

# Certification Exams

Overview and FAQs

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Last modified: September 13, 2019

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# General Information

## Exam Offerings

### What Relativity exams are available?

An overview of all Relativity exams is available in the [Relativity Certifications Quick-Start Guide](#).

### How can I prepare for the exam?

You can access all exam study materials on the [Community site](#) in the Certification Tracker. You can also browse [Certification Knowledge Articles](#) to answer any exam-related questions.

At the beginning of all exams, you must accept the Relativity Exam Terms and Conditions. If you do not accept, your session will end and you will forfeit the examination fee. You may access and review the terms and conditions [here](#).

We are aware that a number of apps are available to the public which purport to be study guides for various Relativity exams. These apps are published by third parties that are not affiliated with Relativity, and we do not monitor their content and cannot ensure its accuracy. As such, you should only use Relativity-approved study materials. Your use of any other third party study resources is at your own risk. For approved Relativity study resources please visit the Relativity Community or contact [certification@relativity.com](mailto:certification@relativity.com) if you have any questions.

## Costs

### What are the costs and how do I pay?

- Relativity Certified Administrator (RCA) = \$300
- Analytics, Infrastructure, Processing, and Project Management exams = \$250
- Relativity Certified User = \$150
- RelativityOne Certified Pro = \$50
- Relativity Certified Sales Pro (RCSP) = \$50

Payment for the exam is required by credit card at the time of registration.

## Accommodations

### What disability accommodations are available?

Accommodations, within reason, are possible with ample notice. To request disability accommodations for your exam, email [certification@relativity.com](mailto:certification@relativity.com). We require documentation once we receive your request. For more information, review our [Relativity Examination Disability Policy](#) document.

## Exam Updates

### When do you upgrade exams to the next version?

We typically upgrade the RCA and Specialist exams one to two times per year. The current exam version is displayed on our website, study resources PDFs, and in registration and reminder emails.

We update the RelativityOne Certified Pro exam based on the quarterly RelativityOne releases.

### What is a discontinued exam?

The Relativity certification team regularly reviews and evaluates exams and designations for updates or discontinuation. We may discontinue an exam for various reasons, e.g. the exam may refer to training that is no longer available, the exam may be based on a product or feature that is no longer going to be supported or actively promoted, the exam does not best reflect Relativity's certification focus and goal, there is newer technology and a new exam is being developed, or it just doesn't make business sense to continue to support and maintain the exam. In any event, Relativity may discontinue any or all exams and designations in our sole discretion.



# After the exam

## Exam Results

### What will my exam result include?

You will receive a Pass or Fail result.

All exams require an 80% or higher to pass.

### When will I receive my official Relativity exam results?

You receive final results from Relativity via email within seven business days after your exam.

### Will I receive a certificate if I pass?

Yes. An electronic certificate, as well as print- and web-optimized badges and logos to add to your email signature and social media accounts, will be available on the Relativity Community after your exam. You do not receive a hard copy certificate.

### I received a topic breakdown. How do I read this?

You will receive a topic breakdown in an email after completing a quiz. While reviewing this breakdown, keep the following in mind:

- The performance is pulled directly from the quiz software.
- Consider each topic weighed against the topic importance outlined in the Study Resources PDFs. Higher importance topics likely have more questions, which in turn increases the weight in the overall score.
  - Each topic has a different number of questions which impacts the topic percentage.

### What is the retake policy?

If you do not pass an exam on your first attempt, you must wait at least one week to register for the exam again. If you do not pass the exam on any subsequent attempt, you must wait at least one month to register for the exam again. Notwithstanding the foregoing, you may not attempt an exam more than four times per exam version. Information on current and projected exam versions is located on Relativity's website and in relevant study materials.

If you are already certified and you wish to retake the same exam, you must wait at least six months to register for the exam again and you must retake the exam on a different exam version to the version on which you are currently certified. If you pass the exam, your certification will be updated to the new version of the exam. If you do not pass the exam, your existing certification will remain active on the previous version of the exam, provided you have otherwise maintained your certification with the necessary RCE credits.

