<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating your Account</td>
<td>2</td>
</tr>
<tr>
<td>Changing your Password</td>
<td>3</td>
</tr>
<tr>
<td>Changing your Name or your Name on your E-Certificate</td>
<td>4</td>
</tr>
<tr>
<td>Ordering a new Exam</td>
<td>4</td>
</tr>
<tr>
<td>If you have a Voucher or Promo Code</td>
<td>4</td>
</tr>
<tr>
<td>Partner Exam Code</td>
<td>4</td>
</tr>
<tr>
<td>Special Assistance</td>
<td>5</td>
</tr>
<tr>
<td>Language</td>
<td>5</td>
</tr>
<tr>
<td>Non-Disclosure</td>
<td>5</td>
</tr>
<tr>
<td>Payment Options</td>
<td>5</td>
</tr>
<tr>
<td>Scheduling Your Exam</td>
<td>7</td>
</tr>
<tr>
<td>System Requirements Checklists:</td>
<td>9</td>
</tr>
<tr>
<td>Examity System Requirements:</td>
<td>10</td>
</tr>
<tr>
<td>– Adding an External Monitor</td>
<td>10</td>
</tr>
<tr>
<td>Email Confirmation</td>
<td>12</td>
</tr>
<tr>
<td>Your Exam Dashboard</td>
<td>12</td>
</tr>
<tr>
<td>Rescheduling/Cancelling your Exam</td>
<td>13</td>
</tr>
<tr>
<td>– No Show or Missed Appointments</td>
<td>15</td>
</tr>
<tr>
<td>Testing your System</td>
<td>15</td>
</tr>
<tr>
<td>Taking your Exam</td>
<td>15</td>
</tr>
<tr>
<td>Communicating with your Proctor</td>
<td>17</td>
</tr>
<tr>
<td>Your Exam Results and E-Certificate</td>
<td>17</td>
</tr>
<tr>
<td>Your Title Dashboard</td>
<td>18</td>
</tr>
<tr>
<td>Introduction to Badging with Credley Platform</td>
<td>18</td>
</tr>
<tr>
<td>Frequently Asked Questions (FAQ’s)</td>
<td>24</td>
</tr>
<tr>
<td>FAQ’s about Badging</td>
<td>24</td>
</tr>
<tr>
<td>Helpful Links</td>
<td>25</td>
</tr>
</tbody>
</table>
Creating your Account

If you are a first time user, you will need to create your profile first.

Click on the Create a new LES Account link on the main page.
Important: Your name on your profile must match the name shown on your valid government issued photo ID (driver’s license, passport, etc.). The proctor will ask you to show your ID prior to starting the exam. If your ID is in double-byte characters, you will need to show two forms of ID. One must include a photo. You must complete your profile using single-byte alphanumeric characters.

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 your purchase is confirmed, you will receive an email with your account user name and temporary password. 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 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. When you are prompted to change your password (first time), your temporary password is used for Old Password.

Once you have a created account and 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. In this case, your Old password will be the temporary password sent to you in this email.

You can change your password at any time by clicking on the “Update Profile” from the menu of your Dashboard.
Changing your Name or your Name on your E-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 (or via exams@loyalistexams.com). Please note that we may 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? Please ensure you will be able to complete your exam within the 6 months from your purchase date. Click on the “Order a New Exam” under Quick Links to take you to the Exam Order page. Choose your exam from the pulldown listing, then select “Next”.

If you are using a voucher, promo code or validation for partner code, these are exam specific so there is no need to select your exam type from the drop-down. Note: If you are using a voucher, you may have a specified expiration date. Please refer to your voucher email.

If you have a Voucher or Promo Code
Enter your voucher or promo 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 “Voucher #” box.

Once all information is complete, click “Next”.
Special Assistance
If you require any special assistance or special accommodations to take your exam, 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.

Language
Choose the language you wish to take your exam. Note: If you need to change the language of your exam after purchase, please contact us at exams@loyalistexams.com.

