

# VMware Certification FAQ

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## General

Q. What happened to Digital Workspace track?

A. Digital Workspace (DW) solution track has changed to End-User Computing (EUC). Both Desktop Management and Digital Workspace certifications are part of the EUC domain, although they each relate to different roles. While both domains relate to managing devices and applications for end users, the purposes, use cases, platforms, hosting and methods are different. [Click here to learn more.](#)

Q. Is the Foundations exam still required to earn my VCP Certification?

A. It depends on which VMware Certified Professional (VCP) certification you are earning. For tracks that cover VMware solutions that do not require a VMware vSphere® infrastructure, the Foundations exam (which covers the vSphere infrastructure competencies) will not be required. In addition, the latest vSphere 7 exam includes the competencies from the Foundations exam, so it is not required for VMware Certified Professional - Data Center Virtualization (VCP-DCV) 2022 if you take the Professional VMware vSphere 7.x exam.

The certifications that still require the Foundations exam include:

- VMware Certified Professional - Cloud Management and Automation (VCP-CMA) – If you test on vRA 8.1
- VMware Certified Professional – Desktop Management (VCP-DTM) – If you test on Horizon 7.7

Q. What is new for 2022?

A. With a new year comes the new version of certifications. As the version of the certification, you earn is based on when you finish the requirements, any certification you earn now will be the 2022 version; for example, VCP-DCV 2022, VMware Certified Advanced Professional - Data Center Virtualization (VCAP-DCV) Deploy 2022.

Many of the certifications still accept the same exam version that was available in 2021, but new exam versions will continually be updated and published. To upgrade an existing certification to 2022, follow the upgrade policy described [in this guide](#).

Q. Where do I find the topics covered in each exam and ways to prepare?

A. On each exam's webpage, there is a link to the exam guide PDF. This exam guide lists the objectives covered in each exam, as well as references to training, white papers, user guides, and other documents that were used when writing the specific exam items. There is also a Prepare for Exam section on each exam's webpage with recommended training and other resources you can use to prepare to take the exam.

Q. I took a course required for the VCP, but that course retired before I was able to take the associated exam. Will that course still count toward my VCP requirements?

A. Most likely, yes. When a course retires, it will still be accepted for your VCP as long as it matches the same version of the exam. For example, if the vSphere 7.x course you took retires, but you are still able to take and pass the vSphere 7.x VCP exam, you will still be qualified to earn the VCP-DCV.

Q. Do I have to take the exam within a certain amount of time after taking the qualifying course?

A. No. There is no set time frame for taking the exam after attending the course. However, be sure to take the exam before it has been retired.

Q. Do the recommended courses cover all the material needed to pass the exam?

A. While the recommended courses focus on many of the areas tested in the VMware certification exams, they do not cover all of the test materials. Knowledge that can only be gained from hands-on experience is also needed to pass the exams. Refer to the exam preparation guide for details.

Q. How can I obtain a copy of my certification logo?

A. Log in to [Manage Certifications](#):

1. Select "Certifications" in the top menu.
2. View your certifications under "Active Certifications."
3. Download by clicking the PDF or logo link to the right of each Active Certification.

Q. Can I use brain dump or other "guaranteed to pass" study sites when preparing to take an exam?

A. No VMware approved study source will ever guarantee you a pass and using sites such as these is a violation of the exam [terms and conditions](#).

Q. How can I tell if a course is authorized and meets the certification requirements?

A. VMware technology courses are offered by several companies and institutes. However, to meet the VMware Certified Professional course requirement, you must attend a qualifying VMware Authorized course. To determine if a course will qualify, view this list within the specific Certification Description page by selecting the Required Training Courses link within the path requirements. You can also achieve some VMware certifications through VMware IT Academy, but you must complete the entire VMware IT Academy process for each specific VMware certification. For details, please see the [VMware IT Academy](#) website.

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Q. How long does it take for my exam to show on my transcript?

