



Proctored Exam Registration Process

Transition to Pearson-VUE

- As of 24 June 2013, Symantec proctored exams will be delivered at Pearson-VUE Test Centers
- Exam Types:
 - Symantec Technical Specialist (STS)
 - Symantec Certified Specialist (SCS)
- For details on the transition to Pearson-VUE, please visit: [http://eval.symantec.com/downloads/edu/Pearson SYMC FAQ s.pdf](http://eval.symantec.com/downloads/edu/Pearson_SYMC_FAQs.pdf)
- This document will review the steps to register for an exam and earn a Symantec certification or accreditation.
- For questions, please contact global_exams@symantec.com

CertTracker - Overview

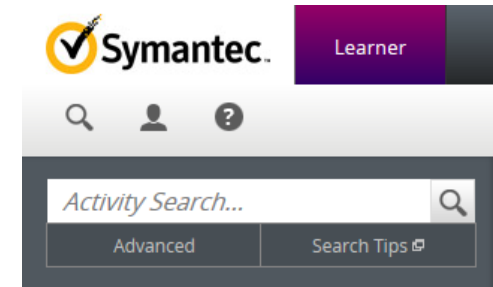
- CertTracker (www.symantec.com/certtracker) is Symantec's exam management engine and the starting point for exam registration.
- All candidates must have an active CertTracker account or they will not be able to register for an exam.
- All employees must complete the Symantec Employee Questionnaire to ensure the employee discount applies to exam registrations. Completing this will also create a CertTracker account for first time users.
- CertTracker is an independent system; SymAccount or Symantec network passwords do NOT work in CertTracker.
- For questions or technical support on CertTracker, please contact global_exams@symantec.com.

Symantec Employee Questionnaire

- Symantec employees are eligible for a discounted registration fee for all certification (250-xxx series) exams. In order to receive this discount, all employees must complete the Employee Questionnaire – available for free on LearnCentral.
- It only takes about 20 minutes, it is not scored, and any information you provide will only be used by the Education Services team for tracking purposes and protected in accordance with the Symantec Privacy Policy.
- If you have completed the questionnaire and do not receive the registration discount, please contact global_exams@symantec.com.

Launching Employee Questionnaire from LearnCentral

- Go to the LearnCentral Landing Page:
<https://rod.sumtotalsystems.com/symantec>
- Type “employee questionnaire” in the activity search box
- Click on “register” and then “submit” to register for the questionnaire.





Course

Pearson VUE Employee Questionnaire

audE ownOT Num26499 typeASMT dte12Apr2013

Welcome, You are about to take the Pearson VUE Employee Questionnaire. This questionnaire will ensure you receive the registration exam discount for all Symantec exams delivered at Pearson VUE. • Please allow 24 hours for the completed questionnaire to process to CertTracker (www.symantec.com/certtracker) • This exam is not scored or graded • You must answer all questions • The information...

 Unlimited

[View Details](#) | [Actions](#) ▾

[Register](#)

- Once registration is completed, click on “start” and complete the questionnaire.
- Please allow up to 24 hours for results to post to CertTracker.

Launching Employee Questionnaire from CertTracker

- If you have not yet completed the questionnaire, you will see a reminder when you log into your CertTracker account:

Symantec Employees:

In order to receive your employee exam registration discount, you must complete the Symantec Employee Questionnaire in SymLearn. Direct link is below:

https://rod.sumtotalsystems.com/symantec/app/management/LMS_ActDetails.aspx?UserMode=0&ActivityId=166376

It only takes a few minutes and ensures that your employee information is updated in CertTracker. If you have completed the exam and do not see it in CertTracker, please contact global_exams@symantec.com.

