



Certification Program Handbook

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Introduction

This Handbook sets forth the policies and procedure that apply to all credentials offered by the Okta Certification Program. By taking an Okta exam, you acknowledge and agree to abide by the terms and rules described in the Okta Certification Program Agreement, in this Handbook, and as described on the Okta Training and Certification website.

Why get certified

Value

Okta Certification is a Program for IT professionals to validate their knowledge and skills through examination. Okta certifications are granted to individuals, not companies, and establish baseline ability standards for persons who administer, implement, develop, and architect identity and security solutions using the Okta service.

Certifications distinguish the holder of the credential in the market and can be used to advance professional career goals. Companies can use certification to improve competitive advantage by managing employee skill development and more easily recruiting new talent with formally validated skill sets.

Benefits

Okta certifications demonstrate commitment to success and provide benefits for the individual and company alike.

Individuals should consider becoming Okta certified to:

- Gain confidence and industry recognition for your skill set
- Demonstrate expertise working with Okta identity management and security solutions
- Improve your performance and grow your professional opportunity
- Distinguish yourself and add new value in the workplace
- Earn a portable credential to enhance job mobility
- Join an elite group of IT professionals who value life-long learning and career development.

Companies that endorse Okta certification also realize benefits, including:

- Ability to evaluate your staff's skills and knowledge against a recognized benchmark
- Increased productivity
- Assurance that your staff is providing comprehensive quality support to your user population
- Protection of your Okta investment through validation of staff capabilities
- Improved ROI through accelerated knowledge and adoption of new features
- Ability to easily distinguish qualified candidates in recruiting new talent to your organization.



Role-based credentials

Okta certifications are role-based and designed to set baseline skill standards for key technical personnel involved in implementing or managing an Okta instance. Credentials are earned by passing an Okta certification exam, series of exams, or by fulfilling other performance-based activities.

Target credentials for inclusion in the program include

- Okta Certified Professional
- Okta Certified Administrator
- Okta Certified Consultant – *coming March 2017*

Okta Certified Professional

The Okta Certified Professional **KNOWS** Okta. They possess knowledge about secure identity management and mobility concepts. They have hands-on experience completing day-to-day operational tasks to support users of the Okta service. Professionals have familiarity with Okta technology and processes related to simple directory integration, single-sign on federation, and application provisioning aspects of User Life Cycle Management.

Okta Certified Administrator

The Okta Certified Administrator **MANAGES** Okta. They are technically proficient at managing the Okta service. They have extensive knowledge about how Okta enables advanced User Lifecycle Management scenarios involving mobile devices, security policy frameworks, supported SSO options, and advanced directory integration for cloud and on premise access. Administrators use the Okta Policy framework to control user access, understand how to map identity attributes and data transformations using Universal Directory, and troubleshoot issues.

Okta Certified Consultant

The Certified Consultant **IMPLEMENTS** Okta. They have extensive knowledge about how Okta enables advanced User Lifecycle Management scenarios involving mobile devices, security policy frameworks, supported SSO options, and advanced directory integration for cloud and on premise access. Administrators use the Okta Policy framework to control user access, understand how to map identity attributes and data transformations using Universal Directory, and troubleshoot issues.

Detailed descriptions of candidate qualifications, exam blueprints, and recommended preparation methods are found in associated exam study guides.



Taking the exam

Certification exams are administered and proctored by Examity®. Okta has partnered with Examity, a secure online proctoring service, to protect the integrity of certification exams. Online proctoring means that exams can be taken from most any location at a time that is convenient for you, without travel to a test center. Okta may, at its sole discretion, opt to hold in-person testing sessions.

Read the [Examity User Guide](#) for descriptions of the test registration and test taking experience.

Eligibility

To be eligible to register for and take an exam, candidate must be:

- At least eighteen (18) years of age
- Must not have been banned from participation in the Program

Registering

Create a user profile on the Examity site at <https://prod.examity.com/OKTA/>. Provide your name, company name, email address, phone number, and a current headshot photograph (not an ID).

NOTE: Okta does not require the upload of any form of legal identification, such as driver's license, passport or another government issued ID. You will be required to present formal identification as part of the exam authentication process on the day of your test, but to safeguard against unauthorized access to sensitive test taker credentials, government issued IDs are not recorded or stored in user profiles for Okta certification exams.

