



# Certification Handbook

Prepared by: Palo Alto Networks Education Services

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## Introduction

### About Palo Alto Networks

Palo Alto Networks, the global cybersecurity leader, continually delivers innovation to enable secure digital transformation—even as the pace of change is accelerating. Palo Alto Networks has over 80,000 customers in over 150 countries.

### Our Mission

*Your cybersecurity partner, for today and tomorrow.*

Our mission is to be the cybersecurity partner of choice, protecting our digital way of life.

### What we do

*Palo Alto Networks is driving innovation for a better tomorrow.*

Every day, Palo Alto Networks provides the visibility, trusted intelligence, automation, and flexibility that help complex organizations advance securely.

### We're Comprehensive

*Bridging all your security needs.*

By delivering a comprehensive portfolio and empowering a growing ecosystem of partners, we are at the forefront of protecting tens of thousands of organizations across clouds, networks, and mobile devices.

### Global Enablement's Mission

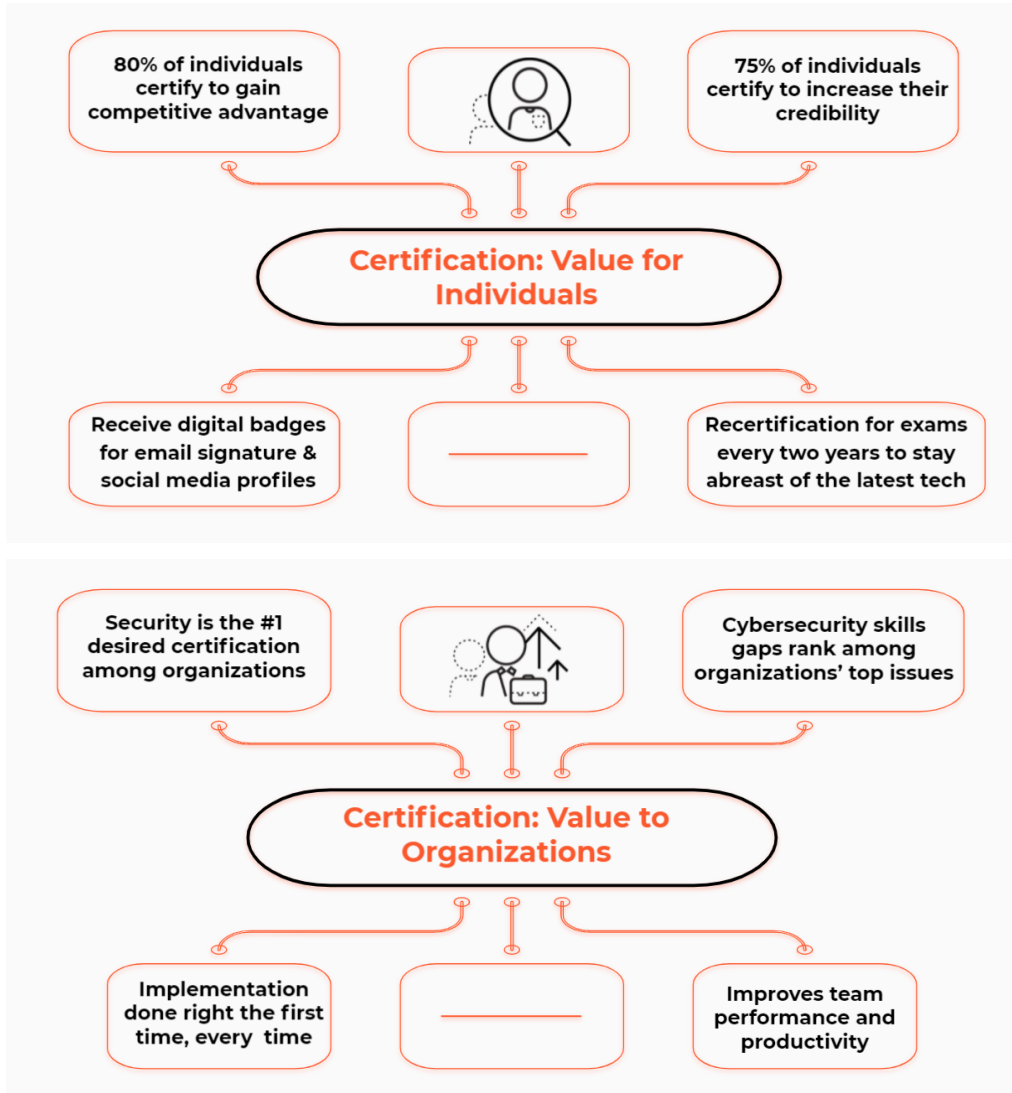
Enable the adoption of Palo Alto Networks technology platforms by providing a world-class portfolio of scalable training content and by measuring technical competencies through certifications.

### How to Use This Handbook

This Certification Handbook will serve as the first source of information and provides individuals with the information needed to understand and complete the certification process. The Handbook is considered required reading for all candidates. All individuals who desire to become certified must comply with the policies, procedures, and deadlines laid out in this Handbook.

