CLOUD ELEVATE EXAM PROCESS DOCUMENT

AWS Certified Solutions Architect - Associate

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About AWS Pearson Vue online exams (OnVUE Exams)

This exam process document helps all Cloud Elevate registered members to understand AWS Certified Cloud Practitioner Certification exam process.

Now, you can take any AWS Certification exams (delivered by Pearson VUE) online in the comfort of your home or office while being monitored by a remote proctor via webcam and microphone.

This YouTube video gives you quick intro on OnVUE Testing experience:
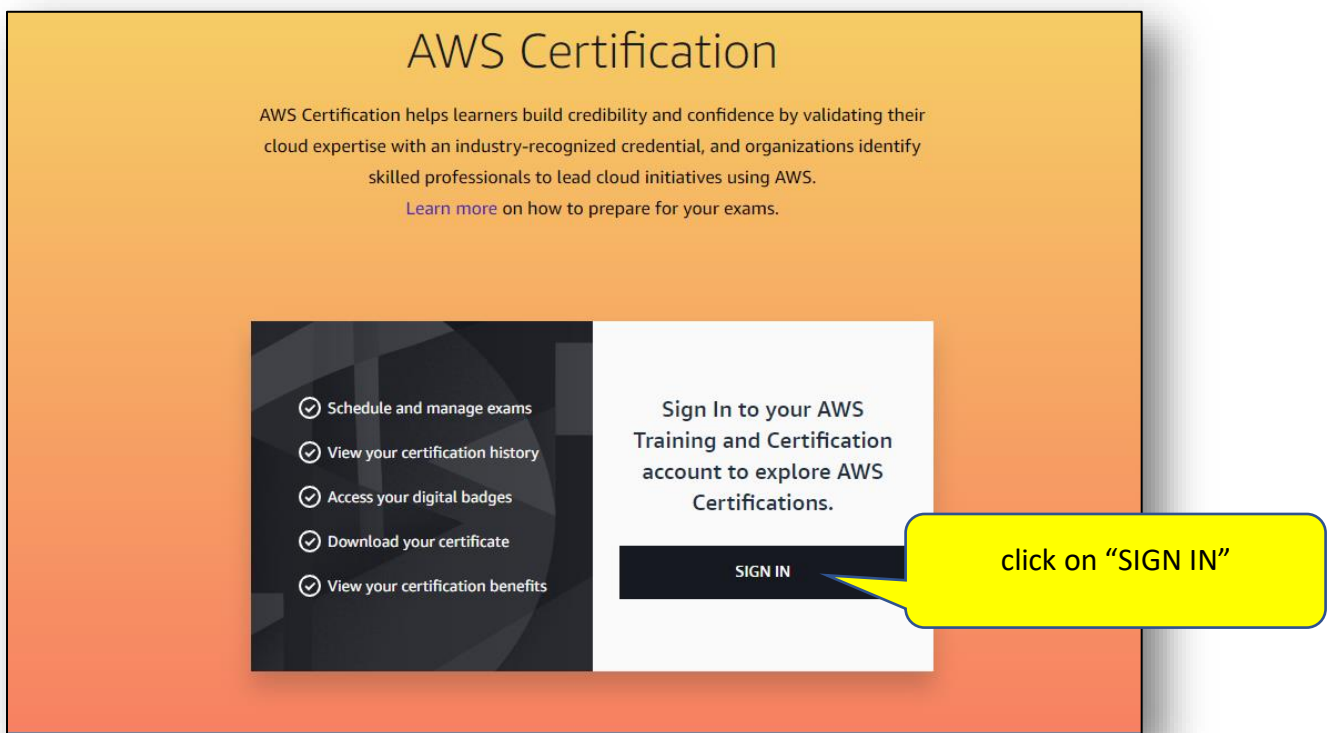You Tube Video Link
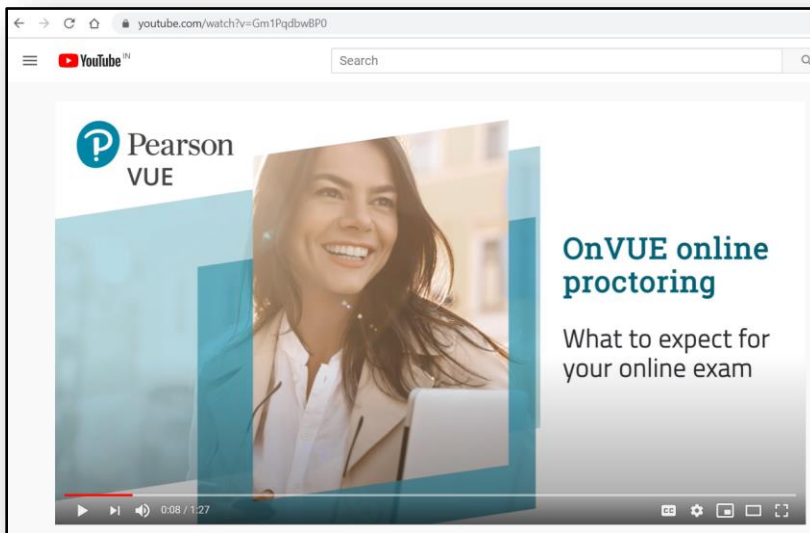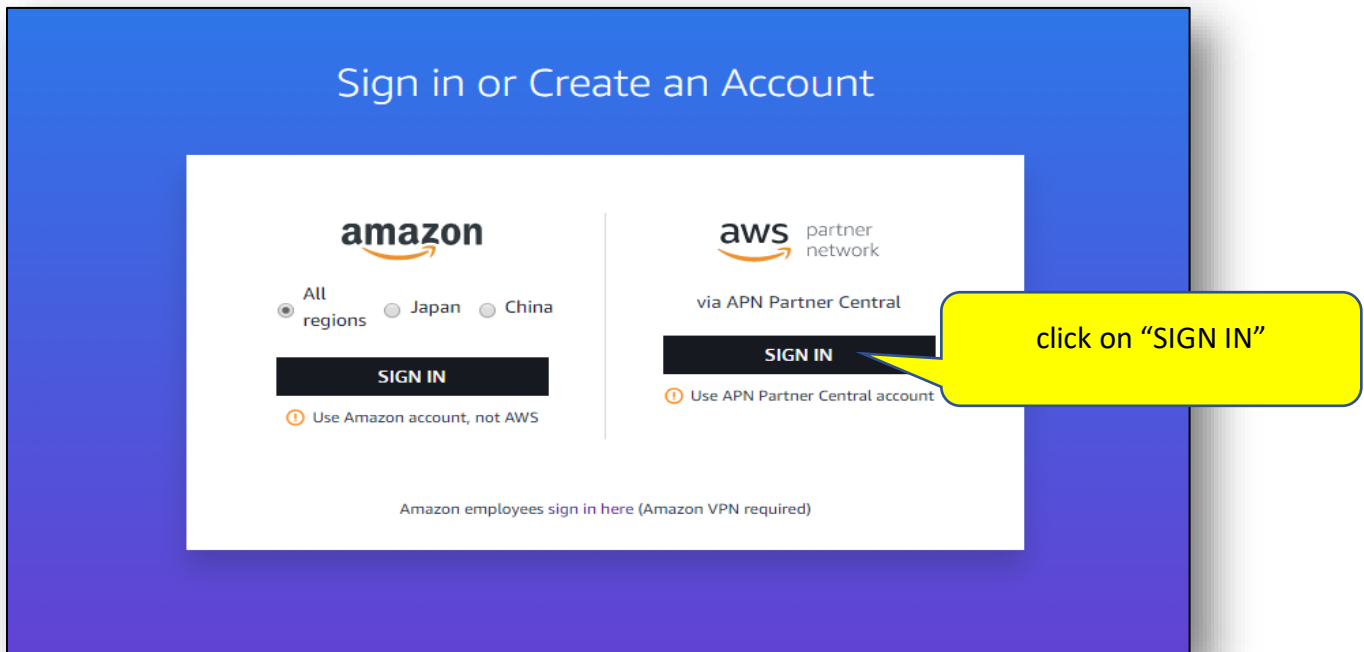
Before the Exam

