



**ISACA.**

# Certificate Programs Exam Guide



# Table of Contents

Table of Contents .....	2
Section 1: COBIT 2019 Certificate programs.....	3
a. About the COBIT 2019 Certificate programs .....	3
b. About the COBIT 2019 Certificate exams.....	3
c. COBIT 2019 training options.....	4
Section 2: Cybersecurity Audit Certificate program.....	5
a. About the Cybersecurity Audit Certificate program .....	5
b. About the Cybersecurity Audit Certificate exam .....	5
c. Cybersecurity Audit training options .....	5
Section 3: IT Risk Fundamentals Certificate program.....	6
a. About the IT Risk Fundamentals Certificate program .....	6
b. About the IT Risk Fundamentals Certificate exam.....	6
c. IT Risk Fundamentals training options .....	6
Section 4: Certificate of Cloud Auditing Knowledge Certificate program .....	7
a. About the Certificate of Cloud Auditing Knowledge Certificate program.....	7
b. About the Certificate of Cloud Auditing Knowledge Certificate exam .....	7
c. Certificate of Cloud Auditing Knowledge training options.....	8
Section 5: Before the exam .....	9
a. Ensure you have the proper technology .....	9
b. Purchase the exam .....	10
c. Schedule the exam .....	11
d. Reschedule the exam .....	11
Section 6: During the exam .....	12
a. Exam requirements .....	12
b. Exam rules .....	12
c. Taking the exam .....	13
d. Online exam environment .....	14
e. Issues during the exam .....	14
Section 7: After the exam.....	15
a. Exam results.....	15
b. Viewing your score and accessing your certificate .....	15
c. Claiming & sharing your digital badge.....	15
d. Retaking the exam.....	15
Section 8: Help .....	16
a. Technical support.....	16
b. ISACA customer service .....	16

## Section 1: COBIT 2019 Certificate programs

### a. About the COBIT 2019 Certificate programs

The COBIT 2019 Certificate programs were designed to help COBIT 2019 users gain a more in-depth understanding of the COBIT 2019 Framework and provide attestation of the individual’s knowledge of the various aspects of COBIT 2019 and enterprise governance of information and technology (EGIT). The programs include:

- The COBIT 2019 Foundation Course and Exam
- The COBIT 2019 Design and Implementation Course and Exam
- Implementing the NIST Cybersecurity Framework Using COBIT 2019 Course and Exam

### b. About the COBIT 2019 Certificate exams

	<b>COBIT 2019 Foundation</b>	<b>COBIT 2019 Design and Implementation</b>	<b>Implementing the NIST Cybersecurity Framework Using COBIT 2019</b>
<b>Description</b>	Certificate candidates explore COBIT 2019 concepts, principles and methodologies used to establish, enhance and maintain a system for effective governance and management of enterprise information technology. The exam will test a candidate’s understanding of the topics and those that achieve a passing score on the COBIT 2019 Foundation exam receive the COBIT 2019 Foundation Certificate.	Certificate candidates explore COBIT 2019 key concepts provided within the COBIT 2019 Design Guide and the COBIT 2019 Implementation Guide. The candidates will also learn how to apply these concepts in (simulated) practice, how to analyze governance-related problems and solutions based on COBIT 2019 solutions. Those that achieve a passing score on the COBIT 2019 Design and Implementation Exam receive the COBIT 2019 Design and Implementation Certificate.	Certificate candidates explore the NIST Cybersecurity Framework, its goals, implementation steps, and the ability to apply the information in an organization’s environment. The exam is for individuals who have a basic understanding of both COBIT 2019 and security concepts, and who are involved in importing and/or building the cybersecurity program and their enterprises.
<b>Pre-requisites</b>	None	COBIT 2019 Foundation Certificate	COBIT 2019 Foundation Certificate
<b>Domain (%)</b>	Framework Introduction (12%) Principles (13%) Governance System and Components (30%) Governance and Management Objectives (23%) Performance Management (4%) Designing a Tailored Governance System (7%) Business Case (3%) Implementation (8%)	COBIT 2019 Basic Concepts (8%) Design Factors for a Governance System (15%) Impact of Design Factors (3%) The Governance System Design Workflow (32%) Implementing and Optimizing I&T Governance Overview (7%) Governance Implementation Lifecycle (32%) Key Topics Decision Matrix (3%)	Overview of the Cybersecurity Framework (10%) Cybersecurity Framework Structure (15%) Framework Implementation (75%)

