

Partners & Customers FAQ

This document serves as a comprehensive FAQ resource tailored for Partners and Customers to address changes to three critical Zscaler training and certification programs: Zscaler for Users – Essentials (EDU-200), Zscaler for Users – Advanced (EDU-202), and the Zscaler Certified Deployment Specialist (ZCDS) learning paths.

As part of Zscaler's commitment to continuous learning and adapting to evolving business needs, these updates aim to enhance the learning experience and ensure that participants stay aligned with the latest best practices. This document will clarify what the changes mean for your learning. From new course content to updated exam structures, timelines, and certification, the FAQs are designed to address your concerns and provide guidance.

By consolidating all critical information into one reference point, this document empowers each category of learner to confidently navigate the changes, plan their learning journey effectively, and meet their professional development goals within the provided timelines.

1. When is the change to the learning journeys going live?

Beginning Feb 3 we will go-live with the following courses:

- **Zscaler for Users – Administrator (EDU-200)** [Formerly called Zscaler for Users – Essentials]
- **Zscaler for Users – Engineer (EDU-202)** [Formerly called Zscaler for Users – Advanced]
- **Zscaler for Users – Delivery Consultant (EDU-302)** [Formerly called Zscaler Certified Deployment Specialist]

2. Who is the target audience for the updated learning journeys?

Zscaler for Users – Administrator (EDU-200) [Formerly called Zscaler for Users – Essentials, EDU-200] is designed to equip Security **Administrators** with the knowledge, skills, and hands-on experience needed to excel in their roles.

Zscaler for Users – Engineer (EDU-202) [Formerly called Zscaler for Users – Advanced, EDU-202] is designed to equip **Security Engineers** with the knowledge, skills, and hands-on experience needed to excel in their roles.

Zscaler for Users – Delivery Consultant (EDU-302) [Formerly called Zscaler Certified Deployment Specialist, EDU-302] is designed to equip **Security Delivery or Deployment Consultants** with the knowledge, skills, and hands-on experience needed to excel in their roles.

3. How would the update impact learners?

This update affects anyone who is using Zscaler and wants to learn more about the Zscaler suite of products. The learning journeys are specially designed for specific roles such as Administrator, Engineer, and Delivery Consultant, and assume they are using/configuring/deploying the latest suite of products with all the new features and upgrades such as ZIdentity, Experience Center, Risk Management portfolio, among others.

These updated learning journeys are also for those who are seeking **Certification**.

Note: If you already have been certified you will not need to take any action until your certification nears your 2 year expiration date.

If you are not using these features, then please continue to use the older learning journeys. If you would like to complete the certification after Feb 3, 2025, we highly recommend that you take the optional bridge course to ensure that you are well prepared to attempt the associated certification exams, as our exams include the most up-to-date training domains. Our retake policy can be reviewed [here](#).

4. Are the old versions of the learning journeys retained?

We will still continue to host the older versions of the courses for customers, partners, and employees who are working with a version of the product that does not include ZIdentity, Experience Center, Risk Management portfolio, among others.

5. How long will the older learning journeys remain available?

If you are using the latest version of the Zscaler product suite, we recommend that you switch over to the updated version of these learning journeys. This will allow you to complete the content, labs and certification exams with the latest features.

If you are planning to continue taking the older learning journeys, they are available till **mid 2025**.

Note: We recommend that you complete the optional bridge course between old and new learning journeys before attempting the certification exams associated with these learning journeys.

6. What updates are being made to the new labs?

The hands-on labs in the newly updated learning journeys have changed in the following ways:

- **Better mapping** of exercises to the roles they are designed for. For example, Zscaler for Users – Administrator (EDU-200) [formerly Zscaler for Users – Essentials] now has labs that are specifically mapped to the Administrator role.
- **Hands-on practice with improved labs** with additional exercises that are available in our **read/write**

training environment.

- **New lab exercises include** setting up and using authentication and authorization through ZIdentity, introduction to Risk Management, as well as a preview into the upcoming Experience Center among others.
- **Change of duration** of labs based on the above additions/changes.

7. Is there a change in the learning journey of a learner in the updated learning journeys?

No, the learners will continue to complete content, labs, and proctored exams in the updated learning journeys.

8. What are the changes to the updated learning journeys?

High level changes to EDU-200, EDU-202, EDU-302 are as follows:

- The content, labs & exams are now mapped to role-based learning journeys
- The new training incorporates new features and UI changes along with improved interactivity
- The flow of the courses has changed, to map to the roles
- The labs now provide hands-on practice with the new way of setting up and using authentication and authorization through ZIdentity, as well as a preview into the upcoming Experience Center. New exercises related to new features such as ZIdentity, Risk Management, DLP Dictionary, etc., have also been added
- The new Quizzes & Assessments have been mapped to role-based objectives. For example, Zscaler for Users – Administrator (EDU-200) [Formerly called Zscaler For Users – Essentials] – this learning journey has objectives mapped to what an administrator's job might be
- The redundancy between levels is now removed
- The name of the Learning journeys have changed to reflect the roles. For example, The Zscaler for Users – Essentials learning journey is now called Zscaler for Users – Administrator learning journey
- The duration of the labs may be impacted due to additions/changes to the labs

9. Do I need to recertify if I am already ZDTA and/or ZDTE certified?

No. All previously earned certifications remain valid for the 2 years from the earned date. There is no need to recertify before the expiration date.

10. I am ZDTA and/or ZDTE certified and do not want to go through the entire learning journey(s) again. Where can I find the updated content added to the learning journey(s)?

