

VMCE VMCE-ADO Questions & Answers

2018

Effective May 22, 2018, Veeam® Software has made some changes to the registration process for exams.

How can I get a VMCE or VMCE-ADO certificate?

1. Create a Veeam account or log in to your existing Veeam account <https://login.veeam.com/> and register for your desired program.
2. Attend a VMCE technical training course through one of our Veeam Authorized Education Centers.
3. Schedule an exam at <https://home.pearsonvue.com/> using your Veeam account and pass the VMCE exam at a Pearson VUE local testing facility.
4. Get your certificate in your Veeam account <https://www.veeam.com/my-vmce-certification.html>.

Note: Your email for course attendance and for exam booking needs to be the same.



How do I register and schedule an exam?

Follow the steps below:

1. Log in to your Veeam account <https://login.veeam.com/> (create an account if you do not have one).
2. Go to the My VMCE certification page <https://www.veeam.com/my-vmce-certification.html>.
3. Select your desired exam and click the "Register for..." button.
4. Find the Veeam Authorized Education Center and attend the training course.
5. Click "Schedule exam" (for VMCE) or "Go to Pearson VUE" (for VMCE Advanced) to schedule the exam.
6. First-time users who do not have a Pearson VUE account will be shown a Create Pearson VUE account page.
7. Fill in all required information.
8. Confirm that all information is accurate, making sure your name matches your identification exactly.
9. Click "Confirm and Continue," which will then automatically sign you into your Pearson VUE account.

10. Click "Schedule this Exam."
11. Select the language, location, date and time, and complete the payment process with Pearson VUE.

How many questions will I get?

You will get 50 questions for the VMCE exam and 40 questions for the VMCE-ADO exam.

Do I need to take the training class before I take the exam?

Yes, to become a VMCE, you must attend a VMCE technical training course through one of our Veeam Authorized Education Centers, take the VMCE exam at a Pearson VUE local testing facility and pass it with a score of 70% or higher.

Attendance at the VMCE technical training course is required by Veeam for scheduling and taking the exam. You will not be able to schedule an exam before passing the course.

I've just passed a VMCE training course, why can't I schedule an exam?

After you pass the VMCE technical training course, you should wait at least five business days before you try to schedule an exam because the attendance reports are not automatically migrated into the system.

How do I reschedule or cancel an exam?

If you wish to reschedule or cancel your exam, you may do this online via your account or contact the Pearson VUE Customer Service team <https://home.pearsonvue.com/veeam/contact> at least 48 hours prior to your scheduled exam appointment.

NOTE: Rescheduling or cancelling less than 48 hours prior to your appointment will result in forfeiting your exam fee.

To cancel or reschedule an exam online, follow the steps below:

1. Log in to your Veeam account <https://login.veeam.com/>.
2. Go to the My VMCE certification page <https://www.veeam.com/my-vmce-certification.html>.
3. Select your desired exam and click "Schedule exam" (for VMCE) or "Go to Pearson VUE" (for VMCE Advanced), which will then automatically sign you into your Pearson VUE account.
4. Select either "Cancel" or "Reschedule."

What is the exam retake policy if I fail?

There is a 24-hour waiting period after the first failed attempt and a 14-calendar day waiting period after the following three failed attempts (from the second to the fourth attempts) for certification exams:

- Veeam Certified Engineer (VMCE)

- Veeam Certified Engineer — Advanced: Design & Optimization (VMCE-ADO)

After the fifth failed attempt, there is a 12-month waiting period **or** the candidate must submit a request and obtain prior permission from the VMCE Security Team — VMCE.Fraud@veeam.com — for each additional attempt.

After the candidate has waited 12 months, there is a 14-calendar day waiting period after the sixth to ninth failed attempts. After the tenth failed attempt, the candidate must wait 12 months **or** submit a request and obtain prior permission from the VMCE Security Team.

Once a candidate has passed an exam, he cannot take that exam again until a new major exam revision is released.

