

VMware Certification FAQs

General

Q. Where can I find information about CloudHealth by VMware exams?

A. Existing CloudHealth partners can find information on CloudHealth's partner portal – a link will have been provided as part of signup. Existing customers can find information on CloudHealth Academy – a link will have been provided as part of signup. Questions from non-partners and non-customers, or of a general nature can be directed to training@cloudhealthtech.com.

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 class, 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 into [Manage Certifications](#)

1. Select 'Certifications' in the top menu
2. You may view your certifications under "Active Certifications"
3. To the right of each 'Active' certification is a PDF and Logo link

NOTE: eCertificates and/or Logos are not available for Expired certifications.

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 like these is a violation of exam terms and conditions. [Read more](#)

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

A. VMware technology classes 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, you may view this list within the specific Certification Description page by selecting the 'required training courses' link within the path requirements. You may also achieve some VMware Certifications through the VMware IT Academy Program, but you MUST complete the entire IT Academy process for each specific VMware Certification. For details please see the [VMware IT Academy](#) Program website.

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. Accessing your Certification Manager account:

1. Log in to your myLearn Account.
2. Click the 'Certification Manager' link under the Certification section in the right navigation items.
3. Select the "History" link in the top menu.
4. From here, you will be able to view your completed Exams.

NOTE: Lab-based exams, such as VCAP-DCV Deploy are scored separately and will require additional time for certification status updates.

Q. How do I locate my VMW ID?

A. Review the linked PDF to see detailed instructions for locating your VMW ID.

[Download the PDF.](#)

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 Inc. 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 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 Master account. If you currently work for a Partner company, we highly recommend that you keep your Partner account as your Master 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 VCA level certification, do I still have to take the required course for the VCP level?

A. Yes. VCA certification does not count towards 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, include the correct spelling of your name, copy of government issued ID, and your VMware certification Candidate ID.

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

A. [Click here](#) to see the complete exam retake policy.

Q. What is available to me when I access my certification Portal?

A. There is a separate Portal for each level of certification (VCTA, VCP, VCAP, VCIX, and VCDX) The certification Portal contains the logos and usage guidelines and allows access to the Store for branded merchandise.

Access to the portal is granted once you have been notified of your certification status by email and you have agreed to the VMware Certification Agreement online. Please expect 10 business days from your exam date for this notification. You can only access the portal for which you hold a certification.

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. [Click here](#) to view the guidelines for challenging an exam item.

Q. What Benefits do I receive after I've earned a VMware Certification?

A. For candidates who have earned a VMware certification (VCA, VCTA, VCP, VCAP) or VCIX special designation, we now offer the ability to purchase branded apparel and a VMware Press discount. You may access the benefits link within your CertManager > Benefits section. To do so, follow the steps below:

1. [Log in](#) to your myLearn Account
2. Click the 'Certification Manager' link on the right-side navigation bar
3. From the Certification Manager home screen, select "Benefits" in the upper right menu
4. From here, any "Active Benefits" you have earned will be listed
5. Click '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, [click here](#) for complete details.

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

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

NOTE: By successfully taking and passing an exam, it does not imply that you have met the certification requirements in full.

Q. How do I register and schedule an exam?

A. Follow the steps below:

1. [Log in](#) to your myLearn Account
2. Select your desired exam and click "Register Now"

3. For the first-time "Single Sign On" users, you will be shown a 'User Information' screen.
4. Confirm that all information is accurate making 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, on the payment screen select "Add Voucher or Promo Code, 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 on "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. Cancelling 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, etc.?

A. Candidate ID – Common ID which identifies a VMware certification candidate both at VMware.com/certification and at PearsonVUE.com/vmware. These IDs begin with the letters "VMW-." (Formerly, the Candidate ID, or "CCID" was your VMware testing ID at Pearson VUE. These older IDs began with the letters "VCP.")

Certification Number – Formerly, a Certification Number was assigned to each certified individual in sequential order. These numbers are no longer being 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 – Username (usually your email address) used to sign into the VMware Training or the VMware Certification portal.

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 a part of the VMware Partner Network, your corporate email should be used, so you can continue to access all your Partner benefits.

Email format for Account Merge Requests to: certification@vmware.com

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 [manage certifications](#) and access myProfile.

Q. Where can I see a list of the certification exams for which I have been authorized?

A. As of March 5th, 2016, VMware no longer requires you to have prior exam authorization. You are now able to schedule any exam by completing the steps below:

1. Log in to your myLearn Account
2. Select your desired exam and click "Register Now"
3. If you are taken to the 'User Information' screen, carefully verify all information is correct
4. Select 'Confirm and Continue'
5. If you are not taken to the 'User Information' screen, you will be automatically signed into your Pearson VUE account to schedule the exam of your choice

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

A. The first time that 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 have to have 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 (SSO). In order to schedule an exam, you must first be logged into your myLearn account.

VCDX

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 \$995 USD is collected when you have submitted a complete application package. If the application is accepted for a defense before the VCDX Panel, a Defense Fee of \$3,000 USD for your first application or \$900 if you are defending a 2nd VCDX 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: vcdx.vmware.com.

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 his or her 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 & Application and start working on preparing the application package as soon as possible.

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, and so each personalized feedback is a balance between providing guidance for improvement and not listing each and every missing or incomplete item, which the candidates can find as they relook at and improve their design and documentation. Feedback is also based on both the defense and documentation, and so 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. Since 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 = \$125, VCP = \$250 US, VCAP-Design = \$450 US.

Q. How do I SSO (Single-Sign-On) to Pearson VUE?

A. You can SSO to PVUE either from the Certification Manager Homepage – 'Register for an Exam' or from the Exam webpage 'Schedule Exam' option.

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. [View blog](#).

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, 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. 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 on 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 on 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 (7) calendar day waiting period after all failed attempts for remote proctored VMware certification exams for these levels:

- VMware Certified Technical Associate (VCTA)
- VMware Certified Professional (VCP)
- VMware Certified Advanced Professional (VCAP)

For example, if a candidate fails the exam on March 1, then they may 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 the VMware Certified Associate (VCA) exams and the 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.

VMware Certified Technical Associate (VCTA)

Q. What is the VCTA?

A. The VMware Certified Technical Associate (VCTA) is a new credential offered by VMware that validates the skills and knowledge required by candidates performing 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 the VMware Learning Zone [here](#).



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 the candidate is answering the questions on their own and not leveraging outside help or resources.

Q. Is the VCTA a prerequisite for the VCP?

A. No. The VCP exams are for a higher-level, 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. Starting at VMworld 2020, there will be a VCTA-DCV, VCTA-NV and VCTA-SEC available, with the VCTA-CMA soon to follow. The VCTA-DW and VCTA-AM are in development now.