

About the Program

What is the difference between Administrator and User level certifications?

User level certification exams are shorter, and require less experience with NetSuite. Typically, NetSuite Customer end users will find these certifications are a good match with their knowledge of NetSuite. Administrator level exams, on the other hand, require understanding of NetSuite setup, configuration, and standard vs. custom processes. These exams are longer and more challenging.

What terms apply to me if I participate in NetSuite's exam and certification program?

You must review and agree to all terms in [NetSuite's Certification Policy](#) and the NetSuite Certification Agreement and other policies provided or made available to you by NetSuite.

Why "ERP" Consultant? What about CRM, Ecommerce, or other specializations?

Most customers rely on NetSuite ERP to run their business. Because of this, customers are demanding experienced NetSuite ERP consultants. We are offering the ERP Consultant Certification to meet this demand.

Do I have to pass the SuiteFoundation Exam separately for each additional Certification Title?

Once you have passed the SuiteFoundation Exam, as long as you keep this status Current by passing the annual New Release Quiz, you do not need to take it again. So, if you passed the SuiteFoundation once, this counts toward any or all of our certifications.

Once I have passed the SuiteFoundation Exam, how long do I have to take the next exam to complete my Certification Title?

Once you have passed the SuiteFoundation Exam, as long as you keep this status Current by passing the annual New Release Quiz, there is no time limit on how long until you take your next exam.

About the Exam

Where can I take the certification exam? Do I have to go to a testing center?

You sign up with the third party vendor Kryterion, who administers and proctors the computerized exams. There will be 2 ways to take the exams:

- Testing center: Search for locations using this link: <http://www.kryteriononline.com/Locate-Test-Center>
- Online proctored exam—installation of software is required ahead of time. Internal (embedded) laptop camera is permitted. More details are available here: <http://kryteriononline.com/delivery-options/online-proctoring/>

When can I sign up for the tests? I want to be certified!

You can register for an exam using this link: www.webassessor.com/netsuite

How much does an exam cost?

Exams vary in cost depending on level. See each exam for details.

If you fail to pass an exam, you may request a discounted fee to retake it after 30 days, by emailing certification@netsuite.com.

How do I purchase bulk vouchers?

You need to fill in the [Bulk Voucher Purchase Form](#) and send it to Kryterion. The vouchers will be good for 12 months from the date of purchase and no extension will be allowed.

What form will the questions take?

The questions are all multiple-choice or matching.

In what languages are the NetSuite Certification Exams available?

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The NetSuite Certification Exams are in English only. Non-native English speakers may request additional time by emailing certification@netsuite.com. Please allow two weeks for your request to be completed.

Will I have access to a demo account while I am taking the test? (So I can look up SuiteAnswers?)

The computer screens are locked during the exam, so there is no access to any materials or online sources for information. Scratch paper and calculators are not allowed.

I have dyslexia, I am not a native English speaker, I have Test Anxiety, or otherwise need assistance. Can you provide special accommodation for the exam?

If you need a special accommodation in testing, please contact certification@netsuite.com 60 days in advance of your desired testing date.

Will I know right away if I passed or failed?

Yes, test results will be available immediately.

What score do I need to get to pass?

The required passing score is confidential.

If I fail, how soon can I retake the test?

A 30-day waiting period between re-tests is required.

If I fail, will you tell me what areas I should study?

You will be notified of sections where you scored less than 50% correct. It is possible to score above 50% on all sections and still be below the passing score.

How long are the exams?

Duration of each exam, and number of questions, are listed in the study guide for each exam.

How can we reschedule in less than 72 hours before the exam?

The 72-hour advance notice required to reschedule exams is not controlled by NetSuite. This is a policy of our testing vendor, and is part of their contract with the testing centers. We have no ability to reschedule the exam within that 72-hour window, nor can we waive your testing fees.

About Preparing for the Exam

Where can I find Study Guides for the exams?

The Study Guides are available under the Exam descriptions above, and under the Study Guides section.

Will there be required training before I can take the certification exams?

Recommended training is identified in the exam descriptions and study guides found on the certification webpage tabs. Contact training@netsuite.com for help in developing a learning plan tailored to your needs and requirements for certification.

If I take the training, will I be guaranteed to pass the exams?

Completing NetSuite training does not guarantee that you will pass the exams; however, formal training will help you prepare for the exam and ensure that you have core NetSuite knowledge.

Where can I find sample Tests?

Please see Sample Test section above. Future versions will be posted as they become available.

I want to do the testing online. What setup do I need?

The most important requirement is to click on the correct Exam when registering. Click "**Online**" for the online proctor service (also called "Secure Wrapper Proctored").