<b>No. of Questions</b>	75 Multiple-choice	60 Multiple-choice	50 Multiple-choice
<b>Exam Length</b>	2 hours (120 minutes)	3 hours (180 minutes)	1.5 hours (90 minutes)
<b>Passing Score</b>	65%	60%	65%
<b>Exam Languages</b>	English, Chinese Simplified, Japanese, Spanish	English	English
<b>Exam Price</b>	\$175	\$275	\$275

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing COBIT 2019 Certificate exam. To review the technology requirements, refer to [Section 6a](#) of this guide. **Candidates have 365-days from their date of purchase to take the exam.**

### c. COBIT 2019 training options

ISACA offers a wide variety of COBIT training opportunities designed to fit your unique requirements for subject matter and learning style. Training options include:

- [Classroom training](#) (offered by accredited training partners)
- [Virtual instructor-led training](#)
- [Conference workshops](#)
- [Onsite and Self-Study](#)
- [Training week](#)

ISACA also offers core publications that provide the foundation for creating a customized governance program for information and technology, right-sized to the needs of your enterprise.

Please visit [ISACA's website](#) for more information on COBIT 2019 training and publications.

## Section 2: Cybersecurity Audit Certificate program

### a. About the Cybersecurity Audit Certificate program

The Cybersecurity Audit Certificate program covers four key areas of cybersecurity audit: cybersecurity and audit's role, cybersecurity governance, cybersecurity operations, and specific technology topics. The comprehensive program is purchased as a bundle and includes: 1.) a study guide, 2.) a training course offered in choice of formats, 3.) an online, remote proctored exam.

### b. About the Cybersecurity Audit Certificate exam

	Cybersecurity Audit
<b>Description</b>	Certificate candidates explore concepts related to evaluating cybersecurity risk and auditing the cybersecurity controls for an organization and then demonstrate their understanding of the topics by achieving a passing score on the Cybersecurity Audit Certificate exam.
<b>Pre-requisites</b>	None
<b>Domain (%)</b>	Cybersecurity Operations (45%) Cybersecurity Technology Topics (30%) Cybersecurity Governance (20%) Cybersecurity and Audit's Role (5%)
<b>No. of Questions</b>	75 Multiple-choice
<b>Exam Length</b>	2 hours (120 minutes)
<b>Passing Score</b>	65%
<b>Exam Languages</b>	English
<b>Exam Price</b>	Bundle prices vary based on the training format chosen. For bundle pricing and more information on the types of trainings offered, please refer to <a href="https://www.isaca.org/credentialing/cybersecurity-audit-certificate">https://www.isaca.org/credentialing/cybersecurity-audit-certificate</a> .  If a candidate does not pass the exam included with their bundle, retake exams may be purchased. The cost of a retake exam is \$249 for ISACA members, and \$299 for non-members. Refer to <a href="#">Section 8d</a> for more information regarding retake attempts.

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing a Cybersecurity Audit Certificate bundle. To review the technology requirements, refer to [Section 6a](#) of this guide. **Candidates have 365-days from their date of purchase to take the exam.**

### c. Cybersecurity Audit training options

The Cybersecurity Audit Certificate exam is purchased as part of a bundle, including the Cybersecurity Audit Certificate Study Guide and your choice of training. Options include online self-paced learning, virtual instructor-led training and onsite options held at various locations throughout the year. It is recommended that you complete your training prior to scheduling your Cybersecurity Audit Certificate exam. Bundle prices vary based on the training format chosen. For bundle pricing and more information on the types of trainings offered, please refer to <https://www.isaca.org/credentialing/cybersecurity-audit-certificate>.

