Certification Exam Retake Policy

To protect the integrity of Zscaler exams, Zscaler has implemented the following retake policy:

- Candidates are permitted one attempt per registration. Each retake requires a new registration and exam registration fee.
- Candidates may retake the exam a total of **five (5)** more times within the **twelve (12)** months after the first attempt.
- Candidates who do not pass an exam on their first attempt must wait seven (7) calendar days to retake the exam. The day after the exam constitutes the first day of the waiting period.

Example Retake Timeline:

Attempt #	Waiting period
1 (Initial Attempt)	7 days
2 (Retake 1)	15 days
3 (Retake 2)	30 days
4 (Retake 3)	60 days
5 (Retake 4)	60 days
6 (Retake 5)	The next (7th) attempt can be taken on April 1 of the following year.*

*Retakes beyond the 6th attempt will be considered on a case-by-case basis. Zscaler reserves the right to deny a retake beyond the 6th attempt. Contact certification@zscaler.com.

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.

Auditing an exam is not permitted.