Non-Disclosure
You must read the Tableau Non-Disclosure Agreement and Terms and Conditions provided, then click the "I Agree" checkbox in order to continue. You cannot continue if you do not click the "I Agree" checkbox.

Payment Options
You will now be directed to the Moneris website to complete the payment transaction. Our current payment offerings are: Visa, MasterCard, American Express & Visa Debit. Once the transaction is processed, you will receive a PDF receipt for your records. Per our Terms and Conditions, All exam purchases are non-refundable and non-transferrable. Please reach out to us if you have any issues during your payment process.

If you are looking to be set up as an Administrator to purchase Tableau exams for several candidates at a time using one credit card, please click on the webpage link Tableau Bulk Purchase Request Form and fill in the required information. Click Submit. (Please ensure you have read the Terms and Conditions provided.).
Clicking **Next** will take you to the Payment details page.

Please have your card for payment ready to proceed. Note: Any delay may cause your transaction not to complete.

<table>
<thead>
<tr>
<th>Item Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Web Exam</td>
</tr>
<tr>
<td>HST: $13.00</td>
</tr>
<tr>
<td>Total (CAD):</td>
</tr>
</tbody>
</table>

**Payment Details**

Transaction Amount: $113.00 (CAD)

Order ID: mtp20296121001lp21

Please complete the following details exactly as they appear on your card. Do not put spaces or hyphens in the card number.

- **Cardholder Name:**
- **Card Number:**
- **Expiry Date (MMYY):**

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

**Process Transaction**  **Cancel Transaction**

Once you click on **Process Transaction**, you will receive your Exam Session Confirmation and Receipt email. Please review this information and report any required changes as soon as possible.

Clicking on **Next** takes you to our scheduling system. You can schedule your exam now, or choose to schedule later. See the steps for scheduling below.
Scheduling Your Exam

You do have 6 months from the date of purchase to take your exam. **Expiry Date Notice!** It is important to take note of the Exam Expiry Date noted in your confirmation/receipt email. You will not be able to schedule past your expiry date. **Don’t Delay!** It is also recommended not to schedule on the last day of expiry in the case you have technical issues. You will receive reminder emails prior to your expiration date.

Your Dashboard is your home base. It is important to always schedule and take your exam from your Tableau Dashboard.

Click “Schedule your exam” for the exam you wish to schedule on your Dashboard.

![Tableau Dashboard]

Note: Click on the information icon for assistance; then Close this window.

![Schedule Your Exam]

Click on the **Schedule Your Exam** button to take you to the Examity Scheduling web portal.
If you are a first time user to the Examity website, you will need to update your Profile.

It is necessary to select the time zone for the location of your exam.

Click on the My Profile tab:

Click the Edit button to change the profile information. Select the correct time zone for your location. **Important:** If you are planning to travel when taking your exam, you will need to ensure you change the time zone for the location your exam will be taken in.

We request that you update your phone number under your Examity profile prior to your exam time. The phone number needs to be correct in order for your Proctor to contact you if there are connection issues during setup.
Next, it is important to ensure your computer will meet all necessary system requirements before scheduling your exam.

Click on the **Tableau Exam Requirements Check** to download the Exam Setup instructions (the link to this document will also be sent via your Appointment Confirmation email).

Also, click on the **Examity Computer Requirements Check** link.
Examity System Requirements:

- You must be in a room alone, with no distractions, throughout the course of your exam. Your proctors will ask you to rotate your webcam to ensure your area only contains items permitted by Tableau.
- Desktop computer or laptop (tablets, Chromebook and cell phones do not meet our requirements)
- To meet system requirements, your computer will need to receive a ready for webcam, microphone, operating system, browser version, and connection speed.
- Only one computer screen is active. If you use multiple monitors, you must disconnect auxiliary monitors and face them away from you. Please check your screen resolution settings to ensure they are not set to an extended display setting.
- Internet speed must be at least 4 Mbps download and 2 Mbps upload. **Hot spots are not allowed due to security reasons.** Test internet speed at: http://www.speedtest.net
- Disable any pop-up blockers. A pop-up will appear to confirm that you would like to enter into the GoToMeeting to start the exam process.
- You must close and remove all Remote Software applications and virtual machines as running processes. This refers to programs that allow for your session to be viewed, controlled, or recorded remotely by another party or computer.
- Any automatic software updates are disabled for the duration of the exam. These updates could cause your computer to restart during your exam, causing the exam session to be invalid.
- **NOTE:** Your corporate firewall may prevent you from taking your exam. If you choose to take your exam from your office, please confirm with your IT department that network restrictions will not prevent you from successfully connecting to your remote proctor.