Any violation of this retake policy may result in invalidation of your exam results or certification, and/or denial of applications to sit future exams, at Relativity's sole discretion. For the sake of clarity, the foregoing retake policy applies only to retakes of the same type of exam.

### How do I challenge an exam item?

All Relativity exams are reviewed and approved by subject matter experts. We welcome your feedback on the exam and on your experience taking the exam. If you wish to contest your exam score or a specific exam item, you may do so by submitting a written notice to [certification@relativity.com](mailto:certification@relativity.com) within three (3) business days of your exam. The notice must include (i) your name and employer, if applicable; (ii) the date and time of your exam; (iii) the specific exam item(s) you wish to contest; and (iv) the specific grounds of your objection. Exam questions are subject to change without notice and in Relativity's sole discretion.

You may send any comments to [certification@relativity.com](mailto:certification@relativity.com). We will review all exam feedback and will use it to improve the quality of the examination and certification process. We will reply to written feedback at our discretion and may not directly reply to you or specifically address your feedback.

## Maintaining your Certification

### How do I maintain my certification?

Your certification is valid for 13 months in your first certification year, and 12 months each year after. To maintain your certification, you need to obtain Relativity Continuing Education (RCE) credits.

Refer to the [RCE Credit Opportunities for Relativity Certifications](#) for more information on how many credits you need to earn for your certification(s). We recommend you earn RCEs throughout your certification year to ensure you earn enough to maintain.

### How do I monitor my RCE credits?

You should monitor your certification status on the Community site. You will also receive automated email reminders about your certification. If your contact information changes, ensure you email [certification@relativity.com](mailto:certification@relativity.com) so we can ensure you continue to receive the emails. It is your responsibility to maintain your certification and know your expiration date. If your certification expires, you will be required to take the full exam again.

## Certification Tracks

### How can I become a Relativity Expert and Relativity Master?

To become a Relativity Expert, you must be a current RCA and obtain two specialist certifications. You must keep all three certifications current to keep your Relativity Expert status.

To become a Relativity Master, you must be a current RCA and obtain four specialist certifications. You must keep all five certifications current to keep your Relativity Master status.

The RCSP and RelativityOne Certified Pro exams do not count towards Expert or Master status.

The certifications and requirements that make up the Expert and Master designations are determined by Relativity and re-evaluated regularly. For more information on Relativity Expert and Master designations, refer to the [Relativity Certifications Quick-Start Guide](#).

## Certification Team Hours

The Certification team provides assistance Monday through Friday, 8:00 AM - 5:00 PM (CST/CDT). For all exam-related questions, email [certification@relativity.com](mailto:certification@relativity.com).



# Online & Testing Center Exams

Exams are offered online and in testing centers around the world. The RCA exam is not available in testing centers. For more information, refer to our [Online Exam Instructions and FAQ video](#).

## Payment and Scheduling

### Where and what is my Candidate Dashboard?

Your Candidate Dashboard is where you'll manage your scheduled exam, update or cancel your schedule, and launch all online and testing center exams through the Relativity Community.

To access your Candidate Dashboard, follow these steps:

1. Log in to the [Relativity Community](#).
2. Navigate to the Education Center | [Certification Tracker](#).
3. Navigate to **My Profile** to ensure your current country information is correct.
4. Under the exam you want to schedule, click the **Take the Exam** button. Click this button for each exam you'd like to register for.
5. Enter your **legal name** in the pop-up window. This name must match the name on your government-issued photo ID, or you will not be able to test.
  - If you previously registered for an exam using a name that does not match your ID, enter your legal name in the pop-up, cancel your exam from the Candidate Dashboard, then navigate back to the Community and click the **Take the Exam** button again. Update your name in the pop-up and then re-schedule your exam.
  - If you are unsure if the name on your exam registration is accurate, email [certification@relativity.com](mailto:certification@relativity.com) to verify.
6. Your Candidate Dashboard opens and from here you can **schedule, update, cancel, and launch your online exam** on exam day.