***Please read each section carefully.***

## The Value of Certifications



## Statement of Impartiality

Palo Alto Networks Education Services understands the importance of impartiality and the consideration of any potential conflicts of interest in carrying out its certification activities. Palo Alto Networks commits itself to impartiality in its certification activities. Decisions on certification programs shall be made in accordance with established policies and procedures. Policies and procedures affecting applicants, candidates, and certified persons are made public to convey information fairly and accurately about the certification program. Palo Alto Networks is committed to identifying and assessing risks in all related certification activities that may result in a conflict of interest or pose a threat to impartiality.

Palo Alto Networks applies the following principles to maintain impartiality:

- objectivity
- neutrality
- fairness
- equality

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## Palo Alto Networks Certifications

Palo Alto Networks certifications establish benchmarks for cybersecurity skills and knowledge, providing additional assurance of your ability to operate and manage Palo Alto Networks technology. We currently offer six certifications:

PCCET - Palo Alto Networks Certified Cybersecurity Entry-level Technician

PCNSA - Palo Alto Networks Certified Network Security Administrator

PCNSE - Palo Alto Networks Certified Network Security Engineer

PCCSE - Prisma Certified Cloud Security Engineer

PCDRA - Palo Alto Networks Certified Detection and Remediation Analyst

PCSAE - Palo Alto Networks Certified Security Automation Engineer

### Exam Details and Eligibility (All exams mentioned in this section have no prerequisites)



The Palo Alto Networks Certified Cybersecurity Entry-level Technician (PCCET) certification is the first of its kind, covering foundational knowledge of industry-recognized cybersecurity and network security concepts as well as various cutting-edge advancements across all Palo Alto Networks technologies. As the cybersecurity landscape becomes more complex, Palo Alto Networks Education Services has taken steps to align with industry standards following the NIST / NICE (National Institute of Standards and Technology / National Initiative for Cybersecurity Education) workforce framework.



The Palo Alto Networks Certified Network Security Administrator (PCNSA) certification validates the knowledge and skills required for network security administrators responsible for deploying and operating Palo Alto Networks Next-Generation Firewalls (NGFWs). PCNSA-certified individuals have demonstrated knowledge of the Palo Alto Networks NGFW feature set and the Palo Alto Networks product portfolio core components.



The Palo Alto Networks Certified Detection and Remediation Analyst (PCDRA) certification is a knowledge-based certification that validates candidates' understanding of fundamental cybersecurity, network security, cloud security, and SOC security.



The Palo Alto Networks Certified Network Security Engineer (PCNSE) certification validates the knowledge and skills required for network security engineers who design, deploy, operate, manage, and troubleshoot Palo Alto Networks Next-Generation Firewalls (NGFWs). PCNSE-certified individuals have demonstrated in-depth knowledge of the Palo Alto Networks product portfolio and can make full use of it in the vast majority of implementations.



The Prisma Certified Cloud Security Engineer (PCCSE) certification validates the knowledge, skills, and abilities required to onboard, deploy, and administer all aspects of Prisma Cloud. Individuals with the PCCSE certification have

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demonstrated in-depth knowledge of Palo Alto Networks Prisma Cloud technology and resources.



The Palo Alto Networks Certified Security Automation Engineer (PCSAE) certification validates the knowledge and skills required to develop, analyze, and administer Cortex XSOAR security orchestration, automation, and response platform with native threat intelligence management.

### How to Schedule Your Exam with Pearson VUE

Sign in or create an account with [Pearson VUE](#). Use your legal name as displayed on your government-issued ID, and please also use your business email address as your primary address. Without linking your business email address, your company is unable to track certifications required for partner status. If you need to change your business email address at any time, you may do so by changing the email in your Pearson VUE profile.

Log in to your account, select an exam, and select a delivery method: Online Proctoring with OnVUE or in person at a Pearson VUE test center location. Then register for a day and time to test.

Exam appointments may be made in advance or on the day you wish to test, subject to availability. The exam / appointment testing time limit noted on Pearson VUE web pages reflects the total appointment time, including a Non-Disclosure Agreement (NDA), exam time, and survey completion.

### Exam Delivery Options

**Pearson VUE Testing Center:** Pearson VUE offers test centers globally to accommodate in-person testing. You must agree to follow Pearson VUE's test center guidelines to sit for an exam in a Pearson VUE test center.

**OnVUE:** Online Proctoring allows you to take a certification exam securely from your home or office. With just a simple check-in process involving ID verification, face-matching technology, and a live greeter, you can test without leaving the comfort of your home or office. You must meet the OnVUE technical requirements to participate in OnVUE's online proctoring.

### OnVUE Technical Requirements

It is your responsibility to review the technical requirements to ensure that your system is compatible with the online proctoring software. If your system does not meet the requirements and causes a problem during the exam, you will have to reschedule at your own cost.

Note: We strongly recommend using a personal computer (not issued from your employer) and a hardwired ethernet connection. The two most frequent technical issues with online proctored exams are caused by taking the test on a work computer and/or having an unreliable internet connection. Firewalls or security settings from work computers may restrict the software from operating properly. Unreliable internet connections (wireless network, VPN, mobile hotspot) may lead to being disconnected.

