

ServiceNow Certification Program FAQ

（日本語資格試験用補足情報付き）

Updated October 1st, 2020

日本語で試験のお申し込み手続きについては以下の URL もご参照ください。

<https://www.servicenow.co.jp/services/training-and-certification/training-japan-register.html>

https://community.servicenow.com/community?id=community_forum&sys_id=30f6296edb095f44032a7a9e0f9619c9

Table of Contents

Overview	5
What are the major changes to the certification program in the past two years?	5
What is Now Learning:.....	5
Where do I find more information on Now Learning?.....	6
How do I register my Webassessor email in Now Learning and enable my certifications to appear?	6
Registering for Certifications.....	6
Where do I register for a Mainline exam?	6
Where do I register for a Micro exam?.....	6
How do I register for a specific Mainline exam?	6
Is training required in order to attempt a certification?	7
Is it possible to pay directly for an exam instead of acquiring a voucher through a training class?	7
What is the voucher process and when are Mainline Certification vouchers distributed?	7
When does a voucher obtained from training expire?.....	7
What if I need to reschedule my Mainline exam?	7
What happens if I miss my first attempt at an exam completely? How can I obtain a new voucher code?	8
What happens if I accidentally sign up for an online proctored Mainline exam instead of an onsite proctored Mainline exam? Can I cancel my exam and use my voucher code again?	8
To pass a specific certification, am I required to have knowledge across that entire learning path?	8
What certifications are available and which class provides the voucher for a given certification?	8
Mainline Certification Learning Path.....	9
Micro Certification Learning Path	10
Assessment Simulator Micro Certification Learning Path	11
If I took a class that later adds a certification, do I have to re-take the class?	11
If I took a class from a third-party (and not an official ServiceNow course) or through a ServiceNow self-paced eLearning offering, will I still get a voucher?.....	11
How do I know which release my exam will be based on?	11
Mainline Exams and Delta Exams.....	11
Do certifications expire? What are Delta exams?	11
How often will ServiceNow update each certification?	11
When are the new Mainline versions and Delta exams released? What is the exam blackout period?	11
How do I know if I need to take a Delta exam?	12
How do I take a Delta exam?.....	12
What is the Certification Maintenance Fee?	12
Who needs to pay the Certification Maintenance Fee?	12

What happens if I don't pay the Certification Maintenance Fee?	13
How do I pay for the Certification Maintenance Fee?	13
What if I fail my initial attempt at a Mainline exam?	13
What if I fail and need to retake a Delta exam?	13
I have failed an exam. Can I get more detail about what I missed?	13
Will ServiceNow remind me when my certification is about to expire?	14
What happens when my certification expires?	14
Micro Certifications	14
What are Micro Certifications and how can I register for them?	14
What if I fail and need to retake a Micro Certification exam?	14
Suite Certifications (for Professional/Enterprise Product Bundles)	14
What are Suite Certifications and how can I register for them?	14
What Suite Certifications are available and what are their requirements?	15
What if new requirements are added to the Suite Certification?	15
Webassessor Account Management and Navigation	16
Webassessor Home Page	16
Are my login and my email address the same thing? How can I change them?	16
How can I get a copy of a receipt for my expenses?	16
I forgot my Webassessor password and tried to reset it, but I never received the password reset email. What should I do?	17
I need a copy of my certificate for a particular certification. How can I get one?	17
My account is locked after I attempted too many incorrect passwords. How can I get it unlocked?	17
I am not seeing the certification statuses or transcripts that I expected. What should I do?	18
Testing Centers & Online Proctoring	18
There are no testing centers near me. What do I do?	18
Can I take an online-proctored exam with my internal webcam?	18
I had a problem during an online-proctored exam. Who do I contact?	18
How do I ensure for any special accommodations when taking an exam?	18
Certification Verification Portal	19
What is the Certification Verification Portal?	19
What information is shared via the Certification Verification Portal?	19
How do I opt in or opt out of the Certification Verification Portal?	19
Partner Certifications & the Partner Program	19
I have a question about Mapping Certifications in the Partner Portal:	19
Where can I find more information about the way points are allocated based on certifications?	19

What is the timeline for releasing future certification offerings? 19

What is the status of the old technical accreditation program? 19

What is the status of older certifications? 20

Overview

The quality of our implementation teams is critical to customer success. To ensure that our certified professionals are up to date on the best that ServiceNow has to offer, we require that those experts attend training and achieve the appropriate certifications.

This document covers some frequently asked questions regarding our certification program. If you have additional questions or would like additional information, please visit [ServiceNow Training & Certification](#)

What are the major changes to the certification program in the past two years?

