OneStream™ Global Education Services

OneStream Certification Exam Registration Process

A Step-by-Step Guide

December 2023

For questions, please submit a case form to the Certification team via the **ServiceNow Support Portal**

Exam Registration Overview

1 Login to CertMetrics

2 Confirm your CertMetrics profile

3 Register for an Exam

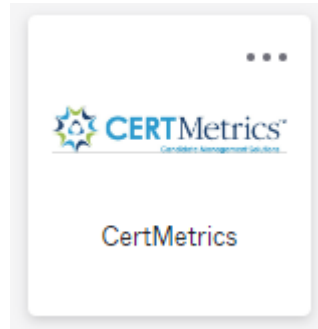**4** Confirm your TESTWise Profile

5 Schedule Your Exam

6 On Exam Day

7 Operating System Requirements

Login to CertMetrics
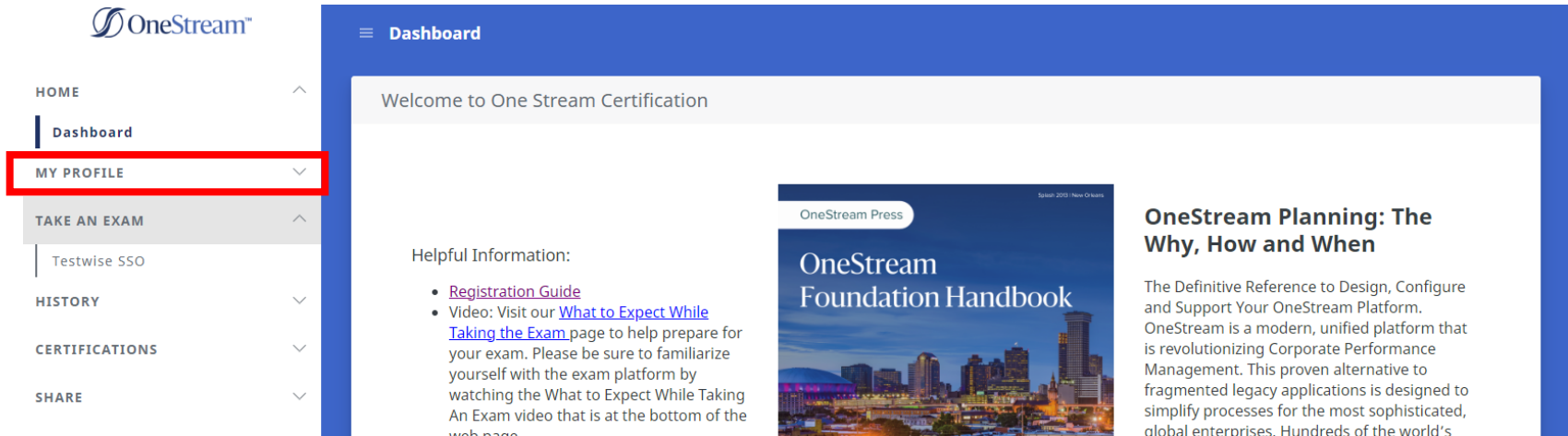
☑ Click on CertMetrics in your OneStream Portal

☑ If you do not have this option in your OneStream Portal, submit a case form or have a member of your team submit a case form to Account Maintenance via the ServiceNow Support Portal