A. Certification exams should be visible on your Certification Manager account within 24-48 hours. To access your Certification Manager account:

1. Log in to your myLearn account.
2. Click the Certification Manager link under the Certification section in the right-side navigation.
3. Click the History link in the top menu.
4. View your completed exams.

Note: Lab-based exams for VCAP Deploy certifications are scored separately and will require additional time for certification status updates.

Q. How do I locate my VMW ID?

A. [Download this PDF](#) to see detailed instructions for locating your VMW ID.

Q. I experienced technical difficulties during the live lab exam. What should I do?

A. If you experience a technical issue with the live lab availability or functionality during the exam, please report it to the exam proctor immediately. Ask for a Pearson VUE VSS support ticket to be created. If no VSS support ticket is created, VMware will not be able to review or confirm any issues experienced. Issues reported after the exam can't be validated.

Q. I have multiple accounts. How do I have them merged?

A. Send an email to [certification@vmware.com](mailto:certification@vmware.com) asking for your accounts to be merged. List any possible email addresses you may have and indicate which account you would like to keep as your main account. If you currently work for a partner company, we highly recommend that you keep your partner account as your main account so you will not lose your partner privileges.

Q. I want to participate in certification exam development activities. How can I get involved?

A. Join our Subject Matter Expert community and you may be invited to participate in select exam development opportunities. Not all applicants are invited to all exam development events. To indicate your interest, please complete the [Subject Matter Expert application form](#).

Q. If I have a VCTA level certification, do I still have to take the required course for the VCP level?

A. Yes. The VMware Certified Technical Associate (VCTA) certification does not count toward the VCP requirements. You will still need to complete a qualifying course and pass the relevant exam(s).

Q. My certificate has my name spelled incorrectly. How can I get this fixed?

A. Send an email to [certification@vmware.com](mailto:certification@vmware.com), include the correct spelling of your name, a copy of a government-issued ID, and your VMware certification candidate ID.

Q. What is the exam retake policy if I fail?

A. [Download this PDF](#) to read the complete exam retake policy.

Q. What is available to me when I access my Certification Manager account?

A. When you access your [Certification Manager](#) account you will be able to download your eCertificates for any earned certifications and you will be able to download your earned certification logos.

Q. Will the questions in the exam adapt to the answers I provide on the pre-exam survey?

A. No. The survey is for demographic data collection purposes only and in no way affects the number or type of questions you will be given in the exam.

Q. What are the guidelines for challenging an exam item if necessary?

A. [Download this PDF](#) to view the guidelines for challenging an exam item.

Q. Can I upgrade my certification by taking the same course I used to upgrade the same certification?

A. No. You are required to attend a different course to upgrade your certification. For example: If you upgraded a VCP-DCV 2020 to 2021 by attending VMware vSphere: What's New [V6.7 to V7] – On Demand course, then you cannot upgrade your VCP-DCV 2021 to VCP-DCV 2022 by attending the same VMware vSphere: What's New [V6.7 to V7] – On Demand course.

Q. Can I upgrade my certification by taking and passing an exam I have already passed?

A. No. You are not allowed to upgrade with an exam you have already taken and passed.

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Q. What benefits do I receive after I've earned a VMware certification?

A. For candidates who have earned a VMware certification, we now offer the ability to purchase branded apparel and a VMware Press discount. To access the benefits link:

1. [Log in](#) to your myLearn account.
2. Click the Certification Manager link on the right-sidenavigation bar.
3. Click Benefits in the upper-right menu.
4. View any benefits earned under Active Benefits.
5. Click the Claim Benefit link.
6. Click View to be directed to your claimed benefit.

## Registration

Q. Can VMware Consulting and Training Credits be used for exams or VCDX application and defense fees?

A. Yes, visit the [Purchase Certification Exam Vouchers page](#) for complete details.

Q. Do I need to take the qualifying course before I take the exam?

A. While you can take the course and the exam in any order, VMware recommends that you complete the course requirement prior to scheduling and taking the exam.

