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 consists of two types: Project Management and Process Management. Solution Certification is currently only available to take in person at ENGAGE, our annual customer conference.

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

A: Product Certification is available with the Smartsheet Center of Excellence subscription, or can be purchased a la carte here. Solution Certification, including both Project and Process Management, is only available to take in person at ENGAGE. However, since ENGAGE'20 is virtual due to the COVID-19 pandemic, we will not be offering Solution Certification this year.

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 the Smartsheet Foundations training in the Center of Excellence or have taken the Product Certification Track courses.

Q: How long are certifications valid?

A: Product 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: 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.

✉ sales@smartsheet.com

📱 (844) 324-2360

🌐 smartsheet.com

f /smartsheet

in /company/smartsheet-com

@ @smartsheetplatform

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/smartsheet

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

A: Product Certification covers core app features. Questions are intended to measure if someone can identify the value of features and functionality as well as their application within an existing workflow. A list of features tested can be found here.

Solution Certification is designed to measure how well someone can craft a solution in Smartsheet given specific project requirements. 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: What if I fail the exam?

A: If you fail Product Certification, you will need to retake the exam until you pass.

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

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

A: Product Certification is composed of an untimed 50-question multiple choice test and an untimed feature manipulation exercise in Smartsheet, followed by a one-hour timed 20-question multiple choice test based on the end results of the feature manipulation exercise. 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 and proctored exam where a user will create a solution from given base sheets. 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% on both part one and two of the exam, individually.

Solution Certification is scored via a rubric and converted to a percentage. The percentage needed to pass is 75%.

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

A: The Product Certification score will be received instantly on test completion in the Center of Excellence platform.

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

✉ sales@smartsheet.com

📱 (844) 324-2360

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📘 /smartsheet

in /company/smartsheet-com

📷 @smartsheetplatform

Ⓜ /@smartsheet

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Q: **Which exam should I take?**

A: Take this quiz to help determine which exam you should take.

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.

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✉ sales@smartsheet.com

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