### When should I schedule my exam?

For the RCA exam, you must schedule two separate sessions for the hands-on and the quiz. **You must complete both exam sessions within 12 hours on the same day.**

*If you do not complete the hands-on and quiz portions of your RCA exam within 12 hours of each other on the same day, we reserve the right to void the results of your exam, and we will have no obligation to issue a credit for your exam fees. You can schedule the two sessions in either order.*

For the RCA exam, **budget an additional 30 minutes at the beginning of each session** to allow time to connect to and disconnect from your Proctor. We suggest scheduling 30 minutes between sessions for a better experience.

Here is an example breakdown of the minimum time required for the RCA exam sessions.

- 30 minutes of set up and logging in time.
- 75 minutes - RCA Hands-on portion.
- *Required buffer time.*
- 30 minutes of set up and logging in time.
- 90 minutes - RCA Quiz portion.

**Allocate 4 hours, plus your required buffer time.**

### How do I use an existing credit as payment?

Email [certification@relativity.com](mailto:certification@relativity.com) to pay for an exam with an existing credit on your account.

## Canceling or Rescheduling

### How do I cancel or reschedule?

Use the Reschedule or Cancel Schedule buttons on your Candidate Dashboard. Exams must be cancelled or rescheduled at least 48 hours before your exam. Failure to cancel or reschedule within this time will result in forfeiting exam fees.

## Support

### What do I do if I need help with my exam?

Email [certification@relativity.com](mailto:certification@relativity.com) if you have issues accessing your Candidate Dashboard. Use 'live chat' on your PSI Candidate Dashboard if you have issues scheduling or launching your exam. If you are connected to a Proctor and they are troubleshooting, ask for a Voucher to reschedule for a later date. Once PSI and Relativity diagnose the issue, you can reschedule.

# Checklist

Review items below to ensure your exam runs smoothly.

## Exam Readiness

### 1. Check your system compatibility

- ❑ In your Candidate Dashboard, select the **View Details** button for your exam. Under Security Procedures, click **System Compatibility Link**. Use **Option 3**.
  - Performing an equipment check is critical. No accommodations are made for technical difficulties caused by connectivity or other issues outside of the control of Relativity or PSI.
- ❑ For the RCA exam, test your connectivity to the hands-on environment [here](#).

### 2. Confirm technical requirements

Ensure you have the following:

- ❑ Desktop or laptop computer (tablets and smart phones are not supported). **You must use a desktop computer, or a laptop connected to a monitor, with a minimum screen size of 24 inches. If you use a smaller laptop monitor, you will not be able to complete the exam and you will not be refunded.**
  - If you are using a company computer, company network/firewall, or company wifi, you may have connectivity issues due to security settings.
- ❑ Stable Internet access.
- ❑ Current version of Google Chrome.
- ❑ The [Innovative Exams Screen-sharing](#) Chrome Extension from the Chrome Web Store.
- ❑ Web camera (built-in computer cameras are accepted)
  - Ensure you can easily move the camera around, as you will need to show your surroundings.
- Microphone
- Valid government-issued photo ID

### 3. Confirm physical requirements

Ensure you have the following:

- ❑ Private room with a clean desk surface, void of people, paper, and disruptions. No other materials are allowed.
- ❑ For online exams, watch the [Relativity Online Exam Instructions and FAQ](#) video.
- ❑ For test center exams, watch the [PSI Test Center Experience](#) video.

## Exam Day Expectations

### Connecting to your proctor

You will go through the following steps with the proctor:

- ❑ Share video and screen.
  - ❑ Use Task Manager to close all applications.
  - ❑ Show your valid, government-issued ID. The name on your ID must match your Relativity Community account.
  - ❑ Show your room and desk area via webcam, including each wall and under your desk.
  - ❑ Communicate with your proctor via the chat window.
    - Proctors cannot answer content-related questions; however, notify your proctor immediately of any technical difficulties. They will likely not be able to assist in troubleshooting, but can note the issue.
- No accommodations are made after the exam for issues not reported to your proctor.**

### Do's

During the exam session, you can:

- ❑ Have a beverage that does not contain any labels.
- ❑ Be in a quiet area, void of clutter.
- ❑ On the RCA exam: Use two monitors during the hands-on portion by expanding your PSI exam window across two monitors.