For a step by step walkthrough of the registration process, please visit:

http://eval.symantec.com/downloads/edu/Exam%20Registration%20Guidelines_Employees_6June13.pdf

- Follow the direct link to the Employee Questionnaire launch screen. Select the 'register' button to proceed. Please allow 20 minutes to complete the questionnaire.
- If you have completed the questionnaire and still see the message, please contact global_exams@symantec.com

CertTracker - Login

- Navigate to www.symantec.com/certracker and input your credentials (see below).
- If you do not know them, you can use the “Account Login Recovery” link (red box).
- Please do not use the “First Time Users” link (green box). Contact global_exams@syamtec.com if you cannot recover your account.



symantec accreditation and certification program

Welcome to CertTracker the Symantec Accreditation and Certification Program Tracking tool. This Web-based application allows candidates who have taken assessments/exams to:

- View and update their contact/demographic information
- View their assessment/exam history
- Review requirements to achieve Accreditation/Certification
- Review and accept the Symantec Accreditation and Certification Agreement
- View their Accreditation and Certification progress
- Check the delivery status of their Welcome Kit
- Forward their validated credentials to a third party
- Download program logos
- Contact Customer Service on line.

User Name:

Password:

[Account Login Recovery
\(forgot username or password\)](#)

[FIRST TIME USER FAQ](#)

[First Time Users](#)

PARTNER COMPANY CANDIDATES:

CertTracker – Account Recovery

- **Account Recovery** – submit your last/surname and e-mail address. If CertTracker can find a match, it will send an account recovery message. If not, please contact global_exams@symantec.com
- Please note: there must be an exact match, including any double-byte/special characters (i.e. “ä” and “a” are different characters), otherwise the system will not recognize you.



Account Recovery

Last Name:

Email Address:

Enter your last name and e-mail address. Within a few minutes, you should receive an e-mail containing a hyperlink to a page where you can reset your password and/or change your username.

CertTracker – Logging into the VUE registration system

- Follow the ***VUE/Schedule Proctored Exams*** link in the left navigation menu. You will be redirected to the Pearson-VUE registration system home page.
- Please note the Symantec CertTracker ID next to your name (COMPxxxxx43). This is the unique identifier that tracks you in Pearson-VUE and ensures your results post correctly in CertTracker. This will be exported to the Pearson-VUE system when you select the “**Schedule Proctored Exams**” link. If it does not export, please contact global_exams@symantec.com.



Logout

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VUE

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Home

Mandy Candidate - COMP005026814293

My Personal Information

Mandy Candidate (COMP005026814293)

