

SAP® Global Certification Program

Exam Process

Demonstrate your commitment to excellence with SAP Global Certification – an innovative, user-friendly learning and certification program that will enable your people to succeed with the latest SAP technology. Lead in the digital economy with a skilled and confident global workforce equipped for success with trusted certification by SAP.

2 Overview of the exam process

10 Overview of security guidelines

**13 Overview of technical requirements
for exams**

15 Troubleshooting

OVERVIEW OF THE EXAM PROCESS

How do I get started with SAP Global Certification? Is there a fee to take SAP Global Certification exams?

Yes, there is a fee to take exams.

To access certifications for core SAP solutions and schedule up to 6 exam bookings:

1. Purchase a subscription to **Certification Hub** by booking [SAP Global Certification online exam, one attempt](#), or [SAP Global Certification online exam, six attempts](#). An invoice with payment instructions will be sent to the invoice recipient you specify.
2. Your subscription will be valid for 12 months. You can attempt any of the available exams during this time period.
3. Schedule your exams within **Certification Hub**.

Note: If you already have a subscription to **SAP Learning Hub, solution editions, SAP Learning Hub, partner editions**, or SAP Learning Hub, enhanced student edition, you have access to SAP Global Certification online exams included in your subscription. Schedule your exams within Certification Hub.

Optional

If you would like to take a course to prepare for your SAP Global Certification exam:

- Register at [SAP Training Shop](#), and purchase your selected course.

I have an existing SAP user ID on SAP.com. How do I log in to SAP Training Shop?

You can use your SAP user ID to log in to [SAP Training Shop](#).

How soon after I subscribe to Certification Hub can I schedule my SAP Global Certification exam?

As soon as you receive confirmation of your subscription, you will be able to schedule an SAP Global Certification exam.

We suggest you schedule your exam far enough in advance (2-3 hours) to allow you to test your equipment and get your identification documents ready.

How do I schedule an exam?

1. To schedule an **online exam**, visit the [Certification Hub](#).
2. Review available exams listed on the Exam Dashboard menu, and schedule a suitable exam appointment time and date. (Note: The dashboard will also track your exam results and any attempts remaining on your subscription.)
3. A message will appear confirming you have successfully placed an order. However, this does not mean the exam has been booked yet. You will be sent a booking confirmation email that confirms the details of your booking.
4. Please read the email carefully to ensure details are correct. If any details are incorrect, or you have any questions or concerns, please contact your local SAP representative (visit the contact page at [SAP Training Shop](#)). Provide your order number to the specialist handling your query, found in the Order Summary section or My Account section of SAP Training Shop.

To schedule an **onsite exam**, find a location near you at one of our SAP Training Centers.

How do I know which SAP Global Certification exam I should take if more than one exam is listed?

You should always take the most current exam available. Exam codes reflect the version, and while older exam versions are retired after new exam versions are released, this process can take several weeks.

You can also review the exam description to identify the one most suited to your needs.

Do I need to enter my SAP user ID when registering for an SAP Global Certification exam?

Yes, to ensure your results count and are tracked, you must enter your SAP user ID in the appropriate registration field. If you do not have an SAP user ID, please contact a local SAP representative (visit the contact page at [SAP Training Shop](#)).

How do I get help if I encounter a technical problem when trying to schedule an SAP Global Certification exam?

From within Certification Hub, you can request help for technical problems by email or chat:

Email:

sapcertification@questionmark.com

certhubsupport@questionmark.com

Chat in real-time with a technical support representative

How do I cancel or reschedule my SAP Global Certification exam?

You can cancel or reschedule an exam in Certification Hub by using the calendar icon in the “Exam Appointments/Upcoming Appointments” section. You must cancel or reschedule your exam at least 24 hours before the scheduled appointment date and time. SAP reserves the right to subtract an exam attempt if you do not cancel your appointment within the specified time.

What will happen if I miss my SAP Global Certification exam appointment? Does it count as an attempt?

If you miss your SAP Global Certification exam appointment, and do not cancel or reschedule within 24 hours prior to the start date and time of your exam, your appointment will be regarded as an exam attempt. The proctor will update the appointment status to “No Show”, which will be reflected in Certification Hub under “Exam Appointments | Previous Appointments”.