### Don'ts

During the exam session, you **cannot**:

- ❑ Use electronic devices.
- ❑ Eat.
- ❑ Take notes on a physical surface.
- ❑ Use Relativity documentation or study materials.
- ❑ Have anything on your desk including tissues, papers, staplers, photos, etc.
- ❑ Talk out loud, cover your mouth, mouth or repeat words or questions, or look away from computer.
- ❑ Use the restroom.
- ❑ Use keyboard shortcuts that exit the exam window.
- ❑ Press F5 or refresh your browser at any time.

Violations of exam rules are reported to Relativity.

Continued violations will result in the termination of your exam.



# In-person Exams

In-person RCA exams are proctored by Relativity and offered at the Relativity office in Chicago, as well as various locations in cities through the world.

The Relativity Specialist exams, RelativityOne Certified Pro, and the RCSP exam are offered online.

## Scheduling

### How can I register for an exam?

Visit the [Relativity website](#) to see upcoming exams and to self-register. New exam dates are posted approximately three months from their scheduled date.

Chrome is required to take the RCA exam.

### How do I cancel or reschedule?

Exam fees are non-refundable. If you cannot attend an exam, email [certification@relativity.com](mailto:certification@relativity.com) at least two business days prior to the exam. Upon cancellation, a credit is issued to your account. **This credit expires 12 months after the original issued date.** You are responsible for using the credit prior to its expiration.

Email [certification@relativity.com](mailto:certification@relativity.com) to register for an exam using existing credit. If the fee for the rescheduled exam is higher than the fee paid for the original exam, you are responsible for the difference.

If you cancel or reschedule within two business days of the exam, no refund or credit is issued. If you reschedule an exam more than one time, your credit is voided and a new fee is required in order to reschedule again.

### Can you administer the exam onsite at my office?

We can work with you to coordinate an onsite exam at your location if you have a minimum of five individuals interested in taking the RCA exam. An additional fee is associated. For more information on this option, email [certification@relativity.com](mailto:certification@relativity.com).

### Can I be placed on a waitlist?

Registration is on a first-come first-served basis. If an exam is full, you can add yourself to the waitlist and we will reach out to you via email if a spot becomes available. We do not take payment until you are officially added to the exam.





# Exam Interface and Environment

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# Quiz (All Exams)

Review the information below before your exam. **Note: Chrome is required.**

As you navigate through all exams, read all instructions and answer all questions according to Relativity best practices.

- **Scenario-based questions:** On the Analytics, Assisted Review, Project Management, Infrastructure, Processing, and Certified User exams, you receive **scenario-based questions**. You must answer all questions using the information presented in the scenario. After you submit your answers to the scenario questions, your answer choices are final, and you cannot return to these questions.
- **Timer:** There is a timer counting down in the top-right corner. The exam submits automatically when no time remains. You can also click the End Test button at any time to end your exam.
- **Previous / Next Question:** Use these buttons located at the top of the window to move backwards and forwards in the assessment.
- **Nav Menu:** Opens a navigation window at the top of the screen. Here, you can access a list of all the questions and see which questions you flagged. Click on a question to navigate to it.



- **Navigation Bar:** See all questions in the Navigation bar along the bottom of the window, and click on questions to navigate to them. As you answer questions, they turn dark gray in the navigator. Unanswered questions remain light gray.
- **Flag:** Use this button to flag any questions you'd like to revisit. Once you flag a question, a flag icon appears above that item in the Navigation bar. This question is also marked in the Nav menu. Return to the question and update your answer choice at any time.
- **Clear:** To change your answer on a previously-answered question, you must first click the Clear button.