Adding an External Monitor
A larger monitor is recommended. When using a Laptop PC, you may use an External Monitor **only** if the following requirements are met:

1. The Laptop Display settings show the Monitor to be used (ie. Show Desktop only on....)
2. The Laptop is closed
3. A Webcam is provided from the External Monitor
4. An external Keyboard and External Mouse is added

Once you see the **Ready** signal against each system check, you may close the browser tab and go back to the Examity Dashboard.

Now that you have verified you have met the requirements, click on **Schedule Exam** tab to make your appointment. You will be taken to the Scheduling Dashboard.
Use the calendar to select a **Date and Select time**. Once your date has been selected, the available timeslots will be shown. **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 you will need to change the time zone in your profile.

Once you have selected your date and time, click the **Schedule** button. Please note there will be a 10 to 15 minute set-up time with your proctor. Please take this time in account.

Confirm you wish to schedule the appointment. Click **Yes**.
Your appointment has been scheduled successfully.

Please review the Exam appointment details, **Rules and Special Instructions** required for your exam. This information will also be sent to you via the confirmation email.

You can now **Logout** of the Examity website.

Look for your Exam Appointment confirmation email in your inbox.

**Email Confirmation**

You will receive an email confirming the date and time; as well as provide important information to ensure success on your exam day. It is **important** to take this time to read these instructions.

**Your Exam Dashboard**

- 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/cancel your exam
- Click **“Exam Details”** for exams you have taken to get detailed information about the exam.
- Click the **“Take Your Exam”** button on the day of your exam to jump right to the exam session.
- Click the **“Result Details”** link to get detailed information on how you did on an exam that you have taken
- Click the **“Title Dashboard”** link to see your earned Titles and Status for exams taken.
- Click the **“Title Dashboard”** link to access your E-Certificate.
- Click the **Title Dashboard** link to view or accept applicable Badges
Your appointment will be shown in the **Exam Date** and **Time** column on your Tableau Exam Dashboard.

<table>
<thead>
<tr>
<th>Tableau Desktop Specialist</th>
<th>20-Nov-20</th>
<th>9:30 AM</th>
<th>20-Apr-21</th>
<th><strong>Exam Details</strong></th>
</tr>
</thead>
</table>

Prepare your environment prior to exam day and test your network connection using the **Required Exam Setup** document.

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

### Rescheduling/Cancelling your Exam

In the event you need to reschedule your exam, please login to your **Dashboard**. If your exam shows the exam countdown timer, you will need to Click “**Exam Details**” button to **Reschedule/Cancel**. Click the **Exam Details** button. Click on **Schedule Your Exam** button to select a new date and time; or **Cancel** your appointment and schedule at a later time.

**IMPORTANT**: You are only able to Schedule/Reschedule from your Dashboard after logging in. Scheduling cannot be done by Loyalist Exam Services or Examity.

You will be taken to the scheduling website that displays your upcoming exams.

Click **“Reschedule/Cancel”** tab to change your appointment - select a **new date and time**

Click on the **Reschedule/ or Cancel link**
Click the Reschedule Exam button.

You will be taken to the Calendar and Times available to reschedule. Select your new day and time. Click Reschedule.

Please review your new appointment details. Click to Logout. You will receive a new confirmation email for your updated day/time of your exam.

NOTE: If you are not sure of a new date/time, you can Cancel the Appointment and reschedule your exam at a later time. If you choose to Cancel, 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. **There is a $5.00 fee to cancel within 24 hours of a scheduled appointment.** This payment will be required before scheduling another appointment.

