



CLOUD ELEVATE EXAM PROCESS DOCUMENT

AWS Certified Solutions Architect - Associate

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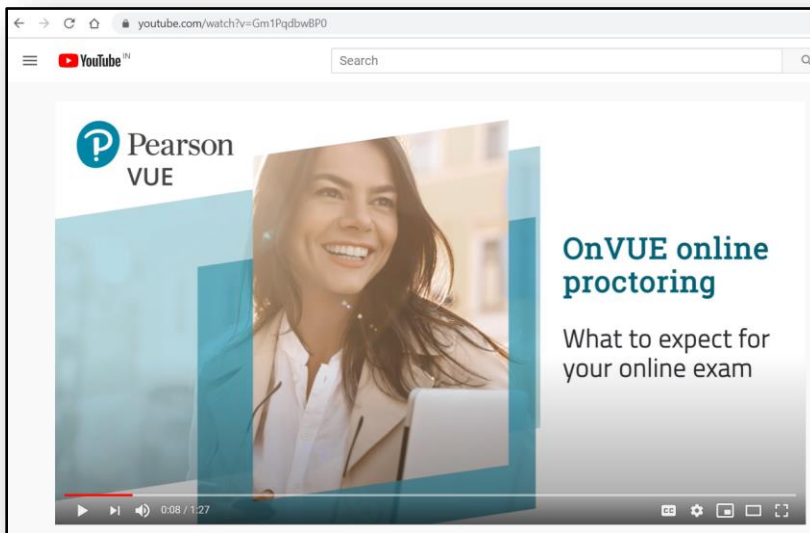
About AWS Pearson Vue online exams (OnVUE Exams)

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](https://www.youtube.com/watch?v=Gm1PqdbwBP0)

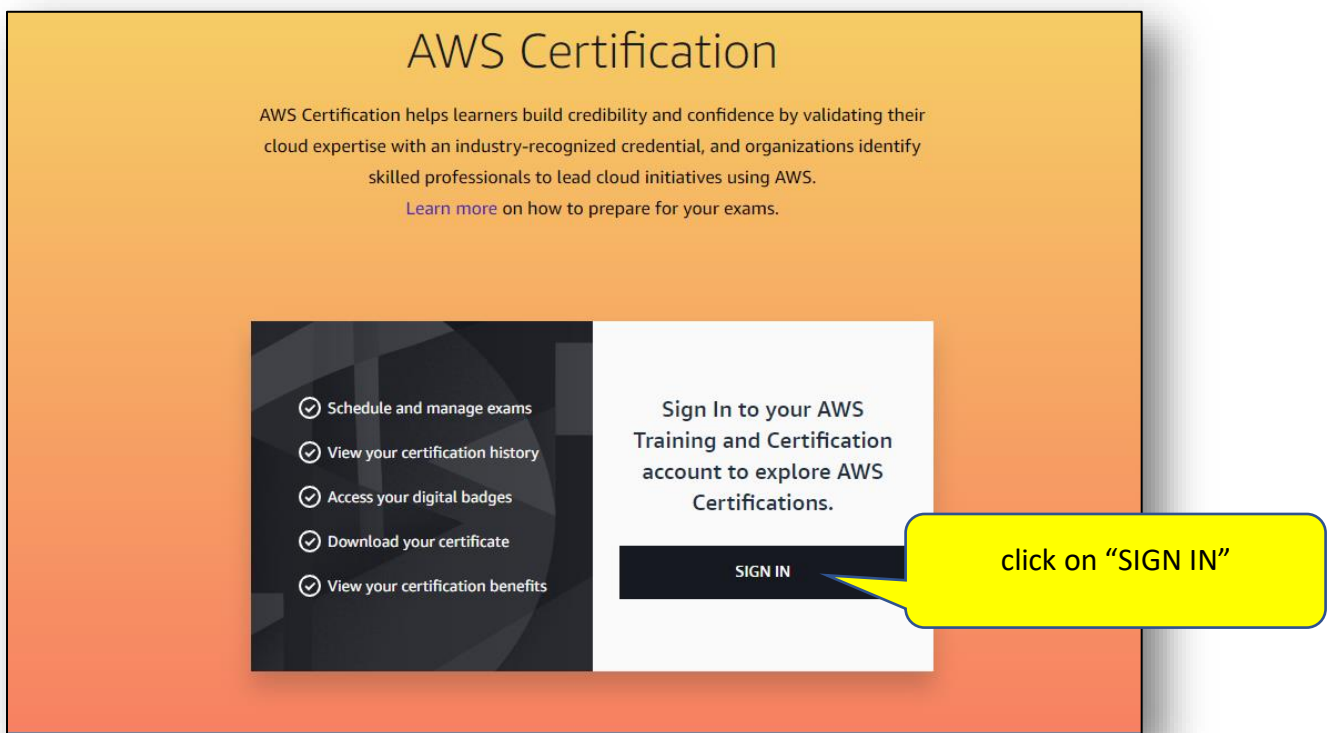


Before the Exam

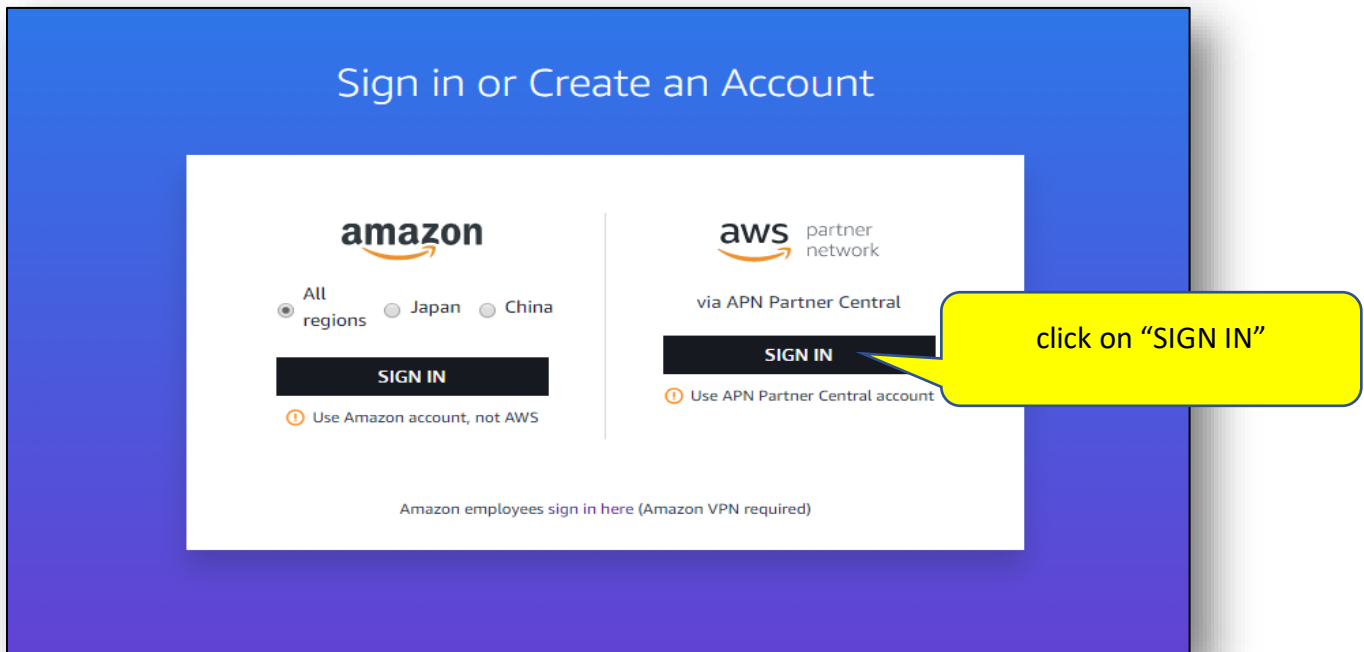
Steps to schedule an exam slot

- 1) Please click on the below link & you will be re-directed to the below page to register your AWS certification account.