Confirm Your CertMetrics Profile

From the CertMetrics home page click on the My Profile link

Confirm Your CertMetrics Profile
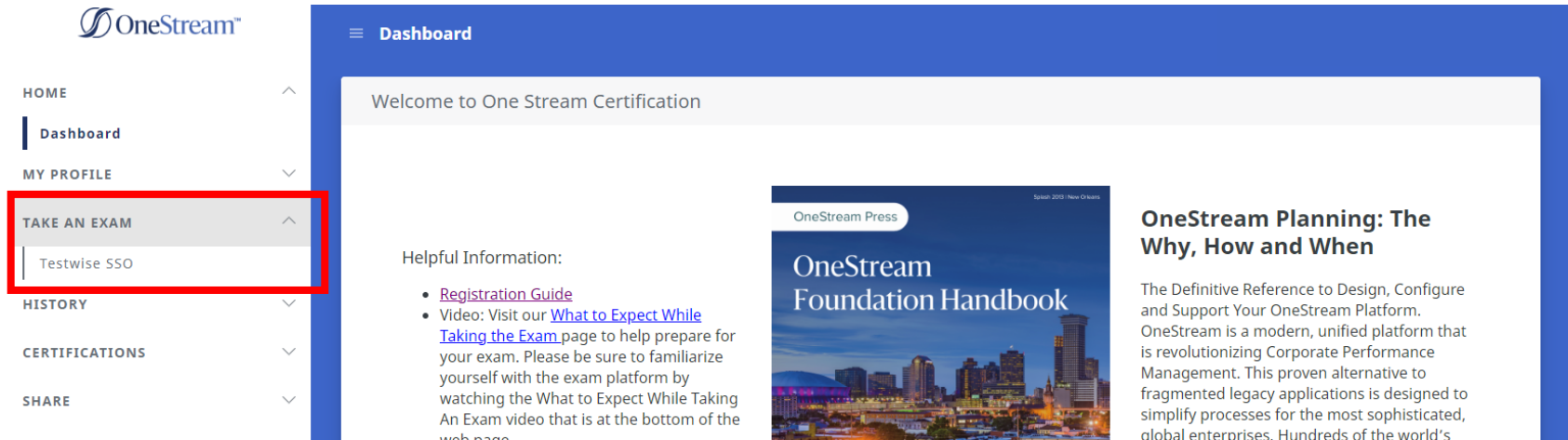

Confirm that your profile information is correct

- ☑ If your name in CertMetrics does not match your government-issued ID, submit a case form to the Certification team via the ServiceNow Support Portal

- ☑ If your name in CertMetrics does not match your government-issued ID, you might NOT be able to sit for your exam and you will forfeit your exam fee

Register for an Exam

- ✓ On the CertMetrics homepage, expand "Take an Exam" on the left
- ✓ Click "TestWise SSO" to register for an exam

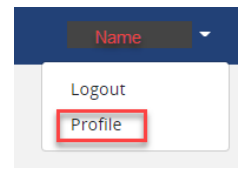# Register for an Exam

☑ When the page reloads, click "Continue to TestWise"

Complete your TESTWise Profile

☑ **Verify the information in your profile is correct**

Note: This is only done the first time you visit TestWise

☑ You will be unable to change your name or email address on file. Submit a case form to the Certification team via the ServiceNow Support Portal to update that information

☑ Confirm your first and last name match what is on your legal ID

☑ Ensure the following is present:
   - ☑ Your time zone is correct
      - ☑ This is the time zone your exam is scheduled in
   - ☑ A valid phone number
   - ☑ Country
   - ☑ State
   - ☑ Set your recovery Email Address
☑ Click "Set Password" to set a TestWise password
☑ Click **Save Profile**

Edit Profile

Candidate Profile | Payment Profile

First Name *

Last Name *

Email Address*

Phone   Phone Type   Mobile

Country*
United States of America

Time Zone*
(UTC-05:00) Eastern Time (US & Canada)