You can find the updated content in the bridge course for the respective learning journeys.

11. What are the timelines for old and updated learning journeys?

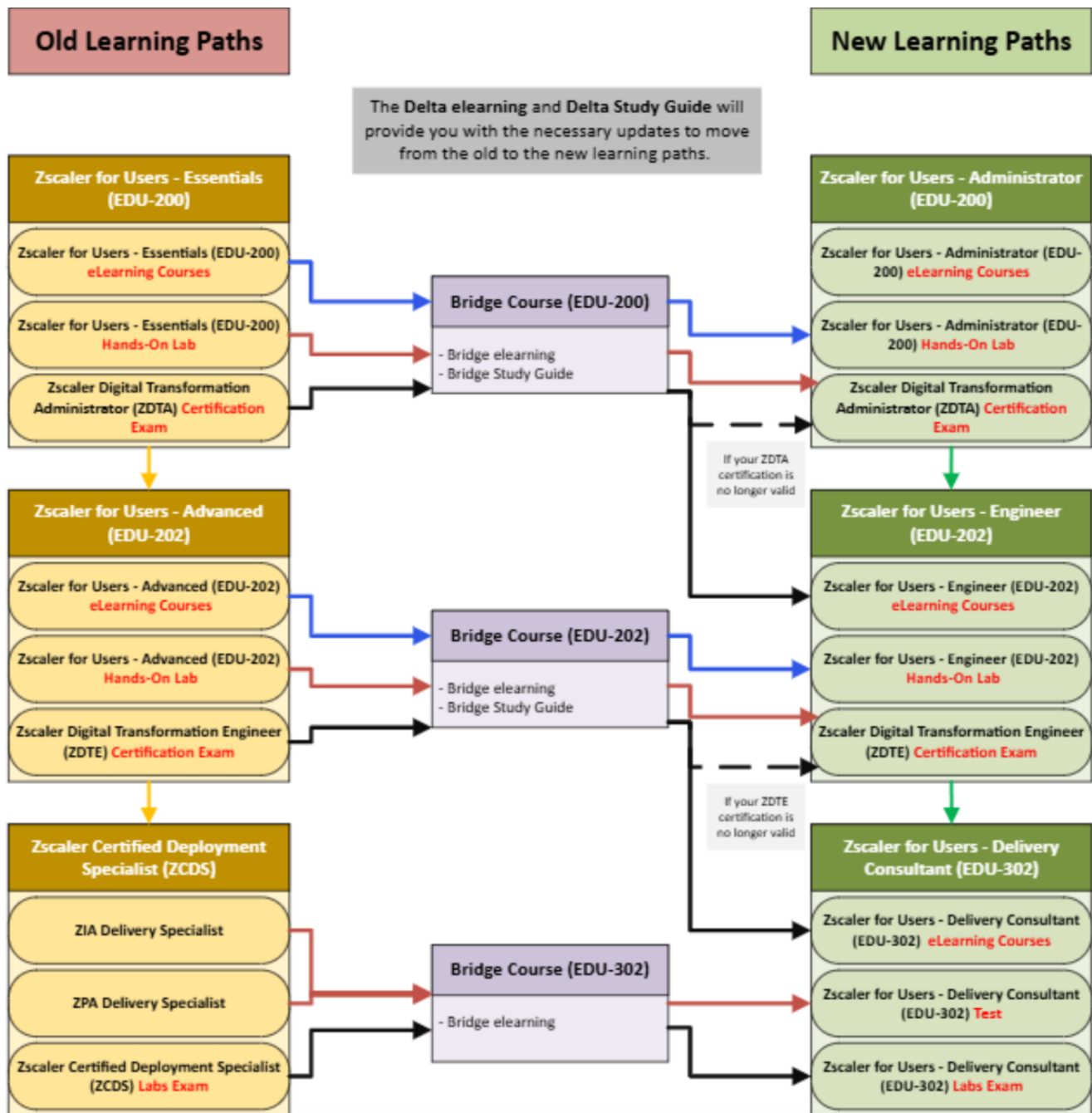
The old learning journey will be available to the learners till mid 2025. However, if you are using our latest suite of products with all the new features and upgrades such as Zidentity, Experience Center, and Risk Management portfolio, we recommend that you take the updated learning journeys when they launch on **Feb 3, 2025**.

Although the old learning journeys will be available to learners till **mid 2025**, the proctored certifications will only be accessible with the new learning journeys after **Feb 2, 2025**.

12. What are my options if I want to take the courses in the new learning journeys?

You have the option of moving from the old learning journeys to the new learning journeys at different stages of your learning. Please see the below options:

- If you have already completed the E-learning in the old learning journey then you can follow the below path to switch to the new learning journey
Old E-learning > Bridge Course > New Hands-on Lab ((represented by blue arrows in the below figure)
- If you have already completed the E-learning and Hands-on Lab in the old learning journey then you can follow the below path to switch to the new learning journey.
Old E-learning and Hands-on Lab > Bridge Course > New Certification Exam (represented by red arrows in the below figure)
- If you have completed a course in the old learning journey and want to move to the next course in the new learning journey then you can follow the below path to switch to the new learning journey.
Course Completed in Old Learning Journey > Bridge Course > Next Course in the New Learning Journey (represented by black arrows in the below figure)
- If your Certification is no longer valid in the old learning journey then you can follow the below path to recertify in the new learning journey.
Certification Completed in Old Learning Journey > Bridge Course > Attempt Certification in the New Learning Journey (represented by dotted black arrows in the below figure)



If you have any further questions please reach out to training@zscaler.com.



About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter @zscaler.

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