For all information please review the [Technical Requirements](#).  
**Please read the Pearson VUE Candidate Agreement Rules [here](#).**

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## Pearson VUE Test Accommodations

Pearson VUE provides appropriate arrangements for individuals who demonstrate a documented need. Test accommodations are individualized and considered on a case-by-case basis in partnership with your testing program. Test accommodations may also be known as “special arrangements” or “reasonable adjustments.”

Pearson VUE test accommodations may include:

- Extra testing time
- A separate testing room
- Breaks

### How to Request Test Accommodations

Each exam program has specific processes and requirements. To [request accommodations](#), please start by choosing your exam program from the list.

Palo Alto Networks Credentialing Support handles requests for test accommodations. Contact [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com), describe your need for test accommodations, and list the details of the exam you are planning to take (including name of exam and where you want to take it). Palo Alto Networks Credentialing Support will then work with Pearson VUE to schedule your exam.

### English as a Second Language Accommodation

English as a Second Language (ESL) accommodation is a 30-minute time extension for exams delivered in English in non-English-speaking countries where a localized version of the exam is not available. Because all Palo Alto Networks exams are available in English, ESL accommodation is not available in English-speaking countries. When registering for exams at Pearson VUE, ESL accommodation is automatically granted to candidates in eligible countries.

Note: The ESL accommodation is available to candidates testing in the Canadian province of Quebec. Candidates testing with Pearson VUE in Quebec who require ESL accommodation must contact the Pearson VUE call center to be granted the accommodation. Candidates in Quebec are not automatically granted ESL accommodation.

## Exam Policies

### No Show Policy

Candidates may not reschedule the examination less than 24 hours prior to the examination appointment. Candidates failing to appear for the scheduled appointment or who are more than 15 minutes late will not be allowed to test. They will also be considered a no-show, and all exam fees will be forfeited.

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## Exam Rescheduling & Cancellation

If you wish to reschedule or cancel your exam, you must contact Pearson VUE at least 48 hours prior to your exam appointment. Rescheduling or canceling an exam less than 48 hours before a scheduled exam is subject to a same-day forfeiture of exam fees.

Visit your exam program's homepage at [Pearson VUE](#) and sign in. Select the exam you would like to reschedule or cancel from "Upcoming Appointments." You will receive an email confirming any changes to your appointment. Do not forget to click "Confirm Reschedule" on the final screen to ensure that your changes have been saved.

## Refund Policy

You must cancel your exam at least 48 hours prior to your exam appointment to be offered a full refund. If you cancel your exam less than 48 hours prior to your exam appointment, you will forfeit all exam fees.

## Palo Alto Networks Certification Non-Disclosure Agreement (NDA)

BEFORE YOU PURCHASE, REGISTER, OR TAKE A PALO ALTO NETWORKS EXAM, YOU MUST READ AND AGREE TO THE PALO ALTO NETWORKS NON-DISCLOSURE AGREEMENT ("NDA"). BY AGREEING TO THE TERMS OF THIS NDA AND TAKING THE EXAM, YOU CONFIRM THAT YOU UNDERSTAND AND AGREE TO BE BOUND BY THE TERMS OF THIS NDA. IF YOU DO NOT AGREE TO THE TERMS OF THIS NDA, YOU WILL NOT BE PERMITTED TO TAKE THE EXAM AND YOU WILL BE ASKED TO LEAVE THE EXAM SITE. IF YOU DO NOT TAKE THE EXAM, ANY REGISTRATION FEES YOU PAID WILL NOT BE REFUNDED.

This NDA is between you as an individual ("You") and Palo Alto Networks, Inc. a Delaware corporation located at 3000 Tannery Way, Santa Clara, CA 95054 ("Palo Alto Networks") and sets forth the terms and conditions of you participating in a specific Palo Alto Networks certification exam ("Exam").

### 1. Definitions:

- 1.1. "**Certification**" means the Palo Alto Networks certification received after receiving a passing score on the Exam.
- 1.2. "**Exam Materials**" means the specific Exam taken and any answers, questions, worksheets, examples, drawings, diagrams, and any Exam-related communications whether written, verbal, or communicated via email, and the identity of any Exam Takers.
- 1.3. "**Exam Takers**" means the individuals participating in taking the Exam.

### 2. Acknowledgment. You acknowledge and agree to the following:

- 2.1. The Exam Materials are the exclusive and confidential property of Palo Alto Networks and You will not disclose any portion of the Exam Materials to anyone;
- 2.2. You will not sell, license, distribute, publish, exchange or discuss with anyone the Exam or any of its answers or questions or any other information disclosed to You during the Exam;



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- 2.3. You will not remove any Exam Materials from the examination room including any notes you may have written;
  - 2.4. You will not cheat, attempt to cheat, or try in any way to falsely enhance your score;
  - 2.5. You will not accept assistance from any Exam Takers during the Exam;
  - 2.6. You have not or have not attempted to obtain the Exam or any unauthorized version(s) of the Exam from any sources outside of Palo Alto Networks;
  - 2.7. You will not copy, attempt to copy, or take any digital images of the Exam or Exam Materials;
  - 2.8. You will not talk with other Exam Takers during the Exam or behave in a disruptive or rude manner;
  - 2.9. You agree that Palo Alto Networks reserves the right, in its sole discretion, to invalidate any Exam score if there is any reason to question its validity and in addition revoke any Certification you may have received based on an invalidated score;
  - 2.10. You agree any violation of the provisions herein may result in the immediate and permanent termination of your Exam score or Certification;
  - 2.11. You have met the requisite standard as stated in the policies on Palo Alto Networks' training and certification policies website;
  - 2.12. You have read, and agree to be bound by, the terms of this Palo Alto Networks Certification Candidate Agreement.