Steps to schedule an exam slot

1) Please click on the below link & you will be re-directed to the below page to register your AWS certification account.
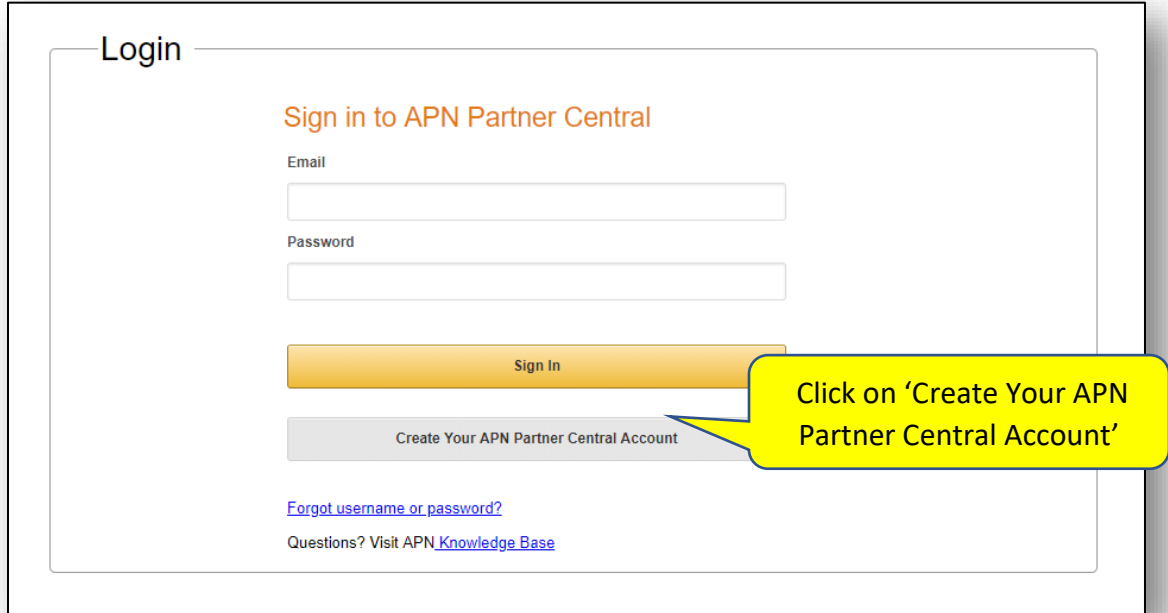
   https://www.aws.training/certification

2) Click on '**SIGN IN**' to create a certification account via AWS partner network.

3) Now, create a new account by clicking on '**Create Your APN Partner Central Account'.**

4) The next step is to provide your details like **First Name, Last Name and other required details.** Mention your **name** exactly as it appears in your Passport or Driving License ID (Pearson allows either Passport or Driver license as Identity proof to take AWS Online certification exams). Please do not use your personal email address instead register with your **Accenture email id** and give your consent by selecting **'yes'** to share your details with our organization and then click on '**submit'** button.

5) After providing all your details and once you submit the page, you will be receiving a verification email to complete your registration. Click on the verification link which you have received to your **Accenture email id** to create a password.

Example link : https://partnercentral.awspartner.com/VerifySelfRegistration?token=xxxxxx

6) Choose your security questions and provide answers in order to make your account secure and then click '**save**'.

Security Questions

In order to make your account more secure, we are now implementing security questions and user verification. Please note; you will only be asked these questions once.

Select your security question

What was the name of your first school?

Enter the answer

Select your security question

What was your first pet's name?

Enter the answer

Select your security question

What city were you born in?

Enter the answer

Click on 'Save'

Save

Questions? Knowledge Base

7) Now you have created your AWS APN partner account successfully. To create an AWS Certification account using APN partner account, navigate to URL : https://www.aws.training/certification and click on '**SIGN IN**' button.

AWS Certification

AWS Certification helps learners build credibility and confidence by validating their cloud expertise with an industry-recognized credential, and organizations identify skilled professionals to lead cloud initiatives using AWS.
Learn more on how to prepare for your exams.

⊘ Schedule and manage exams

⊘ View your certification history

⊘ Access your digital badges

⊘ Download your certificate

⊘ View your certification benefits

Sign In to your AWS Training and Certification account to explore AWS Certifications.

SIGN IN

Click on 'SIGN IN'

8) You will be redirected to your profile settings page. Complete your profile by submitting additional details like First and Last Name, Email, Company etc. to finish your AWS Training and Certification account creation.

You need to provide your Accenture email id and 'Accenture' in the 'Company' field then click '**save'**.

9) As a final step to create the certification account, provide the required details and mention '**Accenture**' in the Company field and click on '**Create Account'.**

10) After creating the account, you will be redirected to 'CertMetrics' and further you can schedule your AWS certification exams.
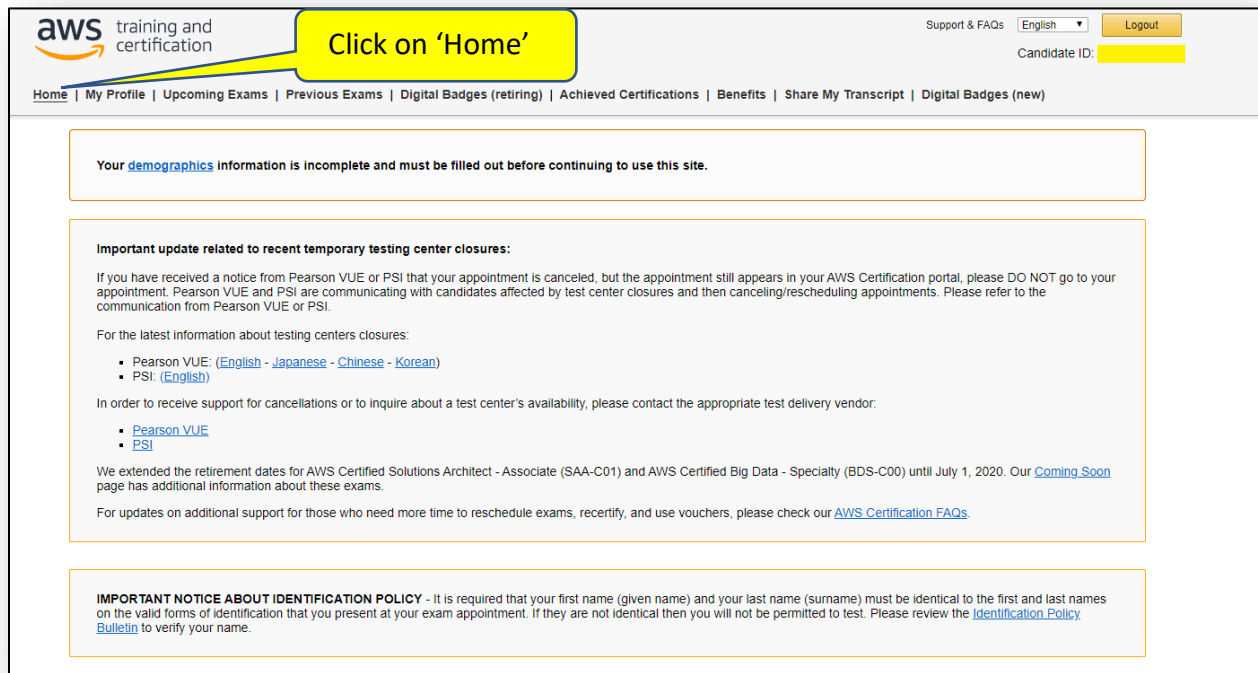
11) If the screen prompts for "demographics information is incomplete" please go to the "My Profile" page and update the details like Name of the company, address, city, email and few questions related to your experience with AWS.