5 bedrock place
Bala, CO 19040
UNITED STATES

(264) 589-9954

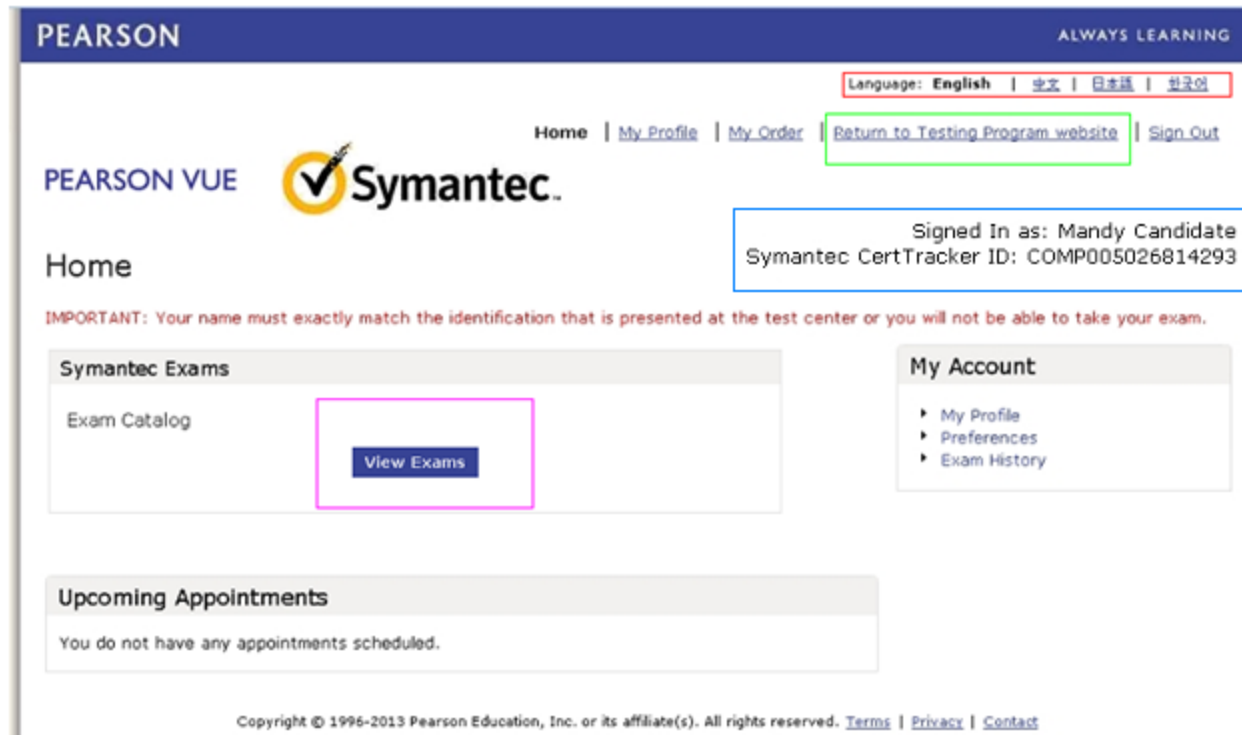
tamika.hughes@pearson.com

Candidate Status: **Symantec Employee**

Regional Announcements

Pearson-VUE – exam registration home page

- You are now in the Pearson-VUE exam registration system
 - Confirm your login identity and Symantec CertTracker ID
 - Set your preferred language in the upper right corner
 - Return to CertTracker using the “Return to Testing Program Website” link in the upper right corner
 - Schedule an exam by selecting the “View Exams” link in the center of the screen



Pearson-VUE – Select exam category/type

- Choose from the available exam types:
- **SCS** – *Symantec Certified Specialist* program; exam code 250-xxx; these exams are available all users. *These do not count for Partner Program credit.*
- **STS** – *Symantec Technical Specialist* program; exam code ST0-xxx; these exams are available to Symantec Employees and Partners only.

PEARSONALWAYS LEARNING

PEARSON VUE[Home](#) | [My Profile](#) | [My Order](#) | [Return to Testing Program website](#) | [Sign Out](#)


Signed In as:
Symantec CertTracker ID:

Select Exam

Find an Exam:

☐ [Do you have a private access code?](#) [What is this?](#)

To schedule an exam, open the group the exam is assigned to by clicking on the group name. Only one group may be opened at a time.

▸ Symantec Certified Specialist (SCS)

▸ Symantec Tech Spec (STS) - PARTNERS/EMPLOYEES ONLY

Pearson-VUE – Select exam

- Expand the appropriate category. All available Symantec exams will be listed in alphabetical order.
- Sort the list by clicking the “Exam Code” link.

▶ Symantec Certified Specialist (SCS)	
▼ Symantec Tech Spec (STS) - PARTNERS/EMPLOYEES ONLY	
<u>Exam Code</u>	<u>Exam Name</u>
ST0-120	<u>Symantec Enterprise Vault 10.0 for Domino Tech Assessment</u>
ST0-134	<u>Symantec Endpoint Protection 12.1 Technical Assessment</u>
ST0-147	<u>Veritas Cluster Server 6.0 for Unix Technical Assessment</u>
ST0-148	<u>Veritas Storage Foundation 6.0 for Unix Technical Assessment</u>
ST0-172	<u>Symantec NetBackup 7.5 for Win Technical Assessment</u>

Pearson-VUE – Exam details

- When you find the appropriate exam, click on the link and you will be taken to the Exam details page. The price listed is retail; discounts will be applied later in the process.
 - Confirm exam name, price, and available languages
 - Select “Schedule this Exam” to choose a time/date/location

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PEARSON VUE 

Exam Details

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Exam: ST0-147: Veritas Cluster Server 6.0 for Unix Technical Assessment View Testing Policies
Price*: USD 45.00
Currently Available Languages: English, Japanese
! Registration Information All IMPORTANT NOTE ABOUT REGISTRATION: Exams: 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.

**Prices listed are based on today's date and do not include local taxes which may be applicable.*

← Previous

Schedule this Exam →

Pearson-VUE – Test Center Search

- Pearson will list the closest test centers based on the address in your record.
 - Confirm exam name and language
 - Input an alternative address/zip code to search for Test Centers in different locations.
 - See Test Center locations on a map and compares one or more by checking the box next to the Test Center name.

