



# Symantec Proctored Exam Registration Process

This document reviews the steps to register for an exam and earn a Symantec certification.

For questions, please contact [global\\_exams@symantec.com](mailto:global_exams@symantec.com)

# Registration Overview

1

Obtain a CertTracker account.

2

Log in to CertTracker and activate your account.

3

Log in to the Pearson VUE registration system.

4

Select the applicable exam.

5

Select a test center.

6

Schedule an appointment.

7

Check out.

8

Apply discounts and pay.

9

Submit order.

Allow approximately 20 minutes to complete the entire process.

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**All**

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If you already have a [CertTracker](#) account, log in and [skip to Step 3](#).

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If you forget your credentials, click **Account Login Recovery**, wait for an e-mail, and follow the recovery instructions to reset your user name and create a new password.

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**Customer**

- A. Navigate to [CertTracker](#).
- B. Click **First Time Users**.
- C. Click **I agree to these terms and want to create a new account**.

**Partner**

- A. Create a [PartnerNet](#) account, if one does not already exist.
- B. Wait 48 hours for CertTracker account to be created (if a new account is created).

**Employee**

- A. Complete the Symantec [Employee Questionnaire](#).
- B. Wait 24 hours for your CertTracker account to be created.

# Creating a new candidate record

## Symantec Customer

**A** Complete all required fields in the form.

**B** Click **Submit**.

**C** Record your CertTracker Candidate ID.

**Personal Information**  
**New Candidate Record**  
Fields marked with an \* are required.

**General Information**

- First Name   
Middle Name   
- Last Name   
Company Name

To request updates to your "First, Middle, Last or Company Name" please use the "New Incident" link

**Addresses**

- Country   
- Mailing Address   
  
  
- City   
- State/Province

### Candidate ID Created

First Lastname - COMP005028310134

**An email message containing login and account activation instructions has been sent to the email address provided during registration. The account must be activated by Aug 27, 2015.**

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v.1507.106

## All

A

Open the e-mail confirmation.

B

Click the activation link and type the account activation code when prompted.

C

Verify your user name and set your password.

D

Click **Agree to terms**.

## Symantec Partner

E

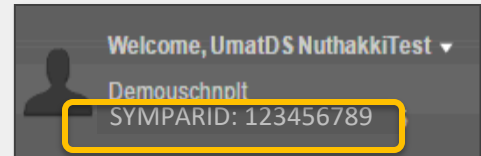
Click **Personal Information**.

F

Verify that your Symantec partner ID is present.

G

Contact [global\\_exams@symantec.com](mailto:global_exams@symantec.com) for corrections.



<p><b>Logout</b> <a href="#">Logout</a></p> <p><b>Home</b> <a href="#">Manage Notifications</a> <a href="#">Home</a> <a href="#">Personal Information</a> <a href="#">Update Personal Info</a> <a href="#">History</a> <a href="#">Change Password</a> <a href="#">New Incident</a> <a href="#">Supporting Requirements</a></p> <p><b>Certifications</b> <a href="#">Certification Progress</a> <a href="#">Request Certificate</a> <a href="#">Publish Credentials</a></p> <p><b>Downloads</b></p>	<p>The changes to this candidate have been successfully saved.</p> <p><b>Important Exam Registration Announcements</b></p> <p><b>IMPORTANT NOTE ABOUT EXAM REGISTRATION:</b> 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 required to take an exam <i>and forfeit your exam fee</i>. Candidate name and company name changes can only be made by submitting a CertTracker Incident or emailing <a href="mailto:Global_Exams@Symantec.com">Global_Exams@Symantec.com</a>; and, demographic changes must be made within 48 hours.</p> <p><b>Symantec Employees:</b> In order to receive your employee exam registration discount, you must complete the Symantec Employee Questionnaire in SymLearn. Direct link is below: <a href="https://rod.sumtotalsystems.com/symantec/app/management/LMS_ActDetails.aspx?UserMode=0&amp;ActivityId=166376">https://rod.sumtotalsystems.com/symantec/app/management/LMS_ActDetails.aspx?UserMode=0&amp;ActivityId=166376</a> It only takes a few minutes and ensures that your employee information is updated in CertTracker. If you have completed the questionnaire and do not see it in CertTracker, please contact <a href="mailto:global_exams@symantec.com">global_exams@symantec.com</a>. For a step by step walkthrough of the registration process, please visit: <a href="http://eval.symantec.com/downloads/edu/Exam%20Registration%20Guidelines_Employees_6June13.pdf">http://eval.symantec.com/downloads/edu/Exam%20Registration%20Guidelines_Employees_6June13.pdf</a></p>
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# Verifying your CertTracker Personal Information



## Personal Information

### New Candidate Record

Fields marked with an \* are required.