12) If you still have issues in updating your profile and any other issues related to the account, please raise a support ticket. Click *here* to submit a ticket for AWS Support.

13) Click on '**Manage Pearson VUE Exams**'

Your AWS Certification Account

Use your AWS Certification Account as a central management tool for AWS Certification, including scheduling exams and taking advantage of certification benefits.

Get Started

Click "Schedule New Exam" to schedule a certification exam or practice exam at either a PSI or Pearson VUE testing center.

Click "Request Exam Accommodations" to learn about applying for exam accommodations and to submit an accommodations request. Please request your Exam Accommodation before scheduling your exam at PSI or Pearson VUE.

Click "Manage PSI Exams" or "Manage Pearson VUE Exams" to manage a previously scheduled exam appointment or view/generate a receipt.

For candidates ages 13-17, please visit the Request Exam Accommodations page for specific instructions on registration and testing experience.

Take Advantage of Certification Benefits
Once you've achieved your first certification, you can take advantage of exclusive benefits, including AWS Certified merchandise, free practice exams, digital badges, and transcripts that you can use to showcase your expertise.

Confirm Your Accommodations - As a reminder, if you have requested an accommodation, please confirm that it is displayed on your account prior to taking your exam. Click "Request Exam Accommodations" to review your requested and approved accommodations.

If an ESL +30 accommodation is missing, please request the accommodation again.

If other accommodations have been approved and are missing, please contact PSI (1-800-367-1565 ex. 6701) and/or Pearson VUE (1-800-466-0450) and request that they re-approve the accommodations.

Callout: Click on 'Manage Pearson VUE Exams'

14) Select "SAA-C02: AWS Certified Solutions Architect - Associate" link to register for the exam.

Callout: Select: SAA-C02: AWS Certified Solutions Architect - Associate

- While booking AWS exam if it is not showing any upcoming **AWS Pre-approved Exam** in the dashboard, please wait for a day or two and try booking the exam. please raise a support ticket if you cannot see the exam list in 1-2 days. Click *here* to submit a ticket for AWS Support.

15) You will be directed to the page below. Select "At a home or office" option and Click on "**Run pre-check".**

All fields are required.

Select 'At a home or office'

How do you want to take your exam? Exam delivery
○ At a local test center
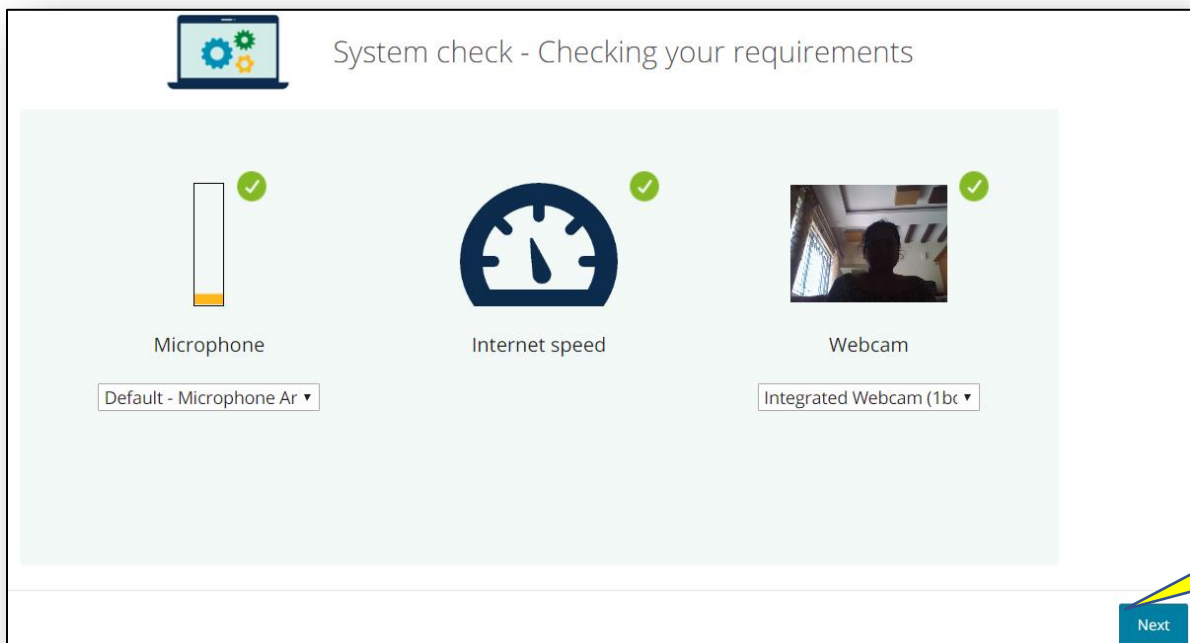◉ At a home or office
○ I have a Private Access Code

Are you going to be testing on this device and network?
If so, perform a quick pre-check to verify compatibility of your device and network before planning to take this exam in your home or office.
If you skip, be sure to do a full system test before test day to avoid lost exam fees and launch delays.

