About the transition to Pearson VUE

1. **What exactly is the change that IBM is making?**
   Effective January 2, 2014, IBM certification, mastery and assessment exams will be delivered exclusively with Pearson VUE via test centers worldwide. IBM certification exams will no longer be available at Prometric testing centers at that time.

2. **When exactly will this change happen?**
   Here is a list of important dates that you need to be aware of as it relates to this transition.

<table>
<thead>
<tr>
<th>Key Dates</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 22, 2013</td>
<td>Last day to buy a voucher from Prometric</td>
</tr>
<tr>
<td>December 31, 2013</td>
<td>Last day for IBM exam delivery at a Prometric test center</td>
</tr>
<tr>
<td>December 18, 2013</td>
<td>First day to register and schedule an exam with Pearson VUE</td>
</tr>
<tr>
<td>January 2, 2014</td>
<td>First day for IBM exam delivery at a Pearson VUE test center</td>
</tr>
</tbody>
</table>

3. **Who is Pearson VUE?**
   Pearson VUE (pearsonvue.com) provides computer-based testing for information technology, academic, government and professional testing programs around the world. They deliver exams through a comprehensive and secure network of test centers in 165 countries.

4. **What are the changes to the admission process for IBM candidates at the Pearson VUE testing center?**
   Effective January 2, 2014, IBM will also implement an enhanced security requirement for those wishing to take IBM exams at a Pearson VUE test center. In addition to the current identification and admission requirements, candidates who are taking a proctored exam will now be photographed and asked to provide a digital signature. The photograph and signature will become a permanent part of each candidate’s IBM certification record. Photos taken during the admission process will be printed on score reports and all candidate data will be securely stored and protected by Pearson VUE. These requirements may be modified according to local laws.

5. **What are the benefits of capturing digital photos and signatures?**
   Digital photos may be used to assure employers that the person presenting the certification credential is the same individual who took the exam. Likewise, candidates are given peace of mind knowing that their credentials are
protected. Further, this initiative will help to ensure that IBM IT certifications maintain their integrity and value within the marketplace.

6. **What forms of ID are acceptable for candidates to provide at the time of admission to a Pearson VUE test center?** During the admissions process, you must provide two (2) forms of original (no photo copies), valid (unexpired) IDs – one primary (government issued with name, photo, and signature) and one secondary (with name and signature).

**Identification (ID) Requirements:**
- The first and last name you use to register *must match exactly* the first and last name on the ID you present on test day.
- All IDs required *must be issued* by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, a passport from your country of citizenship is required.

**Exceptions:**
- Expired forms of ID are not acceptable unless accompanied by valid renewal papers.
- Any government-issued ID missing a visible signature or with an embedded signature, can be supplemented with an original (no photo copies), valid (unexpired) ID that has at least a name and signature. This is in addition to any secondary ID requirement.
- A government-issued local language ID not in Roman characters is accepted *only* if it was issued by the country in which you are testing.
- Any candidate exceptions to the ID policy must be pre-approved by the Pearson VUE customer service center at least three (3) business days before the scheduled exam appointment.

**Primary ID:**
- Passport
- Driver’s license
- Military ID (including spouse and dependents)
- Identification card (national/state/province identity card)
- Alien registration card (green card, permanent resident, visa)

**Secondary ID:**
- Original (no photo copies)
- Display legal name
- Signature

*If you have any questions about the ID you are required to bring with you to the testing center for admittance for your exam, please contact Pearson VUE customer service.
Testing process

1. **Where are Pearson VUE® Authorized Test Centers located?**
   Pearson VUE currently has more than 5,000 Pearson VUE test centers in more than 165 countries. You can find a Pearson VUE Authorized Test Center near you by utilizing the Test Center Locator.

2. **Does Pearson VUE offer all IBM certification exams?**
   All proctored, IBM certification and mastery exams are available at Pearson VUE test centers. Additionally, IBM certification assessment exams and sales mastery exams are available to candidates anywhere there is internet access. To find a complete list of exams offered, please visit [www.pearsonvue.com/ibm/exams](http://www.pearsonvue.com/ibm/exams).

3. **Are Pearson VUE’s testing requirements, for IBM exams, the same as they were with the prior testing vendor?**
   Yes. Because IBM sets the testing requirements for its exams, the requirements at Pearson VUE will continue to be the same.

4. **Will the exam fees change?**
   No, exam fees are set by IBM and will remain the same.

5. **Can Pearson VUE test centers accommodate candidates with special needs?**
   Yes, Pearson VUE and IBM allow accommodations to candidates who are identified as having special needs. If you need accommodations, please visit [www.pearsonvue.com/accommodations](http://www.pearsonvue.com/accommodations) for additional information. The complete process as well as the required forms is listed on the above mentioned web page.

Scheduling an exam

1. **What if I already have an IBM exam scheduled with Prometric?**
   If you have an exam scheduled to take place on or before December 31, 2013, then you may keep your appointment.

2. **I have an unexpired Prometric exam voucher but have not yet scheduled my exam, what do I do?**
   You may use your voucher to schedule your exam with Prometric as long as the exam is taken on or before December 31, 2013. Starting January 13, 2014, unused Prometric vouchers that have not been redeemed or expired will be valid in the Pearson VUE system.