## Section 3: IT Risk Fundamentals Certificate program

### a. About the IT Risk Fundamentals Certificate program

The IT Risk Fundamentals Certificate is a knowledge-based certificate offered by ISACA. This program is ideal for professionals who wish to learn about risk and information and technology (I&T)-related risk, who currently interact with risk professionals, or are new to risk and interested in working in the risk or IT risk profession.

### b. About the IT Risk Fundamentals Certificate exam

	IT Risk Fundamentals
<b>Description</b>	Certificate candidates will explore basis terminology, concepts, general practices and explanations of risk and I&T-related risk, and then demonstrate their understanding of the topics by achieving a passing score on the IT Risk Fundamentals Certificate exam.
<b>Pre-requisites</b>	None
<b>Domain (%)</b>	Risk Intro and Overview (5%) Risk Governance and Management (15%) Risk Identification (20%) Risk Assessment and Analysis (25%) Risk Response (15%) Risk Monitoring, Reporting and Communication (20%)
<b>No. of Questions</b>	75 Multiple-choice
<b>Exam Length</b>	2 hours (120 minutes)
<b>Passing Score</b>	65%
<b>Exam Languages</b>	English
<b>Exam Price</b>	\$175 Member / \$225 Non-Member

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing an IT Risk Fundamentals Certificate exam. To review the technology requirements, refer to [Section 6a](#) of this guide. **Candidates have 365-days from their date of purchase to take the exam.**

### c. IT Risk Fundamentals training options

There are many ways to prepare for the exam. You will be able to choose a method best suited to your personal learning style and preferences. Options include:

- [IT Risk Fundamentals Study Guide](#)
- [Conference workshops & sessions](#)
- [Virtual instructor-led training](#)
- [Online course](#)
- [Training week](#)

Learn more about the IT Risk Fundamentals Certificate program on [ISACA's website](#).

## Section 4: Certificate of Cloud Auditing Knowledge Certificate program

### a. About the Certificate of Cloud Auditing Knowledge Certificate program

The Certificate of Cloud Auditing Knowledge (CCAK) is brought to you by Cloud Security Alliance (CSA) and ISACA. This certificate fills a gap in the market for vendor neutral, technical education for IT audit, security, and risk professionals to understand unique cloud terminology, challenges, and solutions.

### b. About the Certificate of Cloud Auditing Knowledge Certificate exam

	Certificate of Cloud Auditing Knowledge
<b>Description</b>	Certificate candidates understand core cloud concepts including: Assessing and auditing cloud environments versus traditional IT infrastructure & services. Using cloud security assessment methods and techniques to evaluate a cloud service prior to and during the provision of the service. How existing governance policies and frameworks are affected by the introduction of cloud into the ecosystem. The unique requirements of compliance in the cloud due to shared responsibility between cloud providers and customers. How to use a cloud-specific security controls framework to ensure security within your organization. Measuring control effectiveness through metrics and ultimately leads to continuous monitoring.
<b>Pre-requisites</b>	None
<b>Domain (%)</b>	Cloud Governance (18%) Cloud Compliance Program (21%) CCM and CAIQ: Goals, Objectives, and Structure (12%) A Threat Analysis Methodology for Cloud Using CCM (5%) Evaluating a Cloud Compliance Program (9%) Cloud Auditing (15%) CCM: Auditing Controls (8%) Continuous Assurance and Compliance (7%) STAR Program (5%)
<b>No. of Questions</b>	76 Multiple-choice
<b>Exam Length</b>	2 hours (120 minutes)
<b>Passing Score</b>	70%
<b>Exam Languages</b>	English
<b>Exam Price</b>	\$395 Member / \$495 Non-Member

Please note that purchases are non-refundable and non-transferable. It's important that exam candidates first confirm access to the required technology to launch the exam before purchasing a CCAK Certificate exam. To review the technology requirements, refer to [Section 6a](#) of this guide. **Candidates have 365-days from their date of purchase to take the exam.**

### **c. Certificate of Cloud Auditing Knowledge training options**

There are many ways to prepare for the exam. You will be able to choose a method best suited to your personal learning style and preferences. Options include:

- [Certificate of Cloud Auditing Knowledge Study Guide](#)
- [Conference workshops & sessions](#)
- [Virtual instructor-led training](#)
- [Online course](#)
- [Training week](#)

Learn more about the Certificate of Cloud Auditing Knowledge program on [ISACA's website](#).