Run pre-check

Select 'Run pre-check'

Previous   Next

16) Once the automatic system check is done you can click on '**Next'** button.
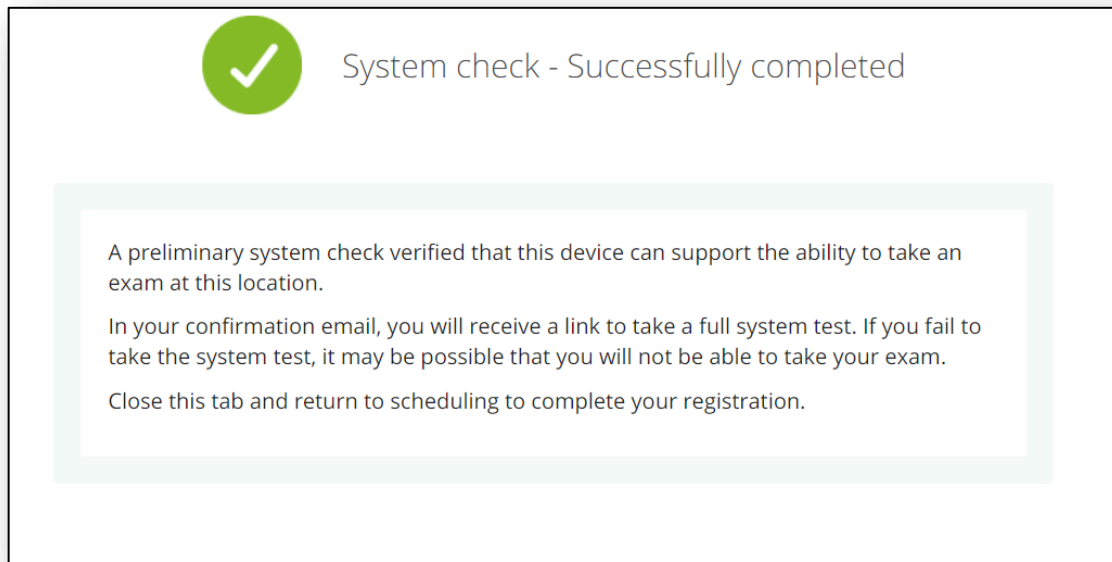
System check - Checking your requirements

Microphone   Internet speed   Webcam

Default - Microphone Ar ▾   Integrated Webcam (1bc ▾

Click 'Next'

Next

17) You can now see your system check is successful (opens in another tab).

18) After system check is successfully done, return to scheduling page. Accept the terms and conditions and click on **Next** button.

19) Select exam language as '**English'** and click on "**Next**".

Select exam language

What is your preferred language for the exam?

- ○ Chinese Simplified
- ⦿ English
- ○ Japanese
- ○ Korean

Select 'English'

Click 'Next

Previous   Next

20) Check your Exam details and click on **Next**.

Exam details

View My Authorization Information

Exam:

View Testing Policies

Price*:

Language:
English

Click 'Next'

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

Previous   Next

21) Confirm your exam selection and click on **Next.**

Confirm exam selection

Language: English

Consecutive Appointments

You may add one or more exams to take on the same day. Tell me more.

Add another exam to take on the same day

Previous

Next

Click 'Next

22) Select the exam date and time slot as per your convenience.

Select Date
Why can't I find an available appointment?

<			March 2020			>
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
8	9	10	11	12		14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Select a date from the calendar. Only available dates can be selected.

Select available date as per your convenience

Available start times: Wednesday, March 18, 2020
Times shown in: Asia/Kolkata-IST Change | Show 24-hour

Morning

Afternoon

12:00 AM

12:00 PM

12:15 AM

12:15 PM

Select available time as per your convenience

23) Click on Proceed to Checkout.

24) **Accept** the Cancellation Policy.

25) Enter the Voucher code provided to you and click on '**Apply**' to schedule an Exam. Once the Voucher code is applied the "ESTIMATED TOTAL DUE" amount will show up as zero. Continue with the next steps and you should receive a confirmation email (Accenture email-id).

That's' it!!! You have now successfully registered for the certification exam and you will receive a confirmation email regarding the exam schedule.

Run the System Test (at least 2-3 days before the exam)

Please follow this link to perform a SYSTEM TEST from the same computer and location you will be testing from on exam day: https://home.pearsonvue.com/aws/onvue.

Ensure you have administrative rights on your computer to be able to download the software.
If your computer is not meeting requirements, on the exam day you are unlikely to receive a refund.

The above link will provide information on:

- Exam policies
- System requirements
- Admission steps.

On the day of Exam

Required Identification Documents

Please be prepared to show one (1) valid form of unexpired, Government issued personal ID.

- You need to have your Valid Passport or Valid Driving License (Unexpired) available with you to take the certification exam.
- The Government issued ID must have your signature and must have your photo.
- The name on the registration must match the names on the Government issued ID exactly.

What to do in case I do not have both Passport and Driving License

If you do not have both valid Passport and Driving license, you can select Driving License option and upload valid Aadhar card or PAN Card (name exactly matching with your Microsoft Account) – This is valid in India. Please find below screenshot for Identification (ID) requirements.

Pearson VUE ID Policy: 1S

Translated Versions: العربية | 中国 | français | Deutsch | 한국어 | português | español | 日本語

Identification (ID) Requirements

- The first and last name that the candidate uses to register must match exactly the first and last name on both of the IDs that are presented on test day.
- All IDs required must be issued by the country in which the candidate is testing. If the candidate does not have a qualifying primary ID issued from the country they are testing in, an International Travel Passport from their country of citizenship is required, along with a secondary ID.
- Candidate is required to present two forms of *original* (no photo copies or digital IDs), *valid* (unexpired) IDs; one form as a primary ID (government issued with name, recent recognizable photo, and signature) and one form as a secondary ID (with at least a name and signature, or name and recent recognizable photo).

Primary ID		Secondary ID
• International Travel Passport • Driver's license • Military ID (including spouse & dependents) • Identification card (national/state/ province identity card)	• Alien registration card (green card, permanent resident, visa) • Local language ID (not in Roman characters) – *accepted only if issued from the Country the Candidate is testing in*	• Any ID containing at least name and signature, or name and recent recognizable photo that meets above ID requirements

What to do in case my name in AWS is not same that is present in valid ID [Or] Last name is not there in my name

To update the name fields, the candidate needs to submit a case to AWS Customer Support https://support.aws.amazon.com/#/contacts/aws-training to get their last name updated.

Being the last name field requires a response, the agent will add a "." or a "_" to the last name field so the candidate can be admitted to their next appointment.

Candidates are informed of the name matching policy during registration and in the confirmation emails.

- The first name/given name and the last name/surname above must be identical to the first and last names on the valid forms of identification that you are required to present at your exam appointment, or you will not be permitted to test.
- To correct your first name(s) and/or last name(s), please follow the steps below immediately:
- Click *here* to submit a ticket for AWS Support
- Complete all required fields in the form
- In the Inquiry Type * field, select "Certification"
- In the Additional Details * field, select "Certification & Account Updates"
- In the Please provide details about your inquiry so we can help you as soon as possible. * field, please ask us to change your name, then enter your name as it is listed on your valid forms of identification.
- Click the Submit button

Exam Login Process

1. Plan to login to exam site at least 30mins before exam time to complete exam process formalities (like Identification check, final system check, room set-up pictures, etc.,)