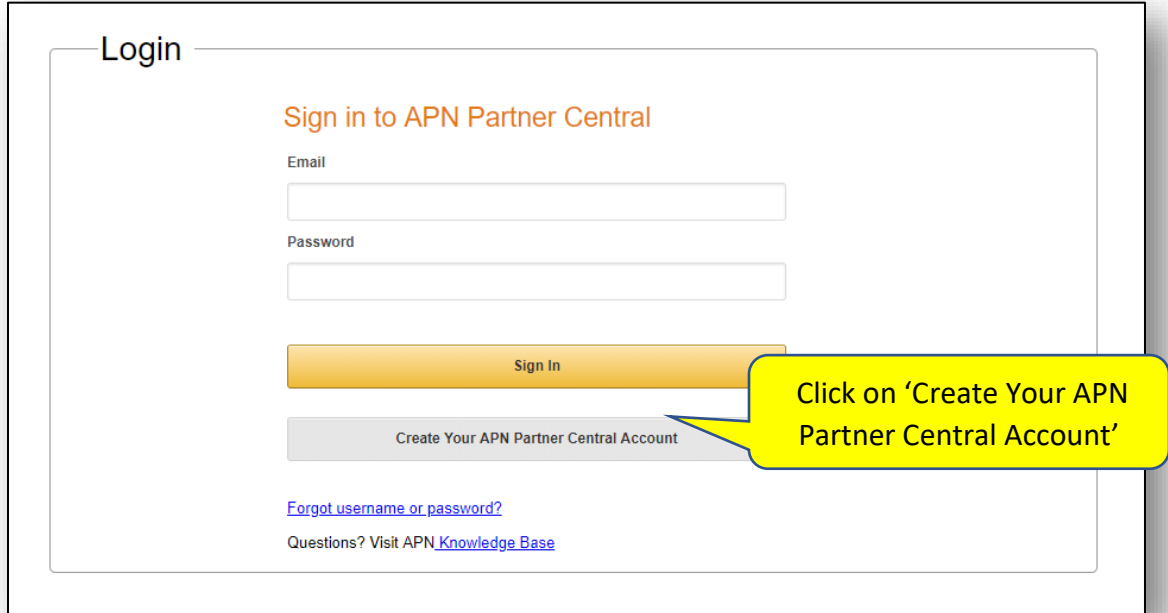
<https://www.aws.training/certification>



- 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**'.



The screenshot shows a web page titled "Login" for "APN Partner Central". It features a sign-in form with fields for "Email" and "Password", a yellow "Sign In" button, and a grey "Create Your APN Partner Central Account" button. A yellow callout bubble points to the "Create Your APN Partner Central Account" button with the text "Click on 'Create Your APN Partner Central Account'". Below the buttons are links for "Forgot username or password?" and "Questions? Visit APN Knowledge Base".

Login

Sign in to APN Partner Central

Email

Password

Sign In

Create Your APN Partner Central Account

[Forgot username or password?](#)

Questions? Visit APN [Knowledge Base](#)

Click 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.

Self Registration

Welcome to APN Partner Central

First Name*

Last Name*

Job Title*

Business Email* @accenture.com

AWS Training and Certification Account Email(Optional)

Training & Certification Consent*

I would like AWS to share my AWS Training and Certification Data with Accenture. For my completed AWS Trainings, the following will be shared: my name, name of training or accreditations, completion date, and expiration date. For each of my AWS Certifications, the following will be shared: my name, validation ID, exam name/level, award date, and expiration date.

☒ Yes ☐ No

Phone*

India ()

Contact Type*

Other

Country

India

* The information you input here will be visible to the Alliance Lead for your firm.

You may opt out of sharing your Training and Certification Data with Accenture at a later date by updating your selection preference on your [Profile Page](#). AWS handles your information in accordance with the [AWS Privacy Notice](#). Accenture handles your information in accordance with its privacy policies. Providing Accenture with your information may involve transferring it to another country.

[Forgot your password?](#)
[Login or Registration Help?](#)

Callouts:

- Mention your **name** exactly as it appears in your Passport or Driving License
- Provide your Accenture Email Id
- Select 'Yes'
- Submit

- 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>

The screenshot shows a web form titled "Create Password" with a sub-header "Set Your Password". It contains two input fields: "New Password" and "Verify New Password". A "Set Password" button is located below the fields. A yellow callout box points to the "Set Password" button with the text "Click on 'Set Password'". Another yellow callout box points to the "New Password" field with the text "Set your 'New Password and Verify'". Below the input fields, there is a paragraph of text and a list of password requirements.

Create Password

Set Your Password

New Password

Verify New Password

Set Password

Set your 'New Password and Verify'

Click on 'Set Password'

The password you enter here will be used for access to APN Partner Central. It is always more secure to not use the same password that you use on other sites.

Please ensure your password meets the following requirements:

- Password must be at least 8 characters long
- Password must contain at least one letter
- Password must contain at least one number

- 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

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

- 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'.

Your Profile Settings

It looks like you are accessing our system for the first time. We need a few more things to finish creating your AWS Training and Certification account.

Profile

First and Last Name*

Email*

Company

Business Title

Language*

Country*

Time Zone*

Showing time zones only for the selected country.

☒ By registering for AWS Training or Certification, you agree to be bound by the [AWS Customer Agreement](#). The information you provide in connection with the registration will be handled in accordance with the [AWS Privacy Notice](#).

Click on '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'**.

Create New AWS Certification Account

All fields are required

First Name (Given Name)

Last Name (Surname)

Email

Country

Company

By creating an AWS Certification Account, you agree that information associated with your Certification Account will be shared with CertMetrics, a Third-Party Service Provider, as provided under the AWS Privacy Notice.

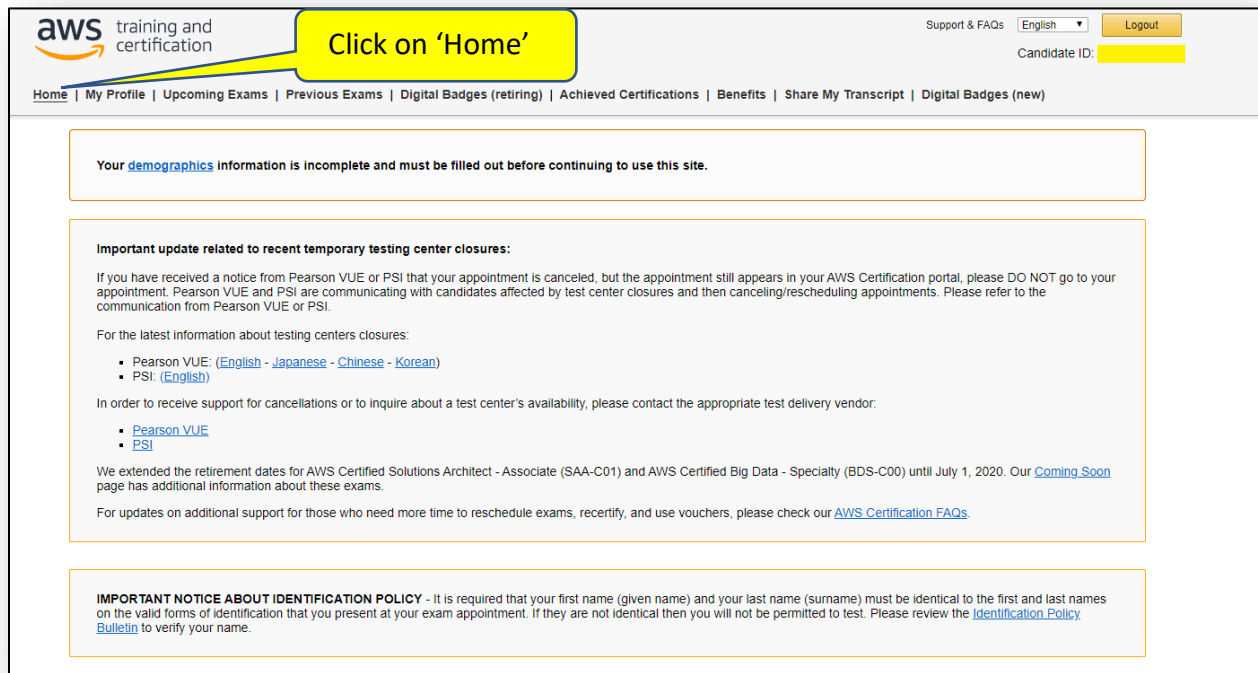
CREATE ACCOUNT

You will be redirected to CertMetrics

- ✓ Schedule and manage exams
- ✓ View your certification history
- ✓ Access your digital badges
- ✓ Download your certificate
- ✓ View your certification benefits

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'

IMPORTANT NOTICE ABOUT IDENTIFICATION POLICY - It is required that your first name (given name) and your last name (surname) must be identical to the first and last names on the valid forms of identification that you present at your exam appointment. If they are not identical then you will not be permitted to test. Please review the [Identification Policy Bulletin](#) to verify your name.

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.

