



OneStream Certification Program Frequently Asked Questions (FAQs)

March 2022

QUESTION: What is the benefit of becoming OneStream Certified?

ANSWER: The OneStream Certification Program establishes a thriving community of proven OneStream professionals prepared to support the future of intelligent finance. OneStream's certifications demonstrate the highest levels of technical competency, productivity, and industry recognition, offering a way to advance careers and gain a competitive advantage.

QUESTION: What certifications are currently available?

ANSWER: As of January 2022, OneStream currently offers the OneStream Certified Professional (OCP) - Lead Architect certification exam. This hybrid exam is a combination of traditional multiple-choice items and hands-on, performance-based situations. This exam targets IT professionals using OneStream in a Lead Architect role. To learn more about available exams, please visit the [OneStream Certification Program](#) webpage.

QUESTION: Where can I find the certification requirements for a OneStream certification?

ANSWER: Certification requirements, sample exams, exam objectives, recommended training, and registration is available for OneStream certifications and corresponding exams on the [OneStream Certification Program](#) webpage.

QUESTION: What is the format of the exams?

ANSWER: To achieve the OneStream Certified status, candidates must pass an online, proctored, hybrid multiple-choice and performance-based exam. The exams are based on a combination of the OneStream books, formal training material, commonly referenced product documentation, and real-world scenarios. There are several systems that work together to deliver OneStream Software exams. It is essential for you to test requirements of each system prior to your scheduled reservation in order to avoid issues on test day. Take these important steps to be sure that you will be able to take your test:

- a. Confirm that your system meets the [Technical Requirements](#) for taking this exam.
- b. Perform an [Examity system requirements](#) check for remote proctoring.
- c. Perform a [TrueAbility system requirements](#) check for the virtual environment.
- d. Candidates should also download Chrome or Firefox. (TIP: Safari and Edge are unsupported.)
- e. [Conduct a secure systems browser check and download the Examity secure web browser.](#)
- f. Turn off your popup blocker (day of exam - if you may forget on the day of the exam, turn it off now while you are performing checks.)
 - If test-takers have their pop-up blocker enabled, there could be a delay when launching the exam session. When candidates select Connect to Proctor, that button initiates the screen share application. If that does not launch properly or immediately, it can feel as though the proctor is not available, though they are in the screen share session.
- g. For best results, test on a non-work computer. There may be security configurations on your work computer that could affect exam performance.

QUESTION: When will a certification exam be retired?

ANSWER: Certification exams will be retired 60 days following the release of a new exam version.

QUESTION: Why do I see a Pass or Fail result on my exam score report instead of a score?

ANSWER: OneStream certification exams are designed to determine if a candidate's overall ability in a specific area either meets or exceeds what has been defined as minimal competency. Each exam item,



whether multiple-choice or performance-based, contributes to that determination. Regardless of how high or low a candidate scores on an exam, only one valid conclusion can be made: the candidate either does or does not possess the minimally acceptable knowledge, skills, and abilities for the content covered by the exam. Since the only meaningful and valid inference that can be made is a pass or fail decision, that is the only information that is reported.

QUESTION: What happens if I fail?

ANSWER: If you don't pass on your first attempt, you must wait 3 days before taking the exam again. If you don't pass on your second and subsequent attempts, you can retake the exam after a 14-day waiting period, with a maximum of 4 attempts in a 12-month period.

QUESTION: How will I be notified that I have passed an exam?

ANSWER: Upon successful completion of a OneStream certification exam, candidates will receive an email from OneStream Certification informing them of successful completion of an exam and that a score report is available.

The email also contains instructions on receiving a OneStream Certified backpack and claiming the digital credential at Credly. Candidates should be sure that their inbox is set to accept emails from @certmetrics.com.

QUESTION: How can I find out what topics an exam will cover?

ANSWER: Certification requirements, exam objectives, sample exams, study guides, recommended training, and registration are available for each certification and corresponding exam. For more information on how to prepare for an exam, please visit the [OneStream Certification Program](#) webpage.

QUESTION: When will my OneStream certification expire?

ANSWER: OneStream certification exams will expire 24 months from the date a credential was achieved. After 24 months, candidates may have the option to complete OneStream eLearning continuing education to extend their existing OneStream credential for 12 months. (The maximum amount of time a candidate may hold an active certification credential is 36 months.)

QUESTION: How and when do I receive a certificate stating that I am OneStream Certified?

ANSWER: Upon successful completion of a OneStream certification exam, candidates will receive two emails. The first email, from OneStream Certification, is notification that a certification has been awarded (and an electronic certificate is available for download in your CertMetrics account). The second email will come from [Credly](#) allowing candidates to claim and share their digital credential. The email is sent to the business email address associated with your OneStream account in Okta.

QUESTION: Who do I contact if I need to make changes to my Certification profile?

ANSWER: If you need to make changes to your profile information, you will need to make the update in your OneStream account in Okta. Changes that you make in your CertMetrics profile run the risk of being overwritten with data in your OneStream account.

