

FREQUENTLY ASKED QUESTIONS

# OneStream Certification Program FAQ



## What is the OneStream Certification Program?

The OneStream Certification Program provides objective-based assessments of OneStream technical expertise through securely proctored, computer-based exams (based on real-world job tasks). Candidates can validate their technical knowledge and competency by becoming OneStream Certified based on their specific area of expertise on OneStream. Successful completion of the program's current requirements results in the achievement of a OneStream Certification.

## What certifications are currently available?

As of January 2023, OneStream currently offers the OneStream Certified Professional (OCP) – Lead Architect certification, the OneStream Certified Associate (OCA) in Administration certification, and the OneStream Certified Associate (OCA) – Implementation Foundations certification. To learn more about available exams, please visit the [OneStream Certification Program](#) webpage.

## What is the difference between a certification and a micro-credential?

A Certification is earned after successfully passing a qualifying OneStream Certification Exam. A Micro-Credential is earned after successfully completing a OneStream training course. Visit the [Digital Credential](#) webpage for more information.

## Where can I find the certification requirements for a OneStream certification?

Certification requirements, sample items, exam objectives, and recommended training is available for each OneStream certification within the corresponding exam study guide:

- ✔ [OneStream Certified Professional \(OCP\) – Lead Architect](#)
- ✔ [OneStream Certified Associate \(OCA\) in Administration](#)
- ✔ [OneStream Certified Associate \(OCA\) – Implementation Foundations](#)

## What is the benefit of becoming OneStream Certified?

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.

## What is the format of the exams?

To achieve the OneStream Certified status, candidates must pass an online proctored exam. The OneStream Certified Professional (OCP) – Lead Architect and OneStream Certified Associate (OCA) - Implementation Foundations exams contain hybrid multiple choice and performance-based items. The OneStream Certified Associate (OCA) in Administration certification exam consists of multiple-choice items only. OneStream Certification 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 to avoid issues on test day.

Take these important steps to be sure that you will be able to take your test:

- ✔ Perform an [Examity system requirements](#) check for remote proctoring.
- ✔ Verify both [GoToMeeting](#) and [Zoom](#) run by using these sample meetings.
- ✔ Verify your sound, camera and microphone all function in both sample meetings.
- ✔ Use a supported browser: Chrome, Firefox or Edge. (**NOTE:** Safari and Internet Explorer are unsupported.)
- ✔ Verify you can complete this [5-question quiz](#) **PRIOR** to exam day.
- ✔ 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.
- ✔ For best results, test on a non-work computer. There may be security configurations on your work computer that could affect exam performance.
- ✔ If you experience issues using a company computer or sitting at work, ask your IT department to follow the instructions in [this guide](#), which may resolve the issues.

Familiarize yourself with the exam platform by watching the video: [What to Expect While Taking An Exam](#).

### **When will a certification exam be retired?**

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

### **How will I be notified that I have passed an exam?**

Upon successful completion of a OneStream certification exam, candidates will receive an email from CertMetrics informing them of successful completion of an exam and that exam results are available through OneStream.

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](#).

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

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.

### What happens if I fail?

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.

### When will my OneStream certification expire?

OneStream certifications expire 24 months from the date a credential was achieved. Any time during those 24 months, you can complete activities (like training, webinars and conferences, among many others) to earn OnePoints that will go toward certification extension. You must earn 40 OnePoints to extend your certification for 24 months from the original expiration date. [Learn more about OnePoints.](#)

### How do I extend my certification?

Complete activities that earn OnePoints and save evidence (certificates, email confirmations, etc.)

- ✔ Earn 40 OnePoints over the 24-month validity period of your certification
- ✔ Submit all evidence to OneStream Certification by submitting a case in ServiceNow
- ✔ The Certification team will validate your evidence and process the extension

[Learn more about the OnePoints program and what activities earn points.](#)

### What happens if I fail to take the required action to extend my certification date PRIOR to my expiration date?

If you fail to take the required action **PRIOR** to your certification expiration date, the certification within CertMetrics will expire and the digital credential issued by Credly will become inactive. If this occurs, you will need to pass the current exam.

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

Upon successful completion of a OneStream certification exam, candidates will receive two emails. The first email, from CertMetrics, is notification that a certification has been awarded (and an electronic certificate is available for download in your CertMetrics profile). 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.

### Who do I contact to make changes to my Certification profile?

If you need to make changes to your profile information, you will need to make the update in Salesforce and the changes will flow through to CertMetrics.

- ✔ 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.

### How can I check my certification status or my passed exams?

To view your exam and certification history:

- ✔ Sign into [CertMetrics](#) via Okta.
- ✔ Select *My Profile* from the CertMetrics homepage.
- ✔ Select the History or Certification link at the top of the page.

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

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.

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

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

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

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:

- ✔ 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](mailto:certification@onestreamsoftware.com) and [admin@credly.com](mailto:admin@credly.com).

For more information, read the [Digital Credential and Badge Program Frequently Asked Questions \(FAQ\)](#).

### **Is training required to become OneStream Certified?**

OneStream strongly recommends specific courses and associated exercises to develop individuals successfully do their jobs. 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 [Available Exams](#) page.

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

### **Where can I find sample questions to help prepare for the exam?**

You can get all the information you need to help you prepare for an exam in its study guide. You can find the study guide for any given exam on the [Available Exams](#) page.

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

### **How do I register for a OneStream Certification exam?**

OneStream Certification has created a comprehensive [Step-by-Step Guide](#) to logging in to CertMetrics and registering for your exam.

### **How do I get a receipt or invoice for my exam payment?**

Upon making payment for your exam, you will receive an email from TESTWise, with payment confirmation.

The subject line will be 'Exam Payment Processed' and the email comes from [noreply@itemexperts.com](mailto:noreply@itemexperts.com).

If you need to use this receipt for reimbursement or tax purposes, do not delete the email. Additionally, you can login to your TESTWise account, view your exam history and send yourself a new invoice.

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

Please contact the Certification team by submitting a case form on the [ServiceNow Support Portal](#) 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 CMS support during the exam session.

### **I failed the exam. Do I have to pay to retake it?**

If you fail the exam 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. Each subsequent attempt for the OneStream Certified Professional (OCP) - Lead Architect or OneStream Certified Associate (OCA) – Implementation Foundations exam will cost \$300 USD. Each subsequent attempt for the OneStream Certified Associate (OCA) in Administration will cost \$125 USD.

## How do I take advantage of an exam discount associated with purchasing a OneStream Book?

To take advantage of a book purchase promotion, send proof of purchase (proof of purchase must show confirmation of payment and can be a forwarded copy of a receipt, a screen shot of a paid invoice, or other documentation to show that you have purchased and paid for the book as well as the date you purchased the book) to the Certification team via the [ServiceNow Support Portal](#) and request the exam discount.

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