Certification FAQs

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General

Q. What happened to the End-User Computing (EUC) track?

A. On July 9, 2024, the EUC business unit became a new business entity called Omnissa. As a result, the certification portfolio for EUC has separated from Broadcom.Learn more.

Q. Which certifications were moved to Omnissa?

A. **Career Certifications**

- VMware Certified Technical Associate - End-User Computing 2024
- VMware Certified Professional - Digital Workspace 2024
- VMware Certified Professional - Desktop Management 2024
- VMware Certified Advanced Professional - Desktop Management Design 2024
- VMware Certified Advanced Professional - End-User Computing 2024
- VMware Certified Advanced Professional - Desktop Management Deploy 2024
- VMware Certified Design Expert - End-User Computing 2024

Specialist Certifications

- VMware Certified Master Specialist - Digital Workspace 2024
- VMware Certified Specialist - Workspace ONE 21.X Advanced Integration 2024
- VMware Certified Specialist - Workspace ONE 21X UEM Troubleshooting 2024
- VMware Workspace ONE for macOS Skills 2024

Q. Where can I take exams with Omnissa?

A. After July 9th, 2024, candidates can attempt exams from the EUC portfolio via the new company entity, Omnissa. You can discover more about Omnissa' learning program via https://learning.omnissa.com/learn

For Omnissa learning program support, you can contact learning_support@omnissa.com

Q. Can I use a Broadcom or VMware by Broadcom exam voucher for Omnissa exams?

A. No. Omnissa is a completed separate company and candidates will not be able to apply Broadcom exam vouchers towards Omnissa exams.

Q. Is the Foundations exam still required to earn my VCP certification?

A. No. The Foundations exam has been retired and is no longer a requirement towards the VCP certification.

Q. What is new for 2024?

A. With a new year comes the new version of certifications. The version of certification you earn is based on when you finish the requirements. Any certification you earn now will be for the 2024 version; for example, VCP-DCV 2024, VMware Certified Advanced Professional - Data Center Virtualization (VCAP-DCV) Deploy 2024.

Many of the certifications still accept the same exam version that was available in 2023, but new exam versions will continually be updated and published. To upgrade an existing certification to 2024, follow the upgrade policy described in this guide.

Q. What changes to the program were announced on May 6th, 2024?

A. Three main changes occurred: all exam pricing was standardized to US$250; required training was removed and prerequisite certifications were removed. Read more about these changes in this guide.

Q. Where do I find the topics covered in each exam and ways to prepare?

A. On each exam's webpage, there is a link to the exam guide PDF. This exam guide lists the objectives covered in each exam, as well as references to training, white papers, user guides, and other documents that were used when writing the specific exam items.

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Q. I took a course required for the VCP, but that course retired before I was able to take the associated exam. Will that course still count toward my VCP requirements?

A. As of May 6, 2024, training is no longer required to earn your VCP.

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 by Broadcom 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. The Certification Manager portal looks different. How do I find my records?

A. See the detailed steps on how to find your records in this guide.

Q. How can I obtain a copy of my certification logo?

A. Log in to Certification Manager:

1. Select "Credentials" in the left-hand menu.
2. Select "Download Logos".
3. Each earned certification has a "Download" button associated with it.

Q. Can I use brain dump or other "guaranteed to pass" study sites when preparing to take an exam?

A. No, VMware by Broadcom approved study sources will never guarantee you a pass and using sites such as these is a violation of the exam terms and conditions.

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. To access your Certification Manager account:

1. Log in to Certification Manager.

2. From the left-hand menu, select 'Program History' then 'Exams'.
3. Use the search or filter functions to find the relevant exam.
4. View your completed exams.

Note: Lab-based exams for VCAP Deploy certifications are scored separately and will require additional time for certification status updates.

Q. How do I locate my VMW ID?

A. Download this PDF to see detailed instructions for locating your VMW ID.

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 by Broadcom will not be able to review or confirm any issues experienced. Issues reported after the exam cannot be validated.

Q. I have multiple accounts. How can I have them merged?

A. Candidates can submit a support request via https://support.broadcom.com/. Alternatively, candidates can submit the form at https://broadcomcms-software.wolkenservicedesk.com/web-form. List any possible email addresses you may have and indicate which account you would like to keep as your main account. If you currently work for a partner company, we highly recommend that you keep your partner account as your main account 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

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opportunities. Not all applicants are invited to all exam development events. To indicate your interest, please contact vcf-edu.sme@broadcom.com for additional instructions.

