

Certification FAQs

Table of Contents

Exam Registration Process.....	1
Exam Voucher Process	2
Certification Manager Process	3
Exam and Certification Policy	4
How to prepare for a Certification Exam?.....	5
General Exam Information	6
How to contact us for Support?	7

Exam Registration Process

How do I apply for and schedule a Citrix certification exam?

First, find the proctored exam you want to take and navigate to its dedicated web page at <https://www.citrix.com/training-and-certifications/>. Click the "Exam Application" from that page, which will re-route you to the [Citrix Certification Manager](#) portal. Log in to the portal using your Candidate ID (typically starts with "CTX"). If you have never attempted a Citrix exam, you will not have a Candidate ID so you must create one by clicking "Create Candidate Profile" on the log-in page. Once you're logged in to the portal, you should see an application for your desired exam. Fill out the application and submit it. Then, you will receive an email from Pearson VUE that provides you with directions on how to schedule your proctored exam.

What is a Candidate ID or a CTX ID? How do I find or get my Candidate ID?

Your Candidate ID is your unique identifier for all your Citrix Certification and Training records. It usually starts with the letters "CTX". If you have never attempted a Citrix exam, you do not have a Candidate ID yet but you can create one by clicking "Create Candidate Profile" on the [Citrix Certification Manager](#) portal. If you have attempted an exam before, you have a Candidate ID. To find your Candidate ID, go to the [Citrix Certification Manager](#) page and click the link below to recover your Candidate ID and reset your password. You will be emailed your Candidate ID, with a link to reset your password.

Exam Voucher Process

How can I purchase an individual exam voucher or vouchers in bulk?

Refer to the process document [here](#).

How do I redeem an exam voucher?

Exam vouchers can only be applied to proctored certification exams through Pearson VUE. Once you select an exam and add it to your cart on Pearson VUE's registration site, you can apply for the exam voucher in the checkout process.

Certification Manager Process

How do I track my certification progress?

[Certification Manager](#) tracks your exam and certification status. You are expected to keep contact information current to receive notifications from Citrix.

Why do I have to access Certification Manager for my exam results?

Certification Manager is where you find all the information regarding your progress towards certification and exam history. You can also use Certification Manager to update your contact information to ensure receipt of certificates.

How will I receive my certificate after I attain a Citrix certification?

Candidates can download a digital copy of their certificate within Clarus once they have earned a credential. Under your 'Active Credential', Click the download button under 'Actions', and then you will be able to download the PDF version of your credential. The below screenshot of a test candidate shows the certification download button.

Certification Manager

The screenshot shows the Certification Manager interface. On the left is a sidebar with navigation options: Home, CREDENTIALS (My Certifications and Badges), INFORMATION (Messages, Citrix Training, Contact Us), and EXAMS (My Results). The main content area displays 'Active Credentials' in a table with columns: Credential, Credential #, Effective Date, Expiration Date, Status, and Actions. One credential is listed: Citrix Certified Associate - Virtualization, with ID 35072, effective date 2023-08-02, and expiration date 2024-12-31. Below this is a section for 'Retired Credentials' with the same column headers but no data rows.

Active Credentials					
Credential	Credential #	Effective Date	Expiration Date	Status	Actions
Citrix Certified Associate - Virtualization	35072	2023-08-02	2024-12-31	Certified	

Retired Credentials					
Credential	Credential #	Effective Date	Expiration Date	Status	Actions

I just took an exam. How can I track, interpret, and share my exam results?

You can track and share your exam results through the [Certification Manager](#). If you took a proctored exam through Pearson VUE, you would receive a Citrix Score Report. This report helps you interpret your exam results, showing how you scored within certain exam topics or objectives. The report will not explicitly show which questions you missed. Learn how to read and interpret your Citrix Score Report [here](#).

Exam and Certification Policy

How long is a Citrix certification valid?

Citrix certifications are valid for three years from your certification date.

What exams are offered, and how much do they cost?