## Section 5: Before the exam

### a. Ensure you have the proper technology

The list below contains all the hardware and software requirements for the exam.

- Operating system supported: Windows, Macintosh 10
- Web browser: [Google Chrome](#) or Chromium version 32 and above
- You will need to download the PSI Secure Browser (This can be done NO MORE than 30 minutes prior to your scheduled exam time. If you are taking your exam from a work location, we advise contacting your local IT administrator to inform them that you will need to download the browser to your machine.)
  - Browser settings: Your browser must accept 3rd party cookies for only the duration of the exam
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution

It is highly recommended that before scheduling, candidates perform the [compatibility check](#) on the computer you will be using to take the exam. This can be accessed at any time once you have registered for the exam directly from the PSI dashboard or at <https://home.psiexams.com/static/#/bcheck>. **We recommend performing a second compatibility check 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling.** Please contact PSI Technical Support if you have any questions about your compatibility test results:

- Inside the U.S.: (844) 267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support/>

Note: Please be aware that you cannot take an exam using a virtual machine even though the compatibility check may not display any issues. The compatibility check is unable to detect a virtual machine.

ISACA PSIQA LARSON

### Compatibility Check

#### PSI Secure Browser required to take exam

The PSI Secure Browser is a web browser created to guarantee a securely proctored exam over a virtual connection. This online exam is taken using the PSI Secure Browser.

If you have already installed the Secure Browser, you may proceed to Option 2.

##### Option 1: Install the PSI Secure Browser

1. Download the Secure Browser
2. Run the PSI Secure Browser Setup File

[Install Secure Browser](#)

##### Option 2: Launch the Exam

Launch your exam using the link below.  
You can relaunch the exam with the PSI Secure Browser desktop icon

[Launch the Exam](#)

#### Troubleshooting

If at any point during the check-in process or the exam the application becomes unresponsive:

1. Chat with your proctor for additional instructions
2. If chat is unavailable, close the application via File > Exit or the Task Manager
3. Relaunch the exam via PSI Secure Browser desktop icon

VERSION 1.2.0

Audio/Video Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Integrated Webcam (0bda:57c3)
Microphone	✓	Default - Headset Microphone (Logitech Mono H650e) (046d:0a47)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 79.0
Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension).	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 50 kbits per second	✓	16606965

When you schedule the exam, you can also view these requirements and perform another [compatibility check](#). Refer to [Section 6c](#) of this guide.

**Note that purchases are non-refundable, so please check your system requirements *prior* to completing your purchase.**

## b. Purchase the exam

The registration form and payment must be completed before you can schedule an exam. **Exam fees are non-refundable and non-transferable.** When you complete the online registration process, you are agreeing to adhere to and accept ISACA's Exam Consent Form. It is important that you understand this agreement prior to registration.

1. Sign in to or create your [ISACA](#) account using your username and password.
2. Select and add the [Certificate program exam](#) of your choice to your shopping cart
3. Make your payment. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.

### Special Accommodations:

If you have a disability that requires a special accommodation, special testing accommodations must be requested during the registration process and approved by ISACA BEFORE scheduling the exam.

To request special accommodations complete ISACA's Special Accommodation Request Form and submit the form to ISACA at [specialaccom@isaca.org](mailto:specialaccom@isaca.org) for review and approval. This form must be completed by you and your health care professional.

All requests should be submitted to ISACA no later than 4 weeks prior to your preferred exam time and is only valid for that one exam administration. The Special Accommodation Request can be found at:

<https://www.isaca.org/credentialing/special-accommodations-for-isaca-exams>.

### c. Schedule the exam

**Note:** Candidates have a 365-day eligibility period to take their exam. This means that from the date you purchase, you have 1-year (365-days) to take your exam. Exams not taken within this eligibility period will result in forfeiture of fees.