2. Login: **https://www.aws.training/certification**. Click on SIGN IN.
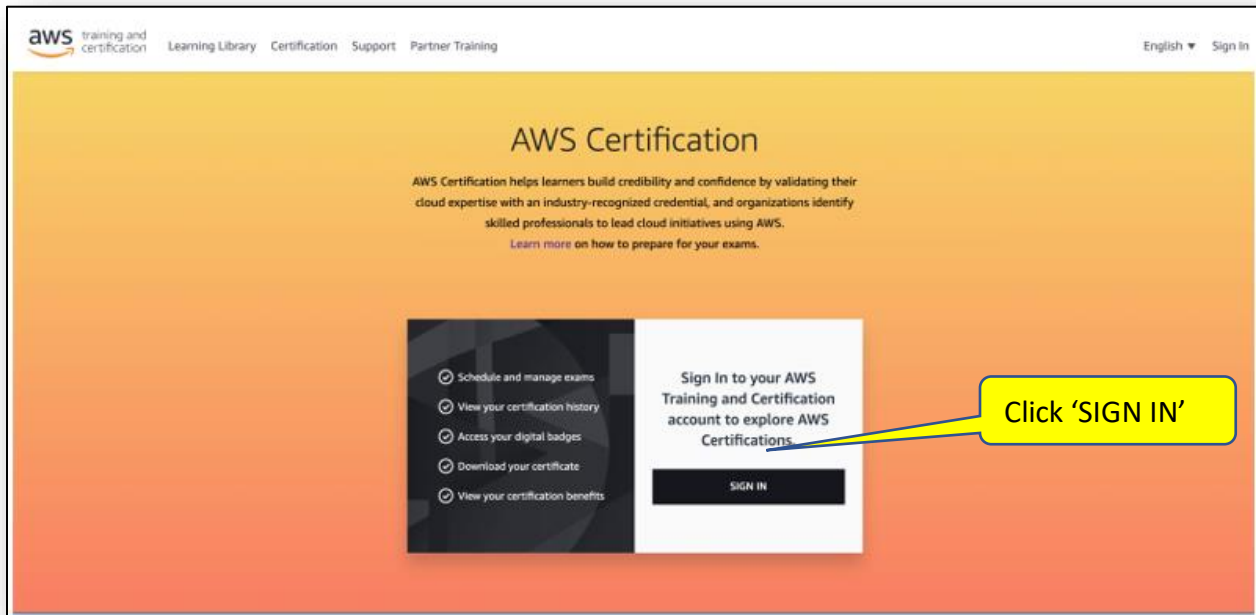
3. Select APN Partner Central and Click on 'SIGN IN'.
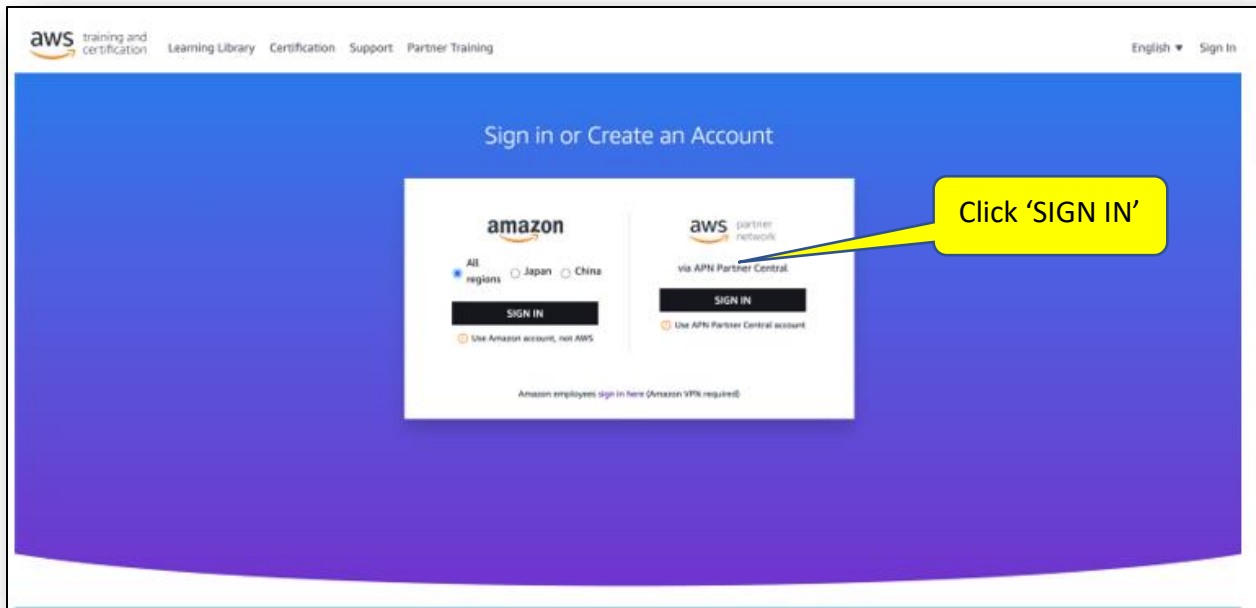
4. Provide your AWS APN Partner central account details and click on Sign In.

5. You will be able to see a page like below on successful login. Click on 'Go To Your Account'.
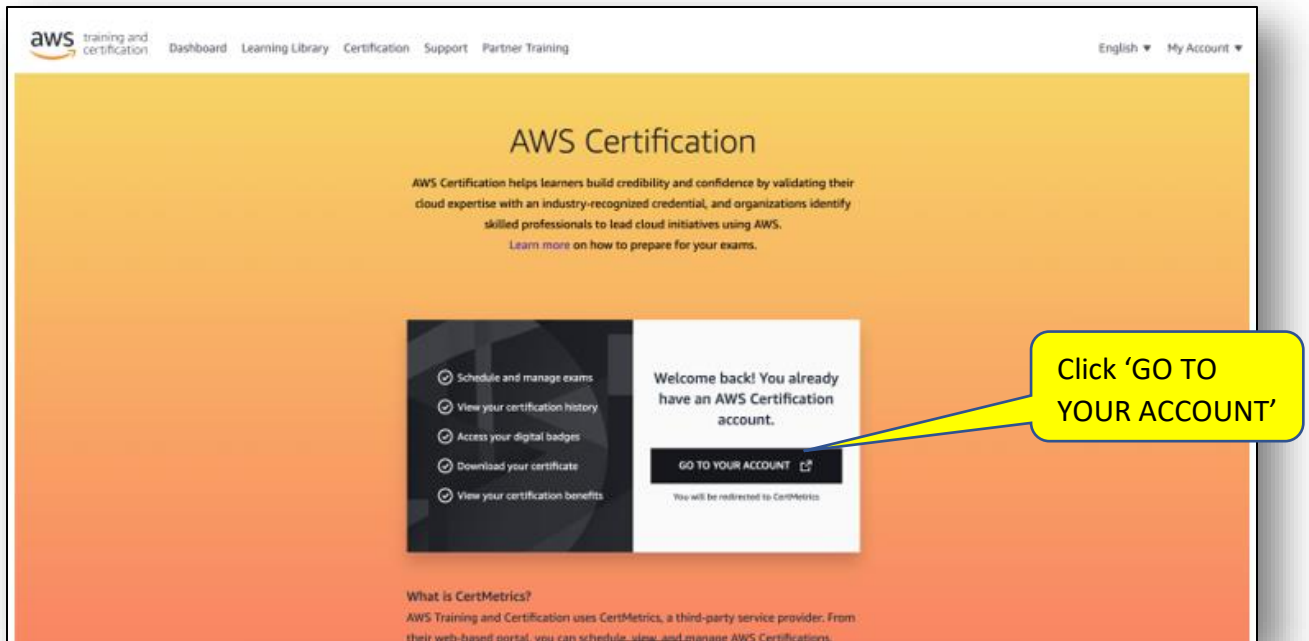
6. Click on "Manage Pearson VUE Exam" button.

