

# FAQ for Customers

## 1. Who is the target audience for the refreshed learning paths?

**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.

## 2. Are the old versions of the learning path 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, amongst others.

## 3. How long will the older learning paths remain available?

If you are using the latest version of the Zscaler product suite, we recommend that you switch over to the refreshed version of these learning paths. 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 paths, they are available till **Mid 2025**.

Note that these learning paths will not be associated with any certifications.

#### 4. What updates are being made to the new Labs?

The hands-on labs in the newly refreshed learning paths have changed in the following ways:

- **Better mapping** of exercises to the roles and the learning paths 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 allowing more live practice.
- **New lab exercises** with the new way of 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.

#### 5. Is there a change in the learning journey of a learner in the refreshed learning paths?

**No**, the learners will continue to complete content, labs and a proctored exams in the refreshed learning paths.

#### 6. How would the refresh impact employees?

This refresh 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, 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, amongst others.

These refreshed learning paths are also for those who are seeking to get **Certifications**.

*If you are not using these features, then please continue to use the older learning paths. Keep in mind that these older learning paths will not result in certifications.*

## 7. What are the changes to the refreshed learning paths?

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 interactivities
- 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 Labs and additional exercises have now improved with more labs added to our read/write training environment allowing for more practice. We have also mapped exercises to the role a learning path is 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.
- 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 path has objectives mapped to what an administrator’s job might be
- The redundancy between levels is now removed
- The name of the Learning paths have changed to reflect the roles. For example, The Zscaler for Users – Essentials learning path is now called Zscaler for Users – Administrator learning path
- The duration of the Labs may be impacted due to additions/changes to the Labs

## 8. What are the changes to the proctored certifications?

The ZDTA (EDU-200) and ZDTE (EDU-202) certifications will have some updates to the exam blueprint, content assessed, and align with content for each of the learning paths. There are no other changes to these certifications.

Note: The current certification exams, aligning to previous courses, will be available in the old learning paths through **Feb 2, 2025**. From **Feb 3, 2025** certifications will align to current courses and only be available to learners registering and taking the refreshed learning paths.

## 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 path(s) again. Where can I find the new content added to the learning path(s)?**

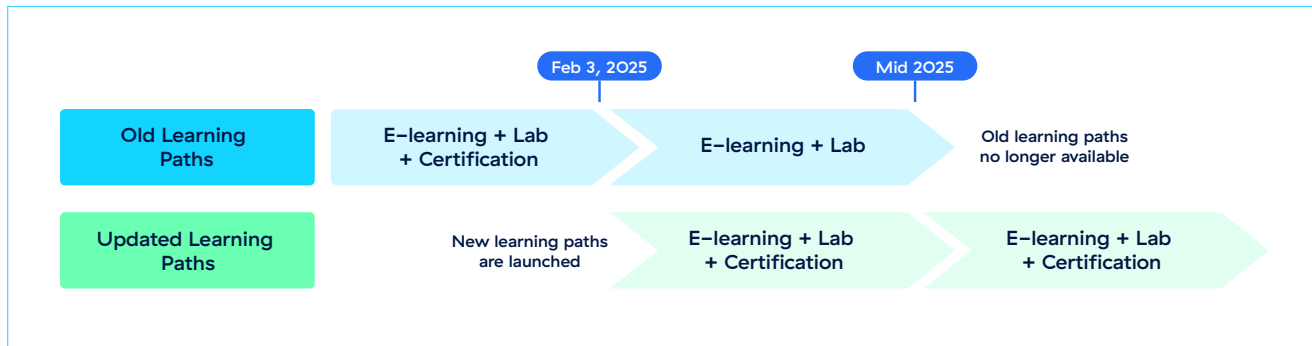
You can find the new content in the Study Guide for the respective learning paths. The new content has been highlighted in green for your ease.

**11. What are timelines for old and refreshed learning paths?**

The old learning path would 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, Risk Management portfolio, we recommend that you take the refreshed learning paths when they launch on **Feb 3, 2025**.

Although the old learning paths would be available to the learners till **Mid 2025**, the proctored certifications will not be available after **Feb 2, 2025**.

Please take a look at the below figure for understanding these timelines:



**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](https://zscaler.com) or follow us on Twitter @zscaler.

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