Citrix Certification FAQs

FAQs
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Citrix

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Exam Registration Process

Q: How do I apply for and schedule a Citrix certification exam?

1. Log in to our new platform, Webassessor, at https://www.webassessor.com/citrix.

    - If you are a new user and have never taken a Citrix exam, create an account by clicking the "Create New Account" link in the top right corner of the page.
    - If you have an existing certification and are logging in to Webassessor for the first time, click the "Forgot Password" link in the top right corner of the page. Use your User ID or registered email account to reset your password.

2. Once you have created a new account or reset your password, log in to Webassessor using your credentials.
3. On the landing page, click the "Register for an Exam" tab.
4. Select the exam and click "Buy Now".
5. Choose your exam date and time, and then click "Schedule".
6. Click the "Terms and Agreement" checkbox, and then click "Proceed".
7. Click the "Proceed to payment" button.
8. On the "Check Out" page, enter your payment details or your Coupe/Voucher Code, and then click "Submit".

Q: What is Webassessor?

Webassessor is a platform by Kryterion used for administering certification exams. It is a secure online testing tool that allows individuals to schedule, register for, and take their Citrix exams. Webassessor also provides a platform for organizations to manage candidates and exams and track certified professionals.

Q: How do I change or update my legal name, contact information, or address in Webassessor?

Refer to the Webassessor help article.

Q: On Webassessor, what does the test sponsor's Webassessor portal refer to?

It is the Citrix-specific Webassessor web portal. You can access your Citrix certifications and exam-related information through https://www.webassessor.com/citrix.

Q: Where can I find Online Proctored Guidance?

Access the Webassessor Online Proctored Guidance page.

Q: Where can I find Onsite Proctored Guidance?

Access the Webassessor Onsite Proctored Guidance page.

Q: Where can I find Account and Scheduling Support?

Access the Webassessor Account and Scheduling Support page.

Q: How can I Contact Webassessor or Kryterion Email Support?

You can refer to this web page.

Q: What happened to the Candidate ID or CTX ID? How do I find mine?

With our new platform (Webassessor), Candidate IDs and CTX IDs are no longer used or required. You can access all your exams, schedules, and certification information directly through your Webassessor login.

Q: What is Citrix Certification Manager?

We've transitioned to Webassessor. There's no need to create a separate profile in Citrix Certification Manager. Your existing certification details are now accessible through your Webassessor user login.

Q: How do I track my certification progress?

You can track your certification related information through Webassessor user login.

Exam Voucher

Q: How do I buy bulk exam vouchers?

Refer to the process document here.

Q: How do I redeem an exam voucher?

1. Log in to Webassessor using your credentials.
2. On the landing page, click the "Register for an Exam" tab.
3. Select your exam and click "Buy Now."
4. Choose your preferred date and time and click "Schedule."
5. Check the "Terms and Agreement" box and click "Proceed."
6. Click "Proceed to payment button."
7. On the checkout page, enter your payment details or your Coupe/Voucher Code and click "Submit."

Q: How will I receive my certificate after I attain a Citrix certification exam?

Once you've earned a Citrix credential, you can download a digital copy of your certificate through Credly.

Q: I just took an exam. How can I track, interpret, and share my exam results?

You can track and share your exam results through Credly.

Q: Where can I find my Score Report?

Your Score Report is available within Webassessor. After logging in, click on the "Transcript" tab to find and view it.

Exam and Certification Policy

Q: How long is a Citrix certification valid?

Citrix certifications are valid for two years from your certification date.

Q: What exams are offered, and what is the cost?

We offer both proctored and un-proctored certification exams through Webassessor. Proctored exams are available at the Premium and Standard levels.

- Premium and Expert level proctored exams cost $300 USD.
- Standard and Associate level proctored exams cost $200 USD.

Q: Is there a recertification program?

The current recertification program via attending an associated course has been discontinued since February 29, 2024. To get recertified, you will need to take the relevant exam and pass it.

Q: How much time will I have to complete my exam?

The exam duration varies depending on the specific exam. You will find the exact time limit detailed in the exam information during the registration process.

Q: If I fail an exam, how soon can I retake it?

The retake policy varies by exam. You can find the specific waiting period on Webassessor.

Q: To keep my certification active, do I need to retake an exam that has been updated since I last took it?

No. Citrix certifications remain valid for two years from the date you earned them.

Q: I have a certification that Citrix recently retired. Is my certification still valid?

Yes, the retirement of a certification does not impact its validity. Your certifications are valid for two years unless Citrix explicitly shortens their lifespan. You cannot recertify with a retired certification.

Prepare for a Certification Exam

Q: What's the best way to prepare for a Citrix exam? What skills and knowledge do I need?

A: The best approach is to:

- Consider Recommended Training: While not mandatory, the training courses referenced in the guide are highly beneficial.
- Gain Hands-on Experience: Practical experience with the product covered in the exam is crucial for success.

Q: Do I need to take a training course before I can take the certification exam?

No, training is not required. You can register for and schedule your proctored exam directly through the Webassessor platform.

General Exam Information

Q: Which Citrix and NetScaler certification exams are currently active?

The following certifications are currently active and available for registration: CCA-V, CCP-V, and CCA-AppDS (ADC 14.x with Traffic Management).
The following certifications will be release shortly:

- CCA-AppDS (ADC 14.x with NetScaler Gateway) and
- CCP-AppDS (ADC 14.x with Advanced Features)

Q: Which eLearning courses and Certifications have been discontinued?

Please see the list of retired eLearning assessments and skill badges as of February 29, 2024.

Q: Are there plans to update current certification exams or launch new ones in 2025?

Yes, we are planning to update our certification program, release new exams, and refresh existing ones by the end of 2025. These new exams can be taken to maintain

your current certification or earn a new one. All current certifications will remain valid until a new certification replaces them.

Contact Us/Support

Q: I had technical issues during my proctored exam. Who should I contact?

Please reach out to Webassessor Support. For urgent issues, please use Kryo's AI Assistant.

Q: How can I contact the Certification Support team?

A: First, check our FAQs on the training homepage for quick answers. If you still need assistance, you can contact us directly.
For technical, scheduling, or payment issues, please contact Kryterion Customer Service.