



# ThoughtSpot

## Frequently Asked Questions (FAQ)

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Instructor-Led

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# Instructor-Led FAQ

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## Where can I find a list of all scheduled events?

A list of all scheduled events can be found online in the [ThoughtSpot Training Calendar](#). To request private training events, contact [education@thoughtspot.com](mailto:education@thoughtspot.com).

## Where are live, Instructor-Led training events held?

Live, Instructor-Led events are held virtually via Zoom, as well as at ThoughtSpot's Main Headquarters (1900 Camden Avenue, Suite 101, San Jose, CA 95124).

## How much does Instructor-Led training cost?

Live, Instructor-Led training list prices are outlined [here](#). Bulk discounts are also available. For further information, contact [education@thoughtspot.com](mailto:education@thoughtspot.com).

## What payment methods are available?

Accepted payment methods include all major credit cards: Visa, MasterCard, American Express, or Discover. The charge will appear as ThoughtSpot Inc. on your credit card statement.

Purchase orders can be created for any training events as necessary. For further information, contact [education@thoughtspot.com](mailto:education@thoughtspot.com).

## How can I register for Instructor-led training events?

Registration for ThoughtSpot Instructor-Led Training may be made through ThoughtSpot U, [here](#).

## What is the cancellation policy?

For ThoughtSpot delivered training, cancellation requests must be made at least 7 business days prior to the start of the class to secure a full refund. If you prefer, we can transfer your registration to a future class of equal value.

Students who do not cancel within 7 business days and/or do not attend the class will not receive a refund and will be charged the full amount.

## Can I get private training at my workplace?

Yes! Contact [education@thoughtspot.com](mailto:education@thoughtspot.com) to inquire about private training events.

## What are other ways to get training?

In addition to Instructor-Led training events, official ThoughtSpot training is also available through self-paced, eLearning courses at [ThoughtSpot U](#).

## In ThoughtSpot U, how can I find a listing of Instructor-Led courses only?

From anywhere in ThoughtSpot U, click on the [Instructor-Led](#) option from the navigation bar.

# eLearning FAQ

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## How do I create a ThoughtSpot U account?

Visit [ThoughtSpot U](#) and click Sign In from the upper right corner. Fill out the required fields and make note of your login in credentials. Upon successful account creation, check your inbox for a confirmation email.

## How do I learn about and/or register for eLearning courses?

To register for any eLearning course, visit [ThoughtSpot U](#) and click eLearning from the navigation bar. Click the Register button found on any course detail page to enroll. You may need to sign in or create a ThoughtSpot U account to complete your registration. An email notification confirming your registration will be sent.

## How can I update my email address or account information?

Once logged in, click the drop-down arrow next to your profile icon in the upper right corner of ThoughtSpot U, and select [My Profile](#). This will take you to your account page where you can update your settings.

## How do I find my registered courses and current status in those courses?

Once logged in, click the drop-down arrow next to your profile icon in the upper right corner of ThoughtSpot U, and select [My Profile](#). This will take you to your account page where you will see a list of all your registered courses and their status.

## What browser should I use?

We recommend using Chrome or Firefox to access your online courses. Occasional issues have been reported by some users when using IE.

ThoughtSpot U uses cookies to serve certain course content and asset types to learners. If you are experiencing difficulty loading course content or if you see browser error messages, please contact [education@thoughtspot.com](mailto:education@thoughtspot.com).

## How do I complete a course?

To complete an online course, all elements within a lesson section must be marked as completed. In some cases, this may require the full video length to be watched, or all interactive steps to be completed within a module.

# Certification FAQ

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## What are the benefits of ThoughtSpot Certification?

ThoughtSpot Certifications enable you to prove your expertise in the world's most marketable BI skills.

- Complete a rigorous program of learning far beyond product functionality.
- Earn validated, distinct levels of certification that you can carry with you throughout your career.
- Certify your expertise through online self-service proctored exams taken at your convenience.
- Prove that you can make the right judgement calls and apply best practices when using and implementing ThoughtSpot.
- Share your achievements through the Credly Acclaim platform, the most comprehensive global solution for recognizing skills, capabilities, and achievements.

## What certifications can I earn?

A listing of all certifications and descriptions is available online at ThoughtSpot U, [here](#).

If you are a ThoughtSpot Partner, interested in sales certifications, please contact [alliances@thoughtspot.com](mailto:alliances@thoughtspot.com).

## What is Credly's Acclaim Platform?

Your badges and certifications from ThoughtSpot will be issued by Credly and live on their Acclaim platform. Acclaim is the leading digital credentials platform for badging and certification.

Using Acclaim, you can keep these credentials with you throughout your career. You decide when to make them public or private, and you can share them on LinkedIn and Twitter, and attach them to your LinkedIn profile.

You will also be able to see a list of the skills you've learned with each credential, and view job openings that require those skills. This helps you develop your skills and prove them in a way that is verifiable on the platform.

### How long is my certification valid?

Your certification is valid for one year from the date of issue. You may be offered the opportunity to extend your certification by completing online learning refresher modules.

### Do ThoughtSpot certificates expire?

Your certification is valid for one year from the date of issue, after which it will expire. You may be offered the opportunity to extend your certification by completing online learning refresher modules.

If your certification expires, you will still hold the certification badge on [Acclaim](#), but it will display as **Expired** with the date of expiration. At that point you may choose to make it private, if you prefer. Your ThoughtSpot [U profile](#) will still show that you were certified, along with the date of certification.

ThoughtSpot updates our training and certification offerings in sync with product updates. We encourage credential holders to remain current with their knowledge and credentials.

For further details on this, contact [education@thoughtspot.com](mailto:education@thoughtspot.com).

### What are the proctoring guidelines?

The proctoring is meant to ensure that you are actually the person taking the exam, and that you are answering all the questions on your own. You will be required to show a government issued photo identification before

beginning. Webcam video/audio and computer navigation will be captured for the duration of your exam.

The exam lasts for one hour. During the exam, you should avoid these actions:

- Leaving the room
- Taking or placing a phone call
- Talking to or collaborating with other people

The exam is open book, which means you are free to search online or use reference materials and notes while taking the exam.

### How do I prepare to take the certification exam?

The best preparation is the training associated with the exam, and your materials and notes from training. You may also find the [ThoughtSpot Documentation](#) helpful. The associated training courses for each Certification can be found in the course details for each option, [here](#).

Formal attendance in the associated training courses is not required, however. For example, if you have years of experience implementing ThoughtSpot, you may be able to pass the exam without attending a training course first.

Before taking your exam, you will need:

1. 60 minutes in a location where you can concentrate, and you will not be disturbed.
2. If this is your first time taking a proctored exam, plan for an extra 15 minutes to set up to take the exam.
3. Your government issued photo identification (driver's license, passport, etc.)
4. Hardware, software, and Internet connection as defined in the [ProctorFree Technical Requirements](#).
5. Any reference materials or notes from training.



## What can I expect in the exam process?

ThoughtSpot partners with ProctorFree for proctoring our certification exams. You will have to setup the ProctorFree software but the setup process is launched from within the ThoughtSpot certification exam.

Once you start your exam you will have one hour to complete it and will be given 3 attempts to pass it.

Upon successful completion of the exam (75%), you will immediately be issued a Certification Badge from Credly.

## Where can I find out more information about exam proctoring?

- [General Information on Exam Proctoring](#)
- [ProctorFree Technical Requirements](#): System compatibility and setup information

## How long do I have to wait to take the exam?

After you've paid the exam fee you will be taken directly to the exam and can start it right away or return to ThoughtSpot U to complete it at a later date.

## What happens after completing the exam?

Once you have completed your exam, click Finish in the proctoring window and the proctoring report will be automatically reviewed. You will need to attain 75% correct answers or better to pass the exam. Note that your exam fee covers up to 3 test attempts over a 45-day period. Your transcript will only show the highest score you have attained.

If you have passed the exam, you will receive your certification immediately. Your score and your official badge will be available to you on [your profile](#).

## How much does the exam cost and what does it include?

The exam fee is \$200 USD and includes up to 3 exam attempts.

## What are the exam prerequisites?

The learning content of the exams build upon each other, so we recommend you start with the ThoughtSpot Professional Certification before attempting the Data Expert Certification, though this is not required. You must complete both the ThoughtSpot Professional Certification and the Data Expert Certification exams before you can register for the final ThoughtSpot Architect Certification.

You may take the ThoughtSpot Cloud Architect certification after completing the ThoughtSpot Professional Certification. You are not required to complete the Data Expert Certification exam.

## How many exam questions are there and how long does it take?

Each exam includes 50 questions. You are permitted up to 1 hour to complete each proctored exam.

## After I purchase my exam, how long do I have to complete it?

You have 45 days to complete your certification from the time you get access to the exam.

## What if I lose network connectivity during my exam?

Students are responsible for meeting the technical requirements necessary for the proctored exam process. Hardware, software, and Internet connection are defined in the [ProctorFree Technical Requirements](#). If any technical issues that arise during the test, please email [education@thoughtspot.com](mailto:education@thoughtspot.com).

## Where can I view my certification history?

Upon passing your exam, your score, badge, and a certification of completion will always be available to you in your ThoughtSpot U [profile](#) online. You can share your ThoughtSpot Certification badge on LinkedIn, Twitter, and other social media.

## Can I get a refund on an exam?

ThoughtSpot Certification exams are non-refundable.

## Can I retake an exam?

When you purchase a ThoughtSpot certification exam, you will get 3 attempts to become certified within 45 days. If all 3 attempts are failed, it is recommended that you take the appropriate training for the exam before making another exam purchase for another Certification attempt.

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