- As of July 1st, 2018, certification exams cannot be purchased directly. Attending training is now required and the course preceding the exam in the learning path will provide the student with a free voucher for the exam.
- As of September 5th, 2018, certifications will expire if participants fail to pass the lightweight Delta exam for each semi-annual release within 90 days.
- The London release in September also added Micro Certifications and Suite Certifications
- With NY release on September 4th, we are excited to launch two new integrated experiences to give users a way to build and show their ServiceNow expertise.
 1. First, **Now Learning** is ServiceNow's new learning and recognition portal that will give participants access to the full range of training content, certification and badges, and hands-on practice we offer.
 2. Second, **Now Creators** provides guidance on what a person should do to continuously upgrade their knowledge and skills, bringing together the types of engagement you see on Now Community, Now Learning, and the Customer Success Center. Now Creators enables a ServiceNow Profile that lets a person share their unique skill set and ServiceNow Journey with others.
- As of July 10th, upon completing an On-Demand course on Now Learning that is associated with a certification path, users will be prompted to purchase the associated exam voucher code. After purchase, an email with the voucher code will be sent to the user's Now Learning account email address. It will also be available to the user in their Now Learning dashboard under the "My Vouchers" tab.
 - Certified Implementation Specialist Certifications: \$450 USD
 - Non-Implementation Specialist Certifications (CSA, CAD, CAS-PA): \$300 USD
- With the Paris release, we are adding three new certification exam language options: [Korean](#), [French](#) and [German](#)

What is Now Learning:

Now Learning is our new learning and recognition portal. Participants can access, track, and be recognized for completion of self-paced and in-person ServiceNow training, earn certifications and badges, and use our award-winning Simulators to get some hands-on practice with ServiceNow. Training courses are role based and presented in a specific sequence, so participants have a predefined path and guided experience to deepen their expertise. You can access Now Learning here: <http://nowlearning.servicenow.com/>

Now Learning allows participants to:

- Gain Skills through online training courses, live and virtual led courses, and hands-on labs.

- Get Certified through role-based, predetermines training paths tailored for beginners to masters of the platform.
- Be Recognized by earning training badges and developing a Now Creators profile.

Where do I find more information on Now Learning?

Click on the link to access the [Now Learning User Guide](#). The guide will help you get started on your Now Learning journey and guide you through basic navigation. You can also review the [Now Learning FAQ](#).

How do I register my Webassessor email in Now Learning and enable my certifications to appear?

1. Log in to our newly launched [Now Learning](#) training platform
2. Click the circle in the upper-right with your initials (or photo) next to the bell icon. From there, you can update/view/link your Webassessor email address. Please remember to check your email to verify once you have entered it. It can take up to 24 hours for you to see your certifications in Now Learning.

Note: If you need to change or merge your Webassessor emails, please do this first by emailing certification@servicenow.com

Registering for Certifications

Where do I register for a Mainline exam?

In order to register for a Mainline exam, you will need to create a profile on the ServiceNow Webassessor site, located here: <https://www.webassessor.com/servicenow> (英語試験の場合)、<https://www.webassessor.com/servicenowapi> (日本語試験の場合). Webassessor is our certification management tool that will help you register for exam, track certification statuses, and take proctored exams online. We recommend creating a profile based on a personal email address that will not change as you continue through your career.

Where do I register for a Micro exam?

In order to register for a Micro exam, you will need to create a profile on the ServiceNow Now Learning site, located here: <https://nowlearning.service-now.com>. See above for additional information on Now Learning.

How do I register for a specific Mainline exam?

Follow the below steps to register for a Mainline Exam in Webassessor

1. Once you log into Webassessor, navigate to the **REGISTER FOR AN EXAM** tab.
2. Select **Mainline Exams Including Retakes**
3. Click the **+** next to the exam you wish to complete.
4. Click **Buy Now** next to Onsite Proctored or Online proctored (depending on the delivery you wish you to complete)
 - **Onsite Proctored** exam: completed at a Testing Center part of the Kryterion Testing Network
 - Choose an available testing center (filter based on your location)
 - Select date and start time
 - If this is your first attempt for the exam, apply the **voucher code** you would have received from completing training to waive the exam fee upon checkout
 - **Online Proctored** exam: exam completed online. Be sure you meet Kryterion's online proctoring requirements should you choose this option:
https://kryterion.force.com/support/s/topic/0TO1W00000015h3WAC/online-proctoring?language=en_US
 - Select time zone, date, and start time
 - If this is your first attempt for the exam, apply the **voucher code** you would have received from completing training to waive the exam fee upon checkout

Note: Exam start time will be stated in the 24-hour clock form on all confirmation and reminder communication

Is training required in order to attempt a certification?

As of July 1st, 2018, it is no longer possible to register for a first attempt at a certification without first completing the required training path. In the instances where there are multiple courses in the training path, all of the material from the path is considered to be a source for the exam. At the end of a Mainline path, the student will receive an opportunity to purchase a voucher code for a first exam registration attempt.

Is it possible to pay directly for an exam instead of acquiring a voucher through a training class?