Do I need to take SAP Global Certification exams at a predetermined time or place?

No, exams are available online 24/7 and each exam is proctored remotely. You can take exams anywhere in the world as long as you have an Internet connection and a laptop or desktop computer with a webcam.

What is the process for taking an online SAP Global Certification exam?

Test your system and prepare your equipment

At least 24 hours prior to your exam, test your system using the System Test provided on the home page of Certification Hub. The link will be provided after you purchase your exam. Contact [Technical Support](#) if you receive any warnings about your equipment.

Prepare your equipment at least 2-3 hours in advance of taking your exam.

Ensure you have the following equipment in place before taking your exam:

- [Questionmark Secure browser](#) (must be downloaded and installed)
- Webcam
- Microphone or headset
- Adobe Flash
- Broadband connection

Gather your identification

You need to use your SAP user ID credentials (username and password) to log on to the system.

You will also be required to present two forms of valid identification (cannot be expired). Both pieces of ID must bear your name and signature, and at least one must be a valid government-issued photo ID. Your photo ID will be checked by the remote proctor before you take your exam.

Valid means of identification include:

- Signed government-issued passport*
- Signed driver's license (must include photo)
- Signed military ID card
- Bank/credit card

*A passport can be accepted as a primary form of ID for a candidate even if it does not have a signature as long as it is determined to be valid and there is no designated place for a signature (e.g., biometric passport). When presenting a biometric passport with no signature, candidates will also be required to present a secondary form of identification bearing their full name and signature, e.g., a debit or credit card.

Ensure the testing environment is adequate

For a testing environment to be deemed appropriate, you must ensure that:

- You are alone in the room and will not be disturbed during your exam
- The table or desk is cleared of any materials
- The room is quiet
- Your cellphone is switched off and stowed out of sight
- Any desk phones are disconnected or blocked from incoming calls

The exam supervisor will check your exam environment prior to releasing the exam.

Ensure you are in a quiet and secure location, and that you will be in the room alone throughout your SAP Global Certification exam. We do not allow exams to take place in public locations where others are within speaking distance or may be able to access your computer, or where you can become distracted.

Your exam supervisor or examiner will ask you to rotate your webcam around the room prior to beginning your SAP Global Certification exam. Please ensure the area contains only permitted items approved by your exam supervisor. Whiteboards and bulletin boards must be cleared, erased, or covered, unless they are facing away from you. All cell phones, tablets, and other communication or recording devices must be removed from the computer area.

Only one screen may be active during your exam session. Additional monitors must be disconnected and turned away from you. Please ensure your screen resolution settings are not set to an extended display setting.

Start your exam

At your appointment time:

1. Log in to Certification Hub from [SAP Training Shop](#).
2. Launch your exam from the Exam Appointments menu by clicking “Start Exam” from the Exam Appointments page.
3. The proctor will check your exam environment prior to releasing the exam.

Where do I obtain the Questionmark Secure browser for the SAP Global Certification exam?

You can obtain the Questionmark Secure browser [here](#). The Windows version can be accessed from the [Questionmark website](#). The Mac version can be accessed from the Apple App Store, but the Questionmark website will guide you there.

What languages do the exam proctors speak?

Exam proctors speak English.

Is it possible to chat with the SAP Global Certification exam proctor via text chat, as my spoken English is not very advanced?

Yes, a chat window will be available.

How does the exam supervisor know that I am taking the SAP Global Certification exam, and not someone else?

You need to use your SAP user ID credentials (username and password) to log on to the system. Your photo ID will be also checked by the remote proctor before you take your exam.

You will be required to present two forms of valid identification (cannot be expired). Both pieces of ID must bear your name and signature, and at least one must be a valid government-issued photo ID.

Valid means of identification include:

- Signed government-issued passport*
- Signed driver's license (must include photo)
- Signed military ID card
- Bank/credit card

Is it possible to take a break during an SAP Global Certification exam?

