

# Tableau Desktop Specialist Exam Readiness

Frequently Asked Questions

## You have questions. We have answers.

**NOTE:** This course is a self-paced course. You have 90 days from when you receive your access to complete the course.

### Why should I get certified?

Tableau Certification signifies a vote of confidence from Tableau to employers and peers that you have the Tableau expertise measured by the exam. Whether you're doing it for yourself or others, working towards certification gives you a clear goal that pays off in the end. [See more benefits.](#)

### What languages/regions is this offered in?

Course and instructor content are available in English. Live instructor sessions are delivered during US friendly hours and recorded for viewing later if you're unable to make it.

### How long do I have access?

You receive 90 days of access to the eLearning content, on-demand and live instructor sessions, and the Community group from the day you purchase. Exam vouchers are issued with an expiration date that matches your 90 days access to the training resources. You must take both your first and second exam attempt within the 90 days.

### Does this course cover everything I need to pass the exam?

Yes. The course content covers all the skills and knowledge areas needed to pass the exam. A combination of learning and practice with Tableau Desktop is critical for exam success.

### I already have access to Tableau eLearning. Can I still buy this bundle?

Yes. You are still able to buy this bundle. Email [globalservices@tableau.com](mailto:globalservices@tableau.com) after you complete your purchase and we will set you up to view the course content.

### I did not receive confirmation of my order; can you tell me if my order went through?

Upon purchase, you should receive a confirmation page for your order and an email from Tableau Software Training Team <[globalservices@tableau.com](mailto:globalservices@tableau.com)>, confirming your purchase. Be sure to check your 'Junk' or 'Spam' in your email. If you still cannot find your confirmation, send an email to [globalservices@tableau.com](mailto:globalservices@tableau.com) with the following information: your name, email address used for purchase and date of purchase. Someone will get back to you within two business days.

### Can I postpone my course start date after I purchase?

No, but you have 90 days of access to complete the course at your own pace, and the lessons are designed to be completed comfortably in six weeks.

### **What is the cancellation policy?**

Since your course is available to you immediately upon purchase, you will be unable to cancel your course. Standard course cancellation policy is found here. This course is also bound by the [Tableau EULA](#) and [Professional Services Agreement](#).

### **I need a receipt for reimbursement, how do I get one?**

You may print the confirmation page of your purchase by completing the following steps:

1. Go to this [page](#)
2. Click on 'Already Registered'
3. Enter your email address and confirmation number
4. Click OK
5. You will see your payment information on this page. At the top of the page, click the 'More Options' button you may print the page by clicking on the 'Printer Friendly Version' or you may 'Share this Page' in email.

## **Certification Exam**

### **How are the Tableau Desktop Specialist exams administered?**

Exams are delivered online and in-person through a third-party proctoring service. You will be able to choose which delivery option you prefer and schedule an exam date/time when you redeem your voucher.

### **When do I receive my exam vouchers?**

Your first exam voucher will be sent via email within two business days from the time you register. Should you not pass your first attempt, your second voucher will be sent via email within two business days from the day you took your exam. Both exams must be taken within 90 days of your purchase.

### **I am unable to find a time when I can schedule my exam before the expiration date, can I get an extension?**

No. Most people are able to find a convenient exam date & time within two weeks of scheduling. We suggest scheduling your exam as soon as you receive your voucher to have the most options available to you.

### **When do I find out my exam score?**

You'll receive initial pass/fail feedback when you submit your exam. Final exam scores are sent via email 24-48 hours after completing your exam.

### **Can I see what questions I got wrong?**

No. Tableau Certification follows industry-standard practices. To ensure exam integrity, questions or details beyond what is shown in your results report will not be provided.

### **How long does the exam take?**

The exam is 60 minutes in length, plus five minutes added to the exam timer for reading through exam instructions. When scheduling your exam, plan an additional 30 minutes for your set up connecting to your proctor.

### **What happens if I fail twice?**

Should you fail the exam twice, you'll have a 14-day waiting period placed on your account. Be sure to review the areas of the exam indicating where you scored lower. Feel free to purchase another exam attempt once your waiting period has passed.

### **What resources are available to learn more about the exam?**

You can find more information on our website at [tableau.com/certification](https://tableau.com/certification).

## Community Forum

### How do I access the Community forum?

The Tableau Community uses Tableau ID for single-sign-on. You can create one [here](#) if you don't have one already. Once you have a Tableau ID, go to <http://community.tableau.com> and login again with your Tableau ID. Once logged in you can add yourself to the Tableau Desktop Specialist Exam Readiness group [here](#).

### I haven't used the Community forums before. Do you have any tips?

You can find a getting started guide [here](#).

### Can I get notifications when a question is asked in the Community forum? Or when my question is answered?

Yes. In the top right hand of the Tableau Desktop Specialist Exam Readiness group, there is drop-down to select how often you receive notifications from the group. There is a range of options from getting email notifications on "Every Post" to "Limited" which only includes posts you have created.

## Live Sessions

### Do I need to register for live sessions ahead of time?

Yes. You may register up until one hour before the scheduled start time.

### How do I know if I am registered for the live session this week?

You will receive an email from the eLearning platform, Skilljar, once you register. Be sure to check your 'Junk/Spam' folder if you are not seeing it.

### How long are the live sessions?

The live sessions start at the top of the hour and last for up to 50 minutes.

### When are the live sessions? What if I can't attend them?

We are currently scheduling live instructor sessions on Fridays from 7am to 12pm PST, however we intend to add and remove sessions based on customer demand. If you are unable to attend a session, you will be able to view to a recording of the latest live session from the course page.

### Am I required to attend live sessions?

No. The live sessions are optional.

### What if I have questions during live sessions?

You can interact with instructors via WebEx chat during the live session.

## eLearning Content

### I have questions about the eLearning lessons and hands-on activities I'm working on. Where can I go to get answers?

For questions on content, please go to the Tableau Desktop Specialist Exam Readiness group on the Tableau Community forum and post your question or attend a live session.



### **How do I get help if I am having a problem with the Tableau eLearning content?**

Inside of the Tableau eLearning platform, scroll to the bottom of the page and click 'Support'.

### **Can I download courses, transcripts, or videos?**

No. Tableau eLearning is an online experience. While you will download exercise files to your Mac or PC, the individual courses, transcripts, or videos are not available for download.

### **What is my eLearning access code?**

Each user has a unique access code to access course content on the Tableau eLearning platform. Your access code is included in your registration confirmation email.

### **Where do I enter my access code?**

Your access code can be entered [here](#).

### **I have a question about eLearning that isn't on this list. Where should I go for more answers?**

The full list of eLearning Frequently Asked Questions is located [here](#).

## **Tableau Desktop 90-day Trial License**

### **When will I receive my Tableau Desktop 90-day Trial License?**

Your 90-day Tableau Desktop Trial license will be sent via email within two business days from the time you register.

### **Can I use the Tableau Desktop Trial license on more than one computer?**

Yes, you may use the license on up to three devices.

### **Can I give the Tableau Desktop Trial license to another person?**

No. The Tableau Desktop 90-day Trial license is only available for the individual that has purchased the Tableau Desktop Specialist Exam Readiness course.

### **Can I get an extension for longer than 90 days for the Tableau Desktop Trial license?**

No. The Tableau Desktop 90-day Trial license is good for 90 days from activation and cannot be extended. You may purchase a one-year license [here](#). You may also download Tableau Public for free [here](#), but capabilities will be limited.

*For additional questions, contact [globalservices@tableau.com](mailto:globalservices@tableau.com).*