No. As mentioned above, starting July 1st, 2018, training is now required as part of the certification exercise, so it is no longer possible to directly pay for an initial attempt at a certification exam. Instead, you must register on the Webassessor site by completing the associated training course(s) of the certification you want to obtain. Please see page 8 of the FAQ for the breakdown of our Certification paths.

What is the voucher process and when are Mainline Certification vouchers distributed?

Voucher codes for Mainline Certifications are available for purchase at the end of a specific training path and are nontransferable. To see which training course makes a user eligible to purchase an exam specific voucher, please refer to page 8 below. Vouchers are only good for the first registration of the ServiceNow Mainline certification exam associated to this training course. Voucher codes cannot be used for any additional attempts. Voucher codes are not distributed for Micro exams.

Test takers who complete a voucher issuing training course will be given an opportunity at the end of their training course to purchase a nontransferable voucher code. These vouchers will populate in the 'My Vouchers' tab in the testers Now Learning dashboard. In addition, an email will be sent to the testers Now Learning email address.

Starting on July 10th, upon completing an on-demand course in Now Learning that is associated with a certification path, users will be prompted to purchase the associated exam voucher code. After purchase, an email with the voucher code is sent to the user's Now Learning account email address. The voucher code will also be available to the user in their Now Learning dashboard under the "My Vouchers" tab.

- Certified Implementation Specialist Certifications: \$450 USD
- Non-Implementation Specialist Certifications (CSA, CAD, CAS-PA): \$300 USD

If the user decides not to purchase at that time, they can do so up to a year from the date of the course completion date from the "My Vouchers" tab in their Now Learning account.

Note: The user will have (1) year to complete the associated exam from the date of course completion, regardless of when a user opts-in to purchase their voucher code.

Exam vouchers will continue to be bundled in live training courses, for both virtual and in-person.

Partner Discounts will continue to be honored with this change.

When does a voucher obtained from training expire?

Vouchers for Mainline exams are valid for approximately one year, although we very much recommend that you attempt the certification exam sooner, while the material is fresh in your memory.

What if I need to reschedule my Mainline exam?

It is the responsibility of the test taker to reschedule a certification if deemed necessary through the My Assessments tab in Webassessor. The situations below state our policy for rescheduling an exam.

- **No Shows and Cancellations:** A candidate may reschedule their exam if it is more than 72 hours in advance. If it is less than 72 hours prior to the scheduled start time, the candidate must either take the exam, or forfeit their registration fee. A seating fee and a client fee (if applicable) will be assessed as per contractual agreement.
- **Rescheduling Options for Exams.** Because exams are administered over several days, candidates will continue to have the option to reschedule their test appointment without penalty within the same testing window provided the request is made 72 hours prior to their scheduled appointment, and there is a seat available in which to take the exam. Candidates can reschedule an exam through Webassessor by selecting the 'details' of an upcoming exam and then selecting the 'reschedule' option.
- **Emergency Situations.** Unforeseen emergencies (death in the family, family or health emergency) may occur that directly influence a candidate's ability to take an exam on the appointment day. We will consider these situations on a case-by-case basis. Please contact certification@servicenow.com and provide complete information about the emergency, appropriate documentation, contact information, which exam was scheduled and the appointment time, and when you can reschedule.

What happens if I miss my first attempt at an exam completely? How can I obtain a new voucher code?

Please contact certification@servicenow.com stating that you have missed your exam and are in need of a new voucher code. To ensure that your request is processed as quickly as possible, please write in the subject line "Missed Exam – Need a New Voucher". You will be sent instructions on how you can register for your first attempt at an exam again for payment. Note: if you miss your second, third or fourth attempt, you will pay the exam fee within Webassessor to reschedule your exam.

What happens if I accidentally sign up for an online proctored Mainline exam instead of an onsite proctored Mainline exam? Can I cancel my exam and use my voucher code again?

To change the delivery mode of a scheduled exam, the candidate needs to cancel the scheduled online (or onsite) proctored exam and use the original issued voucher code to register for the same exam delivered as onsite (or online) proctored. If you attempt to reschedule your exam within 72 hours of your exam, you will be asked to pay a rescheduling fee as agreed upon by contract as stated above.

To pass a specific certification, am I required to have knowledge across that entire learning path?

Yes. The certification exam will cover all topics and functionality instrumental to that certification. All formal certifications have an exam blueprint that describes the exam and its coverage in further detail. Candidates are highly encouraged to study these blueprints as they prepare for attempting certifications.

What certifications are available and which class provides the voucher for a given certification?

Please see the accompanying diagrams on page 9-11 to learn about each of the pre-requisite training courses for our certification paths. Remember, the full learning path is a requirement and once the student completes the full learning path, they will be eligible for the associated Certification.

