Pearson VUE Exam Testing
Frequently Asked Questions (FAQs)

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General

For questions unanswered by the FAQ document, please contact
Global_Exams@Symantec.com.

Pearson VUE:

1. **Who is Pearson VUE?**

   Pearson VUE provides computer-based testing for information technology, academic, government and professional testing programs around the world. Pearson VUE provides a full suite of services from test development to data management, and delivers exams through the world's most comprehensive and secure network of Test Center Locations in 175 countries. Pearson VUE is a business of Pearson (NYSE: PSO; LSE: PSON), the international media company, whose businesses include the Financial Times Group, Pearson Education and the Penguin Group.

2. **What are the steps to taking a Symantec exam?**

   I.   Prepare for an exam

       i.   Participate in training – classroom, virtual, web-based

       ii.   Recommended additional preparation resources – study guides, product documentation, hands-on experience)

       iii. Get certified the right way and be aware of Symantec's Testing Policies and Exam Security

   II. Select an exam and register with Pearson VUE

i. **Partners**: Locate training paths on PartnerNet

ii. **Customers**: Locate exams on our website

iii. Log in to CertTracker

iv. Locate a test center

v. Pay for the exam to secure your testing location and time

III. Day of the Exam

i. Bring two (2) forms of identification and the Pearson VUE confirmation letter

3. **Can I walk in at a Pearson VUE location and expect to take an exam?**

24-48-hour advance registration through CertTracker is required.

4. **What is the admission process for Symantec candidates?**

The admission process when taking proctored exams includes enhanced security requirements for those wishing to take Symantec exams. The exam registration process is streamlined so that candidates will register for exams directly from their own Symantec CertTracker account. This will ensure that exam results flow to the intended candidate exam records.

In addition to the current identification and admission requirements, candidates who are taking a proctored exam will now be photographed and asked to provide a digital signature. The photograph and signature will become a permanent part of each candidate's Symantec certification record. Photos taken during the admission process will be printed on score reports and all candidate data will be securely stored and protected by Pearson VUE. These requirements may be modified according to local laws.

5. **What are the benefits of capturing digital photos and signatures?**

Digital photos may be used to assure employers that the person presenting the certification credential is the same individual who took the exam. Likewise, candidates are given peace of mind knowing that their credentials are protected. Further, this initiative will help to ensure that Symantec IT certifications maintain their integrity and value within the marketplace.

6. **How will candidate personal information be stored?**

Both Symantec and Pearson VUE employ rigorous measures to ensure data privacy. Although technical testing is a significant part of Pearson VUE's business, the company also routinely delivers a variety of other high-stakes exams—everything from medical board licensing exams to the GMAT. The same methodologies used for the collection, encryption and storage of data for these programs are used for the Symantec certification program. For additional information, each company's Privacy Policy can be found on: http://pearsonvue.com/legal/privacy/.

7. **What forms of ID are acceptable for candidates to provide at the time of admission to a Pearson VUE test center?**

During the admissions process candidates must provide two (2) valid forms of identification. Acceptable forms of ID are:

I. Driver's license

II. Passport

III. Other government-issued ID, such as a state/country identification card

IV. Alien registration card (green card, permanent resident visa)

V. Military ID

VI. School ID – on an exception basis (as long as the school is a part of the Symantec Academic Alliance)

VII. Credit card (as long as it contains a photograph and signature)—as a secondary ID only

Note: In Japan, the Health Insurance card is an acceptable form of secondary identification.

CertTracker:

1. **What is CertTracker?**

CertTracker is the database where the Symantec Accreditation and Certification Programs maintain all candidate assessment and exam records. It allows candidates to track their certification credentials and download logos for use on profiles, business cards, etc. CertTracker also includes links where candidates can request electronic certificates upon passing an exam. CertTracker.

