

Q. How do I register for one of the SCP Career Certification tests?

A. To take your designated SCP Career Certification Test online, you must purchase a username and password from Service Strategies by calling 1-858-674-4864 or 1-800-552-3058, or send an email to training@servicestrategies.com and indicate which certification test you are interested in taking.

Q. I am not able to log in. How can I get help?

A. Your username and password are both case sensitive, please make sure that you are entering them correctly. If your username starts with csxxxx, please contact Service Strategies to obtain a new username and password. If you have forgotten your username and/or password, please contact Service Strategies by calling 1-858-674-4864 or 1-800-552-3058, or send an email to training@servicestrategies.com.

Q. When should I take an SCP Career Certification test?

A. Each certification test should be taken only after you have attended or taken the proper training course. Service Strategies offers instructor-led classes for all four certification tests as well as online courses for both Service Representative and Support Professional. [Click here for more information on our courses.](#)

Q. How many questions are on the certification tests and how much time is allowed for each test?

A. Certified Service Representative: This certification test consists of 80 questions and has a time limit of 90 minutes.
Certified Support Professional: This certification test consists of 100 questions and has a time limit of 120 minutes.
Certified Support Specialist: This certification test consists of 100 questions and has a time limit of 120 minutes.
Certified Support Supervisor: This certification test consists of 120 questions and has a time limit of 180 minutes.

Q. What is the passing score?

A. You must achieve a minimum of 75% in order to pass each certification test.

Q. Can I pause during the certification test and come back to it later?

A. No. The time limit for each certification test begins when you start the test and runs continuously. If you run out of time and have not completed the test or do not obtain a passing grade, you must retake the test by purchasing another username and password.

Q. Will I know my score after I take the certification test?

A. Yes, your score will appear immediately after you click Finish the Test and will be broken down by topic area. You can also view your score by clicking on Learning from the Home Page, and then View Completed Learning Activities.

Q. While taking the test, can I skip questions and come back to them?

A. Yes. There is an option to Postpone each question and go back to it before submitting your answers. If you submit your answers and there are unanswered questions, they will be scored as incorrect.

Q. During the test, will I know how much time I have remaining?

A. Yes. There is a clock at the top of the test which displays the amount of time already spent working on the test and the total time allowed for the test. There is also a progress bar that tells you the percentage of questions you have answered so far.