Note: Successfully taking and passing an exam does not imply you have met the certification requirements in full.

Q. How do I register and schedule an exam?

A. Follow these steps:

1. [Log in](#) to your myLearn account.
2. Select your desired exam and click Register Now.
3. First-time users of Single Sign-On will be presented with a User Information screen.
4. Confirm that all information is accurate, and make sure your name exactly matches your legal ID.
5. Select Confirm and Continue to, which will then automatically sign you into your Pearson VUE account.
6. Select Schedule this Exam.
7. Select the language, location, date and time, and complete the payment process with Pearson VUE.

Note: If you have purchased an exam voucher, select Add Voucher or Promo Code on the payment screen, enter your voucher number, then click Apply.

Q. What if I need to reschedule my exam? What is the cancellation policy?

A. To cancel or reschedule an exam:

1. [Log in](#) to your myLearn account.
2. Go to either myEnrollments or Getting Started.
3. Click Manage Exams next to Single Sign-On to Pearson VUE.
4. Locate your exam, select either Cancel or Reschedule.

You must cancel or reschedule your exam at least one business day prior to your exam appointment. Canceling or rescheduling an exam less than 24 hours before your appointment will forfeit your exam fees. Exam fees are not refundable for no-shows, and vouchers cannot be replaced.

Q. What is the difference between candidate ID, certification number, VCP#, VCP ID, VMware ID, and so on?

A. Candidate ID – This is the common ID that identifies a VMware certification candidate both at [vmware.com/certification](#) and at [pearsonvue.com/vmware](#). These IDs begin with “VMW-.” (Formerly, the candidate ID was your VMware testing ID at Pearson VUE. These older IDs began with “VCP.”)

Certification number – Formerly, a certification number was assigned to each certified individual in sequential order. These numbers are no longer used. If you are a veteran certified individual, you'll find your original VCP certification number reflected in the last digits of the new candidate ID.

VCP# – Candidates often referred to their candidate ID or their certification number as their VCP#. Please make note of your candidate ID as this is your identifier going forward.

VCP ID – Formerly, the Pearson VUE website referred to the candidate ID as the VCP ID. Please make note of your candidate ID as this is your identifier going forward.

VMware ID – Formerly, the Pearson VUE website referred to the candidate ID as the VMware ID for advanced exams. Please note your candidate ID as this is your identifier going forward.

VMware Training (myLearn) ID – This is the username (usually your email address) used to sign into the VMware Training or the VMware Certification portal.

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Q. What should I do if my transcript at the VMware Certification site is not complete?

A. If you find that you are missing certifications and/or courses on your transcript, it is possible that you registered for these items under a different account. Our support team can research this for you and assist you in merging the accounts. Please email [certification@vmware.com](mailto:certification@vmware.com) with a list of email addresses that you may have used during account creation at Pearson VUE or VMware. Please indicate which email address you would prefer to keep associated with your VMware Training account.

Note: If you are part of the VMware Partner Network, your corporate email should be used, so you can continue to access all your partner benefits.

Emails for account merge requests to [certification@vmware.com](mailto:certification@vmware.com) should be in the following format:

Subject: Request to merge VMware Training (myLearn) accounts

Account 1

Email address:

Do you still have access to this email? Candidate ID (if applicable):

Account 2

Email address:

Do you still have access to this email? Candidate ID (if applicable):

Which email do you wish to keep associated with your VMware Training (myLearn) account?

Are you currently a registered VMware partner in the VMware Partner Network? If so, what is the name of the partner organization?

Q. Where can I find my candidate ID?

A. You can find your candidate ID by logging in to your [MyLearn account](#) and then navigate to your profile to view your candidate ID.