Buttons:

- Schedule New Exam
- Request Exam Accommodations
- Manage PSI Exams
- Manage Pearson VUE Exams

Click on
'Manage
Pearson
VUE Exams'

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

Dashboard

Options for Amazon Web Services

Pre-approved Exams

- [ANS-C00: AWS Certified Advanced Networking - Specialty](#)
- [AXS-C01: AWS Certified Alexa Skill Builder - Specialty](#)
- [AXS-P01: AWS Certified Alexa Skill Builder - Specialty Practice](#)
- [BDS-C00: AWS Certified Big Data - Specialty](#)
- [CLF-C01: AWS Certified Cloud Practitioner](#)
- [CLF-P01: AWS Certified Cloud Practitioner - Practice](#)
- [DAS-C01: AWS Certified Data Analytics - Specialty](#)
- [DAS-P01: AWS Certified Data Analytics - Specialty Practice](#)
- [DBS-C01: AWS Certified Database - Specialty](#)
- [DBS-P01: AWS Certified Database - Specialty Practice](#)
- [DOP-C01: AWS Certified DevOps Engineer - Professional](#)
- [DOP-P01: AWS Certified DevOps Engineer - Professional Practice](#)
- [DVA-C01: AWS Certified Developer - Associate](#)
- [DVA-P01: AWS Certified Developer - Associate Practice](#)
- [MLS-C01: AWS Certified Machine Learning - Specialty](#)
- [MLS-P01: AWS Certified Machine Learning - Specialty Practice](#)
- [SAA-C01: AWS Certified Solutions Architect - Associate](#)
- [SAA-C02: AWS Certified Solutions Architect - Associate](#)
- [SAA-P01: AWS Certified Solutions Architect - Associate Practice](#)
- [SAA-P02: AWS Certified Solutions Architect - Associate Practice](#)
- [SAP-C01: AWS Certified Solutions Architect - Professional](#)

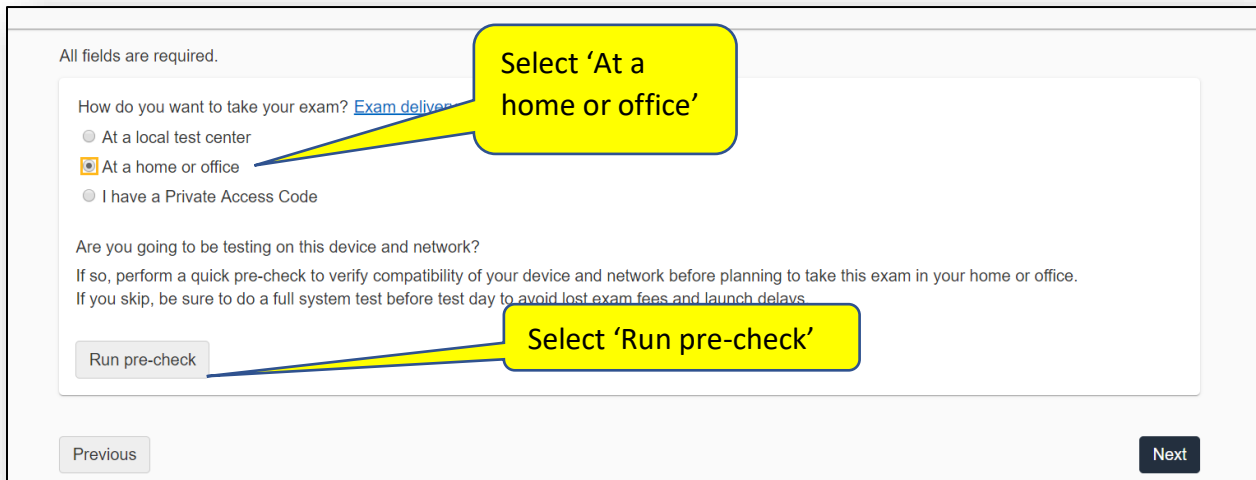
My Account

- [Preferences](#)
- [Exam History](#)
- [View Score Reports](#)
- [My Receipts](#)

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.

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

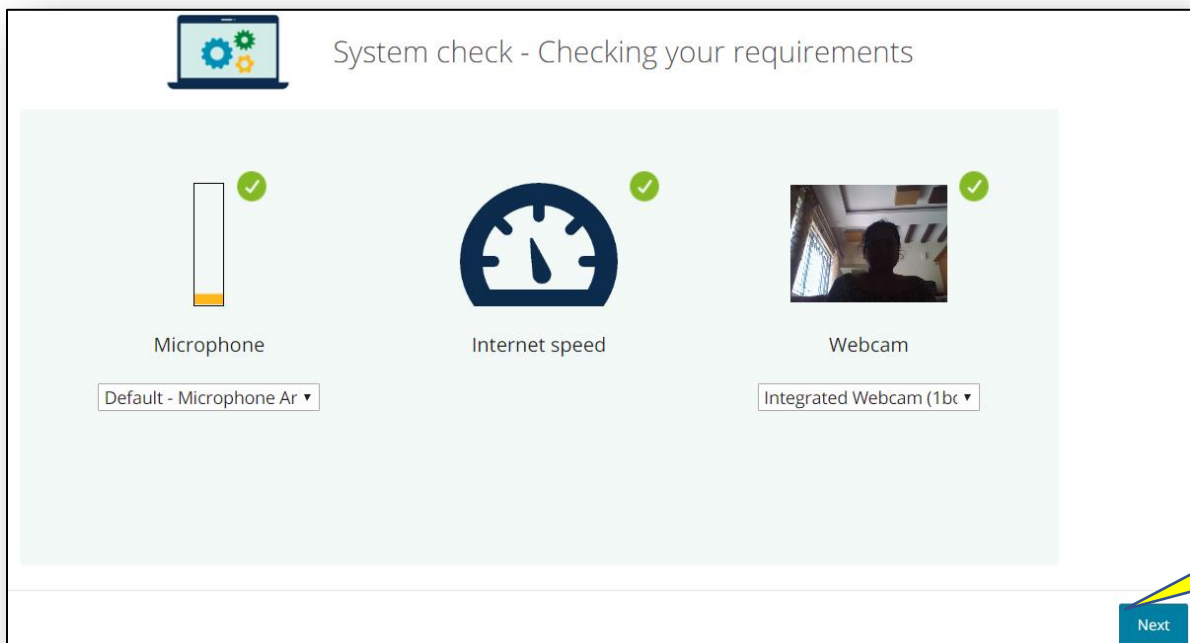
Are you going to be testing on this device and network?


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](#).


Callouts:


- Select 'At a home or office'
- Select 'Run pre-check'


- 16) Once the automatic system check is done you can click on ‘Next’ button.



 System check - Checking your requirements


Microphone
Default - Microphone Ar ▼

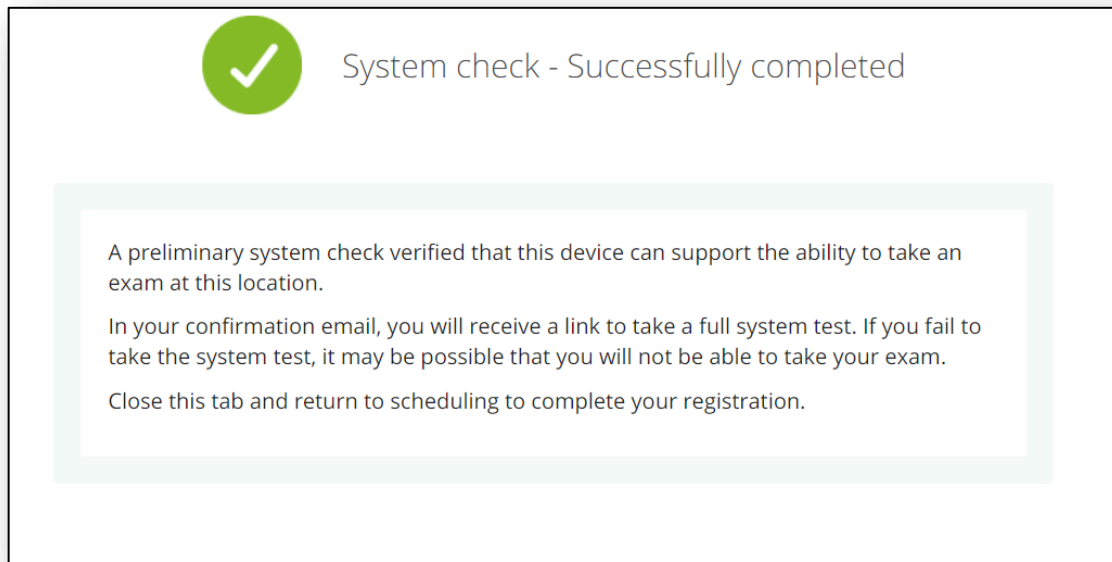

Internet speed


Webcam
Integrated Webcam (1bc ▼)

Callout:

- Click '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.