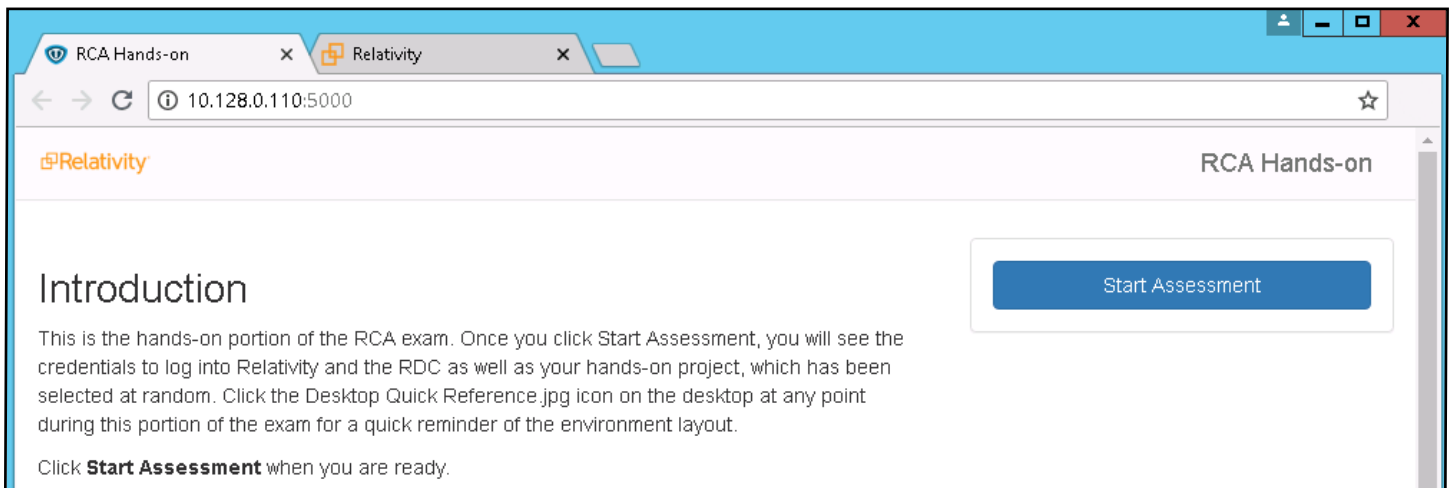


# Hands-on (Online RCA Only)

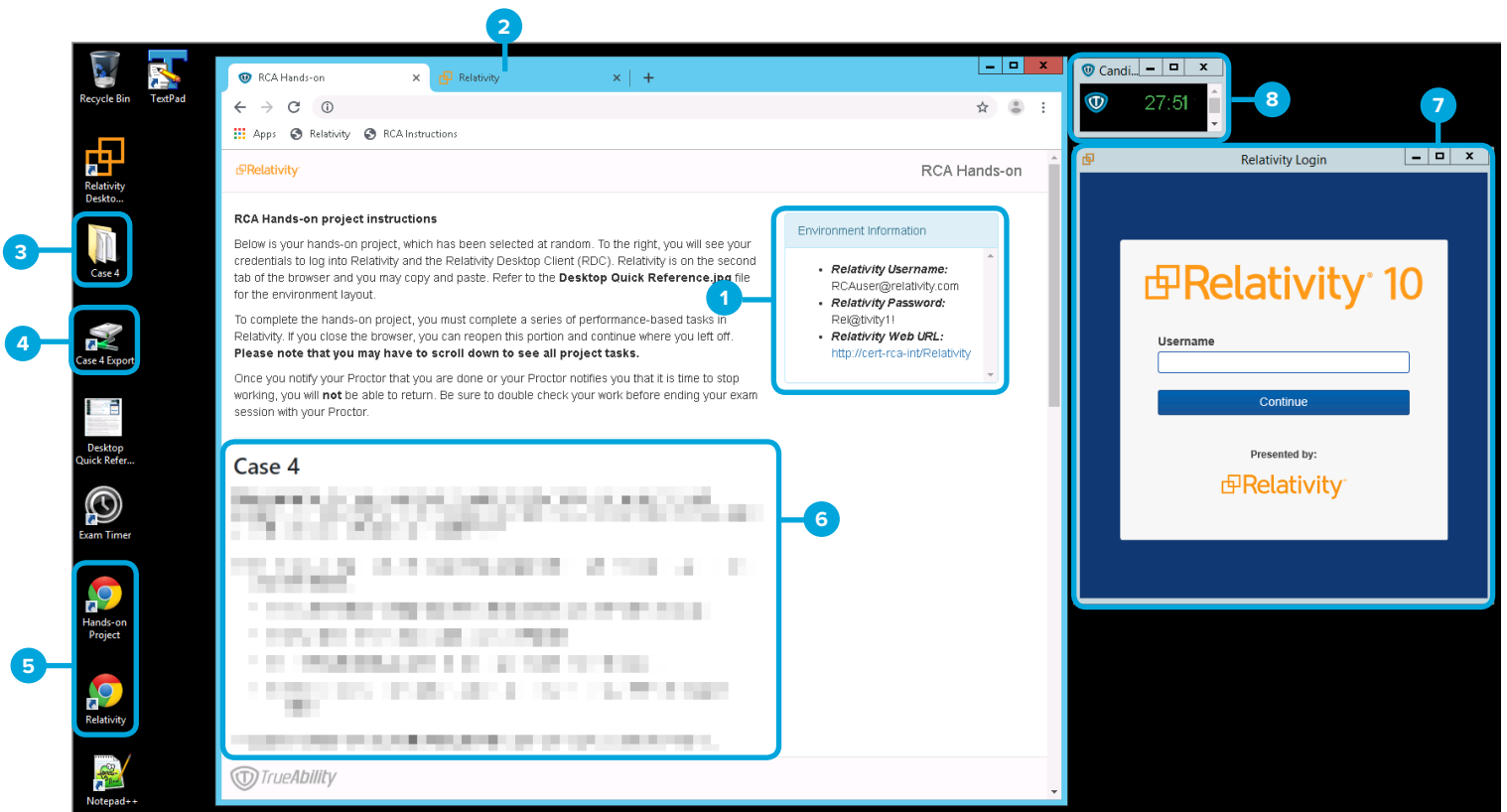
Review the information below before your exam. **Note: Chrome is required.**