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PEARSON VUE Symantec

Home | My Profile | My Order | Return to Testing Program website | Sign Out

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Test Center Search

Exam Selection: ST0-118: Symantec Enterprise Vault 10 for Exch Tech Assessment | Language: English [Change Exam](#)

Find test centers near: X

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

U.S. Service Members looking for on-base test centers, please [click here](#).

You can select up to three test centers to compare availability.

Test Center	Distance*	Directions
	Show km	
☐ 1 Korean Community Development Services Center 6055 North 5th Street Philadelphia, Pennsylvania 19120 United States	3.5 mi	Get Directions
☐ 2 VICA TECHNOLOGIES LLC 4153 Lancaster Ave Philadelphia, Pennsylvania 19104 United States	5.7 mi	Get Directions
☐ 3 Community College of Philadelphia Center for Business and Industry 18th and Callowhill Streets Room C1-28 Philadelphia, Pennsylvania 19130 United States	6.3 mi	Get Directions

Next ➔

Map Satellite

Pearson-VUE – Schedule appointment

- Select the best time and date for each of the Test Centers you designated in the previous screen.
 - Select a Test Center by clicking the radio button; select a different Center using the **“Change Test Centers”** link
 - Available dates/times for the selected Test Center; Grayed out dates have no availability.
 - Select a date and all available times for that date will display below the calendar
 - Please note, availability is dependent on a number of factors; if a specific date or time is not listed, there is no availability, please select an alternative.

The screenshot displays the Pearson VUE Symantec website interface for scheduling an appointment. The header includes the Pearson logo and 'ALWAYS LEARNING' tagline. Navigation links include Home, My Profile, My Order, Return to Testing Program website, and Sign Out. The user is signed in as 'Mandy Candidate' with Symantec CertTracker ID: COMP005026814293.

The main section is titled 'Choose Appointment'. It shows the 'Exam Selection: ST0-118: Symantec Enterprise Vault 10 for Exch Tech Assessment | Language: English' and a 'Change Exam' link.

The 'Test Center' section lists three options, each with a radio button for selection:

- ☒ **Dakota County Technical College**
3140 Neil Armstrong Blvd
Suite 230
Eagan, Minnesota 55121
United States
- ☐ **Knowledge Transfer Consulting Services**
3140 Neil Armstrong Blvd
Suite 121
Eagan, Minnesota 55121
United States
- ☐ **New Horizons Computer Learning Center**
2915 Commers Drive
Suite 500
Eagan, Minnesota 55121
United States

A 'Change Test Centers' link is located below the test center list.

The 'Select Date' section includes a link 'Why can't I find an available date?'. It features a calendar view for June and July 2013. The calendar shows dates with varying levels of availability (e.g., some dates are grayed out). Below the calendar, there is a dropdown menu for 'Show available appointments on' set to 'Friday, June 28, 2013' and a 'Go' button.

The 'Available Start Times' section shows the selected date and center: 'Available Start Times: Friday, June 28, 2013 at Dakota County Technical College'. It lists 'Morning' (None available) and 'Afternoon' (02:00 PM) options. A mouse cursor is pointing at the '02:00 PM' button.

A 'Previous' button is located at the bottom left of the interface.

Pearson-VUE – Verify your order

- Once you've selected your Test Center, you can verify your order prior to checkout.

- Confirm the login name and Symantec CertTracker ID is correct

- Verify exam name and language, the appointment date, time and location.

- For SCS, Verify your Employee Discount has been applied correctly.

- If all information is correct, select ***“Proceed to Checkout”***

- If you notice any errors you can use the available links to change exams or Test Centers. If your login name or Symantec CertTracker ID is incorrect, please contact global_exams@symantec.com

My Order

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Description	Details	Price	Actions
Exam ST0-147: Veritas Cluster Server 6.0 for Unix Technical Assessment Language: English Exam Length: 125 minutes	Appointment Wednesday, October 16, 2013 Start Time: 09:00 AM EDT Change Appointment Location Bucks County Community College 275 Swamp Road Gateway Center, 1st Floor, Room G-128 Newtown, Pennsylvania 18940 United States Change Test Center	45.00	Remove Exam

Total Due

Subtotal: 45.00
Tax: 0.00
ESTIMATED TOTAL DUE: USD 45.00

[Add Another Exam](#) or [Proceed to Checkout](#)

You can enter voucher/promotion codes on the payment screen.