No, it is not possible to take a break during the exam. However, if an urgent matter or technical problem arises, you should immediately communicate with your proctor by chat or audio.

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OVERVIEW OF SECURITY GUIDELINES

I am ready to take my SAP Global Certification exam on-premise. As an exam-taker, what security guidelines must I follow?

- On-premise exam-takers will be required to present two forms of valid identification (cannot be expired). Both pieces of ID must bear your name and signature, and at least one must be a valid government-issued photo ID.
- Valid means of identification include:
 - Signed government-issued passport*
 - Signed driver's license (must include photo)
 - Signed military ID card
 - Bank/credit card
- Passwords may not be shared under any circumstances.
- All scratch paper used must be returned to the proctor at the end of the test session.
- Exam takers are not allowed to keep personal items with them in the testing room, for example, cell phones, bags, notepads, organizers.
- No electronic dictionaries are allowed, and exam-takers are not allowed to bring their own dictionaries into the testing room unless approved by the proctor.
- If an exam-taker needs to leave the testing room for an emergency, he/she must be accompanied by the exam supervisor. This is only allowed in onsite situations, and not if the exam-taker is in a remote location.
- Exam-takers may not enlist or receive any assistance with answering exam questions. Proctors are not allowed to answer any questions related to the exam, its content, or its questions.
- In the event of suspected cheating, the exam will be stopped, and the incident reported.
- Registered exam-takers who arrive more than 15 minutes late for their exam can be denied access to the exam.
- No one is allowed in the exam room until the proctor is present and ready to administer the exam. Exam-takers should arrive at least 10 minutes prior to their start time and should not enter any information into the system until the proctor has given instructions to all of participants.
- Exam-takers should read exam instructions carefully before starting. They are not being timed during this portion of the certification exam, so should ensure they understand all instructions before starting the exam.
- Exam-takers must exit the exam room upon completion of the exam.
- In the event of a fire alarm (building evacuation), the exam should not be discussed during the evacuation period as this will be treated as a cheating incident. The exam will be resumed after the evacuation period is over.

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I am ready to take my SAP Global Certification exam online. As an exam-taker, what security guidelines must I follow?

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- Online exam-takers need their SAP credentials to log on and to show two forms of valid (not expired) identification to the exam supervisor
 - Valid means of identification include:
 - Signed government-issued passport*
 - Signed driver's license (must include photo)
 - Signed military ID card
 - Bank/credit card
 - Tables and desks must clear of any materials. It is prohibited to make any kind of notes.
 - Personal items like cell phones, bags, notepads, and organizers are prohibited.
 - Exam-takers must not leave the room during the exam.
 - All disruptions must be avoided; nobody else is allowed to be in the exam room.
 - A "start exam" link will be displayed to the candidate 15 minutes prior to the appointment time.
 - The proctor may not be available until the appointment start time.
 - Exam-takers may chat in English with the proctor via a chat window.
 - In the event of suspected cheating, the exam will be stopped and the incident reported.
 - Exam-takers should read exam instructions carefully before starting. They are not being timed during this portion of the certification exam, so should ensure they understand all instructions before starting the exam.
 - In the event of a fire alarm or other type of building evacuation, candidates should take all necessary measures to protect their own safety and the safety of others. Once the incident has been resolved, candidates should email or chat with their local education specialist to get advice on possible next steps to complete the exam.

*A passport can be accepted as a primary form of ID for a candidate even if it does not have a signature as long as it is determined to be valid and there is no designated place for a signature (e.g., biometric passport). When presenting a biometric passport with no signature, candidates are required to present a secondary form of identification with their full name and signature, e.g., a debit or credit card. Exam-takers must be alone in the room and complete the examination alone and independently.

How does SAP handle incorrect behavior during an exam?

Please be aware that each exam-taker has signed a candidate agreement prior to taking their test. SAP reserves the right to withhold their certification status if they are found to be cheating or disclosing exam questions. Depending on the severity of the case, SAP can delete exam results and require candidates to take the next version of the exam upon its release, or ban them from taking any further SAP Global Certification exams.

Can I access exam questions in advance by buying them from a company or through a 'brain dump'?

No. Unfortunately, the increased demand for certification has resulted in a growing number of people who try and attain SAP certification through cheating, for example, by using 'brain dumps' to access exam questions. Some unscrupulous companies have even tried to turn this into a business opportunity by offering to sell 'exam questions' to test-takers who do not believe they have the skills or knowledge to pass an exam by fair means. Ironically, these questions are often either SAP's own sample questions, which are freely available, or outdated questions, but sometimes real exam questions are shared. However, whenever a cheating incident goes undetected, SAP is potentially putting its customers at risk.

Can I share my exam questions?

No. Over the years, SAP has discovered that exam questions are often shared for less selfish reasons – from a misplaced sense of 'doing the right thing' by helping a friend or colleague, or from being unaware of the need for security or the consequences of sharing exam questions. SAP has also discovered that some individuals may not realize they are risking their own certification status – and, in severe cases, legal consequences – by distributing test questions, which is in contravention of the Non-Disclosure Agreement and General Terms they signed before taking their exam.

OVERVIEW OF TECHNICAL REQUIREMENTS FOR EXAMS

What are the technical requirements for taking an SAP Global Certification exam?

Because exams are secure and proctored (supervised), you must ensure specific technical requirements are met before you can take an exam:

1. Install [Questionmark Secure](#), the specialized browser that works with the exam delivery system.

Windows requirements for installing Questionmark Secure:

- Microsoft Windows 7, 8, or 10
- Microsoft Internet Explorer 9+, although this does not need to be the default browser. Provided you have Internet Explorer 7 or later installed, you can open a secure assessment with other browsers such as Firefox or Safari.
- At least 5MB of free disk space, although only around 1MB or less is needed
- Please note that Questionmark Secure is a 32-bit application, but it can be installed on both 32- and 64-bit operating systems

Mac requirements for installing Questionmark Secure:

- Mac OS X 10.9 or higher
- At least 0.5MB of free disk space
- Using a Mac also requires the use of a mobile device and the installation of the MegaMeeting Mobile app on your device so you can access the audio/visual channel.

2. Use a supported browser to launch the exam:

- IE 9+
- Chrome
- Firefox 3+
- Safari v6.0.19+
- Opera

3. Ensure the following are functional and enabled for real-time communication:

- Webcam
- Microphone or headset: We do not recommend the use of cellphone headsets
- Adobe Flash: We recommend the latest version, but the minimum requirement is v10.0+
- Connection speed: Broadband Cable/DSL – 1 Mbps or faster

How can I determine if my computer meets the standards for taking the SAP Global Certification exam?

You can check your configuration by clicking “Test communication and bandwidth” in Certification Hub.

Do I need a webcam to take my SAP Global Certification exam?

Yes, it is essential that the PC or laptop you use is equipped with a webcam that has been fitted with an external camera.

Can I take an SAP Global Certification exam on a tablet computer?

No, tablets are not supported, including:

- Google Chromebook
- Apple iPad/Apple mini
- Android/Microsoft tablets
- Linux-based tablets

TROUBLESHOOTING

**My exam did not launch.
What should I do?**

Do you have [Questionmark Secure](#) installed? This secure browser will automatically run when an exam is initiated.

Note: Even after you click “OK” on the dialog box, you may need to close forbidden applications that Questionmark Secure detects. Commonly found forbidden applications include:

- Microsoft Outlook
- Microsoft Lync
- SnagIt
- GoToMeeting
- Task Manager
- JAVA Runtime Applications (e.g. Adobe, SAP GUI)

For more information about how to obtain and install Questionmark Secure, refer to the FAQ in Certification Hub.

How do I get help if I encounter a technical problem during my SAP Global Certification exam?

If you encounter a technical problem, you can ask the exam proctor for help. Use the chat feature in the application or your microphone to communicate with the proctor.

What happens if there is a fire alarm or similar incident while I am taking my SAP Global Certification exam?

First and foremost, take all necessary measures to protect your own safety and the safety of others. If a fire alarm or similar incident interrupts your exam, use chat or audio to communicate with your proctor to get advice on next steps, or [email SAP](#).

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THE BEST RUN