Address 1

Address 2

City

State*

Zip

Recovery Email Address*

Copy Email

User Type

Set Password

Save Profile   Cancel

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Schedule an Exam

1 Click Register Exam to schedule your exam
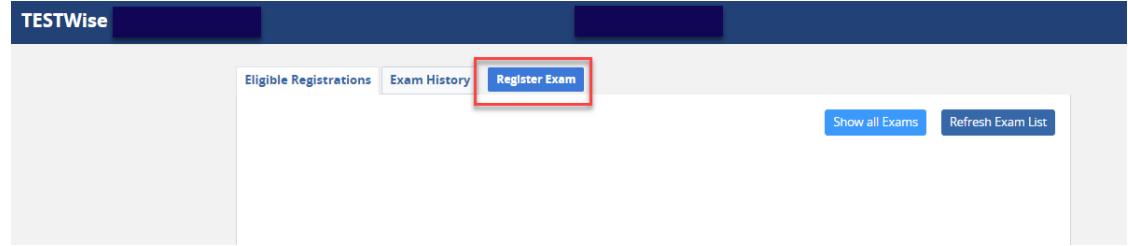
2 Click the "Register" button that corresponds to the desired exam
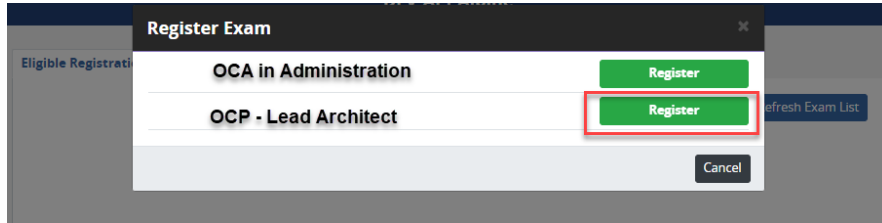
3 After entering payment information, candidates will be redirected to Examity to schedule exam

> **Note:** All exams are delivered virtually; OneStream Certification exams are NOT offered in test centers

TESTWise

Eligible Registrations   Exam History   **Register Exam**

Show all Exams   Refresh Exam List

Register Exam   ×

OCA in Administration   **Register**
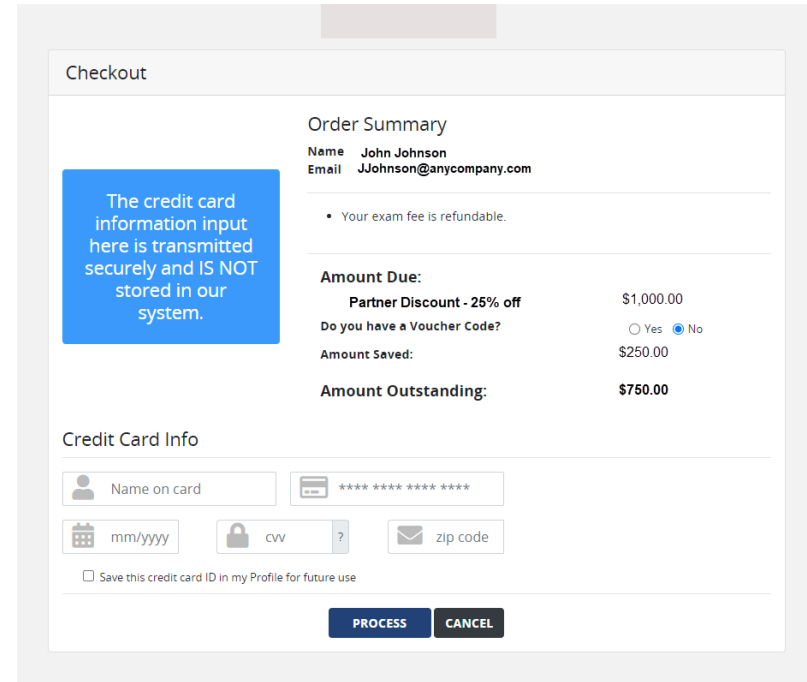
OCP - Lead Architect   **Register**   Refresh Exam List

Cancel

Checkout

Order Summary

Name   John Johnson
Email   JJohnson@anycompany.com

The credit card information input here is transmitted securely and IS NOT stored in our system.

• Your exam fee is refundable.