#### General Information

* First Name	UmatDS
Middle Name	
* Last Name	NuthakkiTest
Company Name	Demouschnplt

To request updates to your "First, Middle, Last or Company Name" fields, please contact your Partner Program Manager via 'Contact Us'.

#### Addresses

* Country	United States
* Mailing Address	1234567890
* City	city123
* State/Province	California
* Postal Code	89078

#### Email Addresses

Preferred Communications Address

* Primary Email Address	uschnplt@sym.com
* Verify Email Address	uschnplt@sym.com

## Contact Information

Make the changes you want, and then click Save Changes. If you need assistance, contact your Partner Program Manager.

\* Indicates required fields.

Title	Mr		
First Name*	UmatDS		
Last Name*	NuthakkiTest		
Job Title*	Admin#\$\$%		
Job Description*	Administration		
Email Address*	uschnplt@sym.com		
Phone*	+1 1234567893	Ext.	
	1 4567876543		

To request an update to first or last name, please contact your Partner Program Manager via 'Contact Us'.

Partners - Verify pre-filled information matches PartnerNet account.

Country*	Welcome, UmatDS NuthakkiTest
Address*	Demouschnplt SYMPARID: 123456789
	add3
City/Town*	city123
State/Province/County*	California
Postal/Zip Code*	89078

PartnerNet

3

## Log in to the Pearson VUE registration system.

All

**A** Click **Schedule a Pearson VUE Exam**.

**B** Confirm your login and CertTracker ID.

**C** Check your language and click **My Profile** to change, if necessary.

The screenshot shows the Pearson VUE website. At the top left, the text "PEARSON VUE" is displayed. Below it, the word "Home" is visible. A navigation menu on the right side includes links for "Logout", "Home", "Manage Notifications", "Personal Information", "Update Personal Info", "History", "Change Password", "New Incident", "Supporting Requirements", and "Printable Documents". Below this menu are sections for "Certifications" (with links for "Certification Progress" and "Publish Credentials") and "Downloads" (with link "Get Logos, etc"). A "Help" section contains links for "FAQ", "Contact Us", and "Incident History". A "Forms" section has a link for "Complete a Form". Under the "Pearson VUE" heading, the link "Schedule a Pearson VUE Exam" is highlighted with a yellow box and labeled with a circled 'A'. At the top right of the page, there is a language selection menu with "English" selected and other options in Chinese, Japanese, and Korean, labeled with a circled 'C'. Below the language menu, there are links for "My Profile", "My Order", "Return to Testing Program website", and "Sign Out". In the bottom right corner, the Symantec logo is present, and below it, the text "Signed In as: UmatDS NuthakkiTest" and "Symantec CertTracker ID: 2230274" is displayed, labeled with a circled 'B'. At the bottom of the page, a red text box contains the following message: "IMPORTANT: Your name must match exactly what is in CertTracker and the identification that is presented at a test center or you will be unable to take an exam."

4

Select the applicable exam.

All

A Click **View Exams**.

B Click **Exam Code** or **Exam Name** to sort the list.

C Click the link to select the applicable exam.

D View exam details.

E Click **Schedule this Exam**.

Symantec **Employee** discount is automatically applied.

Home

IMPORTANT: Your name must match exactly what is in CertTracker and an exam.

Symantec Exams

Exam Catalog

A View Exams

<u>Exam Code</u> B	<u>Exam Name</u>
250-413	<a href="#">Symantec IT Management Suite 7.6</a>
250-423	<a href="#">Administration of Symantec IT Management Suite 8.0</a>
250-425 C	<a href="#">Administration of Symantec Cyber Security Services (May 2016)</a>

Exam Details D

Signed In as  
Symantec CertTracker ID:

Exam:  
250-215: Administration of Symantec Messaging Gateway 10.5  
[View Testing Policies](#)

Price\*:  
USD 250.00

Language:  
English

E Schedule this Exam



## All

Test centers are displayed based on proximity to the address in your record.

- A** Confirm exam name and language.
- B** Change search criteria, if desired.
- C** Select test centers of interest.
- D** Click **Next** to see available time slots for each selected test center.

