Certification Week Frequently Asked Questions (FAQ)

Event-specific FAQ:

Q. What are the dates for the event?

A. December 13-16, 2021

Q. Where should I register?

A. http://aka.ms/certweekforpartners

Q. At what time is the event offered?

A. Certification Week will be offered at three different times each day. The same tracks will be offered for each time zone delivery:

Option 1: 7:00AM–9:00AM Seattle (PST)

Option 2: 7:00AM–9:00AM New Delhi (IST)

Option 3: 7:00AM-9:00AM Paris (CET)

Q. In what languages will the event be delivered?

Live sessions will be delivered in English, with sub-titles available via closed captioning in the following languages:
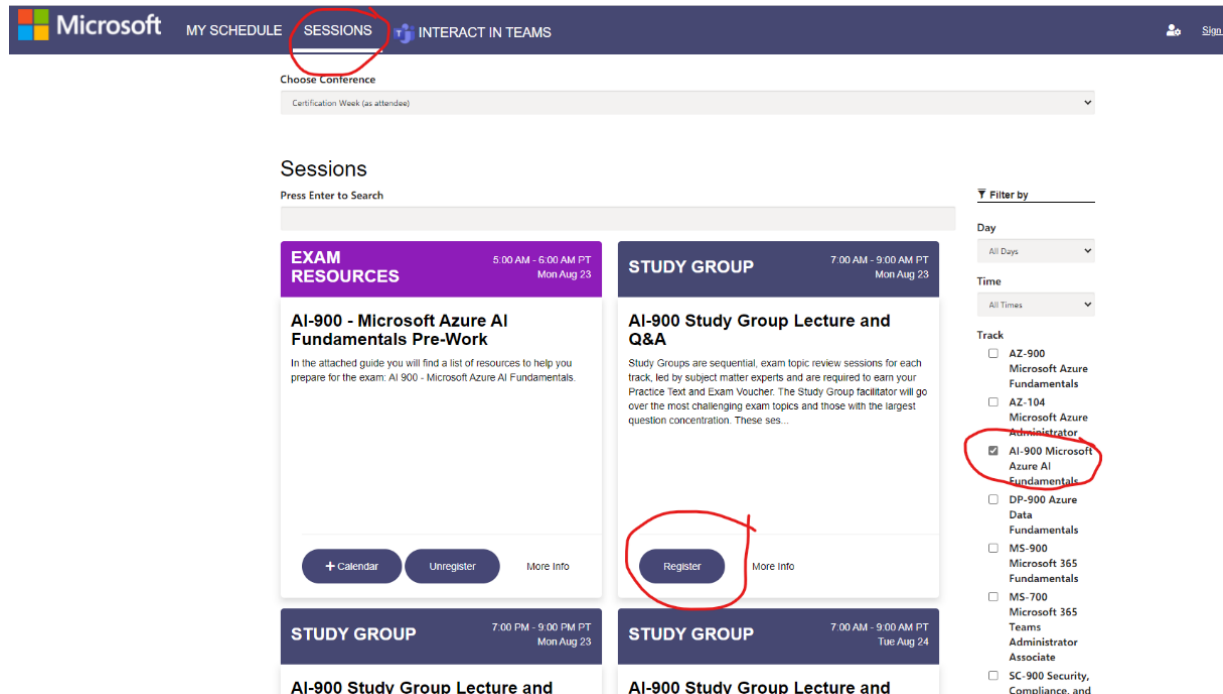- English
- Chinese (S)
- Japanese
- Korean
- Spanish
- French

To enable closed captioning, select the ellipse (…), then select "Turn on live captioning."

Q. Can I access content for more than one track?

A. Yes. Please check the "Sessions" tab in the Virtual Conference Manager for recorded sessions from additional tracks.

1. In the Right Navigation, select the track you would like to add.

2. In the Sessions, register for each session individually. All registered sessions will be available in your "My Schedule" tab.

