

ORACLE NetSuite

NetSuite Certification Frequently Asked Questions (FAQ)

Document

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Introduction

Welcome!

This FAQ is designed to help you navigate the NetSuite Certification Program. Whether you're just starting your certification journey or looking to level up your existing credentials, this guide provides answers to common questions about the program, platform, exam process, learning resources, and more.

Use this document as your go-to resource throughout the certification journey. If you need additional support, please don't hesitate to reach out or explore the links provided throughout the FAQ.

Certification Program

1 What is the NetSuite Certification Program?

The NetSuite Certification program officially recognizes expertise in using and administering the NetSuite platform. It helps employers identify top talent and more successfully adopt and fully utilize NetSuite. For individuals, multiple certification options provide a variety of opportunities to stand out professionally and advance your career.

2 Who can participate in the certification program?

The program is open to NetSuite customers, partners, and employees. Whether you're new to NetSuite or a seasoned user, there's a certification for you.

3 What are the benefits of getting certified?

Certification demonstrates your expertise, boosts career opportunities, builds confidence in your skills, and helps your organization get more value from NetSuite.

Certification Guidelines

To help ensure a smooth, consistent, and credible certification experience for all candidates, we've established a set of program guidelines. These cover important areas such as exam conduct, retake policies, eligibility, certification maintenance, and appropriate use of credentials.

We recommend all candidates review these guidelines before registering for an exam. Understanding the expectations and responsibilities associated with certification helps protect the integrity of the program and sets you up for success.

For the full list of certification guidelines, please refer to [Oracle Certification Program Guidelines](#).

Certification Exams

Overview

1 What are the current exams offered in the NetSuite Certification program?

The program offers certifications across 2 levels:

Certified Specialist: NetSuite Certified Specialist certifications validate role-specific expertise in applying NetSuite leading practices, tools, and features to elevate departmental performance.

Certification Offerings:

- Suite Foundations
- Suite Analytics User
- Financial User

Certified Professional: NetSuite Certified Professional certifications validate advanced, cross-functional expertise to lead implementations, optimize performance, and deliver business-wide impact.

Certification offerings

- Administrator
- Application Developer
- SuiteCloud Developer
- ERP Consultant
- WebServices

2 What version are the exams written on?

As a cloud company, NetSuite Certification exams are updated to match the current version of the NetSuite product. However, we roll out our new release in phases, and some customers may be on the leading (new) release, while other customers are on the lagging (old) release, for a period of time.

3 Are there prerequisites for taking an exam?

For most exams, you may start at any level based on your experience and comfort level. However, we recommend reviewing the exam guide to understand expectations. Any credentials that have prerequisites have it clearly noted in the exam guide.

4 How long are the exams?

Exam duration varies by level, typically ranging from 60 to 120 minutes. Time limits and passing scores are specified in each exam guide.

Exam Attempt Purchases

1 Where do I register for an exam?

Exams are hosted on Oracle's **MyLearn** platform. Once logged in, you can select a certification, purchase an exam credit (if applicable), and schedule your exam.

2 How much do exams cost?

Fees for Specialist and Professional exams are listed on the certification site.

3 Will I get a free retake for the exam purchased?

No, we do not offer free retakes for purchased exams. You will need to apply one exam attempt every time you register and take the exam.

4 Can I transfer my exam purchase to my friend?

No, once your exam purchase is deposited into your MyLearn account, you cannot transfer to another person.

5 How do I purchase a certification exam?

1. Select the [NetSuite certification](#) that aligns with your role and goals.
2. Purchase the appropriate exam-level credit.
3. Check your email for confirmation and instructions to schedule and prepare for your exam.

6 How much time will it take for the exam purchase to show in my account after payment?

You will receive an email confirming your purchase. Once you click on the activation link in the email, your exam purchase will be deposited into your MyLearn account.

7 I already have exams purchased in MyLearn. How do I redeem it?

Within your MyLearn account, search and find all available certification exams to schedule and register the exam. You will be prompted to apply available exam purchases during the registration process.

8 Can I purchase the exams on behalf of my company to distribute to the team?

Yes, you can purchase multiple exams for your company and administer the distribution of these exam attempts to your employees. Once the exam attempt is assigned to a user, it cannot be reassigned.

9 How do I check the expiration date and balance of the purchased exams?

You can view your exam purchase history and all available and used attempts in the MyLearn dashboard.

- Login to [MyLearn](#)
- Click on the profile icon
- Check under My Learning Dashboard > My Exam Wallet

10 Is a learning subscription different from an Exam purchased?

Yes, a learning subscription provides access to learning content, access to labs, exam preparation content, other learning content, and the ability to register for a certification exam.

An exam purchase is an exam attempt that is deposited in a learner's MyLearn account and used to register for a certification exam.

Exam Platform & Process

1 How do I reschedule or cancel my exam?

- Sign into your MyLearn account and you will see the options to reschedule or cancel.
- You must reschedule or cancel your exam at least 24 hours prior to your exam appointment or you may lose an exam attempt.

2 I am unable to view any available time slots for the exam.

Please [log a ticket with My Oracle Learning Support](#)

3 I missed my exam, or was unable to make it. What do I do now?

If you miss your appointment time, your exam is recorded as a "No Show." A "No Show" counts as an exam attempt. You will need to register again after purchasing the exam.

4 Do I need special hardware and network access for online proctored testing?

Please visit the [Exam Preparation](#) page for details.

5 What are the system requirements and supported browsers to take the exam?

Please review the [Exam Preparation page](#)

Supported browsers are only Google Chrome OR Microsoft Edge

Note: Ensure to clear your browser cache before taking the exam.

6 How do I arrange for special accommodations for an Oracle Delivered exam?

Log a ticket with your request and we will revert with the next steps. Ensure that you raise this ticket at least 15 business days prior to your planned exam date. Do not register for the exam without special accommodation approval from Oracle.

7 How do I access my exam results and print my score report?

For exams that were delivered through Oracle or Pearson VUE, you will receive an email from Oracle when your new exam results are available. Please check your spam filters to allow the delivery of emails from @oracle.com. You should log in to CertView and select the option Exam Results > See My New Exam Results Now to view your exam results.

8 How do I download my certificate from Oracle CertView?

You will be able to download/print your certificate directly from Oracle CertView.

9 I need to verify the Certification credential(s) of an individual or potential employee. How do I do that?

Due to privacy and legal restrictions, Oracle cannot provide verification of certification status to third parties such as employers, employment agencies, or government agencies without the candidate's direct involvement. Candidates must initiate the verification request using the self-service 3rd party verification tool accessible via Oracle's certification portal, CertView. Please follow the steps below.

- Go to [CertView](#)
- Select the option Certification Management > Publish Credentials to Third Parties.
- You will be able to select the certification(s) you want to verify and enter the email address of the person who needs the verification.
- This person will receive two emails. One will contain a unique URL to access the verification and the second will contain a password to access the unique URL. The URL and password will only be valid for a limited time, so be sure that the recipient validates the certification when he/she receives the emails.

10 Who should I contact if there are issues with my badge?

If you have issues with your badge (i.e. you don't receive a badge, or you delete a badge and need to have it re-issued), please [log a ticket with My Oracle Learning Support](#).

11 I registered for an exam but did not receive an email.

Check your spam folder. If you do not see an email from Oracle, Please [log a ticket with My Oracle Learning Support](#)

12 How do I change my name on my Oracle eCertificate?

To request for the name change:

- Login to [CertView](#) Portal
- Go to "My Account"
- Click on "Request for Name Change" and follow the instructions

13 Is my exam score included on my certificate?

No. Your exam score is not included on your certificate. In many cases, you may have passed more than one exam to obtain certification. Exam scores are provided on your score reports.

14 Where can I see my certificate?

You can access and download your certificate from [Oracle CertView](#).

15 How can I share my badge by email or on social media?

You will be able to share your badge directly from Oracle CertView by email, and on LinkedIn, Twitter and Facebook.

16 How can I find the expiry date of my certificate?

For certifications that expire, you can:

- Login to <https://certview.oracle.com/>
- Click on Credential Management > Share Credentials
- Click on Print eCertificate. The validity date is displayed on the Certificate.

17 Can I retake an exam if I don't pass?

Yes. You may retake the exam after a waiting period. Retake policies and fees are outlined in the exam guide.

18 How does the grading system work?

- You are graded on the percentage (%) of questions answered correctly.
- Each wrong answer counts as zero.
- There is no negative scoring for wrong answers, so it is better to answer a question than leave it blank.

19 I want to know the questions that I answered incorrectly. Can you provide this information?

To maintain the integrity of our exams, Oracle does not share information about the exam questions or correct answers with any third parties or customers. The score report in Oracle [CertView](#) lists the objectives that you might have to focus on, when you retake the exam.

During the Exam

- 1 If I have technical issue during my exam (exam would not launch, was not able to check in, exam stopped in the middle, lost connectivity, Zoom crashed, etc). What should I do?**

Please [log a ticket with My Oracle Learning Support](#)

- 2 What is the format of the exams?**

Exams are delivered online and include multiple-choice questions. Some may include scenario-based items or simulations.

- 3 Can I use pen and paper or a calculator during the exam?**

Pen and paper are not allowed during the exam. Instead, you can use the digital Calculator and Whiteboard from the exam control panel.

- 4 How do I reschedule or cancel my exam?**

- Sign into your MyLearn account and you will see the options to reschedule or cancel.
- You must reschedule or cancel your exam at least 24 hours prior to your exam appointment or you may lose an exam attempt.

Learning & Preparation

Learning & Preparation

1 What resources are available to prepare for the exam?

All certification exam learning paths include a study guide, practice exam, and tailored on-demand online courses. These learning paths can be accessed as follows:

Explorer Pass: A certification section has been added to the [Free Explorer Pass Content](#) page, providing access to study guides and practice exams.

LCS Company Pass: The [Certification and Exam Preparation](#) page has been updated with learning paths that provide access to study guides, practice exams, and on-demand online courses to prepare you for the certification exams.

Please review the [NetSuite Learning Cloud Support](#) website for more details on LCS Company Pass.

2 Do I need a Learning Cloud Support (LCS) Company Pass subscription to take a certification exam?

While a LCS Company Pass subscription is not required to take the certification exam, it can significantly increase your chances of success.

Please review the [NetSuite Learning Cloud Support](#) website for more details.

3 Do I need to complete all training before taking the exam?

Training is optional but strongly recommended. It helps reinforce knowledge and improve your chances of successfully passing the exam.

4 Will I have access to a demo account while I am taking the test? Can I use SuiteAnswers?

The computer screens are locked during the exam, so there is no access to any materials or online sources for information. Scratch paper and calculators are not allowed.

Post-Certification

Post - Certification

1 How will I receive my certification?

After passing your exam, you'll receive a digital certificate and badge, with instructions on how to download your certificate and share these on LinkedIn and other platforms.

2 Do certifications expire?

Certifications are valid for two years. Renewal requirements will be communicated via email and may include a Delta exam or refresher course.

3 If an employer needs to verify my Certification credential(s), how do I do that?

Due to privacy and legal restrictions, Oracle cannot provide verification of certification status to third parties such as employers, employment agencies, or government agencies without the candidate's direct involvement. Candidates must initiate the verification request using the self-service 3rd party verification tool accessible via Oracle's certification portal, CertView.

Please follow the steps below.

- Go to [CertView](#)
- Select the option Certification Management > Publish Credentials to Third Parties.
- You will be able to select the certification(s) you want to verify and enter the email address of the person who needs the verification.
- This person will receive two emails. One will contain a unique URL to access the verification, and the second will contain a password to access the unique URL. The URL and password will only be valid for a limited time, so be sure that the recipient validates the certification when he/she receives the emails.

Re-Certification

1 What do I do if my certification is about to expire, or is already expired? How do I renew?

Email notifications are sent to all certification holders before their certification expires and post-expiration, with reminders to re-certify. The email contains information and instructions for renewing your certification and how to register for the New Release Quiz.

If your certification has already expired, or if you would like us to resend instructions, please send an email request to nsgbu-certification_ww@oracle.com.

Support

1 Who do I contact for help with certification?

Our team is here to support you along your certification journey.

For general support, please contact NetSuite Training by submitting a [Contact NetSuite Training](#) form. For technical support, please [log a ticket with My Oracle Learning Support](#)

2 Where can I find the most up-to-date certification information?

Visit our [Certification Resource Center](#) for the latest updates, new certifications, and learning resources.