Mainline Certification Learning Path

as of 9/29/20 – subject to change



Certification voucher eligible



Self-paced or on demand training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES		CERTIFICATIONS
IT	ITSM Fundamentals	ITSM Implementation	CIS – IT Service Management
	Service Mapping Fundamentals	Service Mapping Implementation	CIS – Service Mapping
	Discovery Fundamentals		CIS – Discovery
	Event Management Fundamentals		CIS – Event Management
	Cloud Provisioning and Governance Fundamentals	Cloud Provisioning and Governance Advanced	CIS – Cloud Provisioning and Governance
	Project Portfolio Management Fundamentals	Project Portfolio Management Implementation	CIS – Project Portfolio Management
	Application Portfolio Management Fundamentals	Application Portfolio Management Implementation	CIS – Application Portfolio Management
	Software Asset Management (SAM) Professional Fundamentals		CIS – Software Asset Management
SECURITY	Security Operations Fundamentals	Vulnerability Response Implementation	CIS – Vulnerability Response
	Vendor Risk Management Fundamentals	Vendor Risk Management Implementation	CIS – Vendor Risk Management
	Security Operations Fundamentals	Security Incident Response Implementation	CIS – Security Incident Response
	GRC Fundamentals	Risk and Compliance Implementation	CIS – Risk and Compliance
CS	Customer Service Management Fundamentals	Customer Service Management Implementation	CIS – Customer Service Management
	Field Service Management Fundamentals	Field Service Management Implementation	CIS – Field Service Management
HR	HR Fundamentals	HR Implementation	CIS – Human Resources
PLATFORM APPLICATION DEVELOPMENT	ServiceNow Fundamentals		Certified System Administrator
	Scripting in ServiceNow Fundamentals	Automated Test Framework	Certified Application Developer
	ServiceNow Performance Fundamentals	Performance Analytics Fundamentals	CAS – Performance Analytics

Micro Certification Learning Path


as of 9/22/20 – subject to change

 Self-paced or on demand training available



Assessment Simulator Micro Certification Learning Path

as of 9/22/20 – subject to change

 eLearning training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES	CERTIFICATIONS
IT	Configuration Management Database (CMDB) Fundamentals 	MC – Configure the CMDB
	Configuration Management Database (CMDB) Fundamentals 	MC – CMDB Health
	Virtual Agent Fundamentals / Implementation and Natural Language 	MC – Virtual Agent

If I took a class that later adds a certification, do I have to re-take the class?

As new certifications are added to learning paths, classes that previously did not provide vouchers will start to include them. When this happens, ServiceNow will offer limited-time vouchers for students who have previously taken the course going back only as far back as makes sense for students being prepared to take the exam (usually about one year).

If I took a class from a third-party (and not an official ServiceNow course) or through a ServiceNow self-paced eLearning offering, will I still get a voucher?

Certification vouchers are bundled with official ServiceNow training courses. Authorized Training Partners that host these training courses will include a voucher as part of their courses. Where ServiceNow offers an equivalent eLearning offering, a voucher will be issued to the student.

How do I know which release my exam will be based on?

The version of the exam offered will always match the current product release. Note that if you take a course on one release but wait to take the exam on the next release, you will need to review the product release notes to make sure you are prepared for any new content that might be on the exam. ServiceNow only provides you with your purchased course materials and does not provide new release course materials.

Mainline Exams and Delta Exams

Do certifications expire? What are Delta exams?

Yes. Since ServiceNow is an ever-evolving cloud-based product, certified individuals will be required to make sure they stay current with the latest and greatest features and functionality in a timely manner. Starting with the London release, each certification will require a short (10 questions or less), non-proctored Delta exam. The Delta exams will be released no more than 15 days after the general availability date for the product release. Participants in the program will then have 90 days from the release of the Delta exam to successfully pass it in order to keep their credential current and active. If you fail to pass this Delta exam in 90 days, your certification will expire. Delta exams can be taken in the Now Learning portal here: <http://nowlearning.servicenow.com/> (英語資格)、<https://www.webassessor.com/servicenowapi> (日本語資格)

How often will ServiceNow update each certification?

Each certification exam will be updated for each product release. Those who were already certified will only need to take the Delta exam to maintain their certification.

When are the new Mainline versions and Delta exams released? What is the exam blackout period?

The new versions of the exams as well as the Delta exams will be ready after 15 days of the general availability date for the product release. The exam blackout period is from the launch date of the product

release to 15 days after the product release. During this time, our team is hard at work making the transition from the old versions of the exams to the updated versions and new Delta exams. It is not possible to register for a Mainline exam during the blackout period. See the diagram below for details.

How do I know if I need to take a Delta exam?

