⊘zscaler™ | **Certification**

Zscaler, Inc. (HQ)
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Certification Exam Retake Policy

Candidates who do not pass an exam on their first attempt must wait seven (7) calendar days to retake the exam. **Each exam attempt does have an associated cost, and exam retakes are at the expense of the candidate.**

Wait time begins the day after the exam. Please refer to the table below:

First Attempt	Second Attempt (the following week)
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Saturday
Saturday	Sunday
Sunday	Monday

*A maximum of five (5) retakes are permitted within one calendar year.

Retakes beyond the sixth (6) attempt will be considered on a case–by–case basis. Zscaler reserves the right to deny a retake beyond the sixth attempt.

RETAKING PREVIOUSLY PASSED EXAMS
Candidates will not be permitted to retake any exam they have previously passed, unless directly related to a recertification requirement approved by Zscaler.

We do not permit auditing of our exams.

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