7. Click on your exam that you have scheduled under 'Purchased Online Exams'.

8. Click "**Begin exam**" and proceed through the self-check-in process and wait for a Proctor to enable your exam.

Important: If the "Begin exam" button is not visible; you are either too early or too late for your exam. Please check your appointment details to make sure you are trying to start at the proper time.

You will be asked to download OnVUE, the online proctoring software, if you haven't before. Follow the prompts in the application to complete the required check-in steps.

- Have your acceptable identification available so that the proctor can verify your identity.

- Shutdown any non-essential applications such as email, chat, Facebook, and Skype.

- You will be placed in a queue and connected with the next available proctor to begin your exam. This may usually take some time.

- The check-in process takes approximately 15 minutes for candidates who have previously completed a system test.

- Being late is not an option. To allow time for the check-in procedure, please be ready when the check-in window opens 30 minutes before the exam start time.

What can go wrong on the Exam Day?

My proctor hasn't started my exam yet. Where is my proctor?

After successfully uploading your photos, you should be on a page that says, "You are almost done with the check-in process". Please be patient: most candidates will have their exam launched by a proctor within 15 minutes of the exam appointment. If you are experiencing a longer delay, there may be a problem with your photos. The proctor will attempt to reach you over chat or your cell phone. The incoming phone number may be unfamiliar to you but please answer so they can help you. If they haven't contacted you in 30 minutes, the connection may have been lost. If this happens, please fill out the form on this page and they will reschedule your exam.

My exam suddenly stopped. What do I do?

Please submit the form on the page so they can analyze your session and reschedule your exam, if appropriate.

When will I hear back from customer support?

Please allow up to five business days for customer support responses from case escalations.

What to do if things go wrong?

Start the reschedule process

If you can't find your answer in the above Q&A, please fill-in the form to reschedule your OnVUE exam in the link below.

https://home.pearsonvue.com/onvuehelp

What if my case has not been resolved?

Please allow up to five business days for customer support responses from Pearson VUE. If your case has not been resolved within five days after creating a case with Pearson VUE, please submit a ticket with **AWS Training and Certification Customer Support**. AWS will address the issue on your behalf.

Exam Process FAQs

1. You can check the **System requirements** drop-down menu to ensure your system is compatible with the online proctoring software.

2. Review both the **Pearson VUE policies and procedures and the Additional policies and FAQs for AWS** drop-down sections. These sections cover on how to prepare your workspace, what is and what is not allowed on test day, and how to access technical support.

Post Exam Procedures

Download Certificate from AWS Portal

1) Login: **https://www.aws.training/certification**
    Provide your login credentials registered with AWS Partner Network by clicking on "Sign In" button
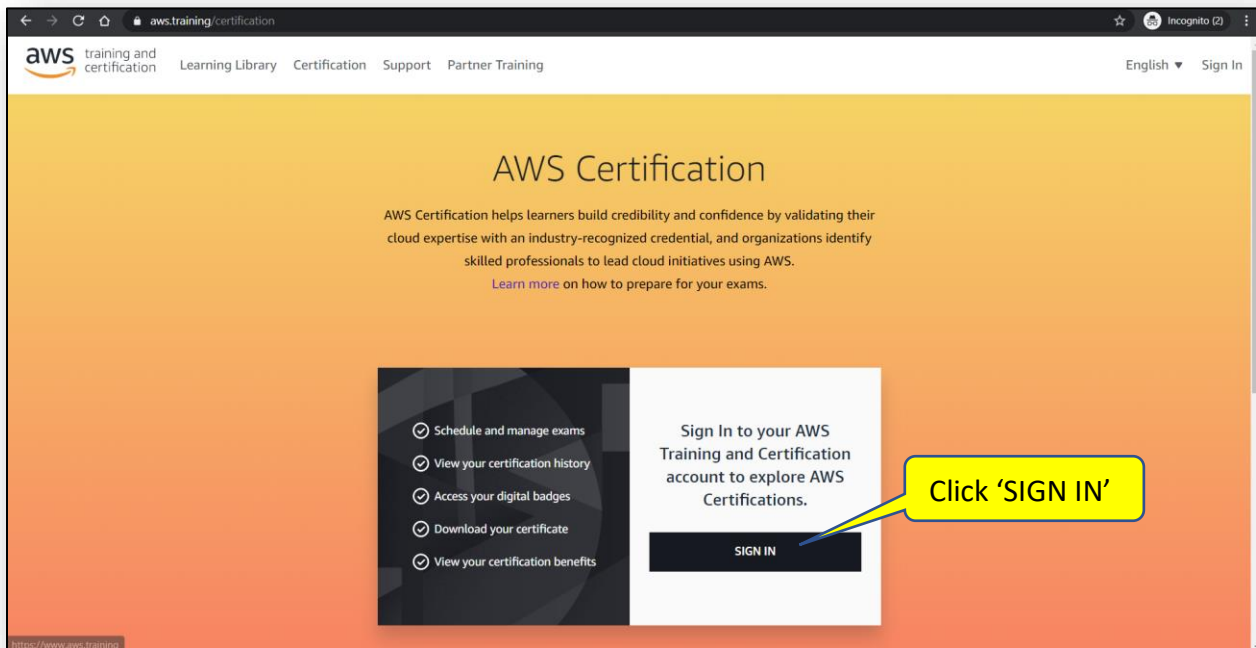
2) Click 'SIGN IN' to provide your credentials.

Click 'SIGN IN'
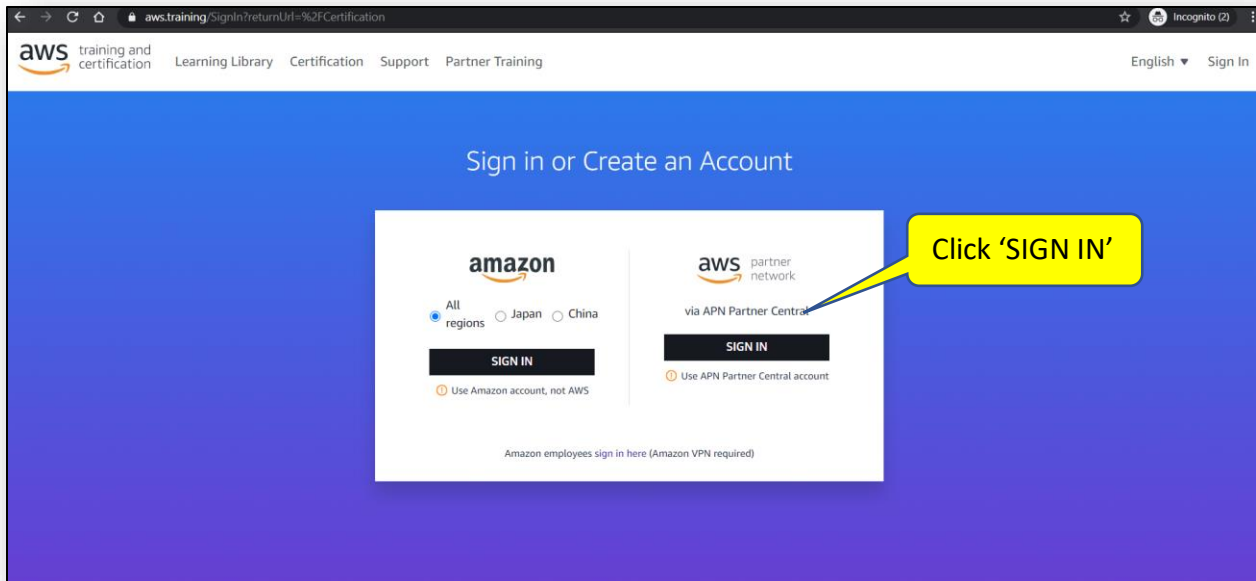
3) Provide your AWS Partner Network credentials to login to your account.