Q. My certificate has my name spelled incorrectly. How can I get this fixed?

A. Candidates can submit a support request via https://support.broadcom.com. Alternatively, candidates can submit the form at https://broadcomcms-software.wolkenservicedesk.com/web-form. Include the correct spelling of your name, a copy of a government-issued ID, and your VMware by Broadcom certification candidate ID. An update to a candidate's name can take 2-3 business days to complete.

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

A. Download this PDF to read the complete exam retake policy.

Q. What is available to me when I access my Certification Manager account?

A. When you access your **Certification Manager** account, you will be able to download your eCertificates for any earned certifications and you will be able to download your earned certification logos. Specialist certifications do not receive an eCertificate or logos.

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. Download this PDF to view the guidelines for challenging an exam item.

Q. Can I upgrade my certification by taking the same course I used to upgrade the same certification?

A. No. You are required to attend a different course to upgrade your certification. For example: If you upgraded a VCP-DCV 2021 to 2022 by attending VMware vSphere: What's New [V6.7 to V7] – On Demand course, then you cannot upgrade your VCP-DCV 2022 to VCP-DCV 2023 by attending the same VMware vSphere: What's New [V6.7 to V7] – On Demand course.

Q. How does using training to upgrade my certification work?

A. Each certification web page will provide a list of options that can be completed and count towards renewing your certification. The certification can only be one year old to apply training to the upgrade.

Q. How long does it take for trainings to be applied to upgrade?

A. Training completed within Learning@Broadcom will be updated 7-10 business days after the course is marked complete. For training completed with another entity outside of Broadcom, candidates must submit a Broadcom support ticket and provide a copy of the course completion certificate.

Q. Do courses completed through digital entitlement count towards upgrades?

A. Yes.

Q. Can I upgrade my certification by taking and passing an exam I have already passed?

A. No. Once a candidate has passed an exam, they are not able to attempt the same exam again.

Q. What benefits do I receive after I've earned a VMware by Broadcom certification?

A. For candidates who have earned a VMware by Broadcom certification, we now offer the ability to

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purchase branded apparel and a VMware by Broadcom Press discount. To access the benefits link:

1. [Log in](#) to Certification Manager.

2. From the left-hand menu, select 'Benefits', then 'Program Benefits'.

3. Unclaimed benefits have a grey title bar. Claimed benefits have a green title bar.

4. For any unclaimed benefits, click the Claim Benefit link.

Registration

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

A. As of May 6, 2024, candidates no longer need to take a required course to achieve a certification. An exception occurs if you are recertifying through an upgrade path that has a required course as the only option. In this case, the course is still required.

Q. I took a training to upgrade my certification but it's not showing in my transcript. What do I do?

A. Training records are not automatically updated and sent to Certification Manager. It can take 7-10 business days for the data to be added to each candidates profile. If after 10 business days, your records are still incomplete, [contact Broadcom Support](#) with your course completion records.

Q. How do I register and schedule an exam?

A. Complete steps are documented in this [helpful guide](#).

Note: If you have purchased an exam voucher, select Add Voucher or Promo Code on the payment screen, enter your voucher number, then click Apply.

Q. What is the cancellation policy?

A. You must cancel or reschedule your exam at least one business day prior to your exam appointment. Canceling 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 should I do if my transcript at the VMware by Broadcom 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. Candidates can submit a support request via https://support.broadcom.com. Alternatively, candidates can submit the form at https://broadcomcms-software.wolkenservicedesk.com/web-form. Include in your request a list of email addresses that you may have used during account creation at Pearson VUE or VMware by Broadcom. Please indicate which email address you would prefer to keep associated with your VMware by Broadcom Training 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.

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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 $995 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 by Broadcom 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.

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. So, each personalized feedback balances providing guidance for improvement and not listing each and every missing or incomplete item, which the candidate can find as they relook at and improve their design and documentation. Feedback is also based on both the defense and documentation, so it is not always specific to the written design only.

Q. During my VCDX defense, I was not 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. As 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.

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Remote Exam Proctoring

Q. Will the exams be the same price?

A. Yes. As of May 6, 2024, all exams delivered by Pearson VUE have the same price of USD $250 regardless of whether it is delivered remotely or at a testing center.

Q. How do I use Single Sign-On to log in to Pearson VUE?

A. Complete steps are documented in this [helpful guide](#).

Q. Will Pearson VUE proctor all VMware by Broadcom exams (VCTA, VCP, VCAP, Specialists, Skills) remotely?

A. All exams are available to be delivered remotely. [Read this blog post to learn more.](#).

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 that may not be supported in some countries.

Pearson VUE does not deliver online proctored exams in 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 proctored exam:

1. From the Pearson VUE home page, click on the exam listed under Open Online Exams.

2. Click 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 the 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 by Broadcom certification exams for VCTA, VCP, and VCAP.