Amount Due:
Partner Discount - 25% off $1,000.00
Do you have a Voucher Code?   ○ Yes ● No
Amount Saved: $250.00

Amount Outstanding: **$750.00**

Credit Card Info

Name on card   **** **** **** ****
mm/yyyy   cvv   ?   zip code

☐ Save this credit card ID in my Profile for future use

PROCESS   **CANCEL**

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Schedule an Exam

- ☑ Click Make appointment

- ☑ Select the exam you wish to take from the dropdown list

- ☑ Select the date you'd like to take your exam

- ☑ Select the time you'd like to take your exam
  - ☑ Your scheduled time will be the time zone in your profile information

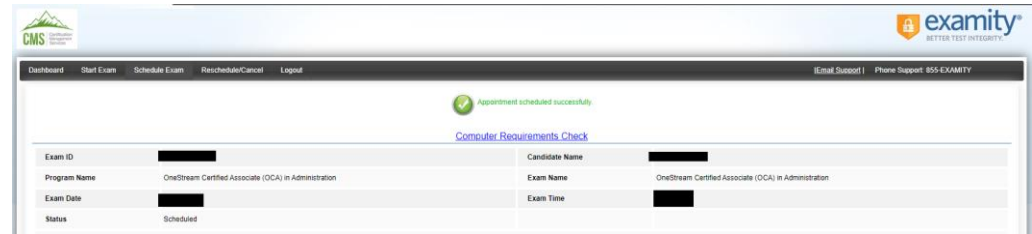- ☑ Click the Schedule button to continue scheduling

- ☑ Click Yes in the exam schedule confirmation pop up message
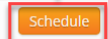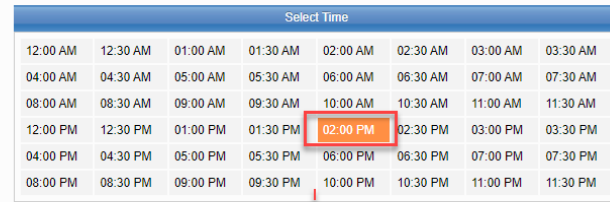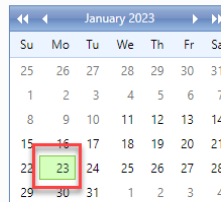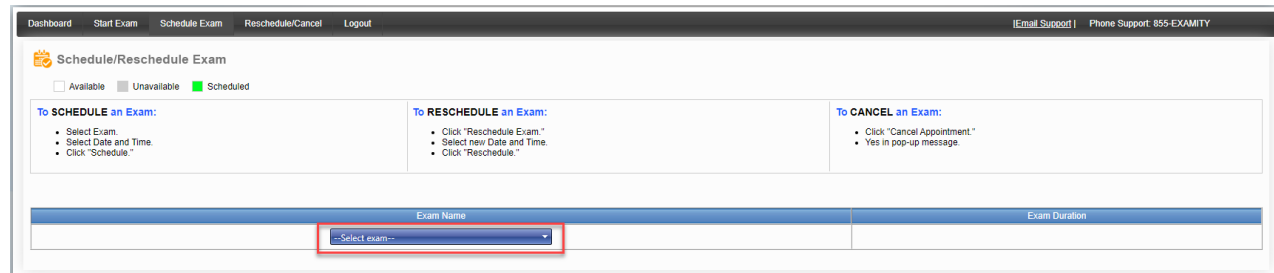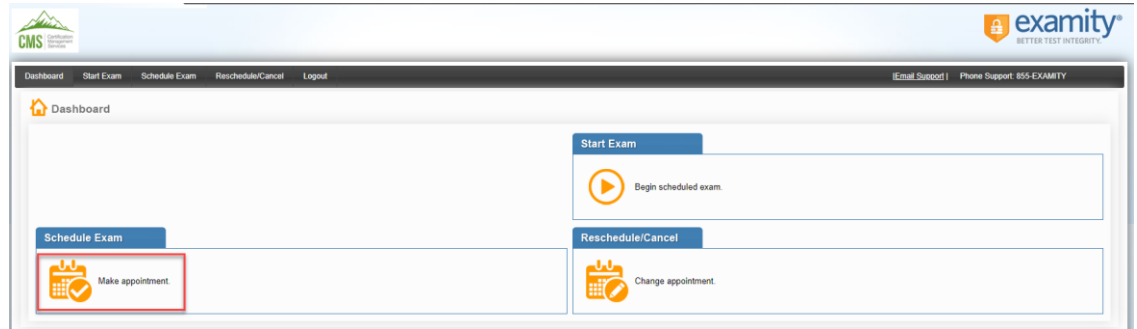
Confirmation of your Exam Appointment

