

Smartsheet Certification

FAQ

Q. What certifications are available through the Smartsheet Certification Program?

A. Smartsheet offers two levels of certification. The entry level certification is called Product Certification and tests core product knowledge.

The second level of certification is called Solution Certification, and is comprised of two different types: [Project Management](#) and [Process Management](#). Solution Certification is only available to take at our user conference, [ENGAGE](#).

Q. What is covered in each of the certification exams?

A. Product Certification covers core app features and functionality. This exam is intended to measure if someone can accurately use features within the core application. A list of tested features can be found [here](#).

Solution Certification, our advanced certification, is designed to measure how well someone can craft a solution in Smartsheet given specific project requirements. There are two different types of Solution Certification: Process Management and Project Management. The features tested within the Project Management Solution Certification can be found [here](#). The features tested within the Process Management Certification can be found [here](#).

Q. Is there a proper sequence for acquiring Smartsheet certifications?

A. It is highly recommended that you are Product Certified before taking the Solution Certification exam.

Q. Which exam should I take?

A. Take this [quiz](#) to help determine which exam you should take.

Q. Where and how do I access the certification exams?

A. There are various ways to access Product Certification. If you have a Center of Excellence subscription, the exam is included in your subscription and you can take it on that platform. . If you do not have access to the Center of Excellence and are interested in purchasing the exam by itself, you can purchase it a-la-cart [here](#).

Solution Certification, including both Project and Process Management, is available only at our annual conference [ENGAGE](#).

Q. What if I fail the exam?

A. If you fail Product Certification, you can continue to retake the exam until you pass, for as long as you have a subscription.

If you fail the Solution Certification exam, you will need to wait until the next in-person testing session to retest.

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Q. What is the format and time limit for the certification exams?

A. Product Certification is composed of a 50 question multiple choice exam, followed by a sheet manipulation activity. It is expected to take two to four hours to complete. The exam is open book, meaning users can access the Help Center and Community while taking the test for additional information.

Solution Certification is a four-hour timed exam where a user will create a solution from given base sheets that we provide. Users can reference previously created solutions of their own but must use the provided Smartsheet items for the test.

Q. What is the passing score on the Smartsheet Certification exams?

A. Product Certification is obtained by receiving a score of 80% or higher on both part one and two of the exam.

Solution Certification is obtained by receiving a score of 75% or higher.

Q. Is the Smartsheet Certification Program open to the public?

A. Smartsheet Certification is available to licensed users only.

Q. How can I prepare for Product or Solution certification?

A. To prepare for Product Certification, it is recommended you have completed either e-Academy in Center of Excellence or have taken the Academy 201 course.

Q. How long are certifications valid?

A. Both exams, Product Certification and Solution Certification are valid for two years.

Q. How can I let other people know that I am Smartsheet Certified?

A. Following successful completion of the certification exam, you will receive a certificate. You can print your certificate to display or share. It can also be added to your LinkedIn profile under certifications. Additionally, by setting up a profile in the [Smartsheet Community](#), a badge will be added to your profile designating your certification.

Q. How long does it take to get my exam or assessment results?

A. You will receive a score for Product Certification within 30 days of test completion.

Solution Certification scores will be communicated within 45 days of test completion. Scores are sent via a notification from Smartsheet.

Q. Who should I contact if I have a specific question about my exam or assessment experience?

A. Please direct your questions and comments to certification@smartsheet.com.