2. **How do I know if I have a Symantec CertTracker account already?**

If you have ever attempted a Symantec accreditation or certification exam, you have an existing Symantec CertTracker account. Click here to access Symantec's CertTracker. If you need assistance logging into your account, select the "Account Recovery" link from the CertTracker login page if you have forgotten your CertTracker login credentials and follow the instructions provided. If you need further assistance, please contact Global_Exams@Symantec.com with your existing CertTracker login credentials.
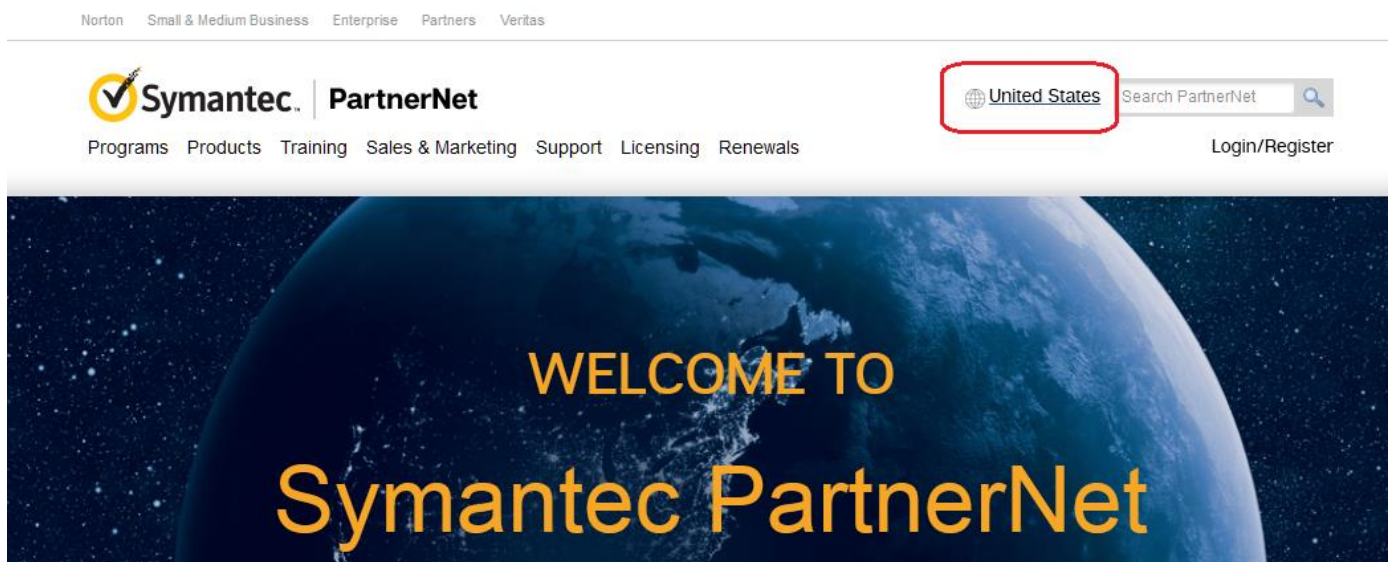
3. **How do I set up a new account in the Symantec CertTracker system in order to register for an exam at Pearson VUE?**

If you are a "New User" and have never attempted a Symantec Certification or Accreditation exam, you must create a new Symantec CertTracker account in order to register for an exam at Pearson VUE. For "New Users" - The "Account Activation" email notice will include a link and detailed instructions on how to access the site.

- **Customers**: Click here to access Symantec's CertTracker. Next, click on the "New User" link and

follow the instructions provided to set up a new account. See detailed step-by- step registration instructions.

- **Partners:** Partners must be registered in Symantec PartnerNet before creating a new CertTracker account. Upon creating a new PartnerNET account, you must wait 48 hours before attempting to register for a Symantec exam at Pearson VUE. For assistance in activating a new PartnerNET account, please contact your regional PartnerNet email In-box by selecting your country and you will be directed accordingly.

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Login/Register

WELCOME TO

Symantec PartnerNet

If you have an existing Symantec PartnerNET account, click here to log in to your Symantec CertTracker account using your unique email that you use to login to PartnerNET and follow the steps listed below under "Registering for Symantec Pearson VUE Proctored IT Exams". Symantec partners are automatically authorized for exam discounts. See detailed step-by-step registration instructions.

In order for Partners to receive credit in CertTracker for Symantec Accreditation credentials, a partner candidate must register using his/her own contact profile and company email address that s/he uses to login to PartnerNet, otherwise, s/he risks losing exam results. Exam results will not be transferred between different CertTracker accounts. Contact name must exactly match what is listed in CertTracker and identification presented at Pearson VUE test centers. Partner candidates must be registered in PartnerNet before creating a new CertTracker account. If a partner creates a new PartnerNet account, they must wait 48 hours before attempting to register for a Symantec exam. For assistance activating a new PartnerNet account, making a partner candidate name change, or making a partner company name change, contact your Partner Program Manager.

