

Pearson VUE as Exclusive Citrix Exam Provider

Frequently Asked Questions

Q: When did this change happen?

A: Effective August 31, 2009, all Citrix exams are delivered only through Pearson VUE Authorized Test Centers.

Q: Why did Citrix move to a single-vendor model? Are there any benefits to me?

A: A single vendor for exam delivery worldwide allows Citrix to increase its certification program scalability and coverage, as well as increase operational efficiencies. Under this model, Pearson VUE and Citrix can work more closely together to focus on key areas such as exam security and marketing programs that protect and raise awareness of the value and integrity of Citrix certifications.

Q: Is my Prometric voucher valid? Can I still use it?

A: Yes - unused Prometric vouchers will be valid in the Pearson VUE system. If you encounter issues, contact Citrix Education at training@citrix.com.

Q: What if I have already scheduled a Citrix exam with Prometric?

A: You will need to cancel it with Prometric (a refund will be issued) and reschedule it with Pearson VUE.

Q: I have never tested with Pearson VUE. Will they need to create a new Test ID or Citrix ID for me, or can I use the same one?

A: You will not need to create a new Test ID or Citrix ID. When you register for an exam with Pearson VUE, simply provide Pearson VUE with your Citrix ID number or Test ID number (found on your exam score report). Creating a new ID number will create a duplicate Certification Manager profile for you and may delay credit for your exam or certification.

Q: Who is Pearson VUE?

A: Pearson VUE (www.pearsonvue.com) is the global leader in computer-based testing for information technology, academic, government and professional testing programs around the world. Pearson VUE provides a full suite of services from test development to data management, and delivers exams through the world's most comprehensive and secure network of test centers in 165 countries. Pearson VUE is a business of Pearson (NYSE: PSO; LSE: PSON), the international media company, whose businesses include the Financial Times Group, Pearson Education and the Penguin Group.

Q: Where are Pearson VUE Authorized Test Centers located?

A: Pearson VUE currently has more than 5,000 Pearson VUE Test Centers in 165 countries worldwide. You can find a Pearson VUE Authorized Test Center near you by going to www.pearsonvue.com/citrix/locate and using our Test Center Locator.

Q: How do I register for an exam at Pearson VUE?

A: Pearson VUE offers three different methods of registration. You can use the Pearson VUE website, call a Pearson VUE agent, or contact the test center directly:

- To register for an exam online, please **sign in** to your account using your Pearson VUE username and password. Please note that you will need to create a web account prior to using the website for the first time. If you do not have a username and password, and would like to get one, please **create a web account** now.
- Another way to register for an exam is to contact a **Pearson VUE agent** directly. A registration fee applies for this option.
- The final option is to call or visit a test center directly. A registration fee applies for this option. To locate the address and telephone number of a Pearson VUE test center, visit the **Test Center Locator**.

Q: What happened to my records and testing history with Prometric?

A: All records and testing history are the property of Citrix, and this information will remain with Citrix. Likewise, all new records created through Pearson VUE will be forwarded to Citrix for processing and storage. Prometric no longer keeps data about Citrix exam takers in its system. You may continue to use the Citrix Certification Manager system (www.citrixcertmanager.com) to track your exam and certification history.

Q: Will this change my certification?

A: No, your certification will remain the same.

Q: I have already begun to take the exams needed toward my certification with Prometric. Can I finish my certification with Pearson VUE?

A: Yes, simply contact Pearson VUE and schedule your next exam. As all previous and future results are the property of Citrix, this will not affect your certification.

Q: When can I expect to see my exam results reflected in the Citrix database?

A: Exam completions generally take four (4) business days to appear in your candidate history in the Citrix Certification Manager system (www.citrixcertmanager.com). This lead time should not be affected by the transition. If the information does not appear after that time, please send an email to training@citrix.com and attach a copy of your score report or transcript with your name, Exam ID, exam number, and the completion date. In the subject field of your email, please specify "Missing exam completion."

Q: Does Pearson VUE have access to information about non-Citrix exams that I've taken with Prometric?

A: No. Pearson VUE only has access to data related to the exams it delivers.

Q: I require special accommodations. Can Pearson VUE sites accommodate me?

A: Yes, Pearson VUE and Citrix allow accommodations to candidates who are identified as having special needs. If you need additional time to complete your exam or another accommodation, we ask that you please speak with a Pearson VUE agent about this at the time of registration. At that point, they will determine how best to accommodate you in accordance with Citrix standard practices and other standard practices such as those made for candidates protected under the Americans with Disabilities Act (ADA) of 1990.

Q: Are Prometric and Pearson VUE's testing requirements the same?

A: Because Citrix sets the testing requirements for its exams, the requirements at Pearson VUE are the same.

Q: I would like a receipt for my exam appointment. How do I get one?

A: A confirmation letter is automatically sent via email after you register for an exam, and you may print this email as your receipt. If you do not receive the automated email, please contact Pearson VUE at <http://www.pearsonvue.com/Citrix/contact/>.

Q: Where can I order a copy of my Prometric score report?

A: Prometric should still be able to provide you with a copy of your score report for any Citrix exam taken at Prometric. Please contact Prometric directly to retrieve this.

Q: I discovered that I have duplicate Prometric records. How can I get these merged?

A: Please contact Citrix Education at training@citrix.com.