The following registration conduct is strictly prohibited:

- Providing false or misleading information about your identity or that of any other person.
- Registering for or taking an Okta exam with another individual's Examity login.
- Allowing someone else to register for or take an Okta exam with your Examity login.
- Creating multiple Examity site profiles.
- Holding multiple exam registrations at the same time under different Examity logins.

Fees, cancellations, and reschedules

Examity manages certification scheduling and payment, rescheduling, and cancellation for all Okta certification exams and you must initiate these actions through the Examity system. Current exam fees are \$150 USD for each exam attempt. No discounts are offered for retakes. Payment for the exam is made during the appointment process and may be paid for by credit card or by using an exam voucher provided by Okta. Refunds, if the cancellation policy was adhered to, will be processed for the credit card utilized during the appointment process.



- You must register for an exam at least 24 hours prior to your desired appointment time
- You may reschedule or cancel an appointment up to 24 hours prior to exam start time.
- You may not reschedule or cancel an exam appointment once it has started.
- If you do not complete the exam at the scheduled time and did not contact Examity 24 hours in advance to cancel or reschedule, you will be charged the full exam fee.

Special Accommodation: Please contact us at certification@okta.com at least 30 days before the date you would like to take the exam to request an accommodation.

Scoring and results

Cut scores: Exam passing thresholds are set independently using statistical analysis and input from Okta experts and independent psychometricians. Okta reviews, updates, and adjusts exam questions on an ongoing basis as items are updated or refreshed and to ensure item accuracy based upon Okta feature enhancements. For this reason, Okta discloses exam results as Pass or Fail only and does not publish cut-scores.

Provisional result: You will receive provisional exam pass/fail results on-screen immediately after completing your exam.

Final result: a confirmed pass/fail exam result will be sent to you via email within ten (10) days of taking your exam. Once all published requirements are met, you will earn the certification credential and be authorized to use the certification title and logo on your business cards and other professional collateral.

Indeterminate results: Okta regularly monitors the performance of all exams to ensure the validity of results and fairness to all test takers. During the monitoring of exam performance, Okta may classify scores as indeterminate. Indeterminate results are not considered valid and will not be eligible for certification. Okta will allow candidates whose results are indeterminate the option of retaking the exam at no cost. If it is determined that a breach of the Program Agreement or any policies described in the Handbook has contributed to the classification of indeterminate, Okta will take additional action as laid out in the Program Agreement.

Candidate retesting: Okta reserves the right to ask any candidate to re-test if there is any suspicion of fraudulent or aberrant test scores.

Appeals: A candidate has the right to appeal their exam results. When an appeal is requested in writing, Okta will review the candidate's results to determine if any mistakes were made in the determination of their score results.

Scored & unscored questions: Your exam may contain unscored questions in addition to the scored questions, to the total number of questions that are presented to you may be greater than the number shown on the exam page. This is standard testing practice. You will not know which questions are unscored. If your exam contains unscored questions, the time allowed for the exam takes into



consideration the time you will need to answer all questions and review your work. Your exam results will reflect your performance on the scored questions only.

Retakes

Rules governing retake are in place to protect the integrity of exam content and allow the candidate additional time to prepare for a failed exam. Exam retakes are subject to the following conditions:

- You can retake a failed exam after 14 days from the date of your most recent attempt.
- You can take an exam up to three times in one year from the date of your first attempt. If you fail the exam three times, you may not retake the exam without consent from the Okta Certification Program.
- Candidates may only take beta exams one (1) time.
- Candidates may not retake a passed exam.
- Exam fees must be paid for each attempt and will not be refunded for a failed exam.

Violation of the retake policy in any way, including, but not limited to, retaking an exam prior to the designated waiting period or registering for the exam using false credentials may result in exam results being invalidated. A test result found to be in violation of the retake policy will be marked invalid, which will result in no credit awarded for the test taken. Repeat violators will be banned from participation in the Okta Certification Program.

