

# AWS CCP-CLF 01

## H1 Examination

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\*\*Please do not reply to this message, as this inbox is not monitored. To contact us, visit <https://home.pearsonvue.com/aws/contact>.

**PLEASE NOTE:** When taking an online proctored exam, we strongly recommend using a personal computer (not issued from your employer) and a wired, ethernet connection. The two most frequent causes of technical issues with online proctored exams are testing on (1) a work computer and (2) an unreliable internet connection. Firewalls or security settings from work computers may restrict the software from operating properly. Unreliable internet connections (wireless network, VPN, mobile hotspot) may lead to being disconnected.

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Dear AWS Candidate,

### **Reminder: Your exam is in 3 days**

We want your online proctored exam experience to be as trouble-free as possible. That's why Pearson VUE ensures that a proctor will check you in and monitor the exam, and the software will be ready to deliver your exam. We also need you to be prepared and know what to expect.

## H2 Appointment Details

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- **Order Number:** 0056-1514-0713
- **Exam:** CLF-C01 - AWS Certified Cloud Practitioner - English (ENU)
- **Candidate:** Pramod Jingade
- **Candidate ID:** AWS01801477
- **Registration ID:** 385496285
- **Date:** Monday, November 30, 2020
- **Time:** 10:45 PM China Standard Time Appointment
- **Length:** 100 Minutes

## H2 Your action is required before exam day

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Here's where you come in. Before the exam, your responsibilities include reading all exam policies and FAQs, as well as ensuring your computer, internet connection, and the room that you'll use when testing meet all the requirements. If any of these don't meet our requirements and cause a problem during the exam, you'll have to reschedule at your own cost. We don't want that to happen, so please visit [this page](#) to complete the following steps using the same computer, internet connection, and room that you'll use to take the exam:

1. Run the **System Test** prior to your exam to minimize the risk of technical issues you may experience. The system test should be run even if you have previously taken an online proctored exam. (This is because the online proctoring software is updated regularly.) Be sure to run it on the same network and computer you will use on exam day.
2. Review the **OnVUE technical requirements** drop-down menu to ensure your system is compatible with the online proctoring software.
3. Review the **Pearson VUE policies and procedures, Frequently asked questions,** and the **Additional policies and FAQs for AWS** drop-down sections. These sections cover how to prepare your workspace, what is and is not allowed on test day, and how to access technical support.
4. Note these troubleshooting tips that can resolve most issues:
  1. Chat with [OnVUE technical support](#) if you have an issue during or after exam check-in.
  2. Try a different computer, such as a personal computer, instead of a work computer.
  3. Close all applications before opening the OnVUE application, including your internet browser, and disable application updates.
  4. Disconnect from your VPN.
  5. Switch from Wi-Fi to a wired connection via ethernet cable.
  6. Do not take the exam while on a mobile hotspot.
  7. If testing from home, have others in the household disconnect from the internet during your exam.
  8. Restart the OnVUE application via your downloads folder and ask Pearson VUE support to resume your exam.
  9. Confirm your browser and operating system meet the OnVUE technical requirements.
  10. Make sure you are in your exam appointment window (from 30 minutes before to 15 minutes after your appointment start time).

*Benjamin Franklin once said, "An ounce of prevention is worth a pound of cure." It's in this spirit that we recommend you take the time to complete the steps above before you take your exam. And remember, if you still have difficulties with online remote proctoring, feel free to schedule an exam at one of our testing centers.*

## H2 Admission Policy

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Please note this exam is proctored in English or Japanese only. This means you must communicate with a proctor in the language you selected during exam registration to complete the exam, regardless of the language in which you are taking the exam.

### H3 Before the exam

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- Visit the [AWS Online Proctoring](#) page and review information on exam policies and procedures, OnVUE technical requirements, and the System Test.
- Complete the required System Test from the same computer and in the same location you'll be using on exam day. *Corporate firewalls often cause issues while trying to take your exam. Please consider taking your exam in a setting without a corporate firewall.*
- **It is crucial that you review the OnVUE technical requirements and run the System Test on this webpage ( <https://home.pearsonvue.com/aws/onvue> ) prior to your exam to minimize the risk of technical issues you may experience.**
- Review the identification requirements below.

### H3 Identification

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Please be prepared to show one (1) valid form of unexpired, Government-issued personal ID. 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. Please verify that your name listed on your confirmation email matches your identification. *If your identification is not considered valid, you will not be permitted to complete your exam and are unlikely to receive a refund.*

Examples of acceptable identification:

- Passport
- Driver's license
- Military ID (including spouse and dependents)
- Identification card (national or local)
- Registration card (such as green card, permanent resident, visa)

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

Your name will be changed within two business days and automatically updated in Pearson VUE's systems. **If your appointment is within 48 hours, you may not be allowed to test and you may need to cancel and/or reschedule your exam. See the Cancellation Policy below.**

Please note that we are **unable** to accept the following IDs for an online proctored exam.

- Renewal forms with expired IDs
- Government-issued name change documents with Government ID.

## H2 On exam day

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We recommend logging into your account 30 minutes early to start the check-in process and to allow for any troubleshooting. If you are more than 15 minutes late after your scheduled exam time you will be unable to begin your exam and are unlikely to receive a refund.

To log into your account:

- 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

Please note that you are required to have a clean and clutter free workstation. During check in, the Proctor will ask you to perform a room and desk scan using your webcam and will inspect any materials near your workstation.

## H3 Facial Comparison Policy

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You understand and agree that Pearson VUE may use facial comparison technology for the purpose of verifying your identity during the testing process. It will compare your facial image to the one on your identification and to facial images captured during the testing process and help us further develop, upgrade, and improve this application. If you do not agree to the use of facial comparison technology during your testing session, do not accept this term. You will not be able to complete your registration online. Instead, please call the Pearson VUE call center to complete your registration.

By registering for this exam, you agree to the [AWS Certification Program Agreement](#) governing our program.

### H3 Reschedule Policy

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

You may only reschedule two times after the original appointment. If you wish to reschedule a third time, you must cancel and schedule a new appointment. The reschedule limit will apply to the new appointment. Exam appointments cannot be cancelled less than 24 hours prior to your appointment.

### H3 Cancellation Policy

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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.

### H3 Special Accommodations

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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.

## H2 Online Proctored Exam Policies

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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.

## H2 Covid-19

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-	<b>Important test delivery information pertaining to COVID-19 (coronavirus):</b> Please review the specific health conditions and testing requirements for your country on our <a href="#">Coronavirus Update page</a> before your exam appointment. By scheduling your test appointment, you agree to comply with these requirements. You will be asked to acknowledge these conditions and requirements upon arrival at the test center. You are required to bring and wear a face mask while at the test center and while taking your exam. Candidates without a face mask will be denied testing services. You must briefly remove your mask during the check-in process. If you refuse to wear a face mask or if you are sick or you have been in contact with an ill person, do not go to the test center — please reschedule your exam online for a later date.

Pearson VUE's goal is to make your exam experience a pleasant one. We want to thank you for selecting Pearson VUE as your exam service provider, and we look forward to serving you again. Please feel free to contact us with your comments or questions. Our contact information can be found on our website:

[www.pearsonvue.com/contact](http://www.pearsonvue.com/contact).

Sincerely,

Pearson VUE

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