## Test Center Search

Signed In

Symantec CertTracker ID:

Exam Selection: 250-423: Administration of Symantec IT Management Suite 8.0 | Language: English

**A****B**

Find test centers near:

Miami, FL

x

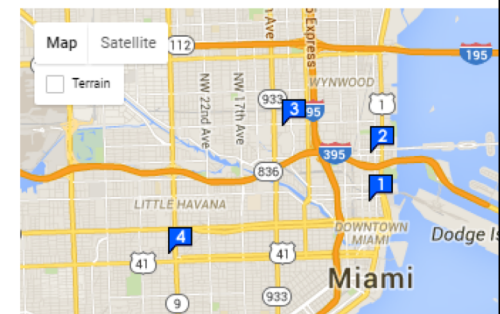
Search

e.g., "5601 Green Valley Drive, Bloomington, MN" or "Paris, France" or "55437"

MILITARY COMMUNITY looking for on-base test centers, please [click here](#).You can select **up to three** test centers to compare availability.**D**

Next

Test Center	Distance* <a href="#">Show km</a>	Directions
<input type="checkbox"/> <b>1</b> Miami Dade College - Wolfson Campus 245 NE 4th Street Building 3, Room 3104 Miami, Florida 33132 United States	1.1 mi	<a href="#">Get Directions</a>
<input type="checkbox"/> <b>2</b> Atlantis University 1442 Biscayne Blvd Miami, Florida 33132 United States	1.9 mi	<a href="#">Get Directions</a>
<input type="checkbox"/> <b>3</b> Miami Dade College - Medical Campus 950 NW 20th Street	2.5 mi	<a href="#">Get Directions</a>



## 6

## Schedule an appointment.

## All

**A** Click the radio button for a center.

**B** Choose a date from available days in blue.

**C** View the available appointments.

**D** Repeat for other test centers, if desired.

**E** Select the test center and the time.

**Choose Appointment** Signed In  
Symantec CertTracker ID

Exam Selection: 250-423: Administration of Symantec IT Management Suite 8.0 | Language: English

**Test Center**

Miami Dade College - Wolfson Campus  
245 NE 4th Street  
Building 3, Room 3104  
Miami, Florida 33132  
United States

[Change Test Centers](#)

**Select Date** [Why can't I find an available appointment?](#)

May 2016							June 2016						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	
4	5	6	7	8	9	10	11	12	13	14	15	16	
17	18	19	20	21	22	23	24	25	26	27	28	29	
30	31						1	2	3	4	5	6	

Show available appointments on

**Available Start Times: Thursday, May 19, 2016 at Miami Dade College - Wolfson Campus**

Morning	Afternoon
<input type="button" value="09:00 AM"/>	<input type="button" value="12:00 PM"/>
<input type="button" value="09:15 AM"/>	<input type="button" value="12:15 PM"/>
<input type="button" value="09:30 AM"/>	<input type="button" value="12:30 PM"/>

## All

A

Verify your login name and CertTracker ID.

B

Review the exam name, language, location, date, and time.

C

Verify the non-discounted price. Discounts are applied at checkout.

D

Click **Proceed to Checkout**.

E

Verify your name matches the name on the ID card you will present at the testing center.

F

Click **Next**.

B

A

## My Order

Signed In at  
Symantec CertTracker ID:

Description	Details	Price	Actions
<b>Exam</b> 250-215: Administration of Symantec Messaging Gateway 10.5	<b>Appointment</b> Thursday, November 30, 2017 Start Time: 04:15 PM EST <a href="#">Change Appointment</a>	250.00	<a href="#">Remove</a>
Language: English Exam Length: 90 minutes	<b>Location</b> C. S. Monroe Technology Center 715 Childrens Center Road SW Leesburg, Virginia 20175 United States <a href="#">Change Test Center</a>		

Total Due

Subtotal:	250.00	<b>C</b>
Estimated Tax:	0.00	
<b>ESTIMATED TOTAL DUE:</b>	<b>USD 250.00</b>	

**D**


**IMPORTANT:** Your name must exactly match the identification that is presented at the test center or you will not be able to sit your exam. [Update my information.](#)

**E**

NeUMatDS NuthakkiTest

Telephone:1-123-456-7890

## All

- A
 Read and agree to policies and click **Next**.
- B
 Click **Add Voucher or Promo Code** if you have a voucher, credit, or discount.
- C
 Type discount information and click **Apply**.
- D
 Type credit information and billing address.
- E
 Click **Next**.

I have read and agree to the Symantec policies listed above.

A
Next

## Order Total

Symantec **Employee** discount is automatically applied.

Subtotal: 250.00

Estimated Tax: 0.00

Discount: 0.00

**TOTAL DUE: USD 250.00**

B
+ [Add Voucher or Promo Code](#) [What is this?](#)

Voucher/Promotion Code: 
Apply
C

## Card Details

We accept the following cards:


D

\*Card Type:  ▼

## All



**A** Verify all order information.

**B** Click **Submit Order**.

Your appointment is scheduled and credit card is charged.