**Term:** You agree that your obligations under this NDA shall continue even after the termination of your Certification regardless of the reason for the termination and regardless of whether the termination is voluntary or involuntary.

**Remedies:** You agree that breach of this NDA may cause Palo Alto Networks irreparable damage for which recovery of damages would be inadequate recompense, and that, in the event of any actual, likely, or threatened breach of this NDA, Palo Alto Networks shall be entitled to seek timely injunctive relief, as well as such relief as may be available at law or in equity.

**General:** This NDA is governed by the laws of the State of California. If any provision is found to be unenforceable, such provision will be limited or deleted to the minimum extent necessary so that the remaining terms remain in full force and effect. The prevailing party in any dispute or legal action regarding the subject matter of this NDA shall be entitled to recover attorneys' fees and costs.

**Download the Certification Handbook NDA [here](#).**

### Confidentiality of Examination Materials

Examination Materials are the proprietary, confidential, and copyrighted materials of Palo Alto Networks. Any disclosure of the contents of any Palo Alto Networks certification examination is strictly prohibited. You agree to maintain the confidentiality of all Examination Materials, and you agree not to disclose, publish, reproduce, distribute, post, or remove from the examination room any portion of the Examination Materials. Violators of copyright law are subject to injunctions, civil liability, forfeiture of profits, punitive damages, and other legal

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sanctions. Palo Alto Networks will take appropriate legal action against you to protect Palo Alto Networks' rights if you breach the provisions of this Section or any applicable laws.

You will not participate in any cheating incident, breach of security, misconduct, or any other behavior that could be considered a compromise of the integrity or confidentiality of any Palo Alto Networks certification examination or any Palo Alto Networks certification. Such behaviors will include, but are not limited to, the following:

- Disseminating actual Exam content by any means, including, but not limited to, web postings, formal or informal test preparation or discussion groups, chat rooms, reconstruction through memorization, study guides, or any other method.
- Copying, publishing, selling, offering to sell, distributing in any way, or otherwise transferring, modifying, making derivative works of, reverse engineering, decompiling, disassembling, or translating any Exam or any part thereof.
- Seeking and/or obtaining unauthorized access to examination materials (this includes using brain-dump material and/or any unauthorized publication of Exam questions with or without answers).
- Using falsified or altered certificates, score reports, or other documents or electronic media to misrepresent certification status.
- Providing falsified information, documentation, or statements as a means of a false identity, false address, or solicitation of someone to take a test on another's behalf.
- Violating the Palo Alto Networks exam retake policy.
- Altering or misrepresenting examination scores.
- Allowing another person, or an organization in which you are not actively involved, to use your certification credentials to obtain employment or promotions.
- Otherwise violating the terms of Palo Alto Networks' NDA, Certification Exam Policies, or [Code of Ethics](#).

### **Pearson VUE Identification (ID) Requirements**

- The first and last name that the candidate uses to register must match exactly the first and last name on both of the IDs that are presented on test day.
- All IDs required must be issued by the country in which the candidate is testing. If the candidate does not have a qualifying primary ID issued from the country in which they are testing, a passport from their country of citizenship is required, along with a secondary ID.
- Each candidate is required to present two forms of original (no photocopies or digital IDs), valid (unexpired) IDs; one form as a primary ID (government-issued with name, recent recognizable photo, and signature) and one form as a secondary ID (with at least a name and signature, or name and recent recognizable photo).

Additional Allowances:

- Expired forms of ID are not acceptable, unless accompanied by valid renewal papers.
- European Union candidates testing within the EU zone may also provide a valid, unexpired EU card.

- For Japanese candidates testing in Japan, an employee ID or student ID (with name and recent recognizable photo) is acceptable as a primary ID as long as it is accompanied with a valid Japanese Health Card. In Japan, the Japanese Health Card is an acceptable form of secondary ID.
- If a government-issued ID is missing a visible signature (or has an embedded signature), the candidate is allowed to test as long as the other requirements for primary and secondary IDs are met.

Primary ID	Primary ID	Secondary ID
<ul style="list-style-type: none"> <li>• International Travel Passport</li> <li>• Driver's license</li> <li>• Military ID (including spouse &amp; dependents)</li> <li>• Identification card (national/state/province identity card)</li> </ul>	<ul style="list-style-type: none"> <li>• Alien registration card (green card, permanent resident, visa)</li> <li>• Local language ID (not in roman characters) - accepted only if issued from the country in which the candidate is testing</li> </ul>	<ul style="list-style-type: none"> <li>• Any ID containing at least name and signature, or name and recent recognizable photo, that meets above ID requirements</li> </ul>

\*If candidates have questions about the ID they are required to bring to the testing center for admittance for their exams, please contact [Pearson VUE customer service](#). Any candidate exceptions to the ID policy must be pre-approved by the Pearson VUE customer service center at least three business days before the scheduled exam appointment.

