Table of Contents

Table of Contents ..................................................................................................................2
Section 1: About the Cybersecurity Fundamentals Exam .......................................................3
  a. About the Cybersecurity Fundamentals Certificate .......................................................3
  b. Exam details ....................................................................................................................3
  c. Cost of the Cybersecurity Fundamentals Exam ............................................................3
  d. Taking the Cybersecurity Fundamentals Exam ............................................................3
Section 2: Before the Cybersecurity Fundamentals Exam .....................................................4
  a. Prepare for the exam .......................................................................................................4
  b. Ensure you have the proper technology .......................................................................4
  c. Purchase the exam ........................................................................................................5
  d. Schedule the exam ........................................................................................................6
  e. Reschedule the exam ....................................................................................................6
Section 3: During the Cybersecurity Fundamentals Exam .....................................................6
  a. Exam requirements ........................................................................................................6
  b. Exam rules .......................................................................................................................7
  c. Taking the Cybersecurity Fundamentals Exam ............................................................7
  d. Online exam environment .............................................................................................8
  e. Issues During the Exam ...............................................................................................8
Section 4: After the Cybersecurity Fundamentals Exam .......................................................9
  a. Exam results ...................................................................................................................9
  b. Viewing your score and accessing your certificate .......................................................9
  e. Viewing & sharing your digital badge .........................................................................9
  f. Retaking the exam .......................................................................................................9
Section 5: Help .......................................................................................................................10
  a. Technical support .........................................................................................................10
  b. ISACA customer service ............................................................................................10
Section 1: About the Cybersecurity Fundamentals Exam

a. About the Cybersecurity Fundamentals Certificate

The Cybersecurity Fundamentals Certificate is a knowledge-based certificate offered by ISACA. As part of ISACA’s Cybersecurity Nexus (CSX) program, the certificate is particularly relevant for recent college/university graduates and those looking for a career change to cybersecurity. The certificate is aligned with the National Institute of Standards and Technology (NIST) National Initiative for Cybersecurity Education (NICE), which is compatible with global cybersecurity issues, activities and job roles. The certificate is also aligned with the Skills Framework for the Information Age (SFIA).

The Cybersecurity Fundamentals Certificate does not have an expiration date.

b. Exam details

The Cybersecurity Fundamentals Certificate exam is an online, closed-book, remotely proctored exam. It covers five domains and includes a total of 75 questions. The number of questions in each domain depends on the weight assigned. The chart on the right displays the domains and the weights assigned to each domain.

Each multiple-choice question has four options with only one correct answer. You will be given 2 hours (120 minutes) to complete the exam. The passing score is 65%.

Individuals holding an ISACA certification (CISA/CISM/CGEIT/CRISC/CSX-P) may claim two CPE credits for each examination hour when a passing score is achieved. No CPE certificates will be provided upon passing the exam.

c. Cost of the Cybersecurity Fundamentals Exam

Each exam is priced at $150 USD. There is a discount available if you choose to purchase the exam with the Study Guide. Each retake exam is also priced at $150 USD.

Please note that exam purchases are nonrefundable.

d. Taking the Cybersecurity Fundamentals Exam

To take the Cybersecurity Fundamentals Certificate Exam, you will need to:

- Test the hardware and software
- Purchase the Cybersecurity Fundamentals Certificate Exam from the ISACA website
- Schedule the exam date and time
- Complete the exam
- View/print the results (certificate, badge)

For detailed instructions on each of these steps, please refer to the next three sections in this guide.
Section 2: Before the Cybersecurity Fundamentals Exam

a. Prepare for the exam
There are many ways to prepare for the exam. You will be able to choose a method best suited to your personal learning style and preferences. Options include:

- Cybersecurity Fundamentals Study Guide
- Conference workshops & sessions
- Webinars
- Whitepapers, books, & other publications
- Online course
- Training week

You will find all these resources and more on the Cybersecurity Nexus (CSX) page (www.isaca.org/cyber).

b. Ensure you have the proper technology
The list below contains all the hardware and software requirements for the exam.

- Operating system supported: Windows XP, Vista, 7, 8, Mac OS X and above, Linux and Chrome OS
- Web browser: Google Chrome or Chromium version 32 and above
- Browser settings: Your browser must accept 3rd party cookies for the duration of the exam ONLY.
- Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Google Chrome Extension: Requires installation. (click here for instructions)
- Bandwidth: Minimum 500kb/s download and 256kb/s upload
- Hardware Requirements: 1GB RAM & 2GHz dual core processor, minimum 1280 x 800 resolution

It is highly recommended that before purchasing a Cybersecurity Fundamentals Certificate Exam, candidates download the Secure Browser and perform the compatibility check on the computer you will be using to take the exam.
When you schedule an exam, you can also view these requirements and perform another compatibility check. See Section 2d of this Guide.