As you navigate through all exams, be sure to read all instructions and answer all questions according to Relativity best practices.

- **Timer:** The hands-on portion of the exam is 80 minutes, controlled by your Proctor.
  - 5 minutes to sign into Relativity and the Relativity Desktop Client (RDC), accept the Exam Terms and Conditions, and review the exam instructions and assigned hands-on project.
  - 75 minutes to complete the assigned project.
    - Your Proctor provides time reminders through the chat window (i.e., 30, 15, 10, 5, 1 minutes remaining), and stops your session when no time is remaining. If you finish early, use the remaining time to check your work or notify your Proctor that you wish to end the exam early.
- **Hands-on project:** You are randomly assigned one of the four projects.
- **Start Assessment:** Once unlocked by your Proctor, the exam environment opens. Chrome launches automatically with exam instructions and your assigned project on the first tab and Relativity on the second tab. Click Start Assessment to access your hands-on project.



- **Keyboard Format:** You can change the keyboard format next to the click in the lower-right corner of the desktop (or use Ctrl+Shift).



- 1 **Credentials:** Credentials are the same for Relativity and the RDC. You can copy and paste the credentials from the Environment Information box.
- 2 **Case Workspaces:** There are four numbered case workspaces in Relativity. Complete all work for your assigned project in the corresponding workspace. For example, if you receive Case 1, complete all work within the Case 1 workspace unless otherwise specified in the project.
- 3 **Case Folder:** There is one numbered case folder on the desktop. This folder corresponds to the case you are assigned. Everything you need to complete your assigned project, like load files and relational icons, is in the associated numbered folder on the desktop.
- 4 **Case Export Drive:** If you receive Case 4, you will see an export drive mapped to the workspace for you. Access the drive on the desktop to QC your work.
- 5 **Chrome Shortcuts:** If you close out of Chrome, click the **Hands-on Project** and **Relativity** shortcuts on the desktop to re-open these windows.
- 6 **Hands-on Case:** Your assigned project is on the first browser tab in Chrome. Use the checkboxes to track completed tasks.
- 7 **RDC:** The RDC opens automatically with the WebService URL already configured.
- 8 **Exam Timer:** The timer is set for 80 minutes and automatically starts in the RCA Online exam. Use this as reference. Your Proctor always keeps the official time.