

# Dell Technologies Proven Professional Program Top 10 Questions

DELL Technologies

Proven  
Professional

## CertTracker - Dell Technologies' Certification Tracking Tool

### How do I get a CertTracker account?

For Customers, Partners, and Industry Professionals

A CertTracker account is automatically created if you have:

- Taken a Dell Technologies Proven Professional proctored exam at Pearson VUE
- Completed all course requirements for earning a Dell Technologies SE or Sales Accreditation

Look out for an informative email from Dell Technologies Education regarding your account, subject: Dell Technologies Education Activity Result. This email is sent once your results have transferred over and your CertTracker account is created. You will not be able to log into CertTracker until your data has transferred over. Please allow 5 business days for this data to appear in CertTracker.

For Dell Technologies/subsidiary employees:

A CertTracker account is automatically created if you have:

- Taken a Dell Technologies Proven Professional proctored exam at Pearson VUE

Look out for an informative email from Dell Technologies Education regarding your account, subject: *Dell Technologies Education Activity Result*. This email is sent once your results have transferred over and your CertTracker account is created. You will not be able to log into CertTracker until your data has transferred over. Please allow 5 business days for this data to appear in CertTracker.

A CertTracker account can be manually created if you:

- Need to track Industry Certifