

## What Is an Onspring Certified Administrator?

The **Onspring Certified Administrator – Level 1: Essentials** credential recognizes clients, partners, and employees for their knowledge and configuration skills within the Onspring platform. By earning this credential, you demonstrate that you have completed Onspring Essentials training with hands-on lab activities and have been assessed for competency across the major areas of Onspring configuration.

If you complete Onspring training but do not wish to participate in the certification exam, you can earn an Onspring Trained Administrator credential. Below are the specific criteria for each type of credential:

- **Onspring Trained Administrator:** Complete Onspring Essentials and 100% of the training labs
- **Onspring Certified Administrator:** Both of the above criteria + 80% or higher passing score on each section of the Onspring Administrator Exam – Level 1: Essentials

## What Happens When I Become an Onspring Certified/Trained Administrator?

Once all criteria have been met, you will receive an Onspring Certified/Trained Administrator digital badge which states the level of your credential and the associated version of the Onspring platform. This badge will be shareable on social media such as LinkedIn and the Onspring Community. Those who see the badge will be able to click and read a description of the certification and qualifying criteria.

## Does My Onspring Certified Administrator Credential Expire?

The Onspring Certified Administrator credential does not expire. It will reflect the version number of the Onspring platform on which you were certified. If a new version of the Onspring platform includes enhancements that significantly impact the content of the certification exam, you will be given an opportunity to take a brief quiz to update your badge to the latest version number. If a new version of the Onspring platform has minimal or no impacts on the certification exam, your badge will be updated to that version automatically.

## What Is the Onspring Certification Exam?

The Onspring Learning Services team will administer a certification exam for trained individuals who wish to earn the Onspring Certified Administrator credential. This exam is delivered online and includes questions and hands-on configuration activities. Topics covered in the exam align with the curriculum of the Onspring Essentials Administrator Training class. Participants will use an assigned Onspring lab instance, along with the exam itself, to demonstrate their knowledge and competency.

## How Will the Exam Be Administered?

The certification exam is delivered through the Onspring Community and through an assigned lab instance. You will answer a series of Concept Questions and perform Configuration Challenges, covering the following topics: Platform Navigation, App Structure, Access Control, Reports & Dashboards, and Automations. Exam sessions last two weeks. You must complete and pass all components of the exam by the end of your session.

## How Long Will the Exam Take to Complete?

The entire exam, including the Concept Questions and Configuration Challenges, should take approximately three hours to complete. Once started, test takers may pause their exam at any point and return to it as many times as needed over the course of their exam session. If you do not pass one or more sections of the exam, you will have a retake opportunity, which will involve extra time for completion. Exams that are not completed by the exam session expiration are subject to a waiting period before being eligible to register to try for certification again.

## Am I Eligible to Take the Exam?

Depending on several variables, most administrators will be eligible to take the exam, or will have specific courses of action to gain eligibility.

The criteria to take the exam is:

- Completed Onspring Essentials administrator training
- **OR** –
- Have proven experience as an administrator in the Onspring platform prior to January 2020

If you do not meet this criteria, you will need to participate in Onspring Essentials training and complete the hands-on labs in order to take the exam.

## How Do I Register for an Exam Session?

You will automatically be registered to take the exam when you sign up for Essentials training. If you are eligible to take the exam outside of Essentials Training, you can sign up through the Onspring Community. A fee will be charged at the time of registration for exam sessions outside of Onspring Essentials training, starting with the May 2024 session. This fee can be paid through credit card, and is not included in yearly training passes.

## What Happens If I Don't Pass the Exam?

You will have three attempts to pass each section of the exam with a score of 80% or higher. If all three attempts are unsuccessful, the exam will end. At that point, you should contact your Onspring Client Success Manager to arrange a consultation with a member of the Learning Services team. After that help session, you will be able to take the exam again. Should your fourth attempt be unsuccessful, you will need to re-enroll in Onspring Essentials Training to attempt the exam again. Alternatively, you can be

awarded the Onspring Trained Administrator credential, which requires full completion of the Onspring Essentials training class but does not require you to pass the certification exam.

## **What Happens if I Don't Finish the Exam?**

Any exam that is started - meaning that the "Ready to Begin" checkbox has been engaged and the record saved - is counted as an active attempt. If a session with an active attempt expires without the exam being completed, you will be subject to a waiting period and a fee in order to register for another exam session outside of Onspring Essentials training.

## **Can I Submit the Certification for CPE Credit?**

The Onspring Certified Administrator credential is issued by Onspring. We are not authorized to provide credentials or CPE credits for any other governing body. However, if you take the Onspring Essentials training class, we will provide you with a certificate of training completion plus the training agenda with session abstracts and learning objectives, which you may submit to your governing body for CPE credits.

## **Are Additional Levels of Certification Available?**

Onspring is developing Level 2 Certification curricula which will be available to anyone who earns the Onspring Certified Administrator – Level 1: Essentials credential. Additional details on Level 2 certification will be provided when available.

## **When Will I Receive the Certification Credential?**

After meeting all criteria to achieve certification, you will receive an email confirmation from a member of our Learning Services team. Soon after your assigned lab instance expires, you will receive two emails, one with a certificate of completion and the other with the digital badge credential. The email containing your digital badge will come via BadgeCert with instructions for sharing on social media.

## **Will I Be Able to Review the Questions I Missed?**

To protect the integrity of the exam as an assessment tool, you will not have access to see the exact questions you missed. Along with your results at the conclusion of the exam, you will be provided with a list of the topics where you missed questions so that you can brush up on your knowledge of those concepts for the future.