Click 'SIGN IN'
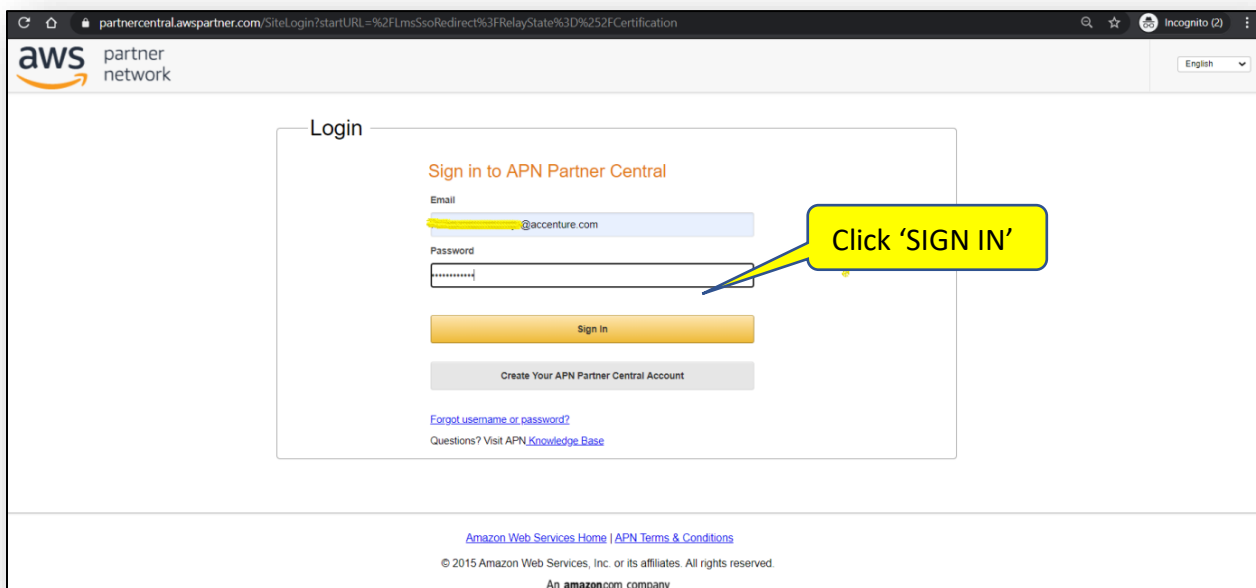
4) Click "Go To Your Account"
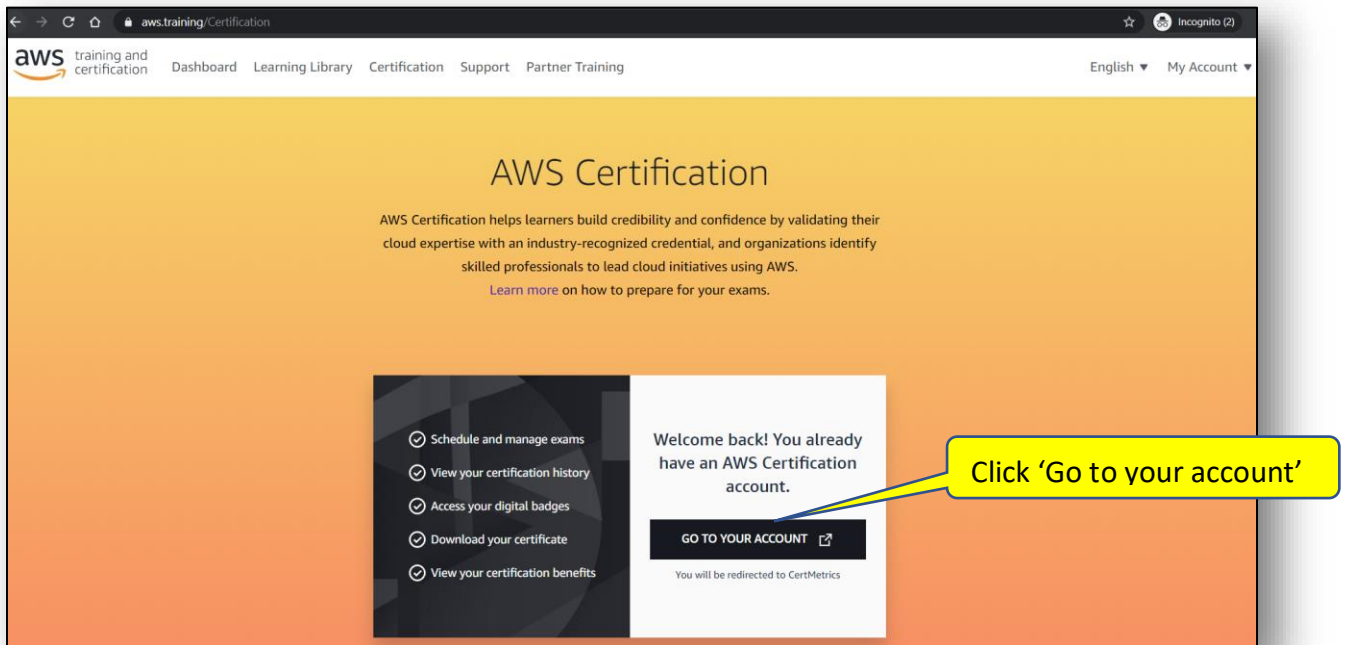
5) Once you logged in, you will be redirected to "Certmetrics" page and you can view all your AWS certifications here.