**C** Print receipt, with testing center directions and cancellation/change policies.

**D** Verify receipt of confirmation e-mail (this is not a receipt).

 An email confirmation has been sent to: [uschnplt@sym.com](mailto:uschnplt@sym.com) **C**  [Print Receipt](#)

### Exam Details

Description	Details	Order Information	Price
Exam 250-423: Administration of Symantec IT Management Suite 8.0	<b>Appointment</b> Monday, June 24, 2017 Start Time: 09:00	<b>Order Number/Invoice</b> 0008-1997-5581 <b>Registration ID</b> 258018873 <b>Status</b> Scheduled	USD 250.00
Language: English Exam Length: 90 minutes	<b>Location</b> Internetwork Learning Institute <a href="#">Get Directions</a>		

### Payment Details

<b>Exams scheduled for</b>	<b>Order Total</b>	
Name: UMatDS NuthakkiTest	Subtotal: 250.00	
Symantec CertTracker ID: COMP005026834275	Discount: 0.00	
	Estimated Tax: 0.00	<i>To be used by TPQA on internal candidate only.</i>
	<b>TOTAL PAID USD 250.00</b>	

**Previous** **Cancel Order** **B** [Submit Order](#)

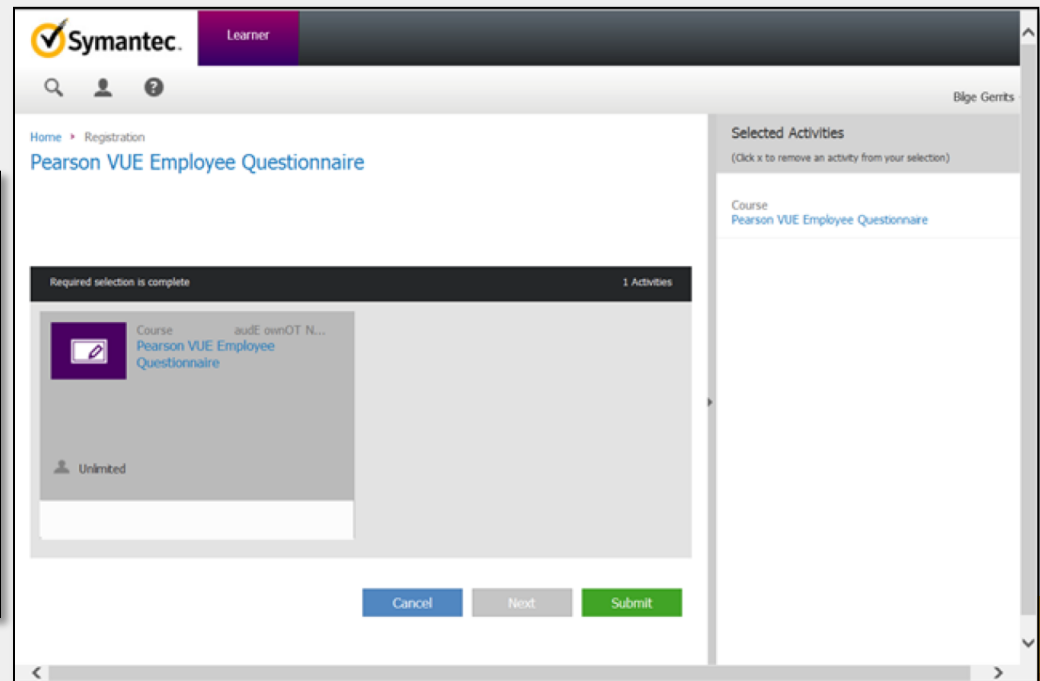
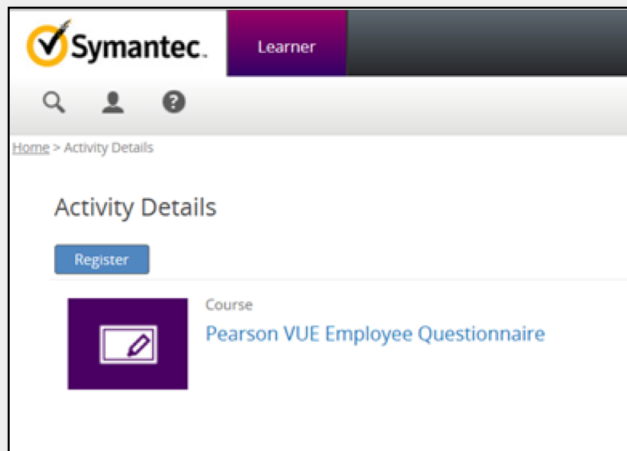


# Additional Information

Employee Questionnaire Details

# Launching Employee Questionnaire

1. Click [this link](#) to access the employee questionnaire activity on LearnCentral.
2. Select **Employees**.
3. Log in using your Symantec network credentials.
4. Click **Register**.
5. Click **Submit**.



Contact [global\\_exams@symantec.com](mailto:global_exams@symantec.com) if you have any problems.

# Launching Employee Questionnaire

6. Click **Start**.
7. Click **Next Question** and answer each question.
8. Click **Finish Assessment** when done.
9. Close the window.

Creates a **CertTracker** account &  
Enables discounted exam fees.



Back to start