The easiest way to check is to look at your profile on the ServiceNow Webassessor site under the My Certifications tab. There are status fields there for each of the certification exams with one of the following values:

- **Current:** Your certification status is up-to-date with the current release.
- **At Risk:** You are currently certified, but still need to pass the Delta exam for this release or your certification will expire.
- **Expired:** Your certification is no longer valid. You must re-take the full exam to regain your certification. You are not eligible to take the Delta exam.
- **Never Attained:** You have never passed the Delta exam for this certification.
- **Note:** You do not need to take the Delta exam for the same release during which you passed your main exam.
 - Example A: If you passed your Mainline exam during the Paris release (after October 1, 2020), you do not need to take the Paris Delta exam as you are already current.
 - Example B: If you passed your Mainline exam in the Orlando release or earlier (before October 1, 2020), you are required to complete the Paris Delta exam(s) beginning October 1, 2020.

How do I take a Delta exam?

If you are already certified, you will be able to register for the Delta exams 15 days after the general availability date for the product release via Now Learning. Since the Delta exams are not proctored, you can choose to take the exam whenever and wherever is convenient for you. All of the questions are sourced from the release notes. Once the exam starts, you will have 30 minutes to complete it. Delta exams will only be available for 90 days once they are released. If not passed in that timeframe then the certification will expire.

What is the Certification Maintenance Fee?

Starting with the Paris release, ServiceNow will launch the Certification Maintenance Fee. This annual fee allows us to provide additional on-demand courses for free providing a lower entry cost to training and certification, and access to all maintenance delta exams, including retakes. This provides a cost and time savings compared to other certifications in cloud computing organizations. Many other organizations will make students certify every one or two years, requiring them to pay for and take the full exam again.

- Certification Maintenance Fee: \$200 USD**

** Tax is applicable based on the user's country.

Who needs to pay the Certification Maintenance Fee?

Users that have held a mainline certification for two or more delta release windows will be charged a single fee in order to maintain their certifications, regardless of how many certifications one possesses.

Users will be required to pay the Fall 2020 Certification Maintenance Fee if they acquired their first mainline certification prior to the New York release (September 4th, 2019).

Users that attained their first mainline certification during or after the New York release will have not pay the maintenance fee until next Fall.

Example: If you pay the \$200 maintenance fee during the Paris release, you will not have to pay the \$200 maintenance fee for Quebec, but you will pay the \$200 maintenance fee for Rome.

What happens if I don't pay the Certification Maintenance Fee?

If you do not pay this fee, you will not have access to your delta exam(s). Should you not pay this fee and complete your delta exam by the end of the delta window, your certification(s) will expire.

How do I pay for the Certification Maintenance Fee?

<資格情報の同期とお支払いまでの流れ>

「資格メンテナンス費用についての重要なご案内(2020/10/1)」

https://community.servicenow.com/community?id=community_blog&sys_id=e2b708d2dbeb10507d3e02d5ca96194d

<基本的な画面操作>

1. Log in to the [Now Learning](#) training platform.
2. Upon first login, you will see a "Now Learning Certification Maintenance" message. Please read through the message and click "You can pay now." Should you wish you pay later, you can access this link in your "My Certifications" tab.
3. Enter your billing information and proceed to the next screen.
4. Enter your credit card information and submit the payment. After payment has been submitted, you will receive a receipt to your Now Learning account email address.
5. Your Certification Maintenance Payment Status will change from "Payment Pending" to "Paid" after the order is confirmed. Please note this can take a few minutes.

Credit card is the accepted form of payment at this time. We are not able to process purchase orders or learning credits for Certification Maintenance Fees this year.

What if I fail my initial attempt at a Mainline exam?

Don't get discouraged! Sometimes it takes a couple of attempts. If you do not pass your first attempt, you can directly pay \$100 USD for a retake attempt through the Webassessor site for up to three more attempts. If you fail your fourth attempt, you will need to retake the training course to help you prepare and purchase another voucher. There will be a 3-day waiting period after the first attempt and a 14-day waiting period after the second and third attempts to ensure you have the proper time to prepare.

French and German region retake prices will be in paid Euros. Korean retakes prices will be paid in USD, as Webassessor does not support the Korean Won (KRW).

What if I fail and need to retake a Delta exam?

You are allowed up to three retakes for a Delta exam. Failing a Delta exam four times will require you to re-complete the required paired training content. There will be a 24-hour waiting period after each failed attempt to ensure you have the proper time to prepare.

Don't wait until the last minute to take your Delta exams!

I have failed an exam. Can I get more detail about what I missed?

No. The only feedback that ServiceNow provides on our certification exams is either pass or fail status. ServiceNow does not supply specific feedback based on individual questions or topic areas

Will ServiceNow remind me when my certification is about to expire?

Of course. ServiceNow wants you to remain certified. Notifications will be sent to those currently certified when the Delta exams are released. Reminders will be sent to those who have yet to pass their Delta exams in intervals leading up to the 90-day deadline. All of these notifications will be sent using the email addresses currently on file via Webassessor, so please make sure you update your test taker profile if your email has changed.