1. Go to the ISACA website and click [My ISACA](#) on the right of the top navigation.
2. Type your Username and Password and click **Login**.  
**Note:** You must be logged in to complete the following steps.
3. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to schedule. This will take you to the PSI website where you can schedule the exam.  
**Note 1:** PSI is the third-party that manages the online exam and remote proctoring. When you click the **Visit Exam Website** button, you will navigate away from the ISACA website.  
**Note 2:** If you have an exam that has not been completed, you will continue to have access to the **Visit Exam Website** button. If you have completed the exam, this button will not be displayed.
4. You may perform a [compatibility check](#) prior to scheduling your exam. You may do so directly from your PSI dashboard. We recommend that you perform this check from the computer you plan on using to take the exam.
5. Once on PSI scheduling site follow the instructions:
  - Select an exam **Language**
  - Enter your **Country** and **Time zone**
  - Select an available **Date** and **Time** on the calendar
  - Confirm Schedule Details and click **Continue**

You will receive a confirmation email from [no-reply@psiexams.com](mailto:no-reply@psiexams.com) confirming your exam appointment.

### d. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 48 hours before your originally scheduled day and time. To reschedule an appointment: Login to your [ISACA](#) Account. From the **My ISACA Dashboard**, click on **Certificate Programs**, click the **Visit Exam Website** button next to the exam you wish to reschedule. This will take you to the PSI website where you can reschedule the exam.

- Click on **View Details**
- Click **Reschedule**
- Confirm that you want to reschedule your exam
- Follow the **Scheduling** instructions above

**Note:** If a scheduled appointment is not rescheduled or cancelled at least 48 hours beforehand, the exam must be taken at the scheduled time or the exam fees will be forfeited. If you have any questions regarding the rescheduling requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

## Section 6: During the exam

### a. Exam requirements

Please read the following requirements before you sit for your exam. Failure to comply will result in your exam being voided with no refund.

1. Choose a **quiet area** to take the exam. Avoid choosing an area that may contain loud noises (i.e., TV, family, music, pets, visitors, etc.) and public places (i.e., coffee shops, restaurants, parks, etc.).
2. You will need a **valid photo ID. The name on the ID must be the same as the name that appears in your ISACA profile.** If your ID has expired, the proctor will ask that you reschedule your exam, until you can provide a valid photo ID. The types of photo IDs that are allowed include government issued IDs, driver's licenses and passports. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor.
3. You will need a **web cam.**
4. You will need to have a **clean work area with no reference materials** available.
5. You may access the online exam environment **15 minutes prior** to the scheduled start time. It is recommended you do so to connect with the remote proctor and launch the exam properly.
6. Be sure your computer has **sufficient battery life** and/or is plugged into a power source for the duration of the exam.
7. You must have **stable internet connectivity** for the duration of the exam. If you lose internet connectivity during the exam, your session will be ended automatically, and results voided.
8. You must take the exam in **full screen mode.**
9. There will be **no cancellation or reschedule requests** granted within 48 hours of the scheduled exam.

**Note:** Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

### b. Exam rules

The exam is online, closed book and remotely proctored. The proctor will stop the exam if any of the exam rules are not followed. Any form of cheating will not be tolerated and will result in a voided exam without refund.

More specifically, the following scenarios are **NOT** allowed during testing:

- Using a phone or cell phone
- Reading the questions out loud
- Using an instant messenger tool/system
- Using a camera
- Taking screen captures of the computer screen/exam items
- Including papers, books, notes, etc. in the work area
- Eating or drinking
- Walking around the room
- Other people standing in or walking through your work area
- Stepping away from your exam/computer
- Taking notes
- Loading other programs on your system (this includes viewing documents, web browsing, email access, etc.)

**Note:** Failure to comply with any of the above will result in your exam being voided and forfeiture of your exam fees. If you have any questions regarding these requirements, please contact ISACA Customer Experience Center by visiting <https://support.isaca.org>.

