



A PEARSON VUE BUSINESS

Cisco Certified Support Technician Exam Tutorial

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- Each exam has **35–50** questions.
- The maximum exam time is **50** minutes.

Exam Process

The exam experience follows this process:

1. **Tutorial.** The tutorial (this page) provides helpful information about the exam environment. [Read the tutorial carefully](#). When you are ready to begin taking the exam, select **Start Exam**.
2. **Exam Questions.** The exam timer starts, and the questions appear. You can move forward and back through them, answer them, and mark them for review or feedback.
3. **Exam Summary.** The exam summary indicates the questions you have answered, not answered, marked for review, and marked for feedback. You can review and change your answers. The exam timer stops, and your answers are submitted when you select **Finish Exam**.
4. **Feedback.** You can leave feedback about the exam and individual questions. When you finish leaving feedback, select **Exit Exam** to display your score report.

Exam Interface and Controls

Each page of the exam has three panes.

The screenshot shows an exam interface with three panes. The top pane (Information) displays 'Question 2 of 45' and 'Time Remaining 00:42:52'. The middle pane (Content) contains the question: 'You are purchasing a new iPhone. You need to select the phone that weighs the least. Which model should you choose?' with four radio button options: 'A. iPhone X', 'B. iPhone 8', 'C. iPhone 7', and 'D. iPhone 6s'. The bottom pane (Navigation) includes links for 'Go to Summary', 'Mark for Review', 'Mark for Feedback', and 'Tools', along with 'Back' and 'Next' buttons.

1. The Information pane at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
2. The Content pane in the center of the page contains the question and answer options. [Some Content panes are divided horizontally or vertically into sections. You might need to move the section dividers or scroll the panes to display all the content on your screen.](#)
3. The Navigation pane at the bottom of the page contains the following commands for moving through the exam.

Go to Summary	Displays the Exam Summary page that shows the questions you've answered, marked for review, and marked for feedback.
Mark for Review	Flags the question to indicate that you want to return to it before you finish the exam.
Mark for Feedback	Flags the question to indicate that you want to leave feedback about it.
Tools ▾	Displays a menu of commands that allow you to access exam environment instructions or change the color scheme. Other tools, such as a calculator or reset button, might be available for the current question.
Back	Saves your response and moves to the previous question.
Next	Saves your response and moves to the next question.
Finish Exam	Submits your answers, stops the exam timer, and moves to the exam feedback stage.

Reviewing Questions

The Exam Summary appears after the final exam question. You can also move to this page by selecting Go to Summary from any question.

The Exam Summary indicates the questions you have answered, not answered, marked for review, and marked for feedback.

Exam Summary

Time Remaining **00:12:20**

Select any category column heading or icon to return to items in that category.

Question	1	2	Answered 36	Unanswered 1	Review 5	Leave Feedback 3
1	You are creating a TouchDevelop app...				✓	
2	You are creating a computer version o...					
3	The illustration shown below gives det...				✓	
4	You volunteer for a team coding comp...					
5	You are creating a game that allows y...			<input type="checkbox"/>		
6	A coin minting agency hires you to tra...					✓

Tools ▾ **3** **Finish Exam**

On the **Exam Summary** page:

- The **Unanswered** column indicates questions you did not respond to or for which you did not provide the required number of responses.
- Select any question to return to that question.
- Select the **Answered**, **Unanswered**, **Review**, or **Leave Feedback** category heading or icon to return to the set of questions in that category. You can review and modify your answers, clear the review flags, and mark questions for feedback.
[The exam timer runs until you select Finish Exam. You will have the opportunity to leave feedback after you submit your answers.](#)
- Select **Finish Exam** to submit your answers, stop the exam timer, and move to the feedback stage of the exam.
[You cannot change your answers after you finish the exam.](#)

Feedback and Exam Results

After you submit your answers, you can leave feedback about individual exam questions and about the exam in general. The exam team will review your feedback and use it to improve future exam experiences. You cannot change your answers during the feedback stage.

You leave feedback about individual questions in Comment mode. For each question you comment on, select a comment category and subcategory. If none of the category or subcategory options apply to your comment, select **Other**.

Question 2 of 45 Time Remaining **00:02:25**

Leave Feedback for Question 2

Comment Category Subcategory

Cancel

Go to Summary Mark for Review **Leave Feedback** Tools

When you finish leaving feedback or the feedback period ends, select **Exit Exam** to display your exam score report.

This is the end of the tutorial. Select **Start Exam** to leave the tutorial and start the exam. [Your exam time begins when you start the exam.](#)

END OF TUTORIAL