Q. Why can't I access my Pearson VUE account through myLearn?

A. The first time you attempt to sign into your Pearson VUE account from myLearn, you will be shown a Profile Verification page. It is necessary to complete the fields on this page before you will be allowed to continue to your Pearson VUE account. Your name must match your government-issued ID, or you will not be permitted to take the exam at the testing center and will forfeit your exam fees.

Q. Why do I need a VMware Training (myLearn) account to register for an exam at Pearson VUE?

A. VMware has simplified the exam registration process. Candidates can now log in from their myLearn account directly into their Pearson VUE account to schedule an exam, known as Single Sign-On. To schedule an exam, you must first be logged in to your myLearn account.

## VCDX

Q. Why do I no longer see VCDX-DW? What happened to Digital Workspace?

A. Digital Workspace (DW) solution track has changed to End-User Computing (EUC). Both Desktop Management and Digital Workspace certifications are part of the EUC domain, although they each relate to different roles. While both domains relate to managing devices and applications for end users, the purposes, use cases, platforms, hosting, and methods are different. [Click here to learn more.](#)

Q. Can I submit a fictitious design on my VCDX application?

A. Yes. Any fictitious pieces or design will be evaluated as if they were part of an actual design and implementation project.

Q. What are the fees associated with the VCDX certification?

A. There are two separate fees: An application fee of USD \$995 is collected when you submit a complete application package. If your application is accepted for a defense before the VCDX Panel, you will need to pay a defense fee of USD \$3,000 for your first application, or USD \$900 if you are defending a second application. Defense fees are due before you attend the defense event. Fees are subject to change.

Q. How can a third party verify my VCDX status?

A. A complete listing of VMware Certified Design Experts and their biographies can be found on the [VCDX Directory](#).

Q. Can I apply for more than one VCDX defense at the same time?

A. No, a candidate can have only one application submitted at any one time.

Q. Will my VCDX defense include questions on topics also covered by prerequisite certifications?

A. The primary intent of the defense is to allow the candidate to display their mastery of the submitted design in general. However, panelists may probe the candidate on specific technology questions that may or may not also be in the scope of those other certifications. The requirements for VCDX certification include deep technology mastery, and such questions allow the panelists to probe that area of a candidate's skills.

Q. Can I submit my VCDX application before passing the required exams?

A. We will not accept your application until you have met all the prerequisites for the certification. However, candidates are encouraged to download the handbook and application and start working on preparing the application package as soon as possible.

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Q. When can I expect my VCDX defense result?

A. VCDX candidates are notified of results within approximately 10 business days of a defense.

Q. Why is only high-level feedback provided to unsuccessful VCDX candidates?

A. The feedback provided is the culmination of each panelist's evaluation and analysis of the candidate's documented design and/or performance at the defense. This feedback highlights the blueprint areas that are insufficient or can be improved. The highest level of expertise and knowledge is expected from the candidate's testing at this highest level, so each personalized feedback balances providing guidance for improvement and not listing each and every missing or incomplete item, which the candidate can find as they relook at and improve their design and documentation. Feedback is also based on both the defense and documentation, so it is not always specific to the written design only.

Q. During my VCDX defense, I wasn't able to get through all of my prepared presentation. Will that affect my result?

A. No, it will not. The presentation is a tool to refer to when answering questions from the panelists, rather than to use as a full presentation. Although you will be given a few minutes to provide an overview, be prepared to start answering questions at any time. Use your presentation as an indexed tool to quickly jump to slides that will help answer specific questions. As the panelists have reviewed the design already, they will already know much of what you are presenting, and they want to ensure there is time to answer questions they have. Overall, it is better to answer the questions than to go slide by slide through the presentation.

## Remote exam proctoring

Q. Will the exams be the same price?

A. Yes. VCTA is USD \$125. VCP is USD \$250. VCAP Design is USD \$450.

Q. How do I use Single Sign-On to log in to Pearson VUE?

A. You can use Single Sign-On to log in to Person VUE either by clicking [Register for an Exam](#) from the [Certification Manager](#) home page or selecting the Schedule Exam option from the exam webpage. You can also use the Register for an Exam blue button found at the top of the [Certification homepage](#).