Employees: Employees who need to create a new Symantec CertTracker account must log in to Learn Central and follow the instructions. Symantec employees are automatically authorized for exam discounts. See detailed step-by-step registration instructions.

IMPORTANT NOTES ABOUT REGISTRATION:
Once a CertTracker profile is created it will serve as the only login or the candidate and sync with Pearson VUE system.

Your name must exactly match what is listed in Symantec CertTracker and your identification that is presented at a Pearson VUE test center or you will be unable to take an exam and forfeit your exam fee. Candidate name and company name changes can only be made by submitting a CertTracker Incident or emailing Global_Exams@Symantec.com; please allow 24-48 hours for CertTracker updates to reflect in all systems.

Registering for Symantec Pearson VUE Proctored IT Exams:

To schedule a Symantec technical proctored exam:
1. Log in to CertTracker with your username and password.

2. On the Candidate Landing Page, view the left hand navigation and click "Schedule Pearson VUE Exam" to schedule a proctored exam.

3. On the screen listing the exams, choose your exam and follow the on-screen instructions to complete   your transaction.

4. See the detailed step-by-step registration instructions: Customers, Partners, and Employees.

IMPORTANT NOTES ABOUT REGISTRATION:
Your name must exactly match what is listed in Symantec CertTracker and your identification that is presented at a Pearson VUE test center or you will be unable to take an exam and forfeit your exam fee. Candidate name and company name changes can only be made by submitting a CertTracker Incident or emailing Global_Exams@Symantec.com; please allow 24-48 hours for CertTracker updates to reflect in all systems.

You may use a voucher or major credit card (AMEX, MasterCard, Visa, or JCB) to pay for your exam.

My Profile/Scheduling an Exam:

1. **If someone has tested with Pearson VUE in the past, can they use their existing account information to schedule an exam?**

   No. Symantec has a unique process for scheduling and purchasing exams only through Symantec CertTracker.

2. **Do partners need to have a unique Symantec PartnerNet account to register for a Pearson VUE exam?**

   Yes, Partners must be registered in Symantec PartnerNET *before* creating a new CertTracker account. Upon creating a new PartnerNET account, you must wait 48 hours before attempting to register for a Symantec exam at Pearson VUE. For assistance activating a new PartnerNET account, contact Symantec_University@Symantec.com.

   In order for Partners to receive credit in CertTracker for Symantec Accreditation credentials, partner   candidates

must register using his/her own contact profile and company email address that s/he uses to login to PartnerNet, otherwise, s/he risks losing exam results. Exam results will not be transferred between different CertTracker accounts. Contact name must exactly match what is listed in CertTracker and identification presented at Pearson VUE test centers. Partner candidates must be registered in PartnerNet before creating a new CertTracker account. If a partner creates a new PartnerNet account, they must wait 48 hours before attempting to register for a Symantec exam. For assistance activating a new PartnerNet account, making a partner candidate name change, or making a partner company name change, contact your Partner Program Manager.

3. **Is CertTracker the only way to register for a Pearson VUE exam?**

   Yes, the only way to register for a Symantec exam will be through CertTracker

   IMPORTANT NOTE ABOUT REGISTRATION:
   Your name must exactly match what is listed in Symantec CertTracker and your identification that is presented at a Pearson VUE test center or you will be unable to take an exam and forfeit your exam fee. Candidate name and company name changes can only be made by submitting a CertTracker Incident or emailing Global_Exams@Symantec.com; please allow 24-48 hours for CertTracker updates to reflect in all systems.

4. **What are the detailed steps to register for a Symantec exam to be taken at a Pearson VUE test center?**

   1. Candidates must know their CertTracker login credentials to register for a Pearson VUE exam

   2. 24-48 hour advance registration is required to sign up for a Pearson VUE exam; *No* same day or next day walk-in test center registration will be allowed.

   3. If you are an "Existing User" and have already participated in a Symantec Certification or Accreditation exam, you have a Symantec CertTracker account ID. Click here to access Symantec's CertTracker. If you need assistance logging into your account, select the "Account Recovery" link from the CertTracker login page if you have forgotten your CertTracker login credentials and follow the instructions provided. If you need further assistance, please contact Global_Exams@Symantec.com with your existing CertTracker login credentials.