You may use your internal (embedded) camera in your laptop computer, but you will have to install software ahead of the exam date. More details are available at this

link: <http://www.kryteriononline.com/docs/PreparingForYourExam.pdf>

Test-Taker Support

How do I prepare for an Online Proctored Exam?

- A. **Prepare your computer one week in advance** of your exam appointment. Click [here](#) to download and review the instructions and webcam requirements.
- B. NOTE: You will need a separate webcam that is NOT the one embedded in your laptop. If you do not have an approved webcam, you can purchase one from Kryterion by clicking [here](#). **Note that this transaction must be completed separately from exam registration.**

How do I launch my online exam?

- To launch the assessment(s), log into your Test Taker home page at <http://www.webassessor.com/netsuite> using the login and password you received in your confirmation email from donotreply@kryteriononline.com.
- Click on the launch button to the right of the name of your assessment to begin.

I am having trouble with the Online Proctored Exam!

- If you are using the KRYTERION Online Proctored (OLP) Services (“Secure Wrapper Proctored”) and are having trouble with the installation of KRYTERION required software, biometric enrollment, and/or the test launch process including biometric authentication and camera placement, please contact KRYTERION OLP **Support at 800-491-6595 or 602-659-4665 or send an email to olpsupport@kryteriononline.com** Monday through Sunday from 8:00 AM to 12:00 AM (Arizona Time) and during all regularly scheduled Online Proctored testing sessions.

How do I find the ONSITE Kryterion Test Center?

- If you are having difficulties finding one of our Kryterion Testing Network (KTN) centers within a 100-mile radius, and/or a KTN center with available dates and times, please contact the KTN Support Team at 800-403-6199 (US and Canada) or +1 602-281-3591 Monday through Friday from 7:00 AM to 4:00 PM (Pacific time) or send an email to ktnsupport@kryteriononline.com.

How do I report problems with the Test Center?

- If you feel you were not proctored properly, or if you observe any inappropriate behavior from the KTN center staff, please protect the integrity of your testing experience. Call or email the KTN Support Team using the above contact information.

After the Exam:

Once I pass the exam, how long to confirm my certification?

Be sure to email us at certification@netsuite.com to speed up the response time. Allow approximately two weeks to receive confirmation of certification and related benefits.

How will someone be able to verify my Certification Status?

- Anyone can use the NetSuite [Certification Status Search Tool](#) (see button above).
- If you pass the exam and your status is current, you can use the NetSuite Certification logo and other designations under the terms NetSuite provides. You as an individual (not your employer or organization) have the option to place a NetSuite Certification logo on your business cards, email signatures, resume and individual social media profile.
- There are private Groups on LinkedIn which you may request to join, and which can then be displayed on your profile.
- Alternatively NetSuite will confirm whether an individual has passed a particular exam or whether his/her status is current. To verify this information, please contact certification@netsuite.com.

How do I keep my Certification current ?

Please refer to the Exam descriptions above, or the Certification Program agreement.

Will I get a logo to put on my company or organization website?

No, the certification is for individuals, not companies or organizations. Your employer or organization may state it has "X" number of individuals with a certification under the terms of the Certification Policy.

How do I notify the NetSuite Certification Program about a change in my email, location, or employer?

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The best way is to email us directly at certification@netsuite.com with the new information. You are responsible for keeping NetSuite informed if your contact or employer information changes. This helps NetSuite administer the Program and communicate to you about important information that may affect your Certification. We may also check your profile under www.webassessor.com/netsuite to verify email if something bounces.

What does it mean an individual says "I am NetSuite Certified" or I see a NetSuite Certified logo on a person's business card, resume, email or social media page?

An individual may only make this statement if they have successfully passed required Exams to earn a NetSuite certified title and currently satisfy all requirements of the program, including periodic re-testing and ongoing compliance requirements. See <http://www.netsuite.com/certification> under each Exam tab for recommended prior background and experience for a test taker.

How do I notify NetSuite of improper use of NetSuite certification logos, titles, or other improper claims?

Please send email to the NetSuite Certification team at certification@netsuite.com with details of the improper use, including person or company and media involved

[About the New Release Quiz](#)

How do I register to take the Annual New Release Quiz?

The New Release Quiz is available on the same testing platform as all other NetSuite Certification Exams. Please click the **Register for Exam** button, or log in at www.webassessor.com/netsuite.

How do I know if I must take the Annual New Release Quiz?

Only Administrator level certifications require the Annual New Release Quiz. If you have an Administrator level certification, then check the date you passed your NetSuite Certification Exam(s). You must take the New Release Quiz for each year AFTER you became NetSuite Certified. If you don't remember, you can click the Verify Certification button on the right side above.