We offer proctored and un-proctored certification exams through Pearson VUE. There are different types of proctored certification exams: Premium and Standard. Premium proctored certification exams are associated with Professional or Expert level certifications and are priced at \$300 USD. Standard proctored certification exams are associated with Associate level certification and are priced at \$200 USD.

Do we still have a recertification program?

The current recertification program via attending an associated course has been discontinued from Feb'29, 2024.

I am not a native English speaker, what options do I have for taking a proctored certification exam?

Proctored certification exams are offered in Japanese, as well as English. If you are a non-native English speaker taking the exam in a country where English is a foreign language, you are automatically granted a 30-minute time extension. If you are a non-native English speaker taking the exam in a country where English is NOT a foreign language, you can request a 30-minute time extension from Citrix by [submitting a Support ticket](#).

How much time will I have to complete my exam?

The time differs by exam, as seen in the unique exam preparation guide on the training webpage. <https://www.citrix.com/training-and-certifications/>.

If I fail an exam, how soon can I retake it?

You must wait 24 hours between the first and second attempts, and 14 calendar days between each subsequent attempt. You can find the first day on which you are eligible to retest, the retest date, on your score report.

Which type of special accommodations can I request for a proctored certification exam?

You can request a separate testing room, extra testing time, and a Reader or Recorder. Learn more about the [test accommodations](#) provided by Pearson VUE on behalf of Citrix. To request these accommodations, [contact](#) us and get them approved by Citrix.

To keep my certification active or valid, do I need to retake an exam that has been updated since I last took it?

No. Certifications remain valid for 3 years after taking the exam.

I have a certification that Citrix recently retired. Is my certification still valid?

The retirement of a certification does not impact your certification status. Certifications are valid for 3 years unless Citrix forcibly expires your certification sooner. You cannot re-certify with a retired certification.

How to prepare for a Certification Exam?

What is the best way to prepare for a Citrix exam? What are the required skills and knowledge to pass an exam?

The best way to prepare for a Citrix exam is to review the exam preparation guide. The guide contains the resources and materials used to develop the items on the exam. The guide also includes the number of questions, time limit, and passing score associated with the exam. We

strongly recommend you take the corresponding training referenced in the exam preparation guide and hands-on experience with the product covered in the exam.

Do I have to complete a training course to qualify for the corresponding certification exam?

Training is not a mandatory requirement to take your proctored certification exam. You can readily register and schedule your Pearson VUE exam.

General Exam Information

What are the currently active Citrix and NetScaler certification exams?

All the existing Citrix Certifications such as CCA-V, CCP-V, CCE-V, and NetScaler certifications such as CCA-N and CCP-N are still active and available for registration. However, the CCE-N certification will be discontinued effective May 04, 2024, and unavailable for new appointments. For more details on the existing exam catalog, refer to the [training homepage](#).

Which are the eLearning assessments and skill badges (fundamental courses) that are currently discontinued?

Please refer to the [list of eLearning assessments and skill badges](#) retired as of Feb 29, 2024

Why can't I find Citrix Cloud Assessments in the exam catalog on the training homepage?

All cloud assessments, such as CC-DaaS-CC, CC-DaaS-MA, and CC-VAD-AWS, have been retired as of February 29, 2024. However, the candidate's certificate will remain valid until its expiration.

Are we planning to refresh the existing certification exams and launch new exams in 2024?

We are planning to revamp our current certification program, release new certification exams, and update the existing ones by the end of this year. Candidates can take these new exams to either maintain their current certification status or earn a new certification. All current certifications will remain valid until it is replaced with a new certification.

How to contact us for Support?

I experienced technical difficulties during my proctored certification exam. Who should I contact to discuss my concerns?

Immediately report your issues to the test center proctor. The test center proctor is required to complete an incident report, documenting the details and outcome of the issue. You should also [contact us](#) about the problem.

How do I contact the Certification Support team?

First, visit your training homepage to find FAQ answers about certification. If you still have questions, you can find the contact details below:

- For any technical issues, scheduling, and payment-related issues, Contact the Pearson Vue Customer Service team from [here](#).