For example, if a candidate fails the exam on March 1st, they can retake the exam on March 8th or later. Once a candidate passes a remote proctored exam, they cannot take that exam again until a new major exam revision is released.

VCTA

Q. Why do I no longer see the VCTA-DW? What happened to Digital Workspace?

A. Digital Workspace (DW) solution track was 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. What is the VCTA?

A. The VMware Certified Technical Associate is a credential offered by VMware by Broadcom that validates the skills and knowledge required to perform 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,

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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 Learning@Broadcom eLibrary.

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. This means 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 you are answering the questions on your own and not leveraging outside help or resources.

Q. Is the VCTA a prerequisite for the VCP?

A. No. VCP exams are for a higher, 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 by Broadcom certification program covers. Currently we offer a VCTA certification for the following tracks: VCTA-DCV, VCTA-NV, VCTA-SEC, VCTA-AM and VCTA-CMA.

Credly

Q. Is Credly now part of Pearson?

A. Yes, Credly is now part of Pearson.

Q. What business does Credly have with VMware by Broadcom?

A. VMware by Broadcom delivers software that modernizes, optimizes and protects the world's most complex organizations. We do this, in part, through modern learning and credentialing programs that foster professional development and acknowledge accomplishments. VMware by Broadcom's Digital Badging, through Credly, is our initiative for recognizing talent through secure, verifiable digital credentials that represent knowledge, skill, achievement, and contribution.

Q. Now that Credly is part of Pearson, what impact will this have on current users?

A. Credly is committed to adhering to Pearson's sanction policy by the end of June 2022. Users in the regions listed will not be permitted to create a new account and will not have the ability to log in to Credly to accept and share a badge or manage their accounts. These sanctions impact users and earners from the following countries:

- Iran
- North Korea
- Syria
- Sudan
- Cuba
- Crimea and Sevastopol regions
- Donbas region

Q. I am a Credly user who is impacted by Pearson's sanction policy. What other support communications are available to me?

A. We understand this may cause some disruptions for some customers and we know that this change has been actively requested by many of you to help you comply with your own internal policies and with applicable law. To assist the communication of this change with badge

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earners, we have created a [support article](#) which will remain visible to all users.

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 are 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)](#).

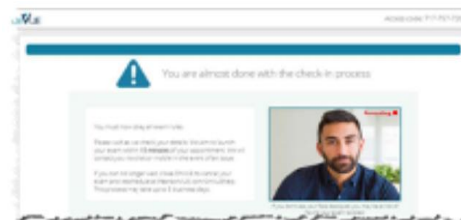**Q. What equipment should I have when taking an OnVUE online proctored exam?**

A. When testing online, you will provide your own computer equipment, so be sure you have 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 (OP) 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 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.

Specialists and Skills Certifications

Q. What are VMware by Broadcom Skills and Specialists Certifications?

A. VMware by Broadcom Skills and Specialists Certifications are professional credentials that validate your expertise in specific VMware by Broadcom technologies and solutions.

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Q. Why did VMware by Broadcom transition from Badges to Certifications?

A. VMware by Broadcom made this transition to provide a more structured and globally recognized framework for showcasing IT professionals' expertise.

Q. What benefits do these certifications offer to IT professionals?

A. These certifications offer globally recognized expertise, a clear pathway to career advancement, a more comprehensive skills validation, and a competitive edge in the job market.

Q. What is the difference between Skills and Specialists Certifications?

A. Skills Certifications validate fundamental skills and knowledge, while Specialists Certifications recognize deep knowledge and skills in specific VMware by Broadcom solutions.

Q. What is the significance of the transition from Badges to Certifications?

A. This transition represents a more credible and rigorous approach to skills validation and provides a higher level of recognition.

Q. Are there prerequisites for these certifications?

A. As of May 6, 2024, most Specialist and Skills certification no longer require another certification. However, there are some exceptions. Visit vmware.com/certification to confirm current requirements.

Q. How can I get started on the path to earning these certifications?

A. To get started, choose the certification that aligns with your career goals, study, register for the exam, and pass it.

Q. How do these certifications benefit my career?

A. VMware by Broadcom certifications can help you advance in your career by showcasing your expertise and dedication, which can lead to better job opportunities and higher salaries.

Q. Can I earn these certifications if I'm just starting my VMware by Broadcom journey?

A. Yes. There are certifications designed for those starting their careers in VMware by Broadcom, providing a flexible path for beginners.

Q. How do I access training and study resources for these certifications?

A. VMware by Broadcom provides comprehensive training resources, including courses, exam guides, and hands-on labs, to help you prepare for your chosen certification.

To learn more about this change read the blog.