What happens when my certification expires?

Once your certification expires, you will need to retake the full, proctored exam for the certification. You can register for the exam for a \$300 - \$450 fee via the Webassessor site. You will not be able to re-acquire your certification by just taking the Delta exam. Don't let your certifications expire!

Once you reinstate your certification(s), you will be re-enrolled into the Certification Maintenance Fee in the first Fall after completing two full delta maintenance windows.

Micro Certifications

What are Micro Certifications and how can I register for them?

These are smaller certifications than Mainline Certifications that are targeted for specialty products or topics within ServiceNow. Micro Certifications do not cover a subject area as broad as Mainline Certifications. Unlike Mainline Certification exams, these are non-proctored exams that do not require visiting a testing center.

Like the Mainline Certifications, there is always paired training content that must be completed before attempting a Micro Certification exam. Often, but not always, these are available as shorter, eLearning modules. There are some Micro Certifications that are paired with only instructor-led content. Be sure to consult the diagram found earlier in this document to find out which training courses are paired with which Micro Certifications.

Register and complete Micro Certifications in Now Learning here: <https://nowlearning.service-now.com>.

What if I fail and need to retake a Micro Certification exam?

You are allowed up to three retakes for a Micro Certification. Failing a Micro Certification exam four times will require you to re-complete the required paired training content. There will be a 24-hour waiting period after each failed attempt to ensure you have the proper time to prepare.

Suite Certifications (for Professional/Enterprise Product Bundles)

What are Suite Certifications and how can I register for them?

These are aggregated certifications that align to product packages and are automatically granted when the required certification set is completed. For example, the ITSM Professional Certification has four requirements:

- CIS ITSM Mainline Certification
- Predictive Intelligence Micro Certification
- Virtual Agent Micro Certification
- Performance Analytics Micro Certification



Once you have passed all of the required exams, you will automatically have attained the ITSM Professional Certification and should receive a certificate within 24 hours. Make sure that you keep current with any Delta exams required for Mainline Certifications in order to keep your suite certification. Micro Certifications do not expire.

What Suite Certifications are available and what are their requirements?

The following suite certifications are available.

- ITSM Professional Suite Certification requires:
 - CIS ITSM Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Performance Analytics Micro Certification
- CSM Professional Suite Certification requires:
 - CIS CSM Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Performance Analytics Micro Certification
- HR Professional Suite Certification requires:
 - CIS HR Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
- HR Enterprise Suite Certification requires:
 - CIS HR Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Lifecycle Events Micro Certification

What if new requirements are added to the suite certification?

If, during a future release, we add requirements to a suite certification, we will allow a grace period of 90 days in order for you to meet these requirements. If you have not met the requirements at that time, your suite certification will expire. You can regain your suite certification by meeting all of the new requirements.

Webassessor Account Management and Navigation

Webassessor (by Kryterion) is a secure, online testing tool used by ServiceNow to administer Mainline certifications. Webassessor can be accessed here:

<https://www.webassessor.com/servicenow> (英語試験の場合)

<https://www.webassessor.com/servicenowapi> (日本語試験の場合).

It is vital you maintain one Webassessor account as you continue through your career.

Webassessor Home Page

Once logged into Webassessor, Participants can view relevant and important ServiceNow announcements on the home page. See image and table below:

- **My Certifications:** View the status of your Mainline ServiceNow certifications
- **Receipts:** Issue a receipt to your primary Webassessor email for a scheduled or completed exam
- **Register for an Exam:** Register for a ServiceNow Mainline exam
- **My Assessments:** View scheduled, in-progress and completed exams
- **Home:** Return to the main ServiceNow announcements homepage
- **Edit Profile:** Edit your primary email address and additional personal information

[shopping cart](#) | [Edit Profile](#) | [change password](#) | [help](#) | [log out](#)

Welcome,



	MY CERTIFICATIONS	RECEIPTS	REGISTER FOR AN EXAM	MY ASSESSMENTS	HOME
--	-------------------	----------	----------------------	----------------	------

You last logged in 17 January 2020 at 11:54AM MST.

The ServiceNow Certification Program has a full FAQ document, which you can find here:

[ServiceNow Certification Program FAQ](#)

Now Learning is our new learning and recognition portal. Participants can access, track, and be recognized for completion of self-paced and in-person ServiceNow training, earn certifications and badges, and use our award-winning Simulators to get some hands-on practice with ServiceNow. Training courses are role based and presented in a specific sequence, so participants have a predefined path and guided experience to deepen their expertise.

As of September 2019, Now Learning is where all Micro and Delta examinations will be delivered. To create your Now Learning account and link your Webassessor profile, please visit [Now Learning](#)

1. Do certifications expire?

Yes. We have a Delta maintenance program where certified individuals must take a short (~10 questions), non-proctored exam for each release. Delta exams will be available 15 days after the GA release date and must be passed within 90 days, or the certification will expire.