Pearson-VUE – Checkout/Enter Payment

- Prior to entering your payment details, you will be required to confirm your personal information and accept Symantec's terms and policies. Verify and select **"Next"**.
 - At the payment screen, verify your name and order total
 - Simply scroll down and input your credit card details. You will be able to verify your order once again before you are charged.
 - If you have a voucher, credit or other form of discount, input it in the **"Promotion Code"** box and select **"Apply Discount"**
 - The voucher/promotion discount will apply to your order total after you select **"Apply Discount"**
 - If you make an error, you can select **"Remove Discount"**
 - Nothing will be charged and your appointment is not complete until you move to the "Submit Order" screen on the next page.

Checkout - Step 3: Enter Payment

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293



Order Total
Subtotal: 45.00
Tax: 0.00
TOTAL DUE: USD 45.00

[Add Voucher or Promo Code](#) [What is this?](#)
Voucher/Promotion Code: [Apply](#)

Order Total
Subtotal: 45.00
Tax: 0.00
Promotion Code: -45.00 Symantec Internal promo code - FOR VUE USE ONLY [Remove](#)
TOTAL DUE: USD 0.00

Required information is marked with an asterisk (*).

[Previous](#)

[Next](#)

Pearson-VUE – Submit order

- Your appointment is not scheduled and order is not complete until you select **“Submit Order”**
- Be sure to verify all your name, exam details, total, discounts, etc. prior to selecting “Submit Order”
- If there are errors, use the **“Previous”** button to correct them.
- You can also opt out by selecting **“Cancel Order”**; you will not be charged and any voucher or discount code provided will not be used.

PEARSON VUE



Checkout - Step 4: Submit Order

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

1

2

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Confirm Personal Information Agree to Policies Enter Payment **Submit Order** Receipt

Your order is NOT complete until you click the “Submit Order” button.

Confirm Order Details

Description	Details	Price
Exam ST0-147: Veritas Cluster Server 6.0 for Unix Technical Assessment Language: English Exam Length: 125 minutes	Appointment Wednesday, October 16, 2013 Start Time: 09:00 AM EDT Location Bucks County Community College 275 Swamp Road Gateway Center, 1st Floor, Room G-128 Newtown, Pennsylvania 18940 United States	45.00

Payment Details

Exams scheduled for
Name: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Order Total

Subtotal: 45.00
Tax: 0.00
Promotion Code: -45.00 *Symantec Internal promo code - FOR VUE USE ONLY*
TOTAL DUE: USD 0.00
USD 0.00

Previous

Cancel Order

Submit Order

Pearson-VUE – Receipt

- Once your order has been submitted and payment accepted, you will be taken to your receipt page.
- You can print a copy of this using the “**Print Receipt**” link (please note, this will NOT be e-mailed to you...you must print it if you want a copy)
- Confirmation will be sent to the e-mail address on file
- Symantec policies, the 24-hour cancel/change notice, and Test Center directions are all printed on the receipt.

[Home](#) | [My Profile](#) | [My Order](#) | [Return to Testing Program website](#) | [Sign Out](#)

PEARSON VUE 

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Checkout - Step 5: Receipt

1

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Confirm Personal Information Agree to Policies Enter Payment Submit Order **Receipt**

 An email confirmation has been sent to: tamika.hughes@pearson.com

 [Print Receipt](#)

Exam Details

Description	Details	Order Information	Price
Exam ST0-147: Veritas Cluster Server 6.0 for Unix Technical Assessment Language: English Exam Length: 125 minutes	Appointment Wednesday, October 16, 2013 Start Time: 09:00 AM EDT Location Bucks County Community College Get Directions	Order Number/Invoice 0009-3486-4074 Registration ID 261686118 Status Scheduled	45.00

