

# Candidate Version

## Frequently Asked Questions regarding Microsoft's Transition to Prometric as its Single Vendor for Test Delivery

### 1. When will this change happen?

This change will be taking place starting September 1, 2007, although Pearson VUE will continue to deliver tests for Microsoft (in certain instances) through December 31, 2007.

### 2. What if I have a Pearson VUE voucher?

To accommodate vouchers purchased through August 31, 2007, Pearson VUE will continue to honor pre-paid vouchers through December 31, 2007. Please contact Microsoft at [Microsoft Learning Certification Voucher Inquiries](#) for a Prometric replacement exam voucher for exams scheduled after December 31, 2007. If you are unsure what type of voucher you have, contact [Microsoft Learning Certification Voucher Inquiries](#) for more information.

#### Exceptions:

**Microsoft Dynamics** – Microsoft Dynamics vouchers that are purchased through August 31, 2007, will have a 1-year expiration date and can be used at Pearson VUE through December 31, 2007. If they are not redeemed by then, you must contact Microsoft to exchange them for a Prometric voucher. Microsoft Dynamics vouchers may be purchased after August 31, 2007, but will have an expiration date of December 31, 2007, and must be used by that date.

**Microsoft Partner Program** – If you are a Microsoft Partner and have received a discount voucher through the Microsoft Partner program found [here](#), you will be able to use the discount voucher through Pearson VUE until November 30, 2007. Voucher terms and conditions are subject to change; please check back regularly for updates.

### 3. What is the last date I can register a for Microsoft exam with Pearson VUE?

Between now and August 31, 2007, Pearson VUE can register candidates for any Microsoft exam that is delivered by December 31, 2007, via any means of payment.

After August 31, Pearson VUE will only be able to register candidates with **pre-paid vouchers**, as long as the exam is delivered through December 31, 2007.

If you are unsure what type of voucher you have, contact [Microsoft Learning Certification Voucher Inquiries](#) for more information.

### 4. What if I have already scheduled a Microsoft test with Pearson VUE?

Pearson VUE will continue to deliver scheduled exams through December 31, 2007.

### 5. Why is this change happening?

We have not been informed of the reason for this decision. Feedback we've received from Microsoft employees and partners over the years has been overwhelmingly positive. Please contact Microsoft for details.

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## 6. Why did Microsoft choose Prometric?

We simply don't know. Feedback we've received from Microsoft employees and partners over the years has been overwhelmingly positive. Please contact Microsoft for specific details.

## 7. Does this mean that Pearson VUE is getting out of the IT testing business?

Absolutely not! Pearson VUE administers a wide variety of popular IT certification tests; including those by Adobe, Citrix, CompTIA, Novell, Sun Microsystems and many more. [In fact, we've just announced a new partnership with Cisco designed to enhance the value of IT certification.](#)

## 8. Which other Information Technology exams can be taken at Pearson VUE test centers?

Pearson VUE administers a wide variety of popular IT certification tests; including those by Adobe, Cisco, Citrix, CompTIA, Novell, Sun Microsystems and many more. In addition, Pearson VUE administers certification and licensing tests for a number of professional and academic organizations. Check our website at [www.pearsonvue.com/programs](http://www.pearsonvue.com/programs) for a complete listing.

## 9. What will happen to my records and testing history with Pearson VUE?

All records and testing history are the property of Microsoft, and this information will remain with Microsoft. Likewise, all new records created through Prometric will be forwarded to Microsoft for processing and storage.

## 10. Will this change the status of my certification?

No, your certification will remain the same.

## 11. Will the Microsoft exam pricing change for tests taken at Prometric?

Please contact Microsoft or Prometric for details.

## 12. I have already taken exams with Pearson VUE. Can I finish my certification with Prometric?

Yes, because all previous and future results are the property of Microsoft, this change will not alter your certification.

## 13. What if I need to order an additional score report from Pearson VUE?

Microsoft will have all of your testing data. Please contact Microsoft or Prometric for details.

## 14. How do I register for an exam at Prometric?

Please contact Microsoft or Prometric for details.

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**15. How can I locate a Prometric test center?**

Please contact Microsoft or Prometric for details.

**16. Can I still order Microsoft practice tests through MeasureUp and Pearson VUE?**

Although Microsoft *certification* exams will no longer be delivered through Pearson VUE, we will continue to offer Microsoft practice tests, as well as a host of other IT certification practice exams, through our partnership with MeasureUp.