2. How do I register for an exam for the first time?

For a mainline exam, ServiceNow requires that you attend training as part of the certification process. When you complete the full pre-requisite training path, you will receive a voucher for exam registration. Retake and Program Re-entry exams will allow credit card payment through Webassessor. Micro and Delta exams are launched through the Now Learning platform and the appropriate training paths, and do not currently require a payment.

3. There are no testing centers with availability near me. Can I take an exam with online proctoring?

Yes. Please see the [Kryterion OLP Support guide](#). Note that you will need an external webcam to enable the proctor to see the entire testing environment.

4. I am having a technical issue with my online proctored exam. Where do I go for support?

Please reach out to [Kryterion's Online Proctor Support team](#) or at 1-877-313-2008 (U.S.) or +001-602-659-4679 (International) directly.

Reschedules, Cancellations, and Missed Exams

You may reschedule or cancel your exam in the Webassessor system at any time without cost or penalty up until 72 hours of your appointment time. Once you are within 72 hours of your appointment time you are still able to reschedule or cancel your exam in Webassessor, but you will incur a fee up to \$150 USD. If you miss your exam entirely you will incur a flat \$150 fee to sit for the exam again. Kryterion staffs proctored resources according to your registration, so

Are my login and my email address the same thing? How can I change them?

Although often set to the same values, there are separate fields for your Login ID and your Email Address in Webassessor. When we need to contact you, we'll be sending important information to the email listed in your email address field, so do your best to keep it up to date. We recommend that you associate these fields with personal email accounts rather than your work email accounts so that you can continue to access Webassessor after you change jobs.

You may update your email address at any time via your Webassessor profile, but you can only change your Login ID, First Name, or Last Name by contacting us at certification@servicenow.com. Please do not create a new account.

How can I get a copy of a receipt for my expenses?

After you log in to Webassessor, you will find a Receipts button just above and to the right of the area that shows your scheduled exams. This is below all of the important notices listed at the top.

For more information:
[The ServiceNow Training and Certification website](#)
[The ServiceNow Training and Certification Guide PDF](#)

IMPORTANT NOTICE!
 If you have registered for an Online Proctored exam and configured your system to test before September 30, 2014, you must install the new level of Sentinel and redo your Biometric profile. If you have configured your system after September 30th, the upgrade will automatically be in effect.

ServiceNow is pleased to offer you two options for taking your certification exam:

- Onsite (at a Kryterion Testing Center)
- Online (at your home or work, proctored via Webcam by Kryterion)


Please select "REGISTER FOR AN EXAM" in the upper right corner to select your exam and desired delivery option.
 Directions for Online Proctored Test Takers

If you register for an Online Proctored exam, you will need Internet access and an external web camera. The camera should have a long cord (3-4 feet or 9-120 cm) that can be placed to one side. If your camera does not have a stand, you will need to place the camera in an elevated position (1 foot or 30 cm). You can buy a web camera with a stand here: [webcam specifications](#).

Please access the [Test Taker Guide](#) to download instructions on how to prepare for your Online Proctored exam. You must download and install the required software and create a Biometric Profile at least 48 hours in advance of your scheduled appointment time.

After you have reviewed the [Test Taker Guide](#) instructions, access this link to check your computer's readiness for the online proctored exam:
<http://www.kryteriononline.com/support/>

You last logged in 01 April 2019 at 10:57AM MST.



[Generate Receipts](#)

SCHEDULED EXAMS

Exam	Date Scheduled	Date Registered	Launch	Details
------	----------------	-----------------	--------	---------

I forgot my Webassessor password and tried to reset it, but I never received the password reset email. What should I do?

The first thing to check is to see if it ended up in your junk or spam folder by accident. Make sure that you haven't accidentally blocked emails from Kryterion. If you are using a corporate email account, you may want to make sure that your email administrator adds certification@servicenow.com to their whitelisted email addresses.

If you are still having troubles, contact us at certification@servicenow.com and we can reset it for you as well.

I need a copy of my certificate for a particular certification. How can I get one?

All ServiceNow certification certificates are located in Now Learning, our brand-new training platform for all things ServiceNow here: <https://nowlearning.service-now.com/lxp>. View your certificates by following the below steps:

- Log in to our newly launched Now Learning training platform here: <https://nowlearning.service-now.com/lxp>
- If you haven't associated your Webassessor Email Address in Now Learning, click the circle in the upper-right with your initials (or photo) next to the bell icon. From there, you can edit your Webassessor Email Address. Note that you will need to verify that email address, so look for an email from Now Learning where you can click the Verify button.
- Under the My Certifications tab, view you the status of your certifications and download any certification certificates.

My account is locked after I attempted too many incorrect passwords. How can I get it unlocked?

If Kryterion locks your account, it will automatically remain locked for 30 minutes. We are unable to override this time limit. In the meantime, reset your password.

