Infor Certification Frequently Asked Questions

General Certification FAQ

What is a Beta exam?

As part of a new exam development process, data must be gathered to determine how well the exam is performing. We accomplish this by first releasing a beta version of the exam. The process of attempting a beta exam is slightly different from live production exams and are explained [here](#).

How long are Beta exams available?

Generally, Beta exams are available for 6 weeks. This time may be extended if additional beta participants are needed.

Do Beta exams count for Certification?

Yes, if you pass the beta exam, you will be certified and will receive your certification badge in Credly.

How much time is allotted for completing an exam?

Allotted time varies depending on the exam type, level, and the number of questions on the exam.

General time allowance:

Associate Exams
• Beta – 60 minutes
• Production – 50 minutes

Professional Exams
• Beta – 120 minutes
• Production – 90 minutes

Can I request more time to take an exam?

Yes. Additional time accommodations are allowed for disability or if English is not your first language. Send a request for an extended time exam to Infor Certification Program InforU.Certification@infor.com at least 5 days prior to your exam date/time.

What can I expect after completing my exam?

- You will receive an email from Kryterion with your test results after completing a production exam.
- For Beta exams, you will receive an email from Kryterion with your test results after the beta exam period ends, approximately 6-8 weeks after you complete your beta exam.
- Within 24 hours after passing your exam, you will receive an email notification from Credly to accept your digital badge.

I passed a certification exam but did not receive a badge notification from Credly.

Check your Spam or GrayMail email folders. To ensure you are receiving the badge notifications and other important communications from Infor Certification team, we advise adding admin@youracclaim.com, admin@credly.com and InforU.Certification@infor.com to address book, contacts, or safe sender list.

You can find further guidance here.
If you still can't find the badge notification, send an email to InforU.Certification@infor.com

What is the passing score for my exam?

Infor does not share passing score thresholds for our certification exams. Exam passing scores are determined through an industry-standard best practice of quantitative data analysis based on the exam's ongoing performance. As such, scores for each exam are set independently, subject to change without notice, and may vary from exam to exam.

How do I prepare for an Infor certification exam?

Review the information in the corresponding Exam Guide. The Exam Guide includes specific details, such as the topics covered, the number of questions on the exam, time allowed for the exam, and the relevant training or documentation.

Is training required for certification?

Training is not required to be certified although, it is strongly recommended. If you wish to register for instructor-led, instructor-led virtual, e-learning, or self-directed course please visit:
https://www.infor.com/services/education
Note: Some certifications in the future may require training.

How do I know what is covered on a certification exam?

Review the corresponding Exam Guide. Each Exam Guide provides:
- Exam topic areas
- Related training and documentation
- Exam objectives by topic area and resource

Go to Infor Certification Infor U to find Exam Guides for the available product and industry certification exams.

What is the exam question format?

All certification exam questions are multiple choice questions with either a single response or multiple response answers.

Can I retake an Exam if I fail?

Yes. You may reattempt the same exam within [these guidelines](#).

Is there limit on the number of reattempts for a failed exam?

Yes, four attempts.

Is there any way I could retake the exam prior to the required wait time I am seeing on the registration site (bypass the exam retake policy)?

No. This policy exists to protect our exam content and is applied globally to all audiences.

How do I find out what I missed on my exam?

Infor does not disclose exam answers, or the questions missed on an exam. Infor strives to maintain the highest standards to protect the integrity of the certifications you earn. Feedback is only provided at the topic level to help you prepare to retake the exam, not at the question level.

Can I retake a Passed exam?

No, you may not attempt the same exam again after passing.

Are Certification exams available in languages other than English?

Yes, some exams are available in Japanese. During the registration process, you can select the Japanese version of an exam where available.

Certification Exam Registration FAQ

Where can I register for an exam?

You can register for an exam on Infor's exam portal https://www.webassessor.com/infor.

How do I test my system requirements for an online exam?

Test your system requirements by following the steps here at least 5 days prior to your exam to ensure you are ready to take the exam.

How do I register for a proctored exam?

Steps to schedule and register for a proctored exam are given here.
- Infor partners: Click here to get your coupon code.
- Infor employees: Obtain your coupon code from the Infor Services Career Portal (click the orange Infor Product Certification Program button.)
- Campus Plus members: Get your coupon code on the Infor U landing page.

Who do I contact if I have issues registering for an exam?

Kryterion Support
Kryterion Candidate Community Case Form

Infor Certification Program
- Website: www.infor.com/certification
- Email: InforU.Certification@infor.com

Can I request to reschedule/cancel exam registration?

- **Up until 2 days before scheduled time:** Registered participants can cancel or reschedule themselves up until 2 days before the scheduled start date.

- **From 2 days before until the actual scheduled time:** We can cancel the registration. The participant can then re-register.

- **After the scheduled time has passed:** if we are able to cancel: Normally, we are unable to cancel the exam after the scheduled start time has passed. However, we can try and let you know if this is possible. If able, we will reply to user: "We were able to cancel this exam registration this time".

- **From customers/partners (after the exam time has passed)** – if we are not able to cancel:

- Unfortunately, there is nothing we can do from our end after the scheduled exam time has passed. You will need to reschedule a new date/time.

- **From employees** (after the exam time has passed): Unfortunately, there is nothing we can do from our end after the scheduled exam time has passed. You will need to reschedule a new date/time.

How do I reschedule or cancel an exam?

To reschedule to a different exam or cancel your exam enrollment, follow the instructions [here](#).

Can I register for an exam now and take it in the future (ex: when a discount code is going to expire)?

Yes, after you have registered for an exam, it will be available to you until the scheduled date and time.

How do I reset my Webassessor password?

[Here](#) are the steps to reset your Webassessor password.

Certification Exam Delivery FAQ

How are certification exams delivered?

Infor Certification Exams are proctored and delivered through the Kryterion testing platform Webassessor either online or at local testing centers. Note: all areas may not have available testing centers.

Where are Onsite exam locations and requirements?

Click here to learn more about onsite exam locations and mandatory identification requirements.

What are the identification requirements for onsite testing?

Click here to learn more about mandatory identification requirements. The identification requirements for onsite test centers are listed here.
For more information about testing centers visit this page.

What is the cost to take a Certification exam?

The cost of Infor Certification Program exams:
- Beta exams $125 USD (only one attempt allowed)
- Production exams $250 USD per attempt
- Infor Employees No charge

If you have received either a voucher or coupon code for the exam, please do not to lose or share it. Replacements will not be provided for one-time use codes once they have been used to register for an exam.

What Payment methods are available?

- Credit cards or vouchers/coupons (which must also be purchased with a credit card) are the only forms of payment accepted.

- An option is to buy and use a pre-paid credit card if available in your country/region.

How soon does a scheduled exam open before the scheduled exam start time?

Exams open 15 minutes before the scheduled exam start time.

Can I have the product application open during the exam (ex: to look at a menu tree)?

No, this is not permitted. The Secure Sentinel software that is installed by Webassessor prior to taking an exam will prevent you from running any other applications while taking the exam.

Can I use notes or product guides while taking an exam?

No, Certification exams are closed book. You may not use any materials during the exam. The exam proctor will warn you or may stop your exam if you appear to be looking at materials other than the exam.

How do I view my exam history?

1. Log into your Webassessor Account.
2. Click Transcript to view your exam history and results.
3. Click the Result link for a specific exam to view the Topic level scoring.

General Credentialing FAQ

Where can I find my badges?

You can find your badge on Infor's credentialing platform [Credly](#).

How do I get started with Credly?

There are two steps to getting started with Credly:
- Complete Infor certification and receive a badge.
- Create an account and claim your badge.

How to create a Credly account?

Follow the instructions given [here](#) to create Credly account.

How do I know if I've been issued a badge from Infor?

You'll receive an email from Credly [admin@youracclaim.com](#) / [admin@credly.com](#). Follow the instructions [here](#) to claim your badge.

How can I be sure I receive my badge notification email from Credly?

To ensure you are receiving the badge notifications and other important communications from Infor Certification team, we advise adding [admin@youracclaim.com](#) / [admin@credly.com](#) and [InforU.Certification@infor.com](#) to address book, contacts, or safe sender list.

You can find further guidance [here](#).

If you still can't find the badge notification, send an email to [InforU.Certification@infor.com](#).

Not receiving a password reset email from Credly?

There can be a couple of reasons why you aren't receiving a password reset email from Credly.
- The password reset email from [admin@youracclaim.com](#) / [admin@credly.com](#) could be pushed to a spam/junk folder or blocked by a network firewall.
- You may be attempting to generate a password reset email for and email address that isn't registered as your primary or confirmed secondary email address.

If you're using your primary email address and the password reset email isn't found in a junk/spam folder, please use this [Submit a request link](#) to reach out to Credly support. One of our representatives will assist you with resetting your password.

Please note: If you no longer have access to the inbox for the email address your account is registered with, you will be asked to validate the email address.

Can I automatically accept badges?

You can determine if you'd like to accept badges that you receive from specific organizations automatically. When accepting your first badge, you'll have the option to enable the Auto-Accept feature so that any future badges issued to you by Infor will automatically be displayed on your profile without you needing to accept the badge each time.

You can manage your auto-accept option at any time by following these simple steps.

How do I manage and share my digital badge?

Credly was designed to allow you to manage and share your professional achievements easily and efficiently. Using Credly's sharing options, earners can share their badges directly to LinkedIn, Twitter, and Facebook from their Credly account.

To share your badge, follow these steps