Attempt #	Waiting period
1	24 hours
2	14 days
3	14 days
4	14 days
5	Either wait 12 months or candidate must submit a request and obtain prior permission from the VMCE Security Team — VMCE.Fraud@veeam.com — for each additional attempt.
6	14 days
7	14 days
8	14 days
9	14 days
10	Either wait 12 months or candidate must submit a request and obtain prior permission from the VMCE Security Team — VMCE.Fraud@veeam.com — for each additional attempt.

I have multiple accounts, how do I have them merged?

Send an email to the support team asking for your accounts to be merged. List any possible email addresses you may have and indicate which account you would like to keep as your master account.

VMCE.Support.EMEA@veeam.com (EMEA region)
VMCE.Support.NA@veeam.com (NA region)
VMCE.Support.LATAM@veeam.com (LATAM region)
VMCE.Support.APJ@veeam.com (APJ region)

Where can I find my Veeam Candidate ID (VMCE unique ID)?

You can find your Veeam Candidate ID at the "VMCE unique ID" heading of the My VMCE certification page <https://www.veeam.com/my-vmce-certification.html>.

How do I update personal information on my Pearson VUE account?

For security reasons, profile data needs to be updated with the assistance of the certification support team. Send an email to your local email support alias located below to update this data. Be sure to include the correct spelling of your name and your Veeam Candidate ID.

VMCE.Support.EMEA@veeam.com (EMEA region)

VMCE.Support.NA@veeam.com (NA region)

VMCE.Support.LATAM@veeam.com (LATAM region)

VMCE.Support.APJ@veeam.com (APJ region)

Why can't I access my Pearson VUE account through my Veeam account?

1. I do not have the button "Schedule exam" (for VMCE) or the link "Go to Pearson VUE" (for VMCE Advanced):

To get access to a Pearson VUE account, you should pass the VMCE technical training course. Be sure that you have passed this course and you have the appropriate status in your Veeam account. It may take some time to get it. When you get this status, you will see the link "Go to Pearson VUE."

2. I have the button "Schedule exam" (for VMCE) or the link "Go to Pearson VUE" (for VMCE Advanced), but I cannot sign into my Pearson VUE account:

The first time that you attempt to sign in to your Pearson VUE account from your Veeam account, you will be shown a Create Pearson VUE account page. It is necessary to complete the fields on this page before you will be allowed to continue to your Pearson VUE account. Your name MUST match your government issued ID or you will NOT be permitted to take the exam at the testing center and will forfeit your exam fees.

Why do I need to have a Veeam account to register for an exam at Pearson VUE?

Veeam has simplified the exam registration process. Candidates can now log in from their Veeam account directly into their Pearson VUE account to schedule an exam. In order to schedule an exam, you must first be logged into your Veeam account.

Why do I have to provide my address when registering for an exam?

During each exam registration, you will be prompted to provide a mailing address. This information is used by Pearson VUE to provide you with all the testing centers in your area when you are scheduling your exam. Please provide a valid and current mailing address.

How can I obtain my certificate and badge?

1. Log in to your Veeam account <https://login.veeam.com/>.
2. Go to the My VMCE certification page <https://www.veeam.com/my-vmce-certification.html>.
3. Be sure that your exam status is updated and you see the text "Congratulations! You have successfully passed VMCE program" (for VMCE v9) or "You're VMCE xxx certified! You can now download your VMCE xxx certificate and VMCE xxx badge" (for VMCE v7, v8 and VMCE Advanced).
4. Click "Download Certificate Image" (for VMCE v9) or "VMCE xxx certificate" (for VMCE v7, v8 and VMCE Advanced) to view your certificate.
5. Click "GET YOUR DIGITAL BADGE" (for VMCE v9) or "VMCE xxx badge" (for VMCE v7, v8 and VMCE Advanced) to view your badge.

Need help? Contact us

VMCE.Support.EMEA@veeam.com (EMEA region)

VMCE.Support.NA@veeam.com (NA region)

VMCE.Support.LATAM@veeam.com (LATAM region)

VMCE.Support.APJ@veeam.com (APJ region)