I am not seeing the certification statuses or transcripts that I expected. What should I do?

The most common reason for this is that you have created multiple Webassessor accounts with different Login IDs and Email Addresses and have taken different exams with each account. The fastest way to get this resolved is to email us at certification@servicenow.com and let us know which accounts you have and which one you'd like to keep moving forward. From there we can merge the accounts together for you.

Testing Centers & Online Proctoring

There are no testing centers near me. What do I do?

Kryterion, our vendor for certification exam delivery, does offer online proctoring (OLP). There are separate registration listings for the OLP versions of the exams within Webassessor.

Here is a link to information on Online Proctoring: <https://www.kryteriononline.com/test-taker/online-proctoring-support>

Can I take an online-proctored exam with my internal webcam?

No. For the security of the exam, the proctor is required to see the entire testing environment. In doing so, an external webcam with additional requirements is necessary. Please use the link above for more information.

To test that your machine is ready for the Online Proctored exam, please use the following link: <http://www.kryteriononline.com/systemcheck/>

Kryterion will be enforcing a photo ID check. When you enter your exam, you will be asked to show an official government issued ID to the proctor to prove your identity. This can either be a license, personal identification or passport. Additionally, you will be required to give the proctor a view of your testing area to make sure that it is free from any distractions.

I had a problem during an online-proctored exam. Who do I contact?

Technical issues with online proctoring need to be directed to Kryterion's Online Proctor Support team directly (see link above), as we are not able to assist you with this issue. Kryterion support can help you in real time through the below channels.

- Live Chat: <https://www.kryteriononline.com/test-taker/online-proctoring-support>
- Phone: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)
- Email: support@kryteriononline.com

How do I ensure for any special accommodations when taking an exam?

Special accommodation requests will need to be approved by the ServiceNow Certification Team and provided by the Kryterion Testing Network. Please allow up to 30 days for these requests. Send an email to certification@servicenow.com and include:

Your full name

Your phone number

The name of the exam you wish you take

(3) preferred day's and times you would wish to take the exam (at least 30 days in the future)

The name of the Kryterion Testing Center where you would prefer to take the exam

The types of accommodations you require as well as any supporting documentation

Certification Verification Portal

What is the Certification Verification Portal?

The Certification Verification Portal is a public page that allows anyone to type in the full name or email address of a certified individual and view their current certifications. It is located here:

<https://partnerportal.service-now.com/SearchCertificate.do>

What information is shared via the Certification Verification Portal?

As a certified individual, if you opt in to the program then when someone searches for you via your full name or email address, they will be returned your city, state/province, and country in order to verify your identity and then presented with your current certifications. No other data is available.

How do I opt in or opt out of the Certification Verification Portal?

ServiceNow Training & Certification will occasionally send emails asking those who have not opted in or out to provide a response by clicking a button in the email. Participants can update their response at any time by logging into the ServiceNow Webassessor site and editing their user profile there, as seen in the diagram.

Client Specific Fields:



Company Name:

Do you work for ServiceNow? If Yes, use your business email address in the Email Address field and enter ServiceNow in the Company Name field:

Specify your ServiceNow Department:

Certification Verification Portal Opt-In: I agree to add my name and certification statuses to the public certification verification portal. * 

If a partner, this can also be done via the Partner Portal profile page.

Partner Certifications & the Partner Program

I have a question about Mapping Certifications in the Partner Portal:

Any issues related to the Partner Portal, Partner Points, or Partner Portal mapping need to be submitted to the Partner Portal team: <https://partnerportal.service-now.com/portalapp/newIncident.do> or email: partnerprograms@servicenow.com

Where can I find more information about the way points are allocated based on certifications?

This information is maintained by the Alliances & Channels team and available here: https://partnerportal.service-now.com/sys_attachment.do?sys_id=a6ddd42ddb947f04c4270b55ca9619c5

What is the timeline for releasing future certification offerings?

This is published on the Partner Portal Deliver Learning Path page as part of the Program link under Certifications.

What is the status of the old technical accreditation program?

As of July 1st, 2018, all of the old technical delivery accreditations are expired and will no longer count towards the existing ServiceNow Partner Program. Anyone who missed the transition opportunities can re-acquire their credentials taking the current certification exams.

What is the status of older certifications?

In preparing to transition to our product-specific CIS exams as well as our Delta Program, ServiceNow expired some of our older certifications in an effort to move our participants to more specific certifications and current releases. The following certifications have been expired:

- All certifications with exam dates prior to 2017.
- All of the previous general (not product-specific) "Certified Implementation Specialist" certifications that may have been completed up until September 2017.
- Note that those with this CIS certification were granted a *temporary* status of the CIS-ITSM certification to provide a transitional time until this population could take the newly created CIS-ITSM until January 1st, 2018. This offer is no longer valid.