Q. Will Pearson VUE proctor all VMware exams (VCTA, VCP, VCAP, master badges) remotely?

A. All exams will be available except for VCAP Deploy exams. The VCAP Deploy exams are expected to be available soon. The delivery infrastructure for the Deploy exams is different, thus they require more effort to proctor/work remotely.

Q. Is there an official public announcement?

A. Yes. [Read this blog post](#).

Q. Why can't I see the remote proctor option? Are there any country restrictions?

A. The online proctor exam delivery system has very specific technical, system, environment and testing protocol requirements that may not be supported in some countries. Pearson VUE does not deliver online proctor exams in China, Cuba, Iran, Japan, South Korea, North Korea, Sudan, and Slovenia.

Q. I already scheduled my exam at a test center. Can I change it to take it remotely?

A. Yes, you can follow the same procedures as you would to change any other exam to reschedule a remote proctor exam:

1. From Pearson VUE home page, click on the exam listed under Open Online Exams.
2. Click Reschedule under Order Information.
3. Choose the new appointment date and time.
4. Proceed to checkout.
5. Verify the new appointment date/time and click the Confirm Reschedule button.

You will receive an exam appointment reschedule confirmation email from Pearson VUE.

Q. What is the remote proctored exam retake policy?

A. There is a seven-calendar day waiting period after all failed attempts for remote proctored VMware certification exams for VCTA, VCP and VCAP.

For example, if a candidate fails the exam on March 1, then they can retake the exam on March 8 or later. Once a candidate passes a remote proctored exam, they cannot take that exam again until a new major exam revision is released.

There is no waiting period after a failed attempt for a non-proctored exam. Non-proctored exams include VMware vSphere 6.7 Foundations exam, among others. Once a candidate passes a non-proctored exam, they cannot take that exam again until a new major exam revision is released.

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## VCTA

Q. Why do I no longer see the VCTA-DW? What happened to Digital Workspace?

A. Digital Workspace (DW) solution track has changed to End-User Computing (EUC). Both Desktop Management and Digital Workspace certifications are part of the EUC domain, although they each relate to different roles. While both domains relate to managing devices and applications for end users, the purposes, use cases, platforms, hosting, and methods are different. [Click here to learn more.](#)

Q. What is the VCTA?

A. The VMware Certified Technical Associate is a new credential offered by VMware that validates the skills and knowledge required to perform operational tasks within a virtualized infrastructure, in areas across multi-cloud operations, networking, security, and device management. The training provides hands-on practice and learning for both new and experienced technical students.

Q. Who should earn the VCTA?

A. The VCTA is for anyone new to the industry, whether as a newly graduating student, someone changing careers, or someone working in the industry and looking for opportunities to advance. The VCTA is built for those performing an operator job role, consisting of those Day 2 type of regular, repeated tasks typically delegated by administrators of virtualized environments.

Q. What is the best way to prepare for the VCTA exam?

A. Prepare for the exam by taking the available training aligned to the same objectives as the exam. This training is online and can be accessed through [VMware Customer Connect Learning™](#).

Q. How do I take the VCTA exam?

A. You can take the exam at either a Pearson VUE test center or at a home, office or work location using the Pearson OnVUE remote proctored solution. When registering for the exam, you will have the option of selecting your location to take the exam.

Q. Is the VCTA exam proctored or non-proctored?

A. The VCTA exam is a proctored exam, meaning that as you take the exam, there will be a proctor monitoring the exam to both protect the integrity of the exam as well as validate that you are answering the questions on your own and not leveraging outside help or resources.

Q. Is the VCTA a prerequisite for the VCP?

A. No. VCP exams are for a higher, more advanced level of certification aligned to an administrator job role. Experienced candidates may earn the VCP without first earning the VCTA.

