



Helpful Information

Creating your Account:

If you are a first time user, you will be guided through an account creation process that includes entering your profile information. This information can be updated at any time by clicking on the “Update Profile” quick link.

It is important that your name matches your government issued photo ID (driver’s license, passport, etc.) as this is used for identification purposes when taking your exam.

The “Name on Certificate” field is where you enter your name as you want it to appear on the E-certificate when you successfully pass an exam.

Please note that your account is created after you purchase your first exam. When the purchase is confirmed, you will receive an email with your account username and temporary password. If you have not received this email, please check your junk or spam folder in your inbox. You will be prompted to change your password at first log into the site. If you enter your profile information but navigate away from the site or close your browser before purchasing your first exam, your profile information will be lost and you will have to start over.

Changing your Password:

If you have forgotten your password, click on Forgot Password link. You will be asked to enter your email address where your new password will be sent.

If you did not receive your email with Password: In some cases, we have found the email has been sent to a junk or spam folder in your inbox. You may also need to check your company firewall as this could be the cause since the email has the word 'password' in it

You can change your password at any time by clicking on the **Update Your Profile** menu from your Dashboard.

Changing your Name or Name on your Certificate:

After creating your account, we restrict your ability to change the First Name, Last Name, and Name on Certificate fields to prevent someone from using your account to print certificates in their name. If you need to make a change, please contact us by clicking the “**Contact**” link at the bottom of the page. Please note that we require documentation in order to change this information. Our Support team will let you know what documentation is required depending on the change you wish to make. You can change your email at any time and is recommended when changing organizations, etc. to ensure you receive all necessary emails. Do not open a new account.

Your Exam Dashboard:

Your exam dashboard is your home base.

- Click the “**Click here!**” link to order and schedule a new exam
- Click the “**Receipt**” link to open a PDF version of your exam purchase receipt for printing or sending.
- Click the “**Take Your Exam**” button on the day of your exam to jump right to the exam session.
- Click “**Exam Details**” for scheduled exams to see your exam date and time or to reschedule your exam.
- Click “**Exam Details**” for exams you have taken to get detailed information about the exam.

- Click the “**Result Details**” link to get detailed information on how you did on an exam that you have taken.
- Showcase your new title in the Certification section of your LinkedIn Profile. Simply click the **Add to Profile** button shown. If you do not have a profile, you will be prompted to create one.



- Click the “**e-Certificate**” link to open a PDF version of your certificate for printing or sending.

Ordering a new Exam:

Ready to order a new exam? Click on the **Click here!** link which will take you to the Exam Order page. Choose your exam from the pulldown listing, then click the **Next** button. Choose the language you wish to take your exam. Refer to the information provided.

If you have any special needs or require special accommodations for your exam experience you may enter them in the text box provided. Loyalist Exam Services will evaluate your request and notify you if there are any concerns. You can direct questions about this to Loyalist Exam Services by clicking the “**Contact**” link at the bottom of the page.

You must read the Tableau Non-Disclosure Agreement and then click the “**I Agree**” checkbox in order to continue. You cannot continue if you do not click the “I Agree” checkbox.

Click on **Next**. You will now be taken to the Moneris website to complete the payment transaction.

Note: If you have been given a Voucher number, enter this in the appropriate box on the Order a New Exam page, then click the “Next” button. The Exam to be taken will be shown. Select the language from the pulldown menu. Refer to all details provided on this page.

Voucher numbers are exam-specific so you do not need to choose an exam in the “Order a new exam” section.

If you receive an error the most likely causes are:

1. You selected an exam in the “Order a new exam” section and then entered a Voucher number that does not match the exam. Fix this by clearing the exam name in the “Order a new exam” section.
2. You entered a Voucher number that does not match. Fix this by entering a new number.

Payment Options

Our payment offerings are: Visa, Master Card, American Express & Visa Debit.