To Cancel, click the Cancel Appointment button.
**No Show or Missed Appointments**

In the event that you do not show up for your exam appointment and the Proctor is unable to contact you, you will be charged a proctor-sitting fee to your Examity account. This fee varies depending on the exam being taken (see your confirmation email for details). This fee will need to be paid before scheduling your next exam session.

**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](http://mkt.tableau.com/files/Tableau-Certification-4-steps-to-exam-success.pdf) to ensure a successful online exam experience.

**Taking your Exam**

When it is time to take your exam, log into your Tableau Dashboard and wait for the exam timer to reach zero. This will create a “**Take Your Exam**” button.

Click on the information icon 📘 for assistance.

A ‘Take your exam’ button will replace the countdown timer 60 seconds prior to your scheduled exam time. You are not able to connect early, but there is a 15 minute grace period should you arrive late.

Should you need to reschedule your exam, please click on ‘Exam Details’ and ‘Reschedule your Exam’. There is a $5 fee for canceling your exam within 24 hours of its scheduled start time.

If you have any other questions, please reach out to us at exams@loyalistexams.com.

Click on the **Take Your Exam** button. Next, you will be taken to the **Examity website**.
Click on the **Start Exam** tab to **Connect to your Proctor**. Click the **Arrow (Play)** button.

There will be some wait time while verifying your exam session and connecting to your proctor. **We ask for your patience during this process.** The Proctor will contact you if there are any issues (via phone or email).

Once the verification process is complete, click the **Proceed** button.

Next you will be taken to a **ZOOM** (or **GoToMeeting**) – click to **Open**.
Once connected, your Proctor will now guide you to begin your exam. **Good Luck!**

**Communicating with your Proctor**

There will be a 10-15 minute set up process at the beginning of your exam. If you are unable to connect, or have difficulty establishing communication with your Proctor, please click [here](#) to chat with a Technical Support Team Member.

Examity offers 24/7 technical support via phone (855-EXAMITY), email ([support@examity.com](mailto:support@examity.com)) or live chat in the Examity® portal. If you are unable to connect, or are having difficulty establishing communication, please reach out to the Proctor team.

**Your Exam Results and E-Certificate**

Once you have taken your exam, you will receive your Candidate Results Summary sent via email. Your Results summary will be available from your Exam Dashboard. You can also download your E-Certificate from your Title Dashboard.

It may take up to 48 hrs to receive your results after your exam has been taken. The Schedule your Exam button may still shown if your results have not been completed yet. **NOTE:** Tableau Professional exams may take 4-6 weeks for grading.

*Info Icon:*

*If you have completed your exam*, the system will have your results updated to your Dashboard within 24-48 hours. We ask for your patience.

*If you have missed your scheduled exam*, a Proctor Sitting fee for your missed appointment has been added to your Examity account. You will be prompted to enter your credit card information before completing the reschedule process.

*Please reschedule at least a week prior to your exam expiration date to account for any unexpected issues. Expiration dates cannot be extended.*

*If you have any other questions, please reach out to us at exams@loyalstexams.com*

Once successful, your E-Certificate will be available for download from your Dashboard – Title Dashboard menu.
Your Title Dashboard

Introduction to Badging with Credly Platform

- Showcase your new title in Tableau’s Certification Directory. Simply click on “Tableau’s Certification Directory” 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 7 days to have your information updated. **Note:** The “Tableau Certification Directory” is not available for V8, V9 and V10 exams.

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

Tableau has partnered with Credly, an end-to-end solution for issuing and managing digital credentials. You’ll be able to share your badge directly from their Credly Platform to LinkedIn, Twitter and Facebook; embedded in a website or in your email signature.

To add a Badge to your Title, click the Accept Badge button.
First-time users will need to Create an Account on the Credly website.

Fill out the form and select Create Account.

You will need to Accept the Terms & Conditions on the Credly website:
You will receive a Confirmation email to **Confirm Your New Account**.

