

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 “**Your Name Displayed 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 login into the site. **NOTE:** 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 instead of 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 Profile**” from the menu of 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, Email Address, and Name on Certificate fields to prevent any security breach. 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.

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 select “**Next**”.

If you are using a voucher, validation for partner code, they are exam specific so there is no need to select your exam type from the drop down.

Voucher or Validation Code:

Enter your **voucher** or **validation code** into the Voucher # box.

NOTE: If you received an error “You are attempting to order an exam you are ineligible for” while using a Voucher, fix this by clearing the exam name in the “Choose an exam” section, as the Vouchers administered are exam specific.

Partner Exam Code:

IMPORTANT: Ensure you enter your partner code during registration as there is no way to add this code at a later time.

Enter your partner code in the “**Partner Exam Code**” box. Once all information is complete, click “**Next**”.

Language:

Choose the language you wish to take your exam.

Special Assistance:

If you require any special assistance or accommodations, please fill out the Tableau Accommodations Request Form **BEFORE** you complete the exam order. Once the request is submitted with all required information, you will receive a response within seven (7) days.

Non-Disclosure:

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.

Payment Options:

Our payment offerings are: Visa, Master Card, American Express & Visa Debit. You will now be directed to the Moneris website to complete the payment transaction. Once the transaction has been processed, you will be able to print off a PDF receipt for your records

Click “**Next**” to be directed to our Live Online Proctor Center, where you will schedule your proctored exam.

Scheduling Exam

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

Exam Dashboard

Exam	Exam Date	Time	Expiry Date	Exam Details	Score	Result	Links
Tableau Desktop 10 Qualification	28-Aug-17	9:56 AM	28-Feb-18	Exam Details	92%	Passed	Result Details Receipt
Tableau Server 10 Qualification	1-Sep-17	8:00 AM	1-Mar-18	Exam Details	88%	Passed	Result Details Receipt
Tableau Desktop Certified Professional	25-Nov-17	5:00 PM	13-Apr-18	Exam Details			Your exam starts in 33 1 47 56 DAYS HOURS MINUTES SECONDS Receipt

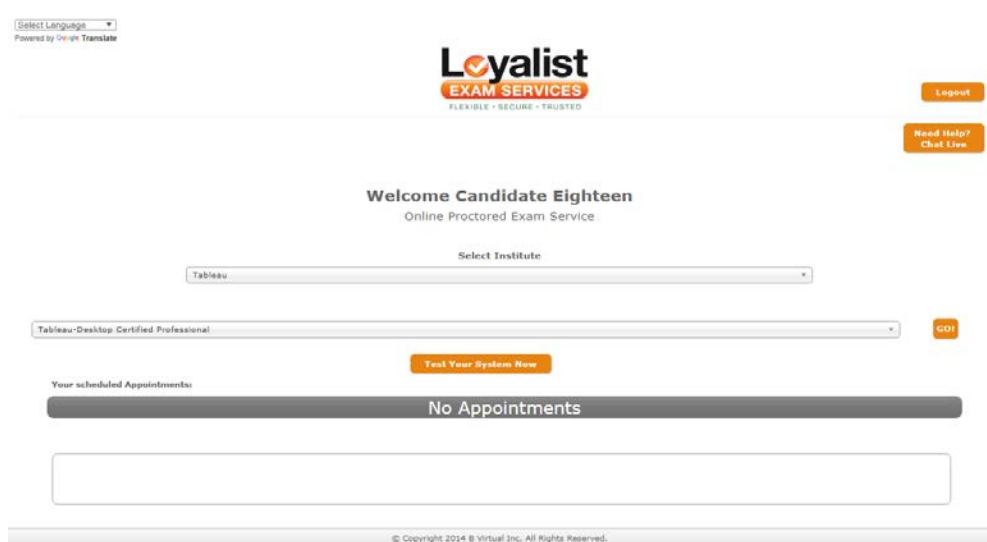
Exams are scheduled using our scheduling website. Here are the steps:

1. Click “**Exam Detail**” on your Dashboard.
2. Click “**Schedule Your Exam**”

Exam Details

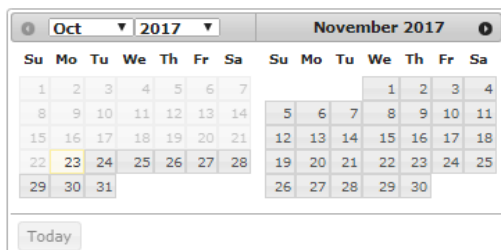
Session	Exam Name	Language	Date	Time	
136531	Desktop Certified Professional	English			Schedule Your Exam

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



4. Click on “**GO!**” Next to your exam shown.
5. Use the calendar to select a **date and time**. Once your date has been selected, the available timeslots will be shown.

Tableau-Desktop Certified Professional Then - Select the Date you wish to take your Exam



Your Time Zone is: America/New_York

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.

6. Select timeslot

7. Verify appointment start time, click “Next”, click “Continue”. Click “Ok” to confirm.

05:00 PM : Appointment start time

Tableau

Exam being proctored **Tableau-Desktop Certified Professional**

Session ID *

Cancel **Next**

05:00 PM : Appointment start time

THE SELECTED TIME IS ONLY TO INITIATE YOUR PROCTORED EXAM, NOT YOUR EXAM DURATION.

You are about to schedule an appointment for Tableau on Sat Nov 25 2017. Your start time is 05:00 PM. Do you want to continue?

Cancel **Continue**

05:00 PM : Appointment start time

Congratulations! Appointment scheduled. Do not forget to test your system as noted in your confirmation email.