Payment Details

Exams scheduled for	Order Total
Name: Mandy Candidate	Subtotal: 45.00
Symantec CertTracker ID: COMP005026814293	Tax: 0.00
	Promotion Code: -45.00 <i>Symantec Internal promo code - FOR VUE USE ONLY</i>
	TOTAL PAID: USD 0.00

Symantec Policies

Admission Policy

We ask that you arrive at the testing center 15 minutes before your scheduled appointment time so that you have time to complete the necessary sign-in procedures. At all testing centers, Symantec requires the capture of your photograph and digital signature. Please be prepared to show two forms of personal identification. Both must have your signature, and one must be a valid, government-issued picture ID. Expired IDs are not valid.

If you arrive more than 15 minutes late for an exam and are refused admission, you will be responsible for payment of the exam and delivery fees.

Exam Registration Completed

- Your order is now completed and appointment scheduled.
- You can select “Return to Home” on the receipt page to return to your Pearson-VUE home page (pictured)
- You can select “Return to Testing Program Website” to return to CertTracker
- You can log off to exit both systems.
- Please note: if you need to change or cancel your appointment, you must do it at least 24 hours in advance.
- Please allow up to 48 hours for completed results to post to CertTracker.
- If you have any questions or concerns, please contact global_exams@symantec.com.

[Home](#) | [My Profile](#) | [My Order](#) | [Return to Testing Program website](#) | [Sign Out](#)

PEARSON VUE 

Signed In as: Mandy Candidate
Symantec CertTracker ID: COMP005026814293

Checkout - Step 5: Receipt

1

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Confirm Personal Information | Agree to Policies | Enter Payment | Submit Order | **Receipt**

 An email confirmation has been sent to: tamika.hughes@pearson.com

 [Print Receipt](#)

Exam Details

Description	Details	Order Information	Price
Exam ST0-147: Veritas Cluster Server 6.0 for Unix Technical Assessment Language: English Exam Length: 125 minutes	Appointment Wednesday, October 16, 2013 Start Time: 09:00 AM EDT Location Bucks County Community College Get Directions	Order Number/Invoice 0009-3486-4074 Registration ID 261686118 Status Scheduled	45.00

Payment Details

Exams scheduled for	Order Total
Name: Mandy Candidate	Subtotal: 45.00
Symantec CertTracker ID: COMP005026814293	Tax: 0.00
	Promotion Code: -45.00 <i>Symantec Internal promo code - FOR VUE USE ONLY</i>
	TOTAL PAID: USD 0.00

Symantec Policies

Admission Policy

We ask that you arrive at the testing center 15 minutes before your scheduled appointment time so that you have time to complete the necessary sign-in procedures. At all testing centers, Symantec requires the capture of your photograph and digital signature. Please be prepared to show two forms of personal identification. Both must have your signature, and one must be a valid, government-issued picture ID. Expired IDs are not valid.

If you arrive more than 15 minutes late for an exam and are refused admission, you will be responsible for payment of the exam and delivery fees.

Terminology

- **STS** – *Symantec Technical Specialist* program; exam code ST0-xxx; these exams are available to Partners and Symantec Employees and count towards Partner Program credit.
- **Pearson-VUE** – this is the third party vendor that delivers all Symantec STS, SCS, and ASC exams
- **SCS** – *Symantec Certified Specialist* program; exam code 250-xxx; these exams are available all users but **do not count towards Partner Program credit**
- **SymAccount/PartnerNet** – these are internal Symantec systems that export data into CertTracker; please ensure the information in SymAccount/PartnerNet matches what is in CertTracker. Report any discrepancies to global_exams@symantec.com
- **Symantec CertTracker ID** – this is the unique identifier for the Symantec exam/accreditation engine. It should be the same in CertTracker as well as the Pearson-VUE exam registration system. If not, please contact global_exams@symantec.com.
- **Test Center** – this is the location you choose to sit for your exam.

Contacts

I need help with....	E-mail/Website
Exam Registration support Missing results/accreditations CertTracker support (demographic updates, duplicate record merges, login support, etc.)	Global_exams@symantec.com www.symantec.com/certtracker
Pearson VUE support (go to page and navigate to appropriate support)	https://wsr.pearsonvue.com/contact/