Test taking rules

To ensure the accuracy and validity of test scores, the following rules must be following through the entire period that you are taking your proctored exam. Violation of any of these rules may results in the suspension and possibly the cancelling of your exam:

- The test surface must be clutter free and contain only one computer monitor or screen, one keyboard, and one mouse. Dual monitors or screens are not permitted.
- No food or beverages are allowed in the testing area
- No phone, calculators, or other electronic devices on the test
- No notes, study materials, books, or access to other websites is allowed during the exam
- Do not wear jackets, hoodies, hats, ties or scarves when taking the exam
- You must be alone in the room with no additional person
- You may not talk to anyone during the exam; this includes answering the phone
- You must remain seated for the duration of the test and may not leave the room for any reason, including using the restroom.
- Proctors are authorized to pause your exam at any time upon detecting testing irregularity. They may also stop your exam, which means that it will be considered null and void.



Policies

Certification Program Agreement

The Okta Certification Program Agreement (“Agreement”) sets forth the terms and conditions that govern your participation in the Program. It is critical that you read the agreement in advance of registering for an exam, as you will not be permitted to register for or take any Okta Certification Program exam without agreeing to the terms. The Agreement will appear before you can start your exam on test day and failure to accept these terms will mean that you will be unable to take the test and you will not receive a refund. The rights granted to you under the Agreement are not in effect until you successfully pass the exam and otherwise fulfill stated requirements for certification or recertification.

Violation of any terms in the Agreement can prohibit you from taking the exam, invalidate your score, suspend or revoke your certification, or ban you from the Program.

Recertification policy

The Okta service adds new features and functionality at a rapid pace and certification candidates are expected to keep pace with product enhancements. After you achieve a certification credential, you must meet ongoing requirements to keep credentials current and use Okta certification logos. This may include the completion of specific training, recertification exams, or even sitting for core exams at designated intervals.

You will be notified by Okta regarding requirement and timeline for completing recertification activity. The notification will be sent to the email address provided during exam registration, please ensure this email address is kept up-to-date in the Examity system: <https://prod.examity.com/OKTA/>

Programs revisions and exam retirement

Okta has, at its sole discretion, the right to revise, replace, or retire certification exams at any time. Program policies, benefits, and requirements may also be revised at any time. Program announcements are communicated on the Okta certification website and will be sent to the email address provided by participants during exam registration. Ensure this email address is kept up-to-date in the Examity system.

Use of certification logo

Upon completion of the certification requirements, Okta provides candidate access to logos to promote their achievement. Because certification credentials are earned and held by an individual, not a company, logos may be used solely by the certified individual in the following ways:

- On printed or digital business cards
- On personal social media profile, such as LinkedIn



- On websites that profile the certified individual
- On resumes
- In an email signature

You promise to adhere to logo usage rights and restrictions as governed by the [Okta Certification Program Agreement](#).

Clear Space

Measurements

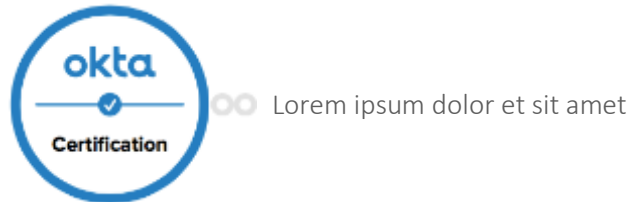
Minimum clear space is x , two times the height and width of the “o”. Clear space should be measured from the edges of the circle (see graphic). Always maintain sufficient clear space (at least x) between the logo and any other element.



Horizontal and Vertical Lockups

Horizontal

If used with text horizontally, center align.



Vertical

If used with text vertically, left align.



Color

Your role-based certification badge is a specific color or colors which represent the official designation that you earned. You may not change the color(s) of your badge.



Data and privacy

Except as otherwise stated in this Handbook or the Certification Program Agreement, Okta's Privacy Policy covers the collections, use, and disclosure of personal information any time you interact with Okta.

Okta, the testing service provider and other related third party services, may collect, process, and use your data to process Exam Materials and certifications, manage the Program, confirm compliance with the Program Agreement, and market and improve program products, training, and services.

Upon request, Okta Certification team will confirm third party requests for exam and certification status by named individual.

Staying informed

Information about the Okta Certification Program can be found on the Okta Training & Certification website. The most common questions are answered in our online FAQ.

If you have additional questions, contact us at certification@okta.com

Expect the Okta Certification Program to evolve as we keep pace with innovations in the Okta service and add new credentials to the program.

Keep your email address current in the Examiity system to receive program announcements.