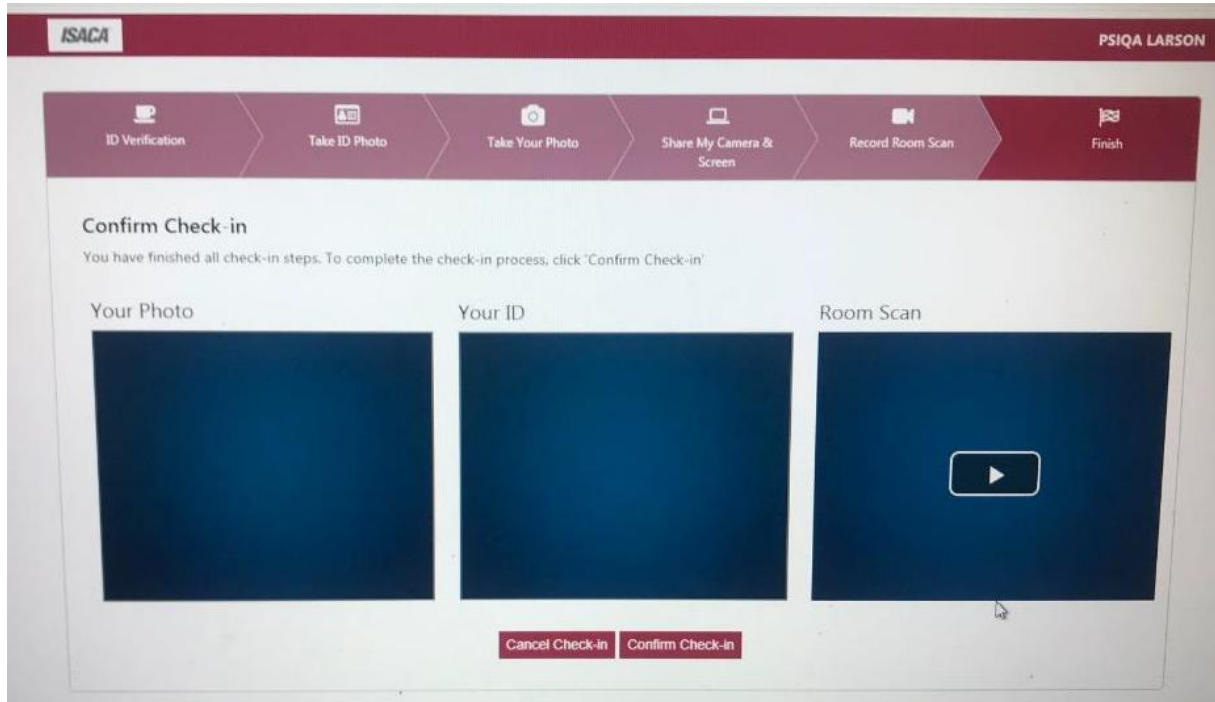
## c. Taking the exam

**Note:** You must have scheduled a date and time to sit for the exam before you can take it. Exam appointments must be scheduled a minimum of 24 hours ahead of time. Refer to [Section 6c](#) of this guide for instructions on how to schedule.

1. Login to your [ISACA](#) account.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**, then click the **Visit Exam Website** button next to the exam you wish to take.
3. Click the **My Exams** link and select the exam in the **Pending Exams** section.
4. You will be prompted to download the PSI Secure Browser prior to launching your exam. Please ensure that your computer is able to download software. This is available 30 minutes prior to your scheduled exam time. If you are taking the exam from a work or other restricted access environment, please inform your IT administrator when you are planning to take the exam, so they are available in case you need assistance downloading the secure browser.
5. Click **Launch**.  
**Note 1:** The **Launch** button will be available 15 minutes prior to the start of the exam; please refer to [Section 7a](#) of this guide.  
**Note 2:** Before launching the exam, be sure you have read and understand the exam rules, please refer to [Section 7b](#) of this guide.  
**Note 3:** Be aware that your exam proctor can see you through your web cam; however, you will not be able to see the proctor. You can communicate with the proctor via the live chat feature.
6. Click the **Enter Full Screen** button.  
**Note:** You are required to take the exam in full screen mode; please refer to [Section 7a](#) of this guide.
7. Click the **Connect** button(s) to connect the web cam and your computer with the proctor.
8. Click the **Entire Screen** button.
9. Click the **Share** button.

