

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 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 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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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:

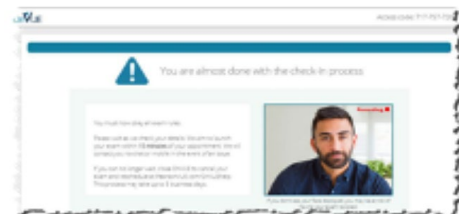
- **Required:** a desktop or a laptop computer. Tablets can only be used as a screen, paired with an external keyboard. Touch screens cannot be used for your exam.
- **Required:** a single monitor. Remove any extra monitors from the testing room, or at least unplug them before taking your test-space 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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