### Photo Capture and Digital Signature Requirements

To maintain the highest level of security and authentication, all Palo Alto Networks score reports provided at the Pearson VUE testing center will include a photo of the candidate. Test Center Administrators are required to take a photograph of each candidate prior to testing. Candidates who do not wish to have their photograph taken will need to contact [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com) 14 business days in advance of the exam.

Test Center Administrators will also capture digital signatures during the sign-in process at the testing centers.

### Pearson VUE Minor Requirements

#### Candidates under 18 years old:

- During check-in, parent / guardian must present their own ID and give consent for the candidate to be recorded. Candidates must also present government-issued ID if they have one, or student ID if they do not have a government-issued ID.

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## Pearson VUE's Online Proctoring Policies, Rules, and Restrictions

To take this exam in an online environment, you must agree to the following terms and conditions:

By accessing this Handbook, you understand and agree to the terms set forth in this Candidate Agreement ("Agreement"). This Agreement is entered into by and between you as a test taker, Pearson VUE, a business of NCS Pearson, Inc., and your testing program owner ("Test Sponsor"). This Agreement represents your understanding and acceptance of Pearson VUE's Privacy and Cookies Policy ("Privacy Policy"), Terms and Conditions, and use of cookies to support your testing experience. You also understand, acknowledge, and agree that the testing program sponsor has its own, possibly different, privacy policy.

### OnVUE Data Processing

By providing your personal information, as described in [Pearson VUE's Privacy and Cookies Policy](#), you acknowledge and agree to the video and audio recording of your entire testing session and you agree to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorized third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing program sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data-processing entities, if any, are the recipients of your personal information and test data and are or may be located outside of the United Kingdom, the European Union, and the European Economic Area; however, Pearson VUE will enter into reasonable data-transfer agreements with such entities for the purpose of communicating and following the instructions of your testing program sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

If you choose to take the test through our online-proctoring platform, which is not mandatory in the event that there are other ways of taking the test as determined by the testing program sponsor, you and your computer will be monitored during your entire testing session in real time so that your face, voice, desk, and workspace will be captured and possibly recorded for the purposes of test quality, test security, and the integrity of the testing process. You understand, acknowledge, and agree that you will be monitored at your location through audio, technology, and video means so all activity at your location will be detectable by test proctors. By accessing this Handbook you signify your acknowledgment and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session will be reported by Pearson VUE to the testing program sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

**Download the Pearson VUE Online Proctoring Candidate Agreement [here](#).**

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## Third-Party Prohibition

By accessing this Handbook, you signify that you understand, acknowledge, and agree that if any third party is: 1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score. Further, you understand, acknowledge, and agree that if your testing session is terminated for this or any other reason you will not receive a test fee refund, credit, or voucher.

## Limited License

By accessing this Handbook, you acknowledge that Pearson VUE is granting you a limited license to access and make personal use of its Online Proctored Application (OnVUE) only for the duration of your testing session. Further, you acknowledge that OnVUE may not be reproduced, duplicated, copied, taken a picture of, downloaded (other than page caching), sold, resold, visited, or otherwise exploited for any commercial purpose without the express written consent of Pearson VUE. You also agree to use OnVUE only for lawful purposes and agree not to use OnVUE in any manner that might interfere with the rights of others.

## Facial Comparison Policy

You understand and agree that Pearson VUE may use facial comparison technology for the purpose of verifying your identity during the testing process. It will compare your facial image to the one on your identification and to facial images captured during the testing process and help us further develop, upgrade, and improve this application. If you do not agree to the use of facial comparison technology during your testing session, do not accept this term. You will not be able to complete your registration online. Instead, please call the Pearson VUE call center to complete your registration.

## Exam Overview

### How Are Exams Developed?

Palo Alto Networks follows industry standards and best practices to create and update all exams. Subject Matter Experts (SMEs) are involved in every step of the exam development process, which is overseen by Palo Alto Networks testing professionals. Palo Alto Networks exams contain a variety of questions or item types that require you to use your knowledge, skills, or experience to select the best answer.

### Pretest Questions

Palo Alto Networks is committed to offering exams that contain up-to-date and relevant content. We achieve this goal by reviewing current questions and developing new ones to reflect changes in the profession. All exams include new questions that have not been used on previous versions of the exam type. These items are known as “pretest” questions.

Palo Alto Networks includes pretest questions in its exams to gather valuable data about the new questions before they are included in future tests. Pretest questions are not

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distinguished from other questions on the exam. Pretest questions are scattered throughout the exam so you will answer them with the same care with which you would answer scored questions. Pretest questions are not included on your score report, nor are they included in determining the final exam score.

### How Are Passing Scores Determined?

Passing scores are set using statistical analysis and are subject to change. At the completion of the exam, candidates receive a score report (with the exception of beta exams.) Palo Alto Networks does not publish exam passing scores or rates because exam questions and passing rates are subject to change without notice.

### How to Prepare for Your Exam:

**Step 1:** Learn more about certifications and check out additional resources [here](#).

**Step 2:** Create an account with Pearson VUE and register [here](#).

### Tips for Test-Takers

#### BEFORE TEST DAY

- Review your program's test policies — including which forms of ID are accepted — on your exam program's homepage.
- Review study guides and prep materials, but don't bring them with you!
- Complete any necessary system checks if taking your exam online.
- Plan to arrive 30 minutes early to get settled ahead of your scheduled exam.