Agree to online exam policies

CLF-CM-AMC-S-015-1-EN-18-09-01

To take this exam in an online environment, please agree to the following terms and conditions.

- ☒ By accessing this website and ticking the box you indicate your acceptance of Pearson VUE's, a business of NCS Pearson, Inc., Privacy and Cookies Policy ("Privacy Policy"), Terms and Conditions and use of cookies to support your experience. You also understand, acknowledge and agree that the testing programme sponsor has its own, possibly different, privacy policy.

- ☒ By providing your personal information, as stated in this Privacy Policy, for the purpose of registering for a licensure, certification or academic admission test, including the administration of such test, you acknowledge, agree and consent to the video and audio recording of your face image, voice, desk and workspace for the purposes of test quality, security and the integrity of the testing process, and you consent to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorised third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing programme sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data processing entities, if any, are the recipients of your personal information and test data are located outside of the European Union and the European Economic Area; however, Pearson VUE will enter into reasonable data transfer agreements with such entities for the purpose of communicating and following the instructions of your testing programme sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

- ☒ If you choose to take the test through our online proctoring function, which is not mandatory in the event that there are other ways of taking the test as determined by the testing programme sponsor, you will be monitored during the testing session in real time so that your face, voice, desk and workspace will be captured and possibly recorded during the testing session. You understand, acknowledge and agree that you have no right to privacy at your current location during the exam testing session and you explicitly waive any and all claims asserting a right to individual privacy or other similar claims. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session at your current location will be reported by Pearson VUE to the testing programme sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

- ☒ By accessing this website and ticking this box you signify that you understand, acknowledge and agree that if any third party is: 1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score or in the event you've completed the test and received a score your score may be invalidated or revoked. Further, you understand, acknowledge and agree that if your testing session is terminated for this or any other reason you will not receive a test fee refund, credit or voucher.

Previous

Next

Click
'Next'

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

The screenshot shows a web interface titled "Select exam language". At the top, there is a progress bar. Below it, a box contains the question "What is your preferred language for the exam?". There are four radio button options: "Chinese Simplified", "English", "Japanese", and "Korean". The "English" option is selected. A yellow callout bubble points to the "English" option with the text "Select 'English'". At the bottom left is a "Previous" button, and at the bottom right is a "Next" button. A yellow callout bubble points to the "Next" button with the text "Click 'Next'".

Select exam language

What is your preferred language for the exam?

- ☐ Chinese Simplified
- ☒ English
- ☐ Japanese
- ☐ Korean

Previous Next

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

The screenshot shows a web interface titled "Exam details". At the top, there is a progress bar. Below it, a box contains the following information: "Exam:" followed by a redacted field, a link "View Testing Policies", "Price*:" followed by a redacted field, and "Language: English". At the top right of the box is a link "View My Authorization Information". Below the box, there is a note: "*Prices listed are based on today's date and do not include local taxes which may be applicable." At the bottom left is a "Previous" button, and at the bottom right is a "Next" button. A yellow callout bubble points to the "Next" button with the text "Click 'Next'".

Exam details

[View My Authorization Information](#)

Exam:
[Redacted]
[View Testing Policies](#)

Price*:
[Redacted]

Language:
English

*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**.

Tell me more.' and a button 'Add another exam to take on the same day'. At the bottom left is a 'Previous' button and at the bottom right is a 'Next' button. A yellow callout bubble points to the 'Next' button with the text 'Click '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	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				

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

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 date as per your convenience

Select available time as per your convenience

23) Click on Proceed to Checkout.

Cart

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details	Price	Actions
Exam <div></div> <div>Language: English Exam Length: 100 minutes</div>	Appointment Wednesday, March 18, 2020 Start Time: 12:00 AM IST Change Appointment	<div></div>	<div></div> Remove

You must schedule all pre-authorized exams before you can proceed to pay.

Add Another Exam

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.

[Update my information.](#)

Name:

Telephone:

Correspondence Language:

ESTIMATED TOTAL DUE: USD 118.00

Proceed to Checkout

Click 'Proceed to Checkout'

24) **Accept** the Cancellation Policy.

Agree to policies

Cancellation Policy

You must contact Pearson VUE or access your online Pearson VUE account to cancel your exam at least a minimum of 24 hours prior to your appointment. Exams cannot be cancelled less than 24 hours prior to your appointment. Failure to cancel in time or failure to appear for your appointment will result in the forfeiture of your exam fee.

If you wish to reschedule your exam, please log into your [AWS Certification Account](#) to complete the scheduling process.

Additional Information

Accommodations for your exam must be requested through your AWS Certification Account prior to scheduling your exam. If you have not made these arrangements prior to scheduling your exam, please cancel your scheduled exam and then submit your accommodation requests using the instructions provided on the accommodations page. You can access this page by clicking the "Request Exam Accommodation" button in your [AWS Certification Account](#). Cancellation policies are applicable to all scheduled exams. To avoid forfeiture of your exam fee, please be sure to cancel more than 24 hours prior to your scheduled exam.

For Online Proctored exams, you must abide by all of the rules, policies, and procedures above as well as the following:

- You understand that all personal items must be stored out of reach during the entirety of the exam and cannot be possessed or accessed at any time during the exam.
- Personal items include, but are not limited to, electronic devices (including mobile phones), watches, cameras or other recording equipment, bags, briefcases, purses, books, and notes.
- You understand that you are not permitted to stand up from or leave your workstation for any reason for the duration of the exam, including for restroom or any other kind of break.
- You will not be permitted to use scratch paper or take notes during the exam.
- You must follow all instructions communicated to you by the remote proctor.
- You understand that food, beverage, and personal hygiene products may not be accessed during the exam since those items cannot be within reach and you are not permitted to stand up or leave the workstation for any reason.

Cancel

Accept

Click 'Accept'

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).

The screenshot shows a web form titled "Enter payment and billing". It contains the following elements:

- Order Total** section with three orange input fields for Subtotal, Estimated Tax, and ESTIMATED TOTAL DUE.
- A link: [Add Voucher or Promo Code](#) with a small upward arrow icon.
- A link: [What is this?](#)
- A text label: Voucher/Promotion Code:
- A text input field containing "*****".
- An **Apply** button.

Two yellow callout boxes provide instructions:

- A box on the left says "Click 'Apply'" with an arrow pointing to the Apply button.
- A box on the right says "Apply the 'Voucher Code'" with an arrow pointing to the "Add Voucher or Promo Code" link.

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.

The screenshot shows the Pearson | VUE OnVUE website. The header includes the Pearson | VUE logo, a search bar, and links for 'Contact us' and 'Global US English'. A navigation bar below the header has links for 'For test-takers', 'For test owners', 'Become a test center', and 'About Pearson VUE'. The main content area features a breadcrumb trail: 'Home > Test-taker home > Amazon Web Services (AWS) > OnVUE online proctored'. A red warning banner states: 'Due to increased demand, check-in wait times may be up to 30 minutes.' Below this, a message says: 'Please allow up to five business days for customer support responses from case escalations. We appreciate your patience as we work to help you and other candidates.' The OnVUE logo is prominently displayed, along with the AWS training and certification logo. A paragraph explains: 'OnVUE online proctored exams allow you to conveniently take an exam in the comfort of your home or office while being monitored by an offsite proctor. All communication with the proctor is done in English.' The bottom section contains three numbered steps: 1. Run system test (with a 'Test my system' button), 2. Schedule exam (with a 'Login' button), and 3. Begin exam (with a 'Login' button).

Pearson | VUE

Contact us Global US English

For test-takers For test owners Become a test center About Pearson VUE

Home > Test-taker home > Amazon Web Services (AWS) > OnVUE online proctored

Due to increased demand, check-in wait times may be up to 30 minutes.

Please allow **up to five business days** for customer support responses from case escalations. We appreciate your patience as we work to help you and other candidates.

OnVUE

aws training and certification

OnVUE online proctored exams allow you to conveniently take an exam in the comfort of your home or office while being monitored by an offsite proctor. All communication with the proctor is done in English.