Note: If you are experiencing the error code below when using your credit card, it may be due to the rejection of your Verified By Visa pin number. This is your personal pin number and not the CVC (back of your card). You may need to follow up with your bank to update this information (or change the pin number).

“992 VBV / Secure Code authentication failed”

Verify by Visa: <http://www.visa.ca/en/personal/securewithvisa/vbv/index.jsp>

Exam Session Details and Exam Order Preview

Exam Dashboard

Exam	Exam Date	Time	Expiry Date	Exam Details	Score	Result	Links
Tableau Desktop 9 Qualification	29-Jun-16	12:59 PM	29-Dec-16	Exam Details	70%	Passed	Result Details E-Certificate Receipt  Add to profile
Tableau Server 9 Qualification			29-Dec-16	Exam Details			Take Your Exam Receipt
Tableau Desktop 9 Certification	23-Sep-16	8:30 AM	19-Feb-17	Exam Details			Take Your Exam

Expiry Date Notice! It is important to take note of the Exam Expiry Date (6 months after exam purchase). You will not be able to schedule past your expiry date. Don't Delay!

Scheduling Exams

Exams are scheduled using a third-party website. Here are the steps:

1. Click [Exam Details](#) on your Dashboard.
2. Click [Schedule Your Exam](#)

Exam Details


Session	Exam Name	Language	Date	Time	
136211	Desktop 9 Certification	English			Schedule Your Exam

3. You will be taken to the scheduling website to schedule your exam.

<https://schedulerstaging.onlineproctornow.com/dashboardStudent>

mail Imported

Select Language
 Powered by [Google Translate](#)



[Logout](#)

[Need Help? Chat Live](#)

Welcome Candidate Four
Online Proctored Exam Service
SCHEDULING your exam is done in THREE EASY STEPS

First - IN THE BOX BELOW, type in the name of your exam OR select the exam from the drop down list then, just click on "GO!"

Select Institute

Tableau

Tableau Desktop 9 Certification [GO!](#)

[Test Your System Now](#)

Your scheduled Appointments:

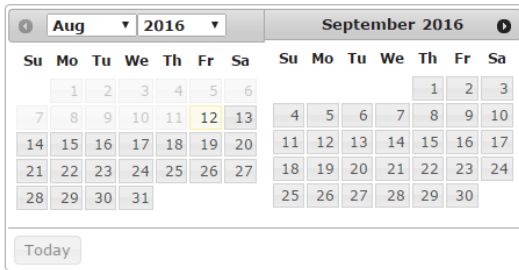
No	Exam Name	Date of Exam	Start Time	Exam Length	Institute Name	Delete/Reschedule	Start Exam
1	Tableau Server 9 Qualification	Wed Mar 30, 2016	11:15 AM	0 minutes	Tableau	Click Here	Start Exam

Scheduling your exam is done in 3 easy steps below:

- Click on **GO!** Next to your exam shown.
- Use the calendar to select a date and time.

Tableau Desktop 9 Certification

Then - Select the Date you wish to take your Exam



Your Time Zone is: America/New_York

Once your date has been selected, the available timeslots will be shown.

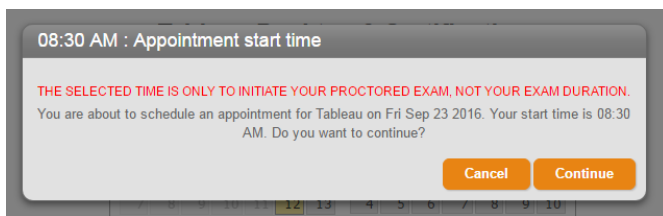
Finally - Select your time

Timeslots Available: for the day Selected:

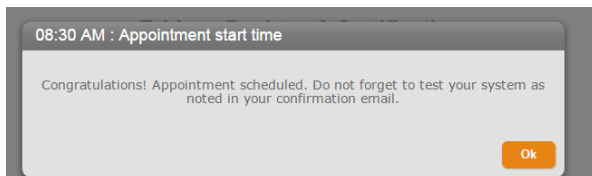
Early Morning	Daytime	Evening
12:00 AM	08:00 AM	04:00 PM
12:15 AM	08:15 AM	04:15 PM
12:30 AM	08:30 AM	04:30 PM
12:45 AM	08:45 AM	04:45 PM
01:00 AM	09:00 AM	05:00 PM
01:15 AM	09:15 AM	05:15 PM
01:30 AM	09:30 AM	05:30 PM

Please note: The times represented reflect the local time associated with your computer. If your computer's time zone is set to the time zone you wish to schedule in, select a time, otherwise contact Support.

- Select timeslot
- Verify appointment start time, click **Next**
- Click "**Continue**".



- Click "**Ok**" to confirm.



2	Tableau Desktop 9 Certification	Wed Aug 17, 2016	11:30 AM	0 minutes	Tableau	Click Here	Start Exam
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The system will send you an email confirming the date and time. This email also includes a secure link to your exam. Save this email. Log into your Dashboard to view the Exam details.

Rescheduling your Exam:

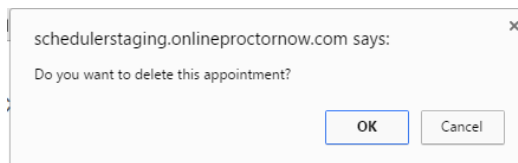
You can reschedule your exam from your Dashboard by clicking the “Exam Details” button for the exam. Here are step by step instructions for how to reschedule an exam:

1. Click **Exam Details** under your Exam Dashboard.

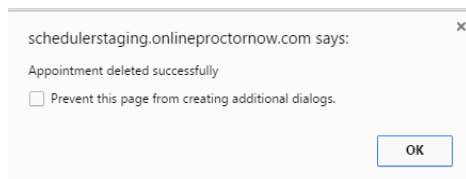
Exam Details

Session	Exam Name	Language	Date	Time	
136211	Desktop 9 Certification	English	23-Sep-16	8:30 AM	Schedule Your Exam

2. Click **Schedule Your Exam**.
3. You will be taken to the scheduling website that displays your upcoming exams.
4. Click “**Click Here**” in the Delete/Reschedule column. You will not lose your exam payment.



5. Click **OK**



6. Click **OK**
7. You will be taken back to the main Scheduling page. Click ‘**GO**’ to select a new date and follow the steps noted above (Scheduling Exams)

Testing your System

The email confirmation you receive after scheduling your exam will include instructions for testing your system. Every exam environment is the same for all exam takers. It is very important to ensure your network and computer meet the requirements outlined on the Tableau Certification website: <http://mkt.tableau.com/files/Tableau-Certification-4-steps-to-exam-success.pdf> to ensure the virtual machine runs at optimal performance.

Taking your Exam

There are two ways to start your exam process. The first is to click the link in the confirmation email that was sent to you after you ordered your exam.

When you click the link via your email, you will be directed to the exam website. If it is a proctored exam, the proctor will appear in a video window. They will walk you through the process of preparing for and taking your exam.

The second is to log in to your dashboard and click the “**Take Your Exam**” button. This will take you to your scheduled exam. Click on the **Start Exam** button. Please note: the button will be greyed out until your scheduled time. You will not be able to connect early and there is a 15 minute grace period only from your scheduled start time should you arrive late.

Your scheduled Appointments:

No	Exam Name	Date of Exam	Start Time	Exam Length	Institute Name	Delete/Reschedule	Start Exam
1	Tableau Desktop 9 Certification	Fri Sep 23, 2016	08:30 AM	180 minutes	Tableau	Click Here	Start Exam

Contact Information

If you have any questions or need further assistance, please email exams@loyalistexams.com

If you have any questions regarding the Tableau Certification program, please refer to:

<http://www.tableau.com/certification>