. When you earn a certification, you will receive an email from Credly with instructions to accept your badge. The certificate will be available through the Certification Center.

For the Ping Identity Certified Professional certifications, the only requirement is the single exam per product. For the Ping Identity Advanced System Administrator certifications, both the Professional level and Advanced System Administrator exams for the same product are required.

What is the exam retake policy?

If you don't succeed at passing the exam, you can attempt the exam up to three times. There's a mandatory waiting period between exam retakes, shown in the following table.

Attempt	Waiting Period Until Next Re-Take
1st	7 Days
2nd	14 Days
3rd	Contact **trainingreg@pingidentity.com** to discuss additional retakes.

Until the waiting period has passed, you won't be able to schedule your next attempt.

If you've passed an exam, you're not eligible to retake it unless there's a new version of it available.

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How do I challenge an exam item?

Ping Identity's exams have been developed to the highest and most rigorous standards for certification exams, involving subject matter experts for both the creation and review of all items.

We welcome any feedback that you have about the exam and on your experience taking the exam. If you want to contest your exam score or a specific exam item, you can submit your request in writing to trainingreg@pingidentity.com. In your request, please include the following information:

- Your name
- The date and time of your exam
- The specific exam item(s) you wish to contest
- The specific grounds for your challenge to the items

You can also use in-exam comments to provide the basis of your challenge during the exam, but you must still contact trainingreg@pingidentity.com to let us know that you want to challenge the items in question or your result.

MAINTAINING YOUR CERTIFICATION

How do I maintain my certification?

Ping Identity certifications are typically valid for 1 to 5 years from the date earned. Ping Identity reserves the right to extend or shorten the validity period based on product or exam versioning. We'll notify you if changes are made through the email address that you've provided.

Maintaining your certification status will generally involve taking a newer version of the exam when it's available.