   4. If you are a "New User" and have never attempted a Symantec Certification or Accreditation exam, you must create a new Symantec CertTracker account in order to register for an exam at Pearson VUE. See above under "**How do I set up a new account in the Symantec CertTracker system in order to register for an exam at Pearson VUE?**" for instructions on how new users can create a new CertTracker account. The "Account Activation" notice will include a link and detailed instructions on how to access the site. Contact Global_Exams@Symantec.com for assistance.

   5. Log in to CertTracker. Candidates will use the username and password chosen when their profile was activated to log into the CertTracker.

   6. On the Candidate Landing Page, view the left hand navigation and click "Schedule Pearson VUE Exam" to schedule a proctored exam.

7. On the screen listing the exams, choose your exam and follow the on-screen instructions to complete your transaction.

5. **What are the payment options for candidates when scheduling a proctored Pearson VUE exam?**

   The following payment types are available:

   - Credit Card: AMEX, Master Card, VISA and JCB are accepted.

   - Voucher Number: If you have been provided a voucher number, you may use it as exam payment as long as the exam is scheduled and taken before the voucher number expiration period. Pearson VUE vouchers can be purchased through the Pearson VUE Voucher Store.

   - Please note that Pearson VUE does not accept credit card payments in the following countries: Afghanistan, Bangladesh, Benin, Cameroon, Gambia, Ghana, Lebanon, Nigeria, Pakistan, Senegal, Tanzania, Togo, and Uganda

     1. Candidates in these countries may arrange for payment directly with the Test Center where they plan to test or purchase a voucher and pay by bank transfer.

     2. Since Pearson delivers Symantec exams via the third party channel, each Test Center establishes their own guidelines surrounding the payment methods they will accept. Most centers in these countries are prepared to assist these candidates to overcome this block.

6. **How can candidates receive a payment receipt for their exam appointments?**

   When candidates pay for an exam with a credit card a payment confirmation email (in English) is automatically sent to the candidate. The candidate may print this email as their receipt. If they do not receive the automated email, they should check their spam filter or contact Pearson VUE at www.PearsonVUE.com/Symantec/contact.

7. **If candidates have issues obtaining a Symantec CertTracker account or questions regarding their existing Symantec CertTracker account, where should they go for assistance?**

   Candidates can find answers to questions pertaining to their Symantec CertTracker account on the Symantec website or they can email Global_Exams@Symantec.com .

8. **How far in advance do candidates need to cancel or reschedule their exam appointments?**

   Candidates taking proctored exams must cancel or reschedule their exam appointments no later than 24 hours before the appointment date. Example: If your appointment is scheduled for 12pm tomorrow, you must cancel/reschedule no later than 12pm today. A refund will be issued for cancelled transactions with appropriate 24 hour notification.

Testing Process:

1. **Are exams published on the same schedule worldwide?**

   Exams will be available on the same schedule worldwide in English at Pearson VUE. Translations will be determined on a country-by-country basis.

2. **Where are Pearson VUE Test Centers located?**

   Pearson VUE currently has more than 5,000 Pearson VUE Testing Centers in more than 175 countries. Symantec testing will be available at Pearson VUE test centers worldwide. You will be able to find a Pearson VUE test center near you by using the Test Center Locator.

3. **Will exams be available at the same testing centers as with the previous testing partner?**

   Not necessarily. Pearson VUE has over 5,000 test centers in 175 countries worldwide. The easiest way to locate one near you is to use the Test Center Locator .

4. **How will candidates receive information about their exam appointment?**

   An email with the appointment details will be sent to the candidate after scheduling a proctored exam. It will include the date, time of the appointment, location of the test center and directions. A copy of the online confirmation should be printed out and saved as confirmation of the appointment. Pearson will also send candidates a reminder email if an exam is scheduled with 5 or more business days in advance. Exam appointment confirmation emails are available in Chinese, English, Japanese, and Korean.

5. **Can Pearson VUE test centers accommodate candidates with special needs?**

   Yes, Pearson VUE and Symantec may allow accommodations to candidates who are identified as having special needs. Candidates should email requests to Global_Exams@Symantec.com.
   Once the request is approved by Symantec, candidates should email Pearson VUE at PVAccTest@pearson.com to schedule their proctored exam.

6. **When can candidates expect to see their Pearson VUE exam results reflected in Symantec's CertTracker system?**

   Pearson VUE is required to submit exam results to Symantec within 2-5 business days after completion of an exam; the results are then uploaded into CertTracker. During the transition period, please be aware that there may be slight delays in the processing of exam data. If you have ongoing problems getting exam results or having them reflected in Symantec's CertTracker system, please contact Symantec at Global_Exams@Symantec.com.