## d. Online exam environment

It is advised that you preview the online exam environment below to familiarize yourself with the tools and functionalities available during the exam. Having clarity enables you to effectively use them during the exam.



Menu Item	Function
ID Verification	You will be asked to share your ID for verification.
Take ID Photo	You will need to show your ID to your web camera and view it in the video box provided.
Take Your Photo	You will need to take a photo of yourself with your webcam and view it in the video box provided.
Share My Camera & Screen	You will be asked to share your camera and your screen with the monitor.
Record Room Scan	You will be asked to do a 30 second room scan with your webcam.

## e. Issues during the exam

If you experience technical difficulties during your exam, please alert your proctor using the live chat feature. Through the live chat feature, a record of the issue will be created that can be referenced should you need to reschedule the exam. Your proctor will be able to assist you directly to resolve the issue. You can also call technical support at:

- Inside the U.S.: 844-267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support>

## Section 7: After the exam

### a. Exam results

You will receive your exam results immediately upon clicking the **Submit** button after completing the exam. You will get a message to confirm submission, noting any unanswered items. Please be sure you are ready to submit the exam, as you will not be able to go back into the exam to modify or answer any previous questions.

Your score and pass/fail status will be displayed in the online exam environment. The percentage required to pass the exam can be found in **Section 1b/2b/3b/4b/5b** of this guide for each specific Certificate Program exam type.

You will also be able to access your score and pass/fail status on the **My ISACA Dashboard**. Please refer to [Section 8b](#) below for more instructions.

Note: Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC/CSX-P) may claim two CPE credits for each examination hour when a passing score is achieved. No CPE certificates will be provided upon passing the exam.

### b. Viewing your score and accessing your certificate

1. Go to [ISACA](#) and login using your ISACA credentials.
2. From the **My ISACA Dashboard**, click on **Certificate Programs**.
3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **PRINT CERTIFICATE** button to view, download and/or print your certificate.
4. Instructions on how to claim your digital badge will be sent to you in an email. Refer to [Section 8c](#) of this guide for information regarding your digital badge.
5. If you have not yet taken the exam, the status will indicate that your exam is still pending. Click the **Visit Exam Website** button to schedule and/or take your exam.
6. If you did not pass the exam, you will see your score and the status will indicate that you were unsuccessful.

### c. Claiming & sharing your digital badge

If you pass the exam, you will receive an email with instructions on how to claim your digital badge and share it via social media. ISACA offers digital badges to all that hold an ISACA certification or certificate as validation. The badge, once accepted, provides a link to a page that verifies that you have earned the certificate as well as an explanation of the achievement. Digital badges are also able to be shared through social networking. Please go to <https://www.isaca.org/credentialing/credentialing-badges> to read more.

### d. Retaking the exam

To protect the integrity of ISACA's certificate exams, ISACA has implemented the following retake policy:

Individuals have 4 attempts within a rolling twelve-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of 3 more times within 12 months from the date of the first attempt. Refer to [Section 6b](#) of this guide for purchasing instructions. **Please note that candidates must pay the exam fee in full for each exam attempt.**

- Retake 1 (attempt 2): Customers must wait 30 days from the date of the first attempt
- Retake 2 (attempt 3): Customers must wait 90 days after the date of the second attempt
- Retake 3 (attempt 4): Customers must wait 90 days after the date of the third attempt

## Section 8: Help

### a. Technical support

If you are experiencing technical difficulties with your hardware or software, scheduling the exam and/or taking the exam, please contact the customer service representatives at PSI:

- Inside the U.S.: 844-267-1017
- Outside the U.S.: 1-702-939-6734
- Chat: <http://clientportal.softwaresecure.com/support>

### b. ISACA customer service

For questions regarding exam rules, purchases, exam retakes, the certificate & digital badge, this guide and general information regarding ISACA's Certificate programs, please contact ISACA Support by visiting <http://support.isaca.org>