Q. What tracks or domains does the VCTA cover?

A. There is a unique VCTA for each track that the VMware certification program covers. Currently we offer a VCTA certification for the following tracks: [VCTA-DCV](#), [VCTA-NV](#), [VCTA-EUC](#), [VCTA-SEC](#), [VCTA-AM](#) and [VCTA-CMA](#).

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## Credly

Q. Is Credly now part of Pearson?

A. Yes, Credly is now part of Pearson.

Q. What business does Credly have with VMware?

A. VMware is a leader in cloud infrastructure and business mobility that accelerates customers' digital journeys by providing a software-defined approach to business and IT. We do this, in part, through modern learning and credentialing programs that foster professional development and acknowledge accomplishments. VMware's Digital Badging, through Credly, is our latest initiative for recognizing talent through secure, verifiable digital credentials that represent knowledge, skill, achievement, and contribution.

Q. Now that Credly is part of Pearson, what impact will this have on current users?

A. Credly is committed to adhering to Pearson's sanction policy by the end of June 2022.

Users in the regions listed below will not be permitted to create a new account and will not have the ability to log in to Credly to accept and share a badge or manage their accounts. These sanctions impact users and earners from the following countries:

- Iran
- North Korea
- Syria
- Sudan
- Cuba
- Crimea and Sevastopol regions
- Donbas region

Q. I am a Credly user who is impacted by Pearson's sanction policy, what other support communications are available to me?

A. We understand this may cause some disruptions for some customers, and we know that this change has been actively requested by many of you to help you comply with your own internal policies and with applicable law. To assist the communication of this change with badge earners we have created a [support article](#) which will remain visible to all users.

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## Security

Q. Are there any exam rules I must follow when taking an OnVUE online proctored exam?

A. Yes, to maintain high security throughout online exams, protect exam content, and confirm you're following online-testing rules, you will be monitored at all times. Audio and video may be recorded, and an exam monitor/proctor may contact you or even stop your exam if they witness any questionable behavior. For additional details and even more helpful info, download the [guide to taking your exam online \(PDF\)](#).

Q. What equipment should I have when taking an OnVUE online proctored exam?

A. When testing online, you will provide your own computer equipment, so be sure you've got the following before exam day:

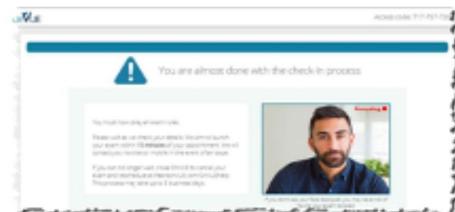
- **Required:** a desktop or a laptop computer. Tablets can only be used as a screen, paired with an external keyboard. Touch screens cannot be used for your exam.
- **Required:** a single monitor. Remove any extra monitors from the testing room, or at least unplug them before taking your test-space photos during check-in.
- **Required if using an external monitor with a laptop:** an external mouse, keyboard, and webcam, and the lid of your laptop must remain closed throughout your exam.
- **Recommended:** a personal computer rather than an employer-issued computer, which may have additional security settings that can interfere with your exam.

Q. Are there any country restrictions for taking an OnVUE online proctored exam?

A. Yes. The online proctor exam delivery system has very specific technical, system, environment, and testing protocol requirements, which may not be supported in some countries. Pearson VUE does not deliver OP exams in following countries: **China, Cuba, Iran, Japan, South Korea, North Korea, Sudan and Slovenia.**

Q. Will I be recorded during my OnVUE online proctored exam?

A. Yes, once you submit your photos and arrive at the screen shown below, you will be recorded, and your photos reviewed by an OnVUE greeter. The greeter will either start your exam without contacting you or will chat/call you to work through any issues. When the exam is started, **if you either leave the webcam view or are using your mobile phone while waiting, your exam will be revoked.**



**While under exam conditions, remain within the webcam's view in the same room where your testing area photos were taken. Do not use your mobile device unless we call you directly.**

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