Note that purchases are nonrefundable, so please check your system requirements prior to completing your registration purchase.

c. Purchase the exam
   1. Go to the ISACA website and click the MyISACA tab (www.isaca.org/myisaca).
   2. Type your Username and Password and click Login.
      Note: You must be logged in to complete the following steps.
   4. Click the Cybersecurity Fundamentals Certificate link, located in the Credentialing section.
   5. Click to learn more about the exam.
   6. Click the button for the exam option of your choice (alone or bundled with the Study Guide), and the exam will be added to your shopping cart.
   7. You may choose to pay by check, bank transfer, or credit card. Follow the onscreen instructions to complete your purchase.
   8. After you complete the purchase and your payment has been processed, you can schedule your exam via your My ISACA profile (www.isaca.org/myisaca). See instructions below.

Special Accommodations:
If you have a disability that requires a special accommodation, special testing accommodations must be requested during the registration process and approved by ISACA BEFORE scheduling the exam.

To request special accommodations complete ISACA’s Special Accommodation Request Form and submit the form to ISACA at specialaccom@isaca.org for review and approval. This form must be completed by you and your health care professional.

All requests should be submitted to ISACA no later than 4 weeks prior to your preferred exam time and is only valid for that one exam administration. The Special Accommodation Request Form can be found at: www.isaca.org/specialaccom.
d. Schedule the exam

Note: Exam candidates have a twelve (12) month eligibility period to take their exam. This means that from the date you purchase, you have 12 months (365 days) to take your exam.

1. Go to the ISACA website and click the MyISACA tab.
2. Type your Username and Password and click Login.  
   Note: You must be logged in to complete the following steps.
3. On the MyISACA tab, click on myCERTIFICATIONS. From there, click on My Certificates, select an exam and click the Visit Exam Website button. This will take you to the PSI website where you can schedule the exam.
   Note 1: PSI is the third-party that manages the online exam and remote proctoring. When you click the EXAM button, you will navigate away from the ISACA website.
   Note 2: If you have an exam that has not been completed, you will continue to have access to the EXAM button. If you have completed the exam, this button will not be displayed.
4. Once on PSI scheduling site follow the instructions:
   • Select an exam language.
   • Enter your country and time zone.
   • Select an available date and time on the calendar
   • Click Continue.

You will receive a confirmation email from no-reply@psiexams.com confirming your exam appointment.

e. Reschedule the exam

Should you need to reschedule your exam, you can do so up to 48 hours before your originally scheduled day and time. To reschedule an appointment: Log in into your MyISACA Account and click myCERTIFICATIONS.

Section 3: During the Cybersecurity Fundamentals Exam

a. Exam requirements

Please read the following requirements before you sit for your exam. Failure to comply will result in your exam being voided with no refund given.

1. Choose a quiet area to take the exam. Avoid choosing an area that may contain loud noises (i.e., TV, family, music, pets, visitors, etc.) and public places (i.e., coffee shops, restaurants, parks, etc.).
2. You will need a valid photo ID. If your ID has expired, the proctor will ask that you reschedule the exam, until you can provide a valid photo ID. The types of photo IDs that are allowed include government issued IDs, driver’s licenses and passports. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor. The name on the ID must be the same as the name that appears in the candidate’s MyISACA profile.
3. You will need a web cam.
4. You will need to have a clean work area with no reference materials available.
5. You may access the online exam environment 15 minutes prior to the scheduled start time. It is recommended you do so in order to connect with the remote proctor and launch the exam properly.
6. Be sure your computer has sufficient battery life and/or is plugged into a power source for the duration of the exam.
7. You must have stable Internet connectivity for the duration of the exam. If you lose Internet connectivity during the exam, your session will be ended automatically, and results voided.
8. You must take the exam in full screen mode.
9. There will be no cancellations or reschedule requests granted within 24 hours of the scheduled exam.
b. Exam rules
The exam is an online, closed-book, remotely proctored exam. Cheating will not be tolerated. The proctor will stop the exam immediately if he/she observes any of these rules being broken. Failure to comply will result in your exam being voided without refund.

The following scenarios are NOT allowed during testing:
• Using a phone or cell phone
• Reading the questions out loud
• Using an instant messenger tool/system
• Using a camera
• Taking screen captures of the computer screen/exam items
• Including papers, books, notes, etc. in the work area
• Eating or drinking
• Walking around the room
• Other people standing in or walking through your work area
• Taking unscheduled breaks (without approval from the proctor)
• Taking notes
• Loading other programs on your system (this includes viewing documents, web browsing, email access, etc.)

c. Taking the Cybersecurity Fundamentals Exam
Note: You must have scheduled a date and time to sit for the exam before you can take it. See Section 2d of this Guide for instructions on how to schedule.

