# Tableau Desktop Specialist Exam Readiness

Frequently Asked Questions

## You have questions. We have answers.

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

**What is the cost of the bundle?**

This bundle is regularly $800 USD per person. You're able to purchase via credit card online and register multiple people at one time.

**What language/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 12 weeks 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 8 week duration. Tableau Desktop extended trial licenses provide you 90 days access from the day requested.

**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.

**How do the different bundle elements come together?**

Using the Tableau eLearning platform, each unit consists of self-paced lessons and instructor videos where you go through the content to learn technical concepts. Then you move on to the hands-on activities where you're applying the skills you learned.

Should you need help or have questions, you can then sign up to attend a live session or login to the Community Group to get answers. This continues until you're exam ready.

We call this blended learning - partially on your own and partially with others to make sure the skills you're learning stick, while giving you flexibility to learn when you want.

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

Yes. You are still able to buy this bundle. Submit a case through Trailhead Help 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 email from Tableau Software Training Team confirming your purchase. Be sure to check 'Junk' or 'Spam' in your email. If you still cannot find your confirmation, submit a case through Trailhead Help and include the following information: your name, email address used for purchase, and date of purchase. Someone will get back to you within two (2) business days.

**I haven't received my access, when will I get that?**

You will receive access to the course immediately upon purchase.

**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 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 here.
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 exam administered?**

Exams are delivered online through an online proctoring service. This allows you to take your exam anytime, from anywhere.

**When do I receive my exam voucher?**

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.

**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 question 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 setup connecting to your proctor.

**What happens if I fail twice?**

Should you fail the exam twice, you'll have a two-month 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.

**I already purchased a Tableau Desktop Specialist Exam. Am I able to get a discount on this bundle?**

No. This bundle provides exceptional value for a very low introductory price.

**What if I am on a two-month waiting period for taking another certification exam?**

There is no waiting period between your first and second exam attempt. However, there is a two-month waiting period for every exam attempt after the second; and this waiting period cannot be waived. If you are currently on a waiting period, know that you are unable to schedule your next exam attempt until after the waiting period has passed.

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

- [Tableau Desktop Specialist Exam Details](#)

- [Tableau Specialist Exam Prep Guide](#)

- [Technical Setup Guide](#)

- [Certification Program FAQ](#)

# 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. You will be added to the forum and will receive an email confirmation once you are added to the private Tableau Desktop Specialist Exam Readiness community.

**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 a question is answered?**

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

**Do I need to prepare anything before a live session?**

It is preferable, but not required, to complete the corresponding hands-on activities and lessons for the unit being discussed.

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

We are currently scheduling live instructor sessions on Friday 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 a recording of the latest live session from the course page.

**Am I required to attend live sessions?**

No. Students who want extra support completing the hands-on activities should attend live sessions - they are not required. Students who want to move quickly can skip these sessions. Solutions for the hands-on activities are also provided outside the live sessions.

**What if I have questions during the live session?**

You can interact with instructors via the chat option 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 form and post your question, or attend a live session.

**How do I 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 slick '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 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](#).

*For additional questions, please submit a case through [Trailhead Help](#).*