Q. Can I switch to a different track after registration?

A. Yes. To change tracks, please submit a support ticket at: https://Opsgility.zendesk.com.

Q: Can I register to attend sessions during multiple time zones?

A: Yes. You will need to register for each time zone offering you'd like to attend.

Q. Is there a limit on the number of individuals who may register per partner company?

A. No. We have not set allocation limits.

Pre-Work and Content FAQ:

Q. Where will I find the pre-work?

A. Once you are logged in to the Virtual Conference Manager (VCM), you will find the link to pre-work under "Resources."

Q. What if I don't have time to do the pre-work?

A. Using the provided study guides is not mandatory; however, it is recommended to spend time preparing for the exam prior to attending the certification week event.

Q. How long is the Skillpipe content available?

A. Please download the Skillpipe content located in your 'Swag Bag'. Once you have downloaded the content to your device, it is yours to keep.

Exam/Voucher FAQ:

Q. Must I attend all four days to earn an exam voucher?

A. You must participate in all three study group sessions and the Exam Cram session in a track for which you are registered to be eligible to receive a voucher. The study group sessions will be recorded and made available in the VCM.

Q. Can I earn more than one voucher during this event, if I take another track?

A. The offer is limited to one exam certificate per qualified attendee.

Q. When and how will I receive my practice test and exam vouchers?

A. Vouchers for practice tests and certification exams will be emailed to eligible participants within 2 weeks after the close of the event, to the registered email address.

Q. Will everyone who registers receive a free practice test and voucher?

A. No. To be eligible to receive one of the 5,000 voucher packages*, you must complete the three study group sessions and one exam cram session associated with the track for which you registered by December 17, 2021. If more than 5,000 participants complete

the eligibility requirements, vouchers may be proportionally distributed across the tracks at Microsoft's discretion.

*Free Certification Exam and Practice Test Offer Disclaimer:

Offer limited to 5,000 attendees who have completed the required study groups and exam cram sessions associated with their specific Technology Track. Limit one exam certificate per attendee. This offer is non-transferable and cannot be combined with any other offer. This offer ends on December 17, 2021 or while supplies last, and is not redeemable for cash. Taxes, if any, are the sole responsibility of the recipient. Microsoft reserves the right to cancel, change, or suspend this offer at any time without notice.

Government employees (including military and employees of public education institutions) are not eligible to participate in the voucher offer.

Q. When and where do I register to take my exam?

A. Directions on how to register for your exam will be covered in the Exam Prep session for your registered track.

Q. How soon can I take my exam?

A. Please schedule the exam at a time that works best for you. It is advised to schedule your exam within 30 days after attending the event.

Recording FAQ:

Q. Will the sessions be recorded?

A. The event sessions are live sessions. However, the study group sessions will be recorded and made available within the VCM.

Q. Will the presentation materials be made available after the event?

A. The slide decks presented during the sessions will not be shared. However, all of the content presented is in your Skill Pipe materials.

Technical Support FAQ:

Q. Whom should I contact if I have technical/additional questions?

A. https://Opsgility.zendesk.com

Q. How do I add the calendar invites to my business calendar?

A. Select the "Calendar" button within the session.

Q. What should I do if I have registered but am unable to access the VCM?

A. Please enter the VCM with the same email address you used when registering for the event. If you are still having issues, please visit https://Opsgility.zendesk.com and request support.

Q. I registered but didn't receive my confirmation email. What should I do?

A. Please request support at https://Opsgility.zendesk.com.

Q. May I please have a link that will open in the Teams Desktop App?

A. Event sessions are only viewable in a web browser. Please be sure you are using Edge or Chrome and join from https://microsoftcertweek.com.

Q. How do I fix the error that "video player stopped working due to a network error" and the video does not play?

A. Some common trouble-shooting ideas to try:

- Ensure you aren't connected to a VPN at the same time.
- If you are on a corporate network, make sure your IT department doesn't have any firewall rules that would block access.
- If there is an issue with your local network configuration, a simple reboot may resolve it.