Ok

8. Don't forget to



9. You will then see your exam with your scheduled time on the screen

Your scheduled Appointments:

No	Exam Name	Exam Date	Expiry Date	Add to Calendar	Exam Length	Institute Name	Delete	Reschedule	Start Exam
1	Tableau-Desktop Certified Professional	Sat Nov 25, 2017 at 05:00 PM	Fri Apr 13, 2018	Add to Calendar	180 minutes	Tableau	Delete	Reschedule	Start Exam

Email Confirmation:

The scheduling system will send you an email confirming the date and time. This email also includes a secure link to your exam. Save this email as it provides important information to ensure success on exam day. Log into your Dashboard to view the Exam details.

Your Exam Dashboard:

Your exam dashboard is your home base.

Exam Dashboard

Exam	Exam Date	Time	Expiry Date	Exam Details	Score	Result	Links
Tableau Desktop 10 Qualification	28-Aug-17	9:56 AM	28-Feb-18	Exam Details	92%	Passed	Result Details Receipt
Tableau Server 10 Qualification	1-Sep-17	8:00 AM	1-Mar-18	Exam Details	88%	Passed	Result Details Receipt
Tableau Desktop Certified Professional			13-Apr-18	Exam Details			Receipt

Important: Required Technical Preparation -- [click here](#)

Preparing your environment and ensuring your internet connection is vital. Please complete all connection tests prior to exam day.

To order a new exam, [click here](#).

To start your exam, select 'Take Your Exam' which will replace the countdown timer 60 seconds prior to your scheduled exam time.

To reschedule your exam, select 'Exam Details' above. [click here](#) for step-by-step instructions

NEW! To see your earned "Titles" [click here](#)

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

Your Title Dashboard:

Title Dashboard

Title	Earned Date	Inactive Date	Status	E-Certificate	Directory*
Tableau Server Qualified Associate	30-Sep-17	30-Sep-19	Active	E-Certificate	<input type="checkbox"/>
Tableau Desktop Qualified Associate	28-Aug-17	28-Aug-19	Active	E-Certificate	<input checked="" type="checkbox"/>
Tableau Server 10 Qualified Associate	30-Sep-17	None	Active	E-Certificate	Not Available
Tableau Desktop 10 Qualified Associate	28-Aug-17	None	Active	E-Certificate	Not Available

*Allows your title to be displayed on [Tableau's Certification Directory](#)

- Showcase your new title in Tableau’s Certification Directory. Simply click on “Title Dashboard” and put a “check mark” in the Directory section. You can see your name and other Candidates names in the list by clicking on the “Tableau’s Certification Directory”. **Note:** This update can take up to 7days to have your information updated
- Click the “**e-Certificate**” link to open a PDF version of your certificate for printing or sending.
- The “**Tableau Certification Directory**” is not available for V8, V9 and V10 exams

Rescheduling your Exam:

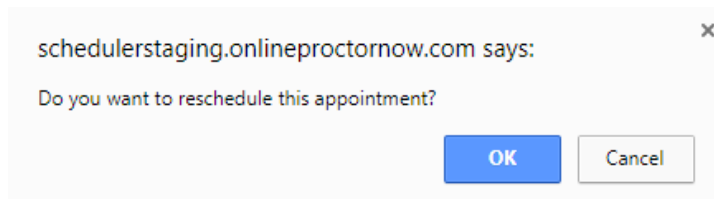
You can reschedule your exam from your Dashboard by clicking the “**Exam Details**”. Here are step by step instructions to reschedule an exam:

1. Click “**Exam Details**” on your Exam Dashboard.
2. Click “**Schedule Your Exam**”.

Exam Details

Session	Exam Name	Language	Date	Time	
136531	Desktop Certified Professional	English	25-Nov-17	5:00 PM	Schedule Your Exam

3. You will be taken to the scheduling website that displays your upcoming exams.
4. Click “**Reschedule**” to select a new date and time or “**Delete**” to cancel your scheduled exam.



5. Click **OK**.
 - a. **Note:** The confirmation screen can show “delete” as the system is deleting the current appointment to reschedule a new appointment. If you choose “Delete” this will remove the exam session from the Proctor Center, however you can schedule this at a later date from your Dashboard (within your 6 month expiry) This will not cancel your exam registration and you will not lose your exam payment.
6. 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 to test 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

Log into your dashboard and click “**Take Your Exam**”. This will take you to our proctored website. Click on the “**Start Exam**” button. **Note:** This button will be greyed out until 60 sec before your scheduled start time. You will not be able to connect early. There is a 15 minute grace period only from your scheduled start time

Your scheduled Appointments:

No	Exam Name	Exam Date	Expiry Date	Add to Calendar	Exam Length	Institute Name	Delete	Reschedule	Start Exam
1	Tableau-Desktop Qualified Associate	Fri Nov 10, 2017 at 11:00 AM	Tue Apr 17, 2018	Add to Calendar	120 minutes	Tableau	Delete	Reschedule	Start Exam

should you arrive late. If you are not able to connect in this timeframe, you will need to reschedule.

Communicating with your Proctor

If you are unable to connect, or are having difficulty establishing communication with your Proctor, please click the chat link provided in your confirmation email to connect with a Technical Support Team Member:

https://proctoringsupport.onlineproctornow.com/api/start_session.ns?issue_menu=1&id=104&c2cjs=1

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>

Helpful Links

Tableau Certification FAQ - <http://mkt.tableau.com/files/TableauProductCertificationProgram.pdf>

Tableau Tech Guide - <http://mkt.tableau.com/files/Tableau-Certification-4-steps-to-exam-success.pdf>