- After scheduling and paying, you will receive a confirmation message on the screen

- When you are done scheduling your proctor, close the Examity web browser tab
  - The TESTWise screen will automatically update to show your scheduled appointment date
  - If not, click "Refresh Exam List"

- An email with your appointment details will be sent to you from Examity
  - Consider adding donotreply@examity.com to your safe senders list

- **Retain this email until after your appointment date; it is the ONLY communication you will receive regarding your scheduled appointment and appointment URL**

Confirmation Page

Exam ID	
Program Name	OneStream Certified Associate (OCA) in Administration
Exam Date	
Status	Scheduled
Candidate Name	
Exam Name	OneStream Certified Associate (OCA) in Administration
Exam Time	

Appointment scheduled successfully.

Computer Requirements Check

Confirmation Email

Dear ▉▉▉▉

Congratulations! You have successfully scheduled a proctor for your exam OneStream Certified Associate (OCA) in Administration. The information in this email will be required to launch your exam. This will be the only time this information is shared with you.

Your Appointment Information	
Appointment ID :	
Exam Name :	OneStream Certified Associate (OCA) in Administration
Appointment Date :	
Appointment Time :	
Appointment URL:	https://delivery.itemexperts.com/E093F991-54D0-4EE3-88B5-4346F9BB8331

Reschedule/Cancel your Exam Appointment

- Login to CMS TESTWise using the link provided in the confirmation email

- On the dashboard, click Reschedule or Cancel Exam

- The Examity proctoring portal will open in a new web browser tab

- Click "Change Appointment"

- Follow the on-screen instructions

- Confirmation will be displayed on the screen regarding your scheduled appointment

- **NOTE:**
  - **Candidates can reschedule or cancel an exam up to 24 hours before a scheduled exam without a fee/penalty**
  - **Rescheduling or canceling an exam within 24 hours of an existing appointment will result in a $5 late fee (payable the next time you schedule a proctor)**
  - **Candidates who do NOT appear for a scheduled exam, or who attempt to cancel or reschedule after their appointment begins, will forfeit the entire exam fee**
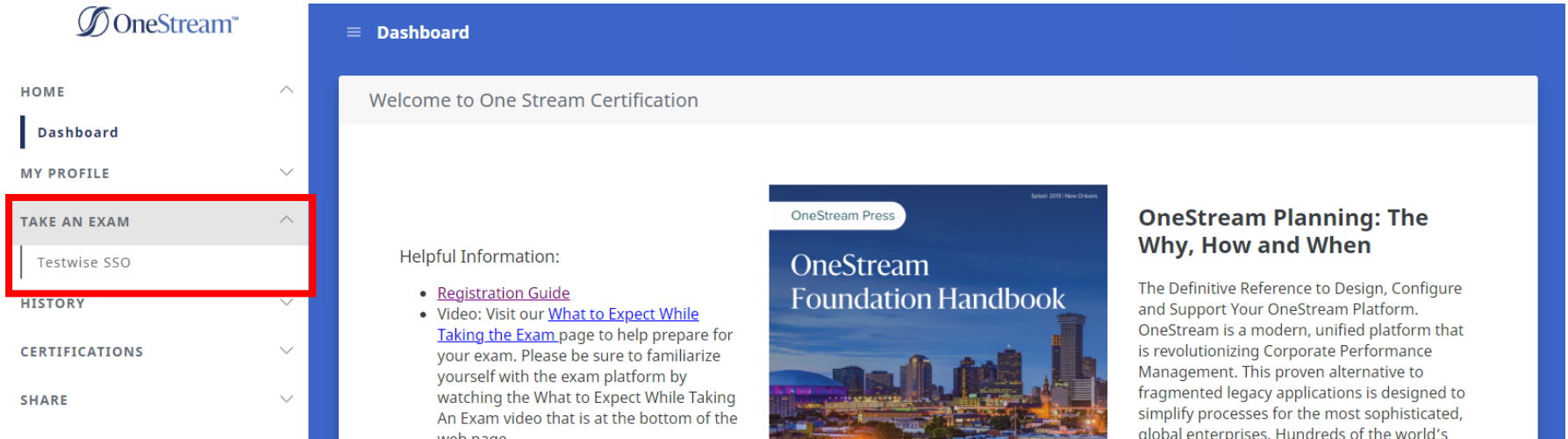
On Exam Day