1 Run system test
Be sure to run your test on the same network and computer you will use on exam day.
[Test my system](#)

2 Schedule exam
Login to your account to schedule an OnVUE exam.
[Login](#)

3 Begin exam
When it is time to take your exam, login to your account to begin the exam.
[Login](#)

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
<ul style="list-style-type: none">• International Travel Passport• Driver's license• Military ID (including spouse & dependents)• Identification card (national/state/province identity card)	<ul style="list-style-type: none">• Alien registration card (green card, permanent resident, visa)• Local language ID (not in Roman characters) – <i>accepted only if issued from the Country the Candidate is testing in</i>	<ul style="list-style-type: none">• 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.

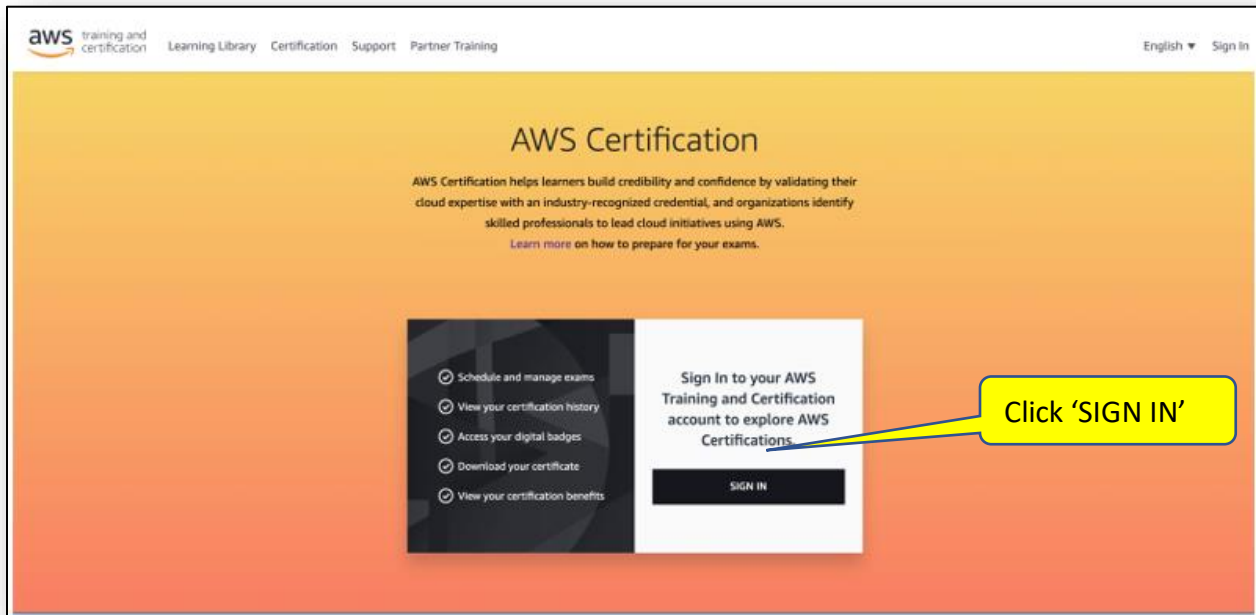
Being the last name field requires a response, the agent will add a “.” or a “_” to the last name field so the candidate can be admitted to their next appointment.

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

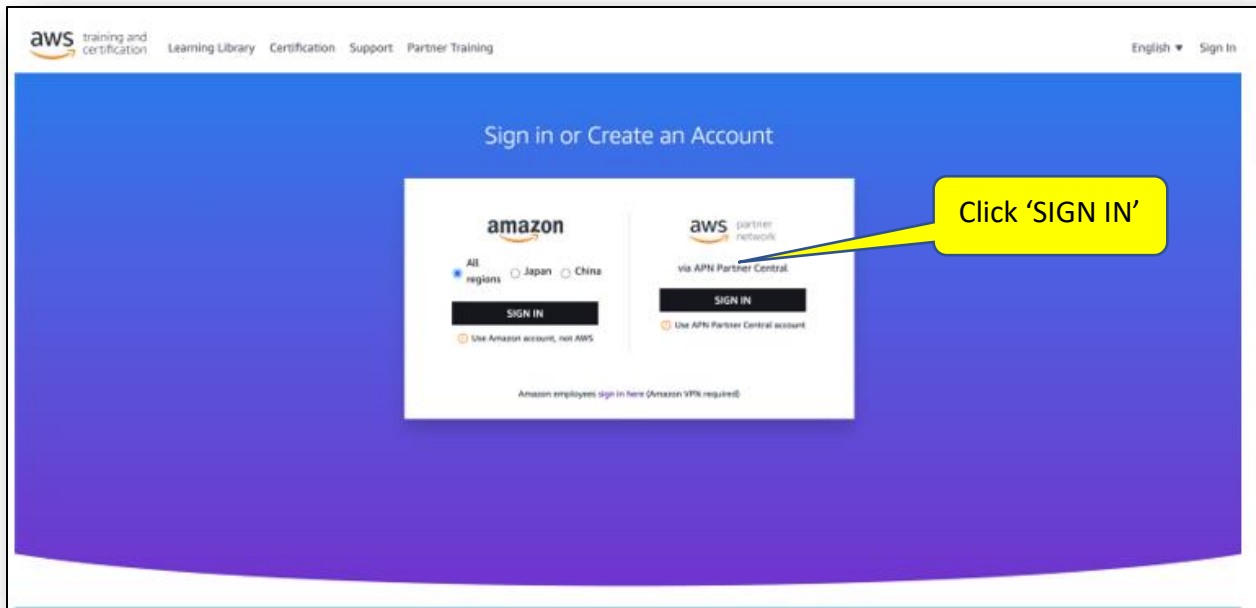
- The first name/given name and the last name/surname above must be identical to the first and last names on the valid forms of identification that you are required to present at your exam appointment, or you will not be permitted to test.
- To correct your first name(s) and/or last name(s), please follow 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.

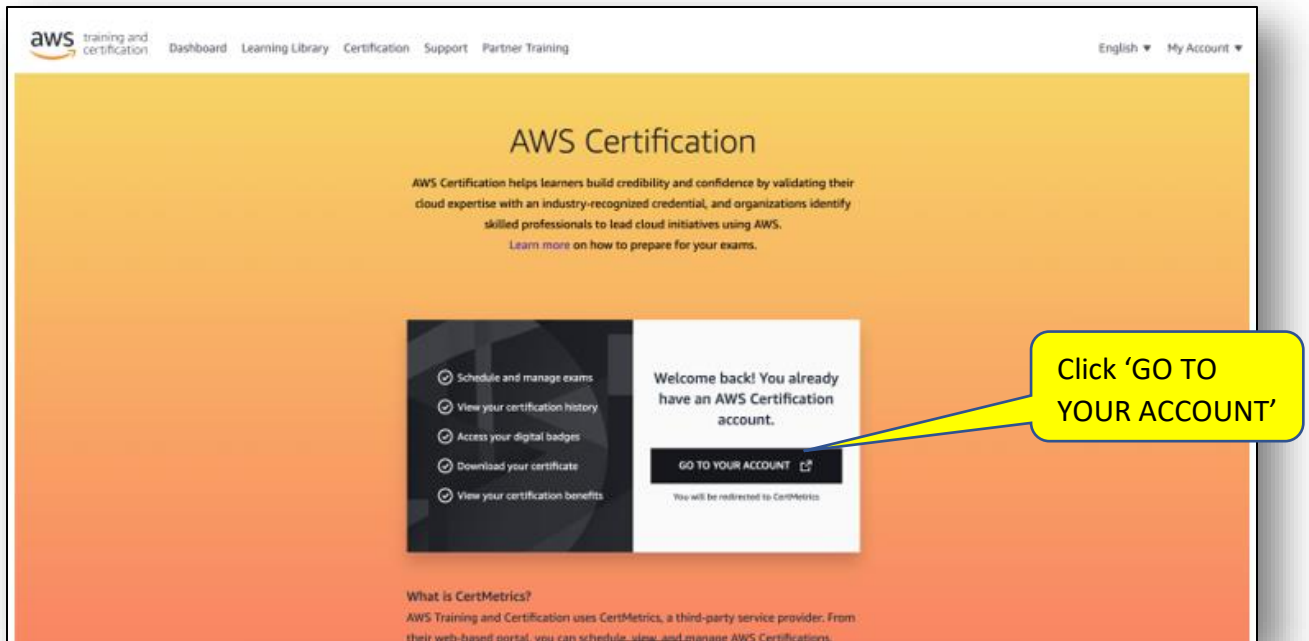


3. Select APN Partner Central and Click on 'SIGN IN'.



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.