#### ON TEST DAY

- Be well rested and eat a meal or snack.
- Give yourself enough time to get to the test center.
- Bring the proper IDs with you.
- Read all test instructions and candidate rules thoroughly.
- Take your time and read exam questions carefully.

## Exam Day

Review the following:

- [Identification Requirements](#)
- [Non-Disclosure Agreement \(NDA\)](#)

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## Online Proctoring Policies, Rules, and Restrictions

To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.

You must store personal items away from your testing space for the duration of your exam. If you refuse to store your personal items, you will be unable to test and you will lose your test fee. Please note that if you need to use your cell phone during check-in, you may do so. However, prior to starting your exam, you must place your phone out of arm's reach.

### The following items are not allowed in your testing space:

- Cell phones, hand-held computers / personal digital assistants (PDAs), or other electronic devices, pagers, and watches
- Wallets or purses
- Firearms or other weapons
- Hats (and other nonreligious head coverings), bags, coats, jackets, or eyeglass cases
- Barrettes or hair clips larger than ¼ inch (½ centimeter) wide and headbands or hair bands larger than ½ inch (1 centimeter)
- Jewelry that is removable and larger than ¼ inch (½ centimeter)
- Books or notes unless specifically authorized by the exam program for use during your test

### You may be subject to additional potential inspections, including the following:

- A proctor may ask you to show your ears if you have hair that covers your ears, for the purpose of verifying that no Bluetooth devices are present.
- A proctor may ask you to roll up your sleeves to verify that you have no writing on your arms.
- A proctor may ask you to empty your pockets for the purpose of ensuring nothing is in them.
- A proctor may ask you to complete a full 360-degree room scan either during check-in or during your exam.

You must follow all of the appropriate check-in and check-out processes as defined by your exam program. This may include the need to complete a room scan prior to or during your exam. A proctor may intervene if they suspect the presence or use of prohibited items or if a third party appears.

### What to expect during testing with Pearson VUE:

- OnVUE uses a mixture of artificial intelligence and a live greeter to diligently check ID submissions to authenticate your identification. We do this to verify each candidate's identity and to protect the security and integrity of the test.
- If required, the proctor may ask that you retake a photo of your identification before your exam can start if the image is blurry or illegible. If there are any discrepancies during the check-in process, you may be prohibited from starting your exam. You may not be allowed to reschedule your test appointment, and you may forfeit your test fee. Your exam program defines the specific ID requirements used during the check-in process for your exam and the proctor has no flexibility to add, delete, or alter this

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process. After starting your exam, a proctor will continue to monitor you, including the use of specially permitted items that your exam program has approved.

- The proctor will start your exam upon verifying that your testing space and ID meet our requirements. You will verify that you are taking the intended test that you registered to take. You must remain in your designated testing space for the duration of your exam unless your exam program specifically allows breaks.
- Once you have started your exam, any disruptive, threatening, or fraudulent behavior—or anything specifically against exam rules—may be grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date. Once you have started your exam, you may not communicate with others, including any third parties or others within your home, such as children. Proctors will monitor you for suspicious movement for the duration of your exam. Please do not read the questions aloud and do not cover your mouth or attempt to hide your face or move it out of view of the webcam. If any of those actions occur, a proctor may intervene and remind you of these policies. If the behavior continues, a proctor may be required to revoke your exam session.

You may not copy / paste or attempt to remember test questions or test answers from the exam, and you may not share or discuss any or all of the test questions or test answers you saw or viewed during the exam with anyone. Appropriate action will be taken, including the possibility of the exam program taking action against you, if you:

- do not abide by these rules.
- tamper with your computer to modify your testing space in a way that does not meet our requirements.
- are suspected of cheating.

A Non-Disclosure Agreement (NDA) or other security statement will be presented to you before the test begins. You must read, acknowledge, and agree to the terms and conditions of the document within the specified time limit, if applicable, in order to begin your test. Should you not agree, you will not be permitted to proceed with taking the test, and you may forfeit your test fee. If you select "DECLINE," you will be given a second chance to confirm your declination of the NDA and your test session will immediately end.

If you experience any problems or distractions or if you have other questions or concerns, you may click the chat icon, and the proctor will assist you. The proctor cannot answer questions related to test content. If you have concerns about a test question or image, make a mental note of the item (question) number, if available, and share that feedback with the proctor. If you raise your hand and a proctor does not reach out to you, you may be experiencing a connectivity issue that is blocking our system's ability to contact you. We recommend reaching out to your program-specific customer service team for assistance after your testing is completed.

After you have completed the test, you should be presented with information on how to exit out of the application. Depending on the type of test taken, the exam program may display your test score on the computer screen after you have completed the test, or you may be provided with a confirmation notice indicating that you have completed the test. If you do



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not successfully close out of the program at the end of the exam and leave the view of the camera, an exam proctor may interpret that as a testing violation as they cannot see your exam status or content. Ensure you close out of the OnVUE application (PVproctor) properly to avoid your exam being revoked in error.

After you finish the test, you may be asked to complete an optional on-screen evaluation.