- ☑ Log into CertMetrics
- ☑ On the homepage, expand "Take an Exam" on the left
- ☑ Click "TestWise SSO" to navigate to TestWise

On Exam Day
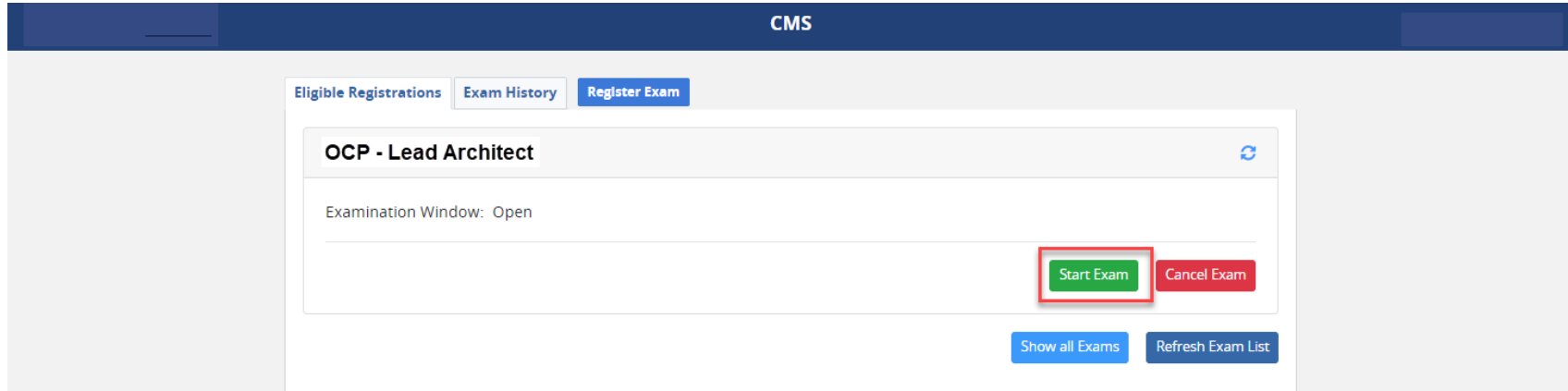
☑ When the page reloads, click "Continue to TestWise"

On Exam Day

☑ Click the **GREEN** button labeled "Start Exam" to begin your exam appointment.

Operating System Requirements

There are several systems that work together to deliver OneStream's certification exams. It is essential that you test requirements of each system **PRIOR** to your scheduled reservation to avoid issues on test day

- Confirm that your system meets the Technical Requirements for taking this exam
- 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)
- Turn off your popup blocker
- Verify you can complete this 5-question quiz **PRIOR** to exam day
    - For best results, test on a non-work computer; There may be security configurations on your work computer that could affect exam performance
    - All background applications and processes must be disabled, as they could interfere with exam performance
        - If a candidate is unable to test due to interference with background applications and processes, the exam fee will be forfeited, and the candidate will need to reschedule their exam and pay a retake fee
    - If you experience issues using a company computer or sitting at work, ask your IT department to following the instructions in this guide, which may resolve the issues

- To launch your exam:
    - Log into CertMetrics
    - Expand the "Take an Exam" menu on the left, and click on "TestWise SSO"
    - Click the "Continue to TestWise to Take an Exam" button.
    - Click the GREEN "Start Exam" button to begin your exam appointment.

OneStream Certification Team

For questions, submit a case form to the Certification team via the ServiceNow Support Portal