FAQs for Huawei Certification Written Examination Platform Change

EBG TRAINING & CERTIFICATION DEPT

1 FAQs About the Exam Platform Change to Pearson VUE

1.1 What are the changes to the Huawei Certification Written Examination Service Platform?

Starting from November 1, 2018, Huawei certification exam service platform will be changed from Prometric to Pearson VUE. Candidates can schedule and take an exam on the Pearson VUE platform.

1.2 After the platform change, will the written exam code and title also be changed?

There is no change to the exam code and title.

1.3 After the platform change, will there be any change in written exam scheduling?

Yes. Candidates need to use their Huawei Accounts to schedule an exam on the Pearson VUE website.

2 FAQs About Exam Vouchers

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2.1 Can I use un-redeemed and unexpired vouchers purchased before

November 1, 2018 to schedule exams?

Yes. You can use a voucher purchased before November 1, 2018 to schedule exams on the Pearson VUE platform.

2.2 Can I schedule an exam for after November 1, 2018 on the Prometric website?

No. Only exams up until October 31 can be scheduled on the Prometric website.

2.3 Where can I buy Pearson VUE exam vouchers?

You can obtain or buy written exam vouchers from Huawei's training partners see:

Huawei Authorized Learning Partners (HALPs)/Huawei Authorized Information and Network Academy (HAINA)

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3 FAQs About Exam Scheduling

3.1 I have registered an account on the Prometric website. After the exam platform change, can I use that account on the Pearson VUE website?

No. After November 1, 2018, you need to use your Huawei Account to log in to the Pearson VUE website to schedule exams.

3.2 How can I register a Huawei account?

1. Visit https://uniportal.huawei.com/uniportal.

2. Fill in the application form correctly and submit it.

Note: Use your real name, which must be the same as that on your personal identity card. Please register by email in order to be able to take exams and receive certificates normally.

3. After registration information is successfully submitted, the system will send an activation link to the email inbox you provided when registering the account. Log in to the email inbox and click the link to activate the account.

3.3 How do I schedule an exam?

You can schedule an exam in three ways.

- Online:

➢ Visit the Huawei website (http://support.huawei.com/learning) and click **Pearson VUE Exam Appointment.**(for Carrier customers, please visit http://e-learning.huawei.com/zone/pub/lsportal/cn/index.html and click **Pearson VUE Exam Appointment.**)

➢ Visit the Pearson VUE website (https://home.pearsonvue.com/huawei) to book an exam.

- Contact the Pearson VUE Custom Service Center.

- Visit your nearest Pearson VUE test center.

The requirements are as follows:

- For scheduling an exam on the Pearson VUE website, you need to use a Huawei Account login to the Huawei website firstly.Third party accounts are not allowed for scheduling exams (LinkedIn, Google Account, etc.)

- When scheduling a Huawei certification exam through Pearson VUE for the first time, you will need to input some personal information.

- Exams must be rescheduled at least 24 hours before the scheduled start time. To schedule an exam on the current day, contact the Pearson VUE Test Center to check whether the exam can be scheduled for you.

3.4 Can I schedule an exam via the Pearson VUE Customer Service Center or test center directly?

You can do this only after logging in to the Pearson VUE official website through a Huawei account and providing basic personal information.

3.5 How can I find the nearest Pearson VUE test center?

On the Pearson VUE website, you can click **Find a test center** to search for the nearest Pearson VUE test center.

4 FAQs About the Exam Process

4.1 What identity documents do I need to present to a Pearson VUE test center before taking an exam?

You must provide at least two valid identity documents.

- Basic certificate (one of the following):

➢ Driving license

➢ Passport

➢ ID card

➢ Military officer card

➢ Alien registration card (green card, permanent residence visa)

● Auxiliary certificate (one of the following):

Any document with your name and signature (or recent photo), for example, the credit card and student card.

If you have any questions about the types of certificate, contact Pearson VUE Customer Service Center.

4.2 What changes are there to the admission process for Huawei candidates?

The admission process will now include enhanced security requirements for those taking Huawei exams. In addition to the current identification and admission requirements, candidates will now be photographed and asked to provide a digital signature. The photograph and signature will become a permanent part of each candidate's Huawei 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 FAQs About Test Results

5.1 After taking an exam through the Pearson VUE test center, when can I view the exam score on Huawei's official website?

One working day after the exam date. You can view the score by clicking **Exam Score Query** on the Huawei official website.

5.2 What should I do if I can't view my score on Huawei's official website?

You can link your exam score with your Huawei account in the following ways:

- By mailbox: Visit Huawei's official website, log in to the system using your Huawei account, and choose My Huawei > Training And Certification > My Examinations > Associate Exam Records. After submitting the re-association request, log in to the mailbox to activate the association.

- By score report: Three working days after the exam, visit Huawei's official website, log in to the system using your Huawei Account, and choose My Huawei > Training And Certification > My Examinations > Associate Exam Records. Use your new mailbox and score report to submit the re-association request. Log in to your new mailbox and activate the association.

If you have linked your score with your Huawei account, but problem is not solved, send your case to the Huawei certification email address Certification@huawei.com.

5.3 After platform change can I query my historical exam scores?

Yes. You can query all exam records on Huawei official website using your Huawei account. Historical exam scores will be saved.

5.4 I have multiple Huawei accounts. How can I link all of my exam records with one account?

You can link Huawei certification exam records with your account by email or score report. Please refer to **section 5.2**

6 About Certificates

6.1 I have passed an exam. However, my certificate is not displayed on the Huawei official website.

You must associate all your exam score records with the same Huawei account.

6.2 I have passed an exam. Do I need to apply for a certificate?

No Starting from November 1, 2018, Huawei will automatically issue e-Certs.

6.3 I have passed the HCIE. Do I need to apply for an HCIE certificate set?

Yes.

7 Other Questions

7.1 I have passed one of the two HCNP certification exams through the Prometric test center. Can I take another exam through the Pearson VUE test center? If I have passed the exam, can I obtain the certificate?

Yes, you can take another exam through the Pearson VUE test center. You must use the same Huawei account to schedule another exam through the Pearson VUE test center. After passing the exam, you can obtain the certificate.

7.2 If I fail to pass an exam through the Prometric test center, do I need to wait for seven days before I retake the exam through the Pearson VUE test center?

Yes, the Retake Policy has not changed. If you fail to pass an exam taken through the Prometric test center, you need to wait for seven days before you retake the exam through the Pearson VUE test center.

7.3 How will candidate personal information be stored?

Both Huawei and Pearson VUE employ rigorous measures to ensure data privacy. Although IT testing is a significant part of Pearson VUE's business, the company also routinely delivers a variety of other high-stakes exams. The same methods used for the collection, encryption and storage of data for these programs are used for the Huawei certification program. For additional

information about Huawei's Privacy Policy, please visit the Huawei website

http://support.huawei.com/learning.

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8   What if I need more information?

Check this page frequently as we will be updating this list of FAQs. If you don't find the answer to your question, please visit http://support.huawei.com/learning and review the relevant articles. If you still can't find the answer to your question, please contact certification@huawei.com and a representative will assist you.