If you don’t see our message, please check your spam folder!
Next Log into your Credly Account:

Once logged into your Credly Dashboard – you can **Accept Your Badge**. Note: The bell icon means you have a pending badge that needs to be accepted. Important: Please ensure your email in Credly matches the email used for your Tableau Dashboard account.

Select the bell and then select Accept Badge:
Here, you can Save your Badge Settings:

Continue to Share your Badge:

Your Badge will be available on your Tableau Dashboard now.
Log in and click on the View Badge button:
You have the option to allow your Badge to be **Private or Public**:

If your Badge is set to **Private**:

Making your Badge **Public**:

![Tableau Desktop Certified Associate Badge](image-url)

**Tableau Desktop Certified Associate**

**CERTIFIED ASSOCIATE**

**Desktop**

**CERTIFICATION**

**Issued by Tableau Exam Services**

A Tableau Desktop Certified Associate is a proficient user of the features and functionality of Tableau Desktop to analyze data and solve problems. They can apply mapping, data preparation, and calculation skills in more advanced data analysis.

**Demonstrated Skills**

- Data Analysis
- Data Analytics
- Tableau
- Tableau Desktop

**Earning Criteria**

- Pass two-hour proctored Desktop Certified Associate exam
Frequently Asked Questions (FAQ’s)

Q. I would like to reschedule my exam.
A. You can reschedule your exam session from your Tableau Dashboard https://tableau.lcsexams.com/. If you are unable to reschedule at this time, if may be due to one of the following:
- You tried to take your exam but had technical difficulties. Please try again in a few hours.
- Your exam was completed but you did not meet the requirements for a Pass. Any new attempts need to be purchased. You will receive a new exam session I.D..
- Your exam has expired. Exam Sessions do expire 6 months after the date of purchase.

Q. I cannot take my exam as scheduled.
A. You may Reschedule or Cancel your exam session up to the expiration date of your exam session. Please login to your Tableau Dashboard. Click the ‘Exam Details’ button and then ‘Schedule Your Exam’. You will then click the ‘Reschedule’ button to select a date and time. **NOTE:** There is a $5.00 fee for cancelling your exam within 24 hrs of your appointment. Examity will request payment when you reschedule your exam.

Q. I missed my exam appointment.
A. You can reschedule your exam session for a new day/time as long as it is not expired. You will however receive a No Show Appointment email. A proctor-sitting fee will need to be paid via credit card prior to rescheduling your exam.

Q. I had technical issues during my exam and I am concerned about my result.
A. We will initiate a technical review of your exam session and will get back to you with our findings in 2-3 business days. Please reach out to us at exams@loyalistexams.com

FAQ’s about Badging

Q: Who is Credly?
A: Credly is the end-to-end solution for issuing and managing digital credentials. Credly works with credible organizations to provide digital credentials to individuals, worldwide.

Q: Can I export badges issued through Credly’s Platform to other badge-storing platforms?
A: Yes, you can download your badge from the Share Badge page. Your downloaded badge contains Open Badge Infrastructure (OBI) compliant metadata embedded into the image. This allows you to store your badge on other OBI-compliant badge sites, such as the Mozilla backpack.

Q: Can I import badges issued from other platforms into Credly’s Platform?
A: Not at this time.

Q: I have a question about the Credly Platform. Where can I find support?
A: You can find answers to frequently asked questions here: support.youracclaim.com

Q: What if I don’t want my badge to be public?
A: You can easily configure your privacy settings in the Credly Platform. You’re in complete control of the information about yourself that is made public.

Q: Is there a fee to use Credly’s Platform?
A: No. This is a service Tableau provides to you, at no cost.

Q: Where and how can I share my badge through Credly’s Platform?
A: You can share your badge directly from the Credly Platform to LinkedIn, Twitter and Facebook; over email; embedded in a website or in your email signature.
Contact Information

If you have any questions or need further assistance, please email exams@loyalistexams.com. It will be helpful to provide your Exam Session ID in the subject of your email.

If you have any questions regarding the Tableau Certification program, please refer to: http://www.tableau.com/certification

Helpful Links