The screenshot shows the AWS Training and Certification portal. At the top left is the AWS logo and 'training and certification' text. At the top right are links for 'Support & FAQs', a language dropdown set to 'English', and a 'Log Out' button. Below this is a navigation bar with links: 'Home', 'My Profile', 'Upcoming Exams', 'Previous Exams', 'Digital Badges (retiring)', 'Achieved Certifications', 'Benefits', 'Share My Transcript', and 'Digital Badges (new)'. A yellow callout bubble points to the 'Home' link with the text 'Click Home'. Below the navigation bar is a large orange-bordered box containing an 'Important update related to recent temporary testing center closures'. This box includes text about appointment cancellations, links for testing center closures (Pearson VUE and PSI), and contact information for cancellations. Below this is another orange-bordered box with an 'IMPORTANT NOTICE ABOUT IDENTIFICATION POLICY'. Underneath is the 'Your AWS Certification Account' section, which describes the account as a central management tool. To the right of this section is a vertical menu with four buttons: 'Schedule New Exam', 'Request Exam Accommodations', 'Manage PSI Exams', and 'Manage Pearson VUE Exams'. A yellow callout bubble points to the 'Manage Pearson VUE Exams' button with the text 'Click Manage Pearson VUE Exams'.

aws training and certification

Support & FAQs English Log Out

Candidate ID: AWS005

Home | My Profile | Upcoming Exams | Previous Exams | Digital Badges (retiring) | Achieved Certifications | Benefits | Share My Transcript | Digital Badges (new)

Important update related to recent temporary testing center closures:

If you have received a notice from Pearson VUE or PSI that your appointment is canceled, but the appointment still appears in your AWS Certification portal, please DO NOT go to your appointment. Pearson VUE and PSI are communicating with candidates affected by test center closures and then canceling/rescheduling appointments. Please refer to the communication from Pearson VUE or PSI.

For the latest information about testing centers closures:

- Pearson VUE: ([English](#) - [Japanese](#) - [Chinese](#) - [Korean](#))
- PSI: ([English](#))

In order to receive support for cancellations or to inquire about a test center's availability, please contact the appropriate test delivery vendor:

- [Pearson VUE](#)
- [PSI](#)

Please note customer support response times from PSI and Pearson VUE may be longer than typical. Customer support responses from Pearson VUE will be addressed in three to five business days.

We extended the retirement dates for AWS Certified Solutions Architect - Associate (SAA-C01) and AWS Certified Big Data - Specialty (BDS-C00) until July 1, 2020. Our [Coming Soon](#) page has additional information about these exams.

For updates on additional support for those who need more time to reschedule exams, recertify, and use vouchers, please check our [AWS Certification FAQs](#).

IMPORTANT NOTICE ABOUT IDENTIFICATION POLICY - It is required that your first name (given name) and your last name (surname) must be identical to the first and last names on the valid forms of identification that you present at your exam appointment. If they are not identical then you will not be permitted to test. Please review the [Identification Policy Bulletin](#) to verify your name.

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

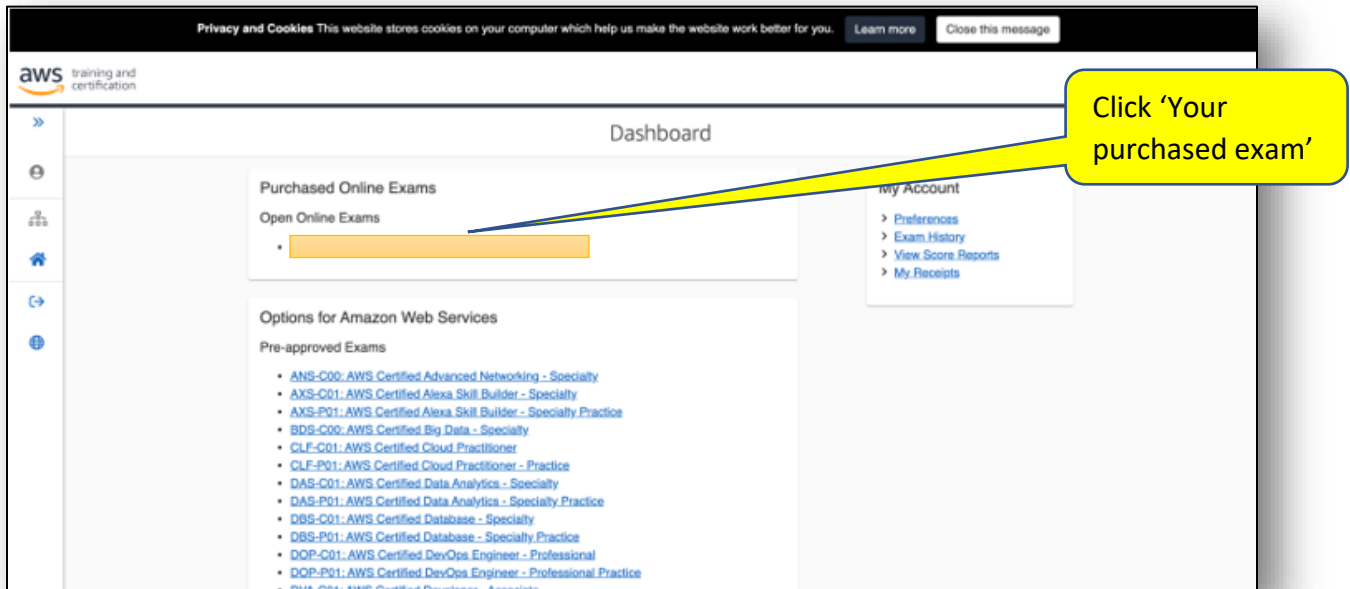
Schedule New Exam

Request Exam Accommodations

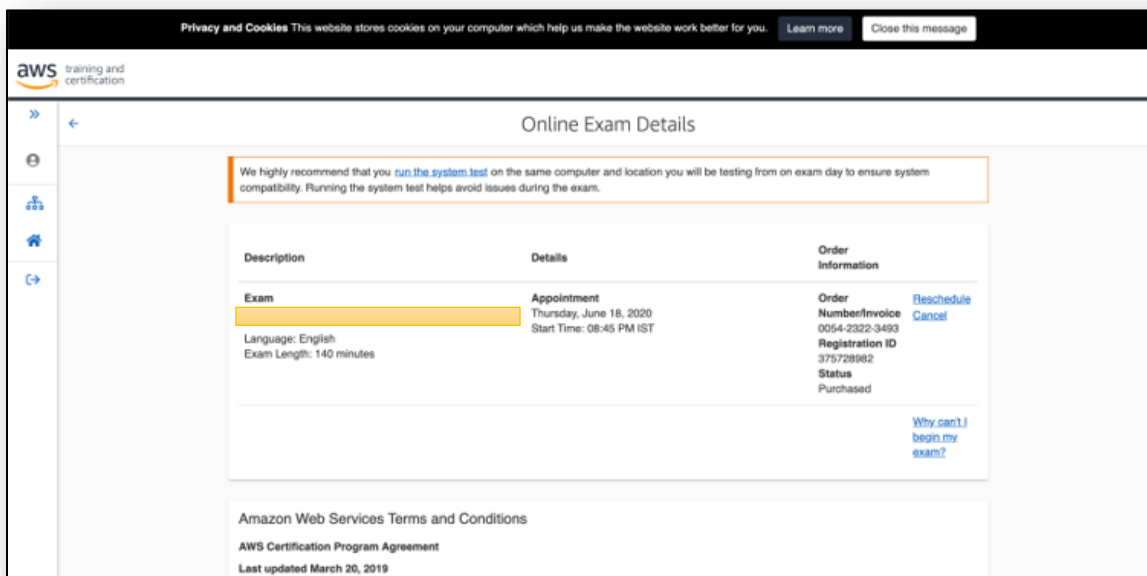
Manage PSI Exams

Manage Pearson VUE Exams

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



- 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>



Frequently asked questions (FAQs)

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

A. 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 we can help you. If we 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 we will reschedule your exam.

Q. My exam suddenly stopped. What do I do?

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

Q. When will I hear back from customer support?

A. Please allow **up to five business days** for customer support responses from case escalations. We appreciate your patience as we work to help you and other candidates.

Start the reschedule process

If you can't find your answer in the FAQs, please provide the following information to reschedule your OnVUE exam.

All fields are required.

First and last name

Email

Exam program

Exam title

Original appointment time


Registration number

This can be found on your confirmation email.

Reason for rescheduling

☐ I have read and agree to the Terms of Service (<https://home.pearsonvue.com/terms>) and Privacy and Cookies Policy (<https://home.pearsonvue.com/privacy>) and consent to the collection, use, transfer, and disclosure of my personal data to Pearson VUE and its authorized third-party service providers that may be located in the U.S. or outside of the country where I am located. *

[Terms of Service](#) | [Privacy and Cookies Policy](#)

☐ I'm not a robot 

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

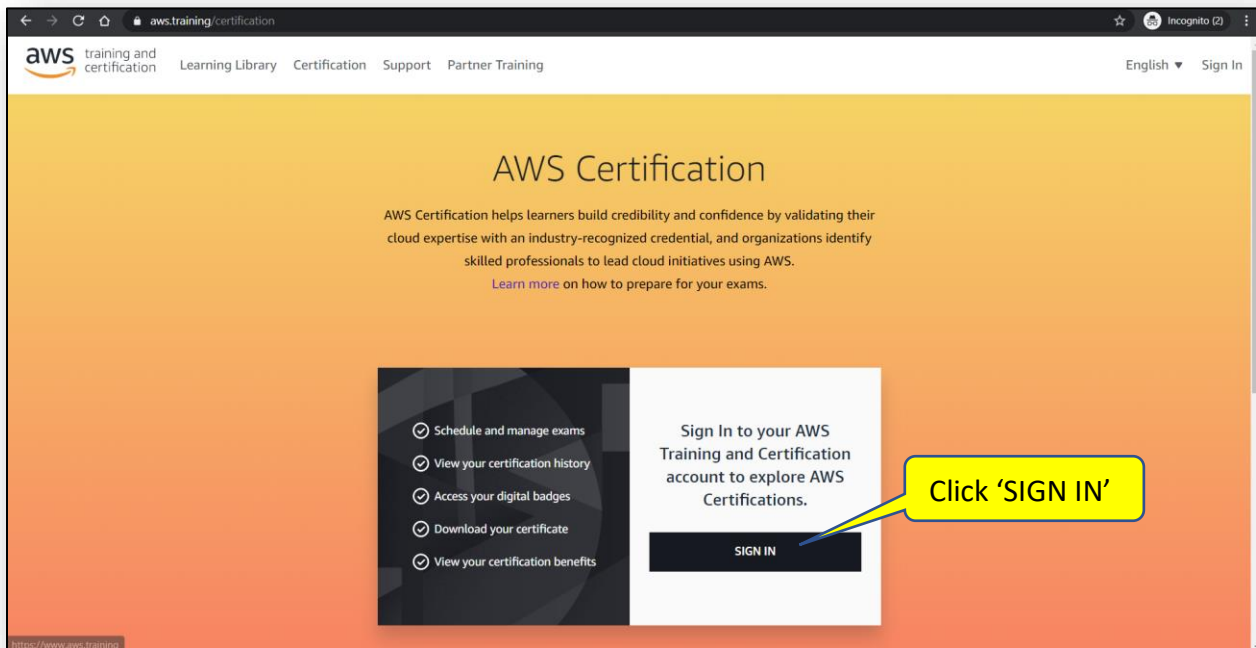
1. You can check the [System requirements](#) drop-down menu to ensure your system is compatible with the online proctoring software.
2. Review both the [Pearson VUE policies and procedures and the Additional policies and FAQs for AWS](#) drop-down sections. These sections cover on how to prepare your workspace, what is and what is not allowed on test day, and how to access technical support.

Post Exam Procedures

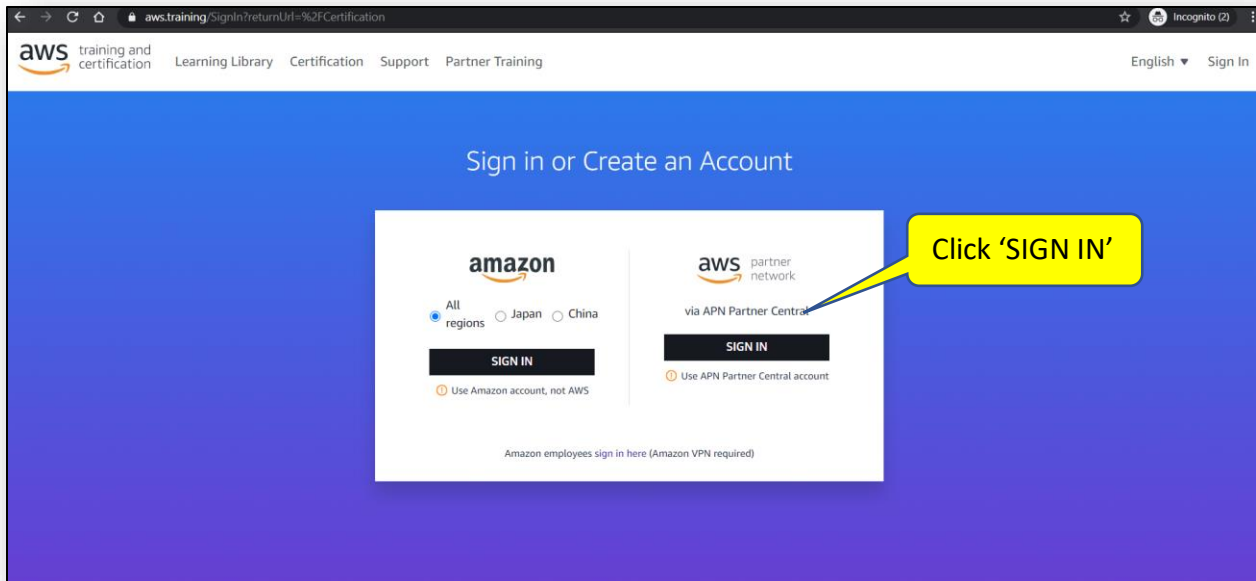
Download Certificate from AWS Portal

- 1) Login: <https://www.aws.training/certification>

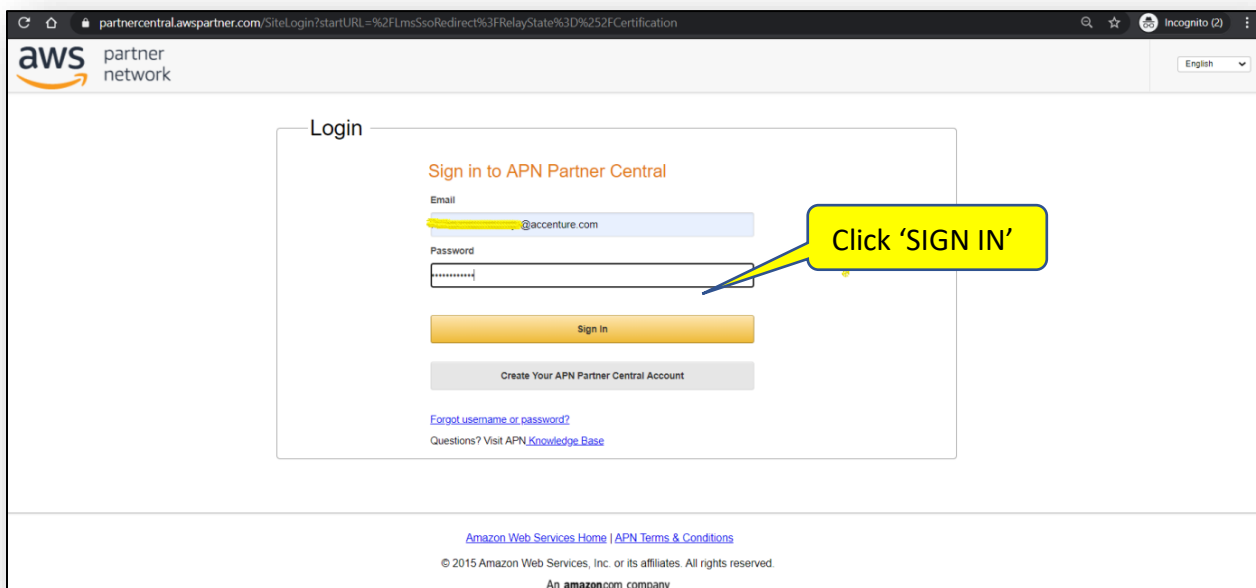
Provide your login credentials registered with AWS Partner Network by clicking on “Sign In” button