1. Log into your MyISACA account.
2. Click on myCERTIFICATIONS, then My Certificates.
3. Click on the Visit Exam Website button.
4. Click the My Exams link and select the exam in the Pending Exams section.
5. Click Launch.
   Note 1: The Launch button will be available 15 minutes prior to the start of the exam; please refer to Section 3a (5) of this Guide.
   Note 2: Before launching the exam, be sure you have read and understand the exam rules, please refer to Section 3b of this Guide.
   Note 3: Be aware that your exam proctor can see you through your web cam; however, you will not be able to see the proctor. You can communicate with the proctor via the Live Chat.
6. Click the Enter Full Screen button.
   Note: You are required to take the exam in full screen mode; please refer to Section 3a of this Guide.
7. Click the Connect button(s) to connect the web cam and your computer with the proctor.
8. Click the Entire Screen button.
9. Click the Share button.
d. Online exam environment

It is advised that you preview the online exam environment below to familiarize yourself with the tools and functionalities available during the exam. Having clarity enables you to effectively use them during the exam.

![Online Exam Environment](image)

<table>
<thead>
<tr>
<th>Menu Item</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Verification</td>
<td>You will be asked to share your ID for verification.</td>
</tr>
<tr>
<td>Take ID Photo</td>
<td>You will need to show your ID to your web camera and view it in the video box provided.</td>
</tr>
<tr>
<td>Take Your Photo</td>
<td>You will need to take a photo of yourself with your webcam and view it in the video box provided.</td>
</tr>
<tr>
<td>Share My Camera &amp; Screen</td>
<td>You will be asked to share your camera and your screen with the monitor.</td>
</tr>
<tr>
<td>Record Room Scan</td>
<td>You will be asked to do a 30 second room scan with your webcam.</td>
</tr>
</tbody>
</table>

e. Issues During the Exam

If you experience technical difficulties during your exam, please alert your proctor using the live chat feature. Through the live chat feature, a record of the issue will be created that can be referenced should you need to reschedule the exam. Your proctor will be able to assist you directly to resolve the issue. You can also call technical support at:

- Inside the U.S. (844) 267-1017
- Outside 1-617-564-9052
- Chat: [http://clientportal.softwaresecure.com/support](http://clientportal.softwaresecure.com/support)
Section 4: After the Cybersecurity Fundamentals Exam

a. Exam results
You will receive your results immediately upon clicking the **Submit** button after completing the exam. You will get a message to confirm submission, noting any unanswered items. Please be sure you are ready to submit the exam, as you will not be able to go back to any previous questions. Your score and pass/fail status will be displayed in the online exam environment. To pass, you must score a 65% or higher on the exam.

You will also be able to access your score and pass/fail status on the **MyISACA** tab. Please see **Section 4b** of this guide for more instructions.

b. Viewing your score and accessing your certificate
1. Go to [MyISACA](https://www.isaca.org/myisaca) and login using your ISACA credentials.
2. Click the **myCERTIFICATIONS** tab and **My Certificates**.
3. If you have passed the exam, you will see your score and the status will indicate that you have passed. Click the **PRINT CERTIFICATE** button to view, download and/or print your certificate.
4. Instructions on how to claim your digital badge will be sent to you in an email. See **Section 4c** of this Guide for information regarding your digital badge.
5. If you have not yet taken the exam, the status will indicate that your exam is still pending. Click the **EXAM** button to schedule and/or take your exam.
6. If you did not pass the exam, you will see your score and the status will indicate that you have failed.

c. Claiming & sharing your digital badge
If you pass the exam, you will receive an email with instructions on how to claim your digital badge and share it via social media.

**To claim and share your badge:**
1. Open [MyISACA](https://www.isaca.org/myisaca) and login with your ISACA credentials.
2. Click the **myCERTIFICATIONS** tab.
3. Follow onscreen instructions to share your badge on social and professional networking websites.

d. Retaking the exam
To protect the integrity of ISACA’s certificate exams, ISACA has implemented the following retake policy:

Individuals have 4 attempts within a rolling twelve-month period to pass the exam. Those that do not pass on their first attempt are allowed to retake the exam a total of 3 more times within 12 months from the date of the first attempt.

- Retake 1 (attempt 2): Customers must wait 30 days from the date of the first attempt
- Retake 2 (attempt 3): Customers must wait 90 days after the date of the second attempt
- Retake 3 (attempt 4): Customers must wait 90 days after the date of the third attempt

See **Section 2c** of this guide for purchasing instructions.
Section 5: Help

a. Technical support
If you are experiencing technical difficulties with your hardware or software, scheduling the exam and/or taking the exam, please contact the customer service representatives at PSI at:

- Inside the U.S. (844) 267-1017
- Outside 1-617-564-9052
- Chat: http://clientportal.softwaresecure.com/support

We also recommend using the live chat feature if you experience any issues once you are in the online exam environment, as your proctor can assist you directly.

b. ISACA customer service
For questions regarding exam rules, purchases & refunds, retaking the exam, the certificate & digital badge, this Guide, and general information regarding the Cybersecurity Fundamental Certificate program, please contact ISACA Support at: http://support.isaca.org.