## After the Exam

### Exam Scoring and Official Results Report

All items are computer-scored and verified before exam results are provided. All scoring procedures are tested and verified before they are implemented.

The results report notifies candidates that regardless of pass or fail results, an exam score may be revised any time after testing if there is evidence of misconduct, scoring inaccuracies, or aberrant response patterns. To obtain official exam results, candidates and their employers must verify scores online.

The exam results report includes your Pass/Fail status. For candidates who were not successful, their score report will show the status of "Fail" and provide information on the various sections of the exam. If you do not pass the exam, use the details on the score report to identify areas requiring additional study and hands-on experience. Additionally, you may refer to the exam blueprint for a description of the content measured on the exam.

View an example score report [here](#).

Exam and candidate information can be found in the [Certification Management System](#).

### Validation of Scores

The Palo Alto Networks Security Team uses data forensics as a basis for enforcement and action. Palo Alto Networks certifications measure professional competency via statistically-vetted, high-stakes examinations. Those candidates demonstrating proficiency by achieving a valid passing score are issued a Palo Alto Networks certification. Palo Alto Networks performs ongoing maintenance and statistical analysis, including data forensics. If the validity of the examination score is brought into question due to statistical anomalies identified during analysis, Palo Alto Networks will invalidate candidate scores and notify you of applicable invalidations and/or suspensions.

### Rescoring

All items are computer-scored and verified before exam scores are provided. All scoring procedures are tested and verified before they are implemented. Therefore, further rescoring is not offered.

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## How to Claim Your Badge

Showcase your accomplishment by creating an account in Credly to claim your digital certification badge.



Once your badge is enabled, you can:

- add your active badges to your email signature.
- share your badge to Facebook, Twitter, and LinkedIn.

Learn more about how to claim your digital badge [here](#).

## Exam Retake Policy

In the event that you fail your 1st attempt to pass any Palo Alto Networks certification exam, Palo Alto Networks requires:

- 15-day waiting period between the 1st failed attempt and the 2nd attempt;
- 30-day waiting period between the 2nd failed attempt and the 3rd attempt; and
- 90-day waiting period between the 3rd failed attempt and any subsequent attempt thereafter.

If you passed an exam and achieved a certification, then you cannot take the same exam for 18 months (545 days) from the date of your passed exam.

## Exam Security Support Line

Palo Alto Networks takes the security of our certification exams seriously. One of our primary goals is to ensure the highest integrity of exam content and fairness for all candidates during the delivery of Palo Alto Networks certification exams.

Please reach out to report any of the following activities:

- Cheating and/or suspicious behavior observed at a test site during the delivery of a Palo Alto Networks exam
- Use of unauthorized training materials by candidates taking Palo Alto Networks exams
- Candidates taking photos or making copies of Palo Alto Networks exam questions or exam materials
- Individuals posting Palo Alto Networks exam content on any public internet site or distributing printed copies at conferences or other public forums

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- Misconduct by an authorized proctor or test center administrator, such as assisting candidates by providing answers or allowing candidates to engage in prohibited activities
  - Concerns of impartiality or objectivity in testing
  - Individuals who wish to report an incident may do so anonymously by sending an email to: [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com)

### Unauthorized Training Materials

Palo Alto Networks defines unauthorized training materials as a source — a website, a PDF file, social media page, chat session, etc. — that contains certification exam content. The content included in unauthorized training materials is exactly the same or substantially similar to questions appearing on a Palo Alto Networks certification exam. All Palo Alto Networks exam content is considered the intellectual property of Palo Alto Networks and as such is protected by copyright laws. Additionally, Palo Alto Networks exam content is never released to the general public. Therefore, if exam content was fraudulently obtained, using such unauthorized materials to prepare for a Palo Alto Networks exam constitutes cheating. Providers of such unauthorized materials are in violation of Palo Alto Networks' intellectual property rights and nondisclosure agreements.

If you are ever unsure whether the training material you are using is authorized or unauthorized, please contact [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com) with your question or inquiry.

### Consequences for Candidates Caught Using Unauthorized Training Materials

Despite a candidate's knowledge of whether content is considered unauthorized training material, if a candidate memorizes unauthorized content in order to pass an exam and Palo Alto Networks discovers that this occurred, the candidate will be banned from taking Palo Alto Networks exams for at least 12 months and lose their Palo Alto Networks certification. In addition, their test scores will be invalidated. As mentioned above, these actions will be taken even if the candidate did not have fraudulent intentions.

If you think you have discovered a site or provider that appears to be selling or distributing unauthorized training materials containing Palo Alto Networks exam content, please inform Palo Alto Networks by sending an email message to [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com).

### Appeals Policy

#### Notification of Violations of Policy and Possible Sanctions

If Palo Alto Networks determines that any candidate has violated the terms and agreements included in this policy, written notice of the violations and applicable sanctions will be sent to the candidate. The candidate will have an opportunity to provide relevant information to the evaluation of the allegation. It is the candidate's sole responsibility to ensure that Palo Alto Networks has their current contact information, including mailing address and email address.