Note Regarding Score: Certification examination scores are "provisional" to all candidates who meet the exam cut score until the results have been validated. Candidate exam results identified with exam security violations or which otherwise violate Symantec's testing policies will receive "invalidated" examination results. Validation of certification examination results and posting to CertTracker normally takes 2-5 business days. As soon as your certification exam score posts to CertTracker, you will receive an automated message via email.

Vouchers:

1. **What are the reasons why a voucher will *not* be accepted at Pearson VUE?**

    Reasons why a voucher may not be accepted:

    - The voucher number is being entered incorrectly
    - The voucher is trying to be used in a country/region it is not valid for
    - The incorrect exam code is being used
    - The voucher is expired or has already been used
    - The test date chosen is beyond the voucher expiration date (exams must be taken prior to the expiry date)
    - The voucher number is being entered in the incorrect location versus in the "Voucher Number" field

2. **If a candidate is trying to schedule an exam at Pearson VUE and their voucher will *not* work, what should they do?**

    Candidates should ensure that the voucher does *not* apply to any of the reasons listed in the bullets above. If none of those reasons above correct the problem:

    - In the normal course of registering for your Symantec exam, the team at Pearson VUE will begin the process of assisting candidates with any issues they may experience, including voucher issues, and will begin this process, including contacting Symantec if appropriate.
    - If problems continue to occur after checking the reasons above or you are unsure if an exam voucher is valid (e.g., if candidates are unsure of the expiration date) at Pearson VUE please contact Symantec at Global_Exams@Symantec.com for further assistance – and provide the voucher number, expiration date, exam type and origin of voucher.

3. **Do I have to buy a voucher to purchase an exam?**

    No, individual candidates may also use a credit card to schedule or purchase an exam.

4. **Where can Pearson VUE vouchers be purchased?**

    Pearson VUE vouchers can be purchased through the Pearson VUE Voucher Store.
    Please Note: While pre-paid vouchers offer convenience to some purchasers, candidates do *not* need to purchase a voucher to schedule an exam, but may make a direct payment with their credit card in the test registration system at the time of scheduling.

5. **Where should Symantec Regional offices go to arrange purchase orders to use as payment for vouchers?**

   Pearson VUE vouchers can be purchased through the Pearson VUE Voucher Store. If you experience any problems, please send an email to Symantec at Global_Exams@Symantec.com with your purchase order requests.

Delivering Symantec Exams at Your Organization:

1. **How can my organization become a Pearson VUE test center?**

   It's easy to join the Pearson VUE Authorized Test Center network if you meet basic requirements. You'll find an application, technical specifications and instructions at www.PearsonVUE.com/pvtc/join.

2. **My organization is currently a Pearson VUE test center. Do we need to renew our agreement?**

   No. Pearson VUE does *not* plan to make any changes to the authorized testing center agreement.

General:

1. **Where can I find more information about Symantec's Certification Program?**

   All the information you need to know about the Symantec Certification Program is located at http://go.symantec.com/certification. Visit this website to learn more about the Symantec Certified Specialist (SCS) certification track.

   Learn about additional Symantec Certification Program to frequently asked questions (FAQs).

2. **What is the Symantec Certification Program?**

   The Symantec Certification Program provides rigorous, objective assessments of Symantec technical expertise through securely proctored computer-based exams (based on real-world job scenarios). Although each technology varies in complexity and depth, Symantec Certified Specialist (SCS) exams measure technical knowledge and skills needed to efficiently deploy, configure, utilize, troubleshoot, and optimize Symantec solutions. Successful completion of the programs' current requirements will result in the achievement and reward of a Symantec Certified Specialist (SCS) credential.

3. **Why should I earn a Symantec SCS certification?**

   Symantec certified candidates and their companies have the ability to gain industry recognition, competitive differentiation, greater productivity & results, increased user community satisfaction, and a tangible measure of their education investment.

Did you know that 76% of candidates and recruiters verified that Symantec Certification was discussed as part of the hiring process? Certification can open the door to increased visibility, better opportunities and new jobs in your industry. In today's highly competitive environment, certification differentiates you as a professional who is serious about applied learning, making you an asset to a prospective employer.

Read about the benefits of Certification for an Individual and Employer.

Contact the Symantec Certification Team:

Can't find what you're looking for? If you have questions or need further assistance, send an email to Global_Exams@Symantec.com.