

# Temenos Certification FAQ

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## Temenos Certification FAQ

### How do I schedule an Exam?

All Temenos exams are managed and administrated by Kryterion Global Testing Solutions. Kryterion provides live, online, proctored exams. This means that you can take any Temenos exam anywhere in the world as long as you have a reasonable internet connection and meet the hardware and software requirements.

To schedule an exam, you will need to login with your user account. Go to <https://www.webassessor.com/avoka/index.html> to login to your account or to create an account if this is your first time scheduling an exam.

Once logged in you will be able schedule any Temenos exam by selecting the Schedule an Exam link. Before taking the exam, you will need to install the Sentinel software and create your biometric profile. You must create your biometric profile at least 24 hours before your online proctored exam.

Refer to the guide below to review the technical requirements for your external webcam, microphone, and computer:

- <https://www.kryteriononline.com/docs/PreparingForYourExam.pdf>

### Is there a cost associated with a Certification Exam?

Yes, the price for a certification exam ranges from 175 USD to 250 USD depending on the exam.

### How do I pay for an Exam?

The exam fees are collected and administered directly through Kryterion. When you register for an exam, you will need to provide your credit card details. Kryterion accepts most major credit cards.

### How do I receive support on creating an account and registering for an exam at [www.webassessor.com/avoka](https://www.webassessor.com/avoka)?

For Temenos Knowledge Base users, log the issue with our support team at <https://support.avoka.com/tickets>

If you do not have access to Temenos' Knowledge Base, contact the support team at [customer@temenos.com](mailto:customer@temenos.com)

### How can I receive help and support with Online Proctored (OLP) Services? (Installing software; Biometric enrolment; Test launch process)?

Email the Kryterion Online Proctored (OLP) Services Support team at [olpsupport@kryteriononline.com](mailto:olpsupport@kryteriononline.com), or call the following numbers during support hours:

- 24 hours 7 days a week except for certain US holidays
  - 800-491-6595 (US and Canada)
  - +1 602-659-4665 (International)

## **What if I need to reschedule my Exam?**

You can reschedule your exam without incurring additional fees up to 24 hours before your scheduled exam start time. To reschedule, log into your account at <https://www.webassessor.com/avoka/index.html> and click on the details of your registered exam, and select "Reschedule."

You will not be refunded any portion of the exam fee if you do not reschedule in time or if you miss your exam appointment. Exceptions are made for bereavement or illness supported by appropriate medical documentation.

In all cases, if an exam is rescheduled within 24 hours of your original scheduled start time, a processing fee is applied to your account.

## **What happens if I miss my Exam appointment?**

If you miss your exam appointment, you will be charged the full amount and will not be eligible for reimbursement. If you did not reschedule the exam before the start time, you would need to schedule a new exam and pay the full registration amount. Exceptions will be made for bereavement or illness supported by appropriate medical documentation.

Terms and details will be provided to you at the time you schedule your exam.

## **Can I take an Exam without taking preparatory courses?**

Yes, if you feel you possess the required knowledge, you may register and take an exam. However, Temenos recommends that you take the associated courses, perform all exercises and labs, and gain hands-on experience before attempting an exam. Be sure and review the Exam Study Guide that shows the topic areas tested.

## **When will I find out if I passed my Exam?**

After you have completed your exam, you will be notified with your score and a topic-level report.

## **What if I do not pass the Exam on my first attempt? Can I retake the Exam?**

You may register for your first retake three days after failing the first attempt. For subsequent retakes, you are required to wait at least fourteen (14) calendar days from the date of your last attempt.

## **Is there a limit to the number of times I can take an Exam?**

You are allowed two retakes for an exam, for a total of three attempts over a period of a year.

## **If I did not pass an Exam on my first attempt, will I receive a discount on future attempts?**

No, the published fee associated with the first exam will be required for all future attempts. There are no discounts offered for multiple attempts.

## **How should I prepare for the Online Proctor Exam experience?**

Be certain to review the Test Taker Guide, On Line Proctoring Series, provided by Kryterion in advance of the exam. Key considerations for an optimal On-Line Proctor test environment include:

- The room is well lit, quiet, and free from distractions.
- Headphones are not allowed during testing.
- Cell phones must be removed from the area.
- The testing surface is clean and clutter-free.
- Reading the exam aloud is not permitted.
- Interaction with another individual is not allowed during testing.
- You must remain in clear view of the camera during testing.
- Engage your Online Proctor as needed for any additional questions during the exam.