After a candidate has received a written notice of violations and applicable sanctions from Palo Alto Networks, such candidate will have thirty (30) calendar days to file a written request for appeal pursuant to Palo Alto Networks' Candidate Appeals Process. The candidate is required to file a written request with Palo Alto Networks for appeal, along with a statement

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describing the grounds for the appeal, why the appeal should be granted, and all supporting evidence, within thirty (30) calendar days of receipt of the notice of violations and applicable sanctions from Palo Alto Networks. A candidate's appeal will not be considered after the thirty (30) calendar day period has expired.

If Palo Alto Networks determines that a written request for appeal is filed in a timely manner and upholds Palo Alto Networks' original decision, such appeal and the information submitted by the candidate will be submitted for binding arbitration to the Candidate Appeals Committee, which consists of voluntary industry peers. Three (3) members of the Candidate Appeals Committee will be appointed to act as an arbitration panel for the appeal. This appeals process shall not address any failures to pass any Palo Alto Networks certification examination, nor include any challenges to individual examination questions, answers, or failing scores.

The arbitration panel will deliberate and decide the appeal. The decision of the majority of the members of the arbitration panel present at the hearing for the appeal, at which a quorum is present, will be the decision of such panel. The decision of the arbitration panel is final and binding as to all matters related to the appeal.

### **Palo Alto Networks Disciplinary Policy**

Any candidate determined by Palo Alto Networks to have violated the terms of this Agreement or diminished the security and integrity of the Palo Alto Networks Certification Program in any way shall, if determined necessary or appropriate by Palo Alto Networks based upon the seriousness of the incident or violation:

- have the Palo Alto Networks certification for the applicable examination revoked, if such certification was previously granted by Palo Alto Networks;
- have all other Palo Alto Networks certifications and/or micro-credentials previously granted to such candidate revoked;
- not be eligible to register for and/or schedule any Palo Alto Networks certification examination, or receive any Palo Alto Networks certification, for a minimum period of six (6) calendar months from the date of such determination; and/or
- be subject to any and all other appropriate action, including legal remedies, that Palo Alto Networks deems necessary or appropriate to enforce the terms of this Agreement.

If it is determined that you have violated the Palo Alto Networks Candidate Agreement, then Palo Alto Networks will send you a written notice of violations and applicable sanctions.

### **Candidate Complaint Policy**

In order to maintain and enhance the credibility of the Palo Alto Networks certification program, we have adopted the following procedures to allow test-takers to bring complaints to the Palo Alto Networks Certification team. In the event a complaint is found to be valid/genuine, the Certification team would take appropriate remedial measures against the individual or the organization that facilitated the student through the different stages associated with the exam.

The complaints may include but are not limited to the following:

- Cheating on any Palo Alto Networks certification by fellow test-takers at the testing center/online delivery.
- Violation of any Palo Alto Networks or authorized delivery partner established rules, requirements, or policies.
- Gross negligence, willful misconduct, or other unethical conduct in the performance of services by the staff managing the exam delivery process.

Download the complaint form [here](#).

- Email your complaint to the Certification team at [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com).

## Recertification

### Recertification Policy

Palo Alto Networks requires recertification through examination. Our certifications are valid for two years from the date you pass the exam. You must wait six months after becoming certified before taking another exam for the same certification. In order to keep your credential in active status, you must recertify by retaking the exam prior to your expiration date.

### Recertification Pathway

When recertifying your....	It will also recertify your existing...
<ul style="list-style-type: none"> <li>• PCNSE</li> </ul>	<ul style="list-style-type: none"> <li>• PCNSA &amp; PCCET</li> </ul>
<ul style="list-style-type: none"> <li>• PCNSA</li> </ul>	<ul style="list-style-type: none"> <li>• PCCET</li> </ul>

When recertifying a PCNSE certification, if the candidate holds an existing PCNSA and/or PCCET certification, the PCNSA and/or PCCET will also be recertified from the date of the PCNSE certification.

When recertifying a PCNSA certification, if the candidate holds an existing PCCET certification, the PCCET will also be recertified from the date of the PCNSA certification.

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## Frequently Asked Questions

### How do I report security incidents?

Maintaining the value of the Palo Alto Networks Certification programs is a collaborative effort. Individuals with information or evidence indicating violations of these policies are encouraged to submit these incidents to [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com).

### What if I need to change my exam date after I've scheduled it?

You can cancel an exam free of charge up to 48 hours before the scheduled time slot of the exam. You can sign up for a new date and apply the payment toward the new exam date.

However, if you cancel after 48 hours before your scheduled exam, there will be no refund. If you want to take the exam on a later date, you must pay the full USD \$160 for the new appointment.

### Do I get a certificate after I pass the exam?

Yes. Upon passing, you will receive an email with instructions about how to access our [Certification Management System](#). From there, you can download the eCertificate and Logo. You also will get a link to the instructions for how to order an achievement gift.

### Can I use the digital certification badge on my business cards?

Yes. You can use the digital badge obtained through Credly as long as you keep an "Active" certification status. Learn more about how to claim your digital badge [here](#).

### How do I check whether my certification is about to expire?

You can log in to our [Certification Management System](#) and look at the "Certifications" section to check whether your certification is still active or is about to expire.

**Contact us at [certification@paloaltonetworks.com](mailto:certification@paloaltonetworks.com) if you have additional questions.**