Click on 'Home'
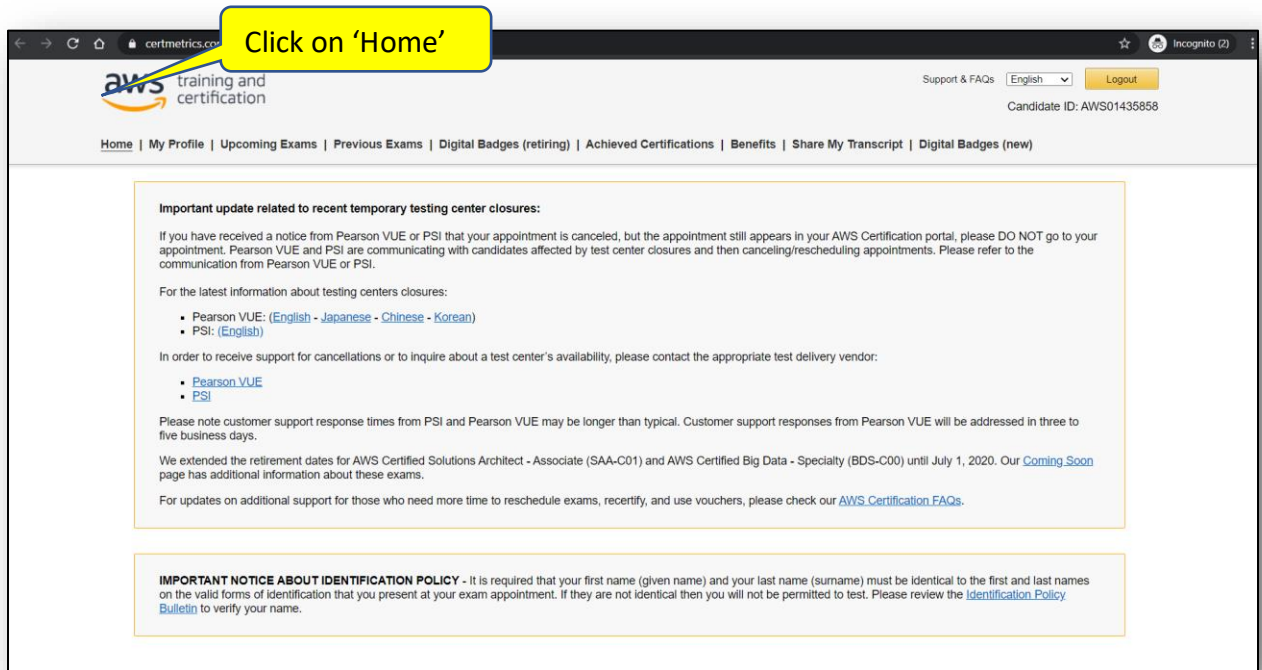
6) Go to 'Achieved Certifications' tab to view and download all your certifications.

Click on 'Achieved Certifications'

Download your certificate
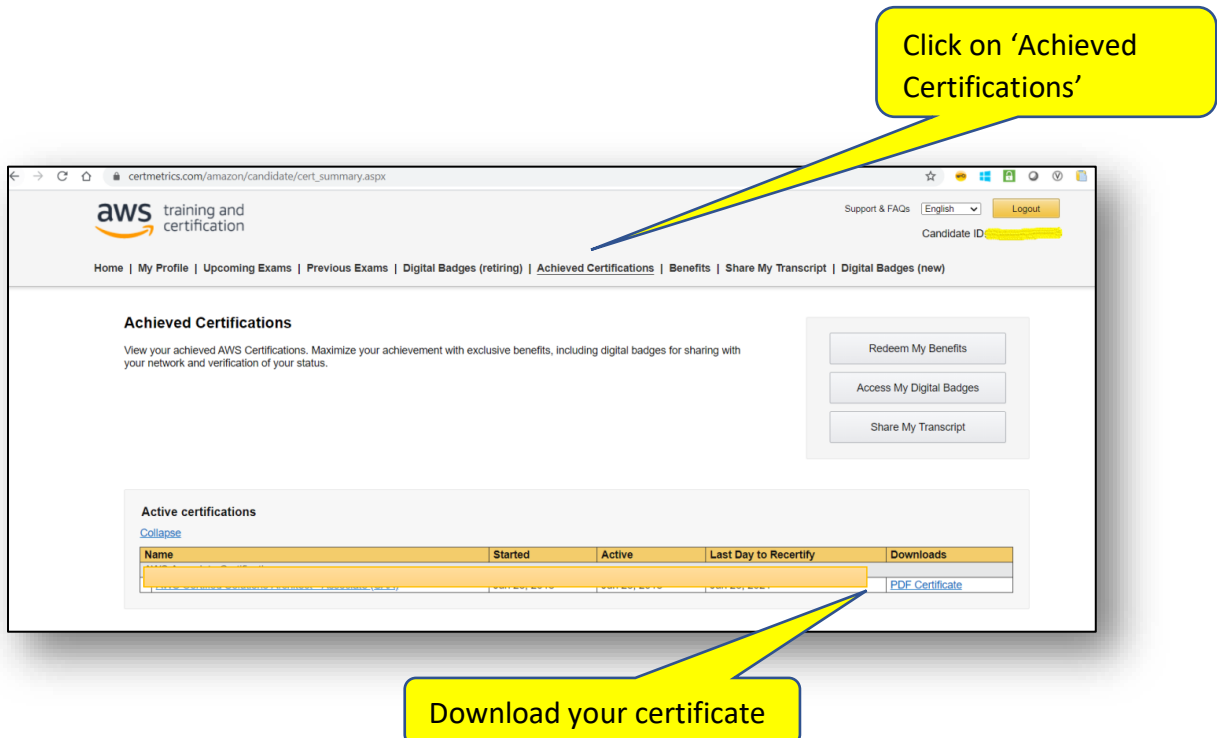
Steps to add a Certificate in Accenture myCredential Portal

Following steps are mandatory to upload certification details in Accenture myCredential portal:

- Login into https://mycredential.accenture.com
- In the search box, enter the certification name (e.g. Amazon web services (AWS) Certified Cloud Practitioner)
- Choose the certification that you have successfully obtained and click 'Register/Sign-Up'
- Click the 'Components' tab
- Expand the 'Evidence of Certification' section and click the 'Evidence of Certification' component appearing within this section
- Add 'New Form' and fill all the required details.
- Please note that your AWS Certification Validation Number should be entered in the 'Validation Number' field.
- Complete and submit the Evidence of Certification (EoC) form.

After submitting the EoC form, your request will be sent for approval by the Accenture-AWS Business Group. Upon approval of your submission, the following will take place:

- Your completion status will be updated within three business days.
- Your credential will appear in your Accenture CV-Resume within two weeks.
- Your credential will be added to your People Page within two weeks.

For any issues with myCredential Portal, Contact myCredential Support:
https://mycredential.accenture.com/web/LearnerContact/Index

Important Links

1) **YouTube Video Link on OnVUE Exam Process:**
   You Tube Video Link

2) **Raising any support tickets (related to AWS certification queries):**
   https://home.pearsonvue.com/Clients/Amazon-Web-Services/Customer-service/Email.aspx

3) **Raising any support ticket on the day of the exam (related to OnVUE application)**
   https://home.pearsonvue.com/onvuehelp

4) **Complete set of AWS FAQs:**
   https://aws.amazon.com/certification/faqs/

5) **Information on Exam policies, System requirements, Admission steps (Prior to Exam - at least two to three days before):**
   https://home.pearsonvue.com/aws/onvue#additional-information

6) **Please follow this link to start actual exam (On the exam date)**

   - Log in to your AWS Certification Account
   - On the homepage, click 'Manage Pearson VUE Exams', you are taken to the Pearson VUE dashboard
   - Click on your scheduled exam under 'Purchased Online Exams'
   - Click "Begin Exam" and follow the on-screen prompts to complete the check-in process
   - Once you have completed the check-in process you will be contacted by a Proctor to begin your exam

7) **For any issues with myCredential Portal, Contact myCredential Support:**
   https://mycredential.accenture.com/web/LearnerContact/Index

Cloud Elevate Team Wishes You All the Best for Your Exam!!!