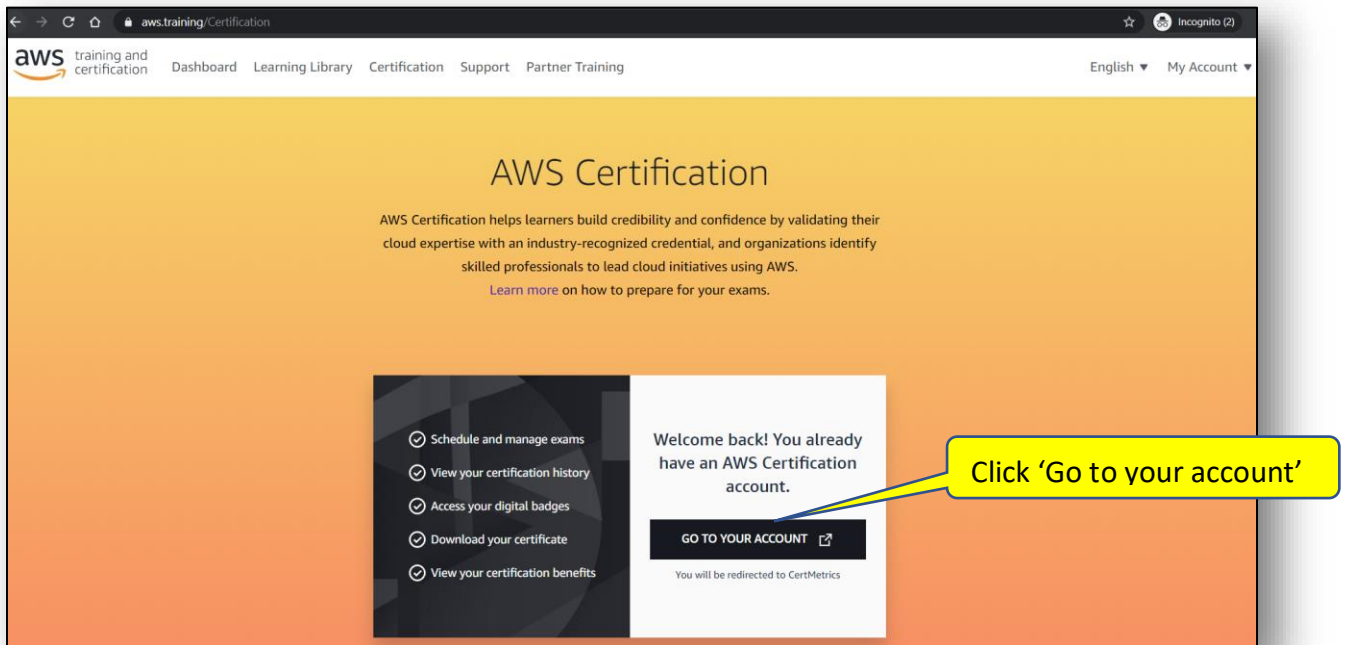
2) Click 'SIGN IN' to provide your credentials.



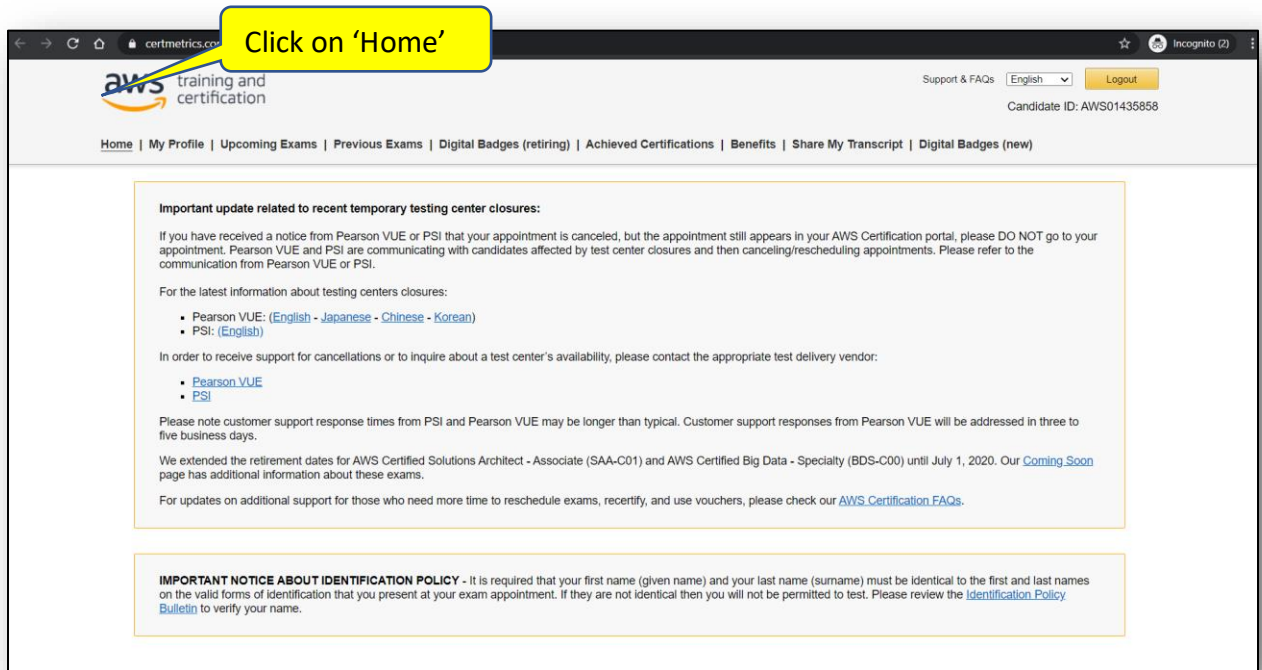
3) Provide your AWS Partner Network credentials to login to your account.



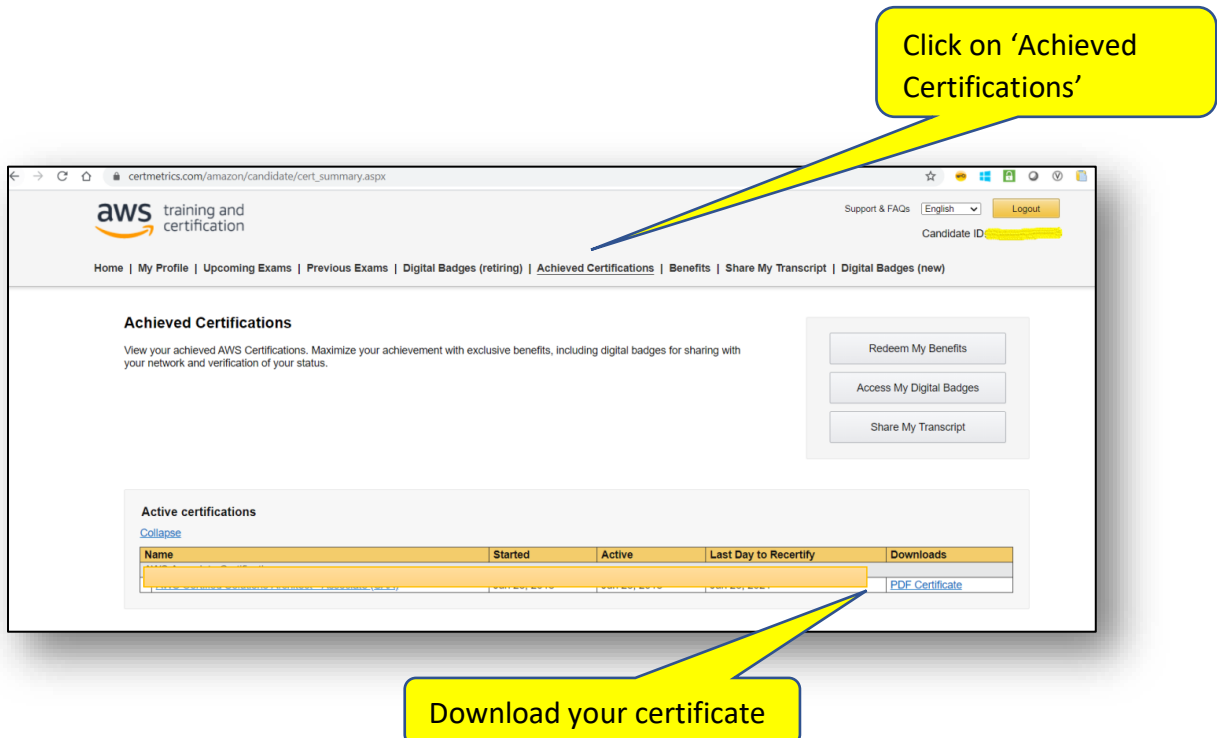
4) Click “Go To Your Account”



- 5) Once you logged in, you will be redirected to “Certmetrics” page and you can view all your AWS certifications here.



- 6) Go to 'Achieved Certifications' tab to view and download all your certifications.



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!!!