3. **How do I schedule an appointment for my first exam with Pearson VUE?**
   First, you will [create a Pearson VUE web](http://www.pearsonvue.com/ibm) account by visiting [www.pearsonvue.com/ibm](http://www.pearsonvue.com/ibm). Please provide your legal name as it appears on the photo IDs you will present for admission into the testing center. In addition, be sure to use the same Candidate Testing ID that you currently have established for IBM testing at Prometric. This will assure all your exam results remain
together on the IBM Member Site. Other demographic information will also be required to create the web account.

Secondly, after you have your Pearson VUE username and password, you can proceed to scheduling an exam appointment by signing into your account. Payment, if required, must be made at time of exam scheduling. You cannot book first and pay later. Be sure you know how you are going to pay (credit card, voucher number and/or promotion code) before you begin the scheduling process. Appointments may be made in advance or on the same day you register, subject to availability.

Pearson VUE recommends that all candidates create their account at least 2 days prior to scheduling their testing appointment. For additional information on the registration/scheduling process, please review our online scheduling guide.

4. I am attending an IBM Conference or Testing Event where certification testing is offered. Is there anything I need to do prior to the event?

Yes, prior to the testing event, please visit www.pearsonvue.com/ibm and create a Pearson VUE web account, if you don’t already have one. Be sure to use the same Candidate Testing ID that you currently have established for IBM testing at Prometric. This will assure all your test results remain together on the IBM Member Site. Please create your account at least 2 days prior to the testing event. This will save you time at the IBM Conference and will establish your username and password before you enter the testing room for exam registration.

Please take your Pearson VUE username and password with you when attending an IBM Conference or Testing Event. You will use this information to schedule your exam. All exams that are taken at an IBM Conference or Testing Event must be scheduled on the day of the event.

Exam vouchers and promotion codes

1. Will I be able to use unexpired Prometric vouchers that I have already acquired?

Existing Prometric vouchers for IBM exams may be used to schedule an exam with Prometric through December 31, 2013. Starting January 13th, unused Prometric vouchers that have not expired will be valid in the Pearson VUE system.

2. Will I still be able to purchase a Prometric voucher?

You may purchase an exam voucher for an IBM exam with Prometric up until December 22, 2013. You can test with Prometric, using this voucher, on or before December 31, 2013. Starting January 13th, unused Prometric vouchers that have not expired will be valid in the Pearson VUE system.

3. Where can Pearson VUE vouchers be purchased?

Pearson VUE vouchers can be purchased through the Pearson VUE Voucher Store effective January 2, 2014, at www.pearsonvue.com/vouchers.

Please Note: While pre-paid vouchers offer convenience to some purchasers, candidates do not need to purchase a voucher to schedule an exam. A credit card may also be used at the time of scheduling/payment.
4. Can I still use an existing promotion code?
Current IBM promotions that extend into 2014 will be valid within the Pearson VUE system after January 13, 2013.

My account

1. What will happen to my records and testing history with Prometric?
All records and testing history are the property of IBM, and this information will remain with IBM. Likewise, all new records created through testing with Pearson VUE will be forwarded to IBM for processing and storage. Access your complete testing record via the IBM Member Site.

2. I have already taken and passed one of the two exams required to earn an IBM Certification at a Prometric test center. Can I take the second exam at Pearson VUE, and if I pass, earn my IBM Certification?
Yes. When creating your Pearson VUE web account, it is important that you use the same Candidate Testing ID you provided to Prometric when you took the first exam. By using the same Candidate Testing ID, the record of your new exam results will be kept together with your existing exam results at IBM. Then, you simply schedule your next exam with Pearson VUE.

   If you use the same Candidate Testing ID for all exams taken to earn an IBM certification, your complete testing record will be stored on the IBM Member Site.

3. I have taken all my previous IBM exams with Prometric. Will all my new Pearson VUE exams be added to the same record, or will I now have different records?
To keep all of your exam information within the same record, be sure to continue using your current Candidate Testing ID. By using your existing Candidate Testing ID (which you used to schedule exams with Prometric) when you create your Pearson VUE web account, your new exam results will be kept together with your existing exam results at IBM on the IBM Member Site.

4. If I did not pass my exam after taking it twice at Prometric before the cutover date, will I still need to wait 30 days before retaking the exam with Pearson VUE?
Yes. The retake policy remains in place. If you failed a proctored exam twice at Prometric, you will need to wait 30 days (from the date of the first exam) before retaking the exam with Pearson VUE. If you do not wait, any exam results will be invalidated by IBM, and your exam fees will not be refunded.

5. I need to order a duplicate score report, and I am testing prior to December 31, 2013. How do I proceed?
If you tested at a Prometric Testing Center, you may request a duplicate of your score report from Prometric.

Need additional information?
Check back to this page frequently as we will be updating this list of FAQs. If you don’t find the answer to your question, please visit the IBM Professional Certification.
homepage and review the articles that have been posted on the transition to Pearson VUE.

If you still don’t find the answer to your question, please send an email to IBM at certify@us.ibm.com. IBM will respond to your question within two (2) business days from the time of receipt.