- If you have access to submit a ServiceNow request with OneStream Software, please submit your demographic information to be updated.
- If you do not have access to submit a ServiceNow request with OneStream Software, please contact the OneStream Administrator at your company who will submit the request for you.

QUESTION: How can I check my certification status or which exams I have passed?

ANSWER: To view your exam and certification history:

- Sign into [CertMetrics](#).



- Select *My Profile* from the CertMetrics homepage.

Question: How does an employer or other organization verify an individual's certified status?

Answer: OneStream makes available to the certified individual a way to send an electronically verifiable proof of certification. Employers and others may request that the individual provide a proof of certification. It is then up to the certified individual to provide the proof of certification.

QUESTION: How can I verify my digital credentials to an interested party?

ANSWER: Candidates' credentials may be verified by logging into the [Credly](#) platform.

QUESTION: What is OneStream's Digital Credential and Badging Program and how do I claim my digital credential or badge?

ANSWER: OneStream has partnered with [Credly](#), to recognize your knowledge gained along the learning journey with badges and digital credentials that will result in greater visibility for customers and partners that publish their credentials online. Digital credentials are earned by passing a OneStream certification exam. You will receive a digital, shareable, and verifiable credential that you can post across various social media platforms.

There is NO FEE for this service! Benefits of a Credly badge or digital credential include:

- A web-enabled version of your credentials that can be shared online
- A more efficient way of posting to social media platforms
- A trusted method for real-time credential verification

Start claiming and sharing your digital credentials and badges today. Just follow these simple steps:

- Receive an email from Credly
- Create an account on the [Credly](#) website
- Accept the Terms and Conditions
- Claim your badge and start sharing

Be sure to check your clutter or spam email folders to ensure you are receiving communications from certification@onestreamsoftware.com and admin@credly.com.

QUESTION: Is training required to become OneStream Certified?

ANSWER: OneStream strongly recommends specific courses and associated exercises to develop individuals to successfully do their job. These courses are not required; however, they are available for those who do not meet the minimum level of competence as tested by the exam. Be cautioned that attendance in a training course does not guarantee passage of a certification exam.

OneStream recommends real-world experience using its software prior to attempting an exam. Certification requirements, study guides (including exam objectives), recommended training, and registration details are available on the [OneStream Certification](#) webpage.

To learn about current training opportunities, visit the [OneStream Training](#) webpage.

QUESTION: Where can I find sample questions to help me prepare for the exam?

ANSWER: You can get all the information you need to help you prepare for the exam in the [Lead Architect Exam Study Guide](#).

You can also find [step-by-step instructions](#) to register for the exam on our website.



QUESTION: How do I register for a OneStream Certification exam?

ANSWER: OneStream Certification has created a comprehensive [Step-by-Step Guide](#) to creating a CertMetrics account and registering for your exam.

QUESTION: How do I get a receipt or invoice for my exam payment?

ANSWER: Upon making payment for your exam, you will receive an email from My Commerce a Digital River company, with payment confirmation. The subject line will be '*Delivery information for "Examiy" (MyCommerce Share-it order no. [invoice number here])*' and the email comes from noreply@mycommerce.com.

This is the only receipt that you will receive. If you need to use this receipt for reimbursement or tax purposes, do not delete the email.

QUESTION: I had a technical issue with my exam and need to retake it. Who do I contact for assistance?

ANSWER: Please contact certification@onestreamsoftware.com for any issues you had with exam delivery. Provide as much information as possible in your email. If you experience issues DURING your exam, immediately contact the proctor and TrueAbility support during the exam session.

QUESTION: I failed the exam. Do I have to pay to retake it?

ANSWER: If you fail the exam on your first attempt, each subsequent attempt will cost \$300 USD. If you don't pass on your first attempt, you must wait 3 days before taking the exam again. If you don't pass on your second and subsequent attempts, you can retake the exam after a 14-day waiting period, with a maximum of 4 attempts in a 12-month period.

QUESTION: How do I take advantage of the exam discount associated with purchasing the [OneStream Foundation Handbook](#)?

ANSWER: To take advantage of the book purchase promotion, send proof of purchase to certification@onestreamsoftware.com and request the 50% exam discount.

Any warranty with respect to the software or its functionality will be expressly given in the Subscription License Agreement or Software License and Services Agreement between OneStream and the warrantee. This document does not itself constitute a representation or warranty with respect to the software or any related matter.

OneStream Software, OneStream XF, Extensible Dimensionality, and the OneStream logo are trademarks of OneStream Software LLC in the United States and other countries. Microsoft, Microsoft Azure, Microsoft Office, Windows, Windows Server, Excel, .NET Framework, Silverlight, Internet Explorer, Internet Information Server, Windows Communication Foundation and SQL Server are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. DevExpress is a registered trademark of Developer Express, Inc. Cisco is a registered trademark of Cisco Systems, Inc. Intel is a trademark of Intel Corporation. AMD64 is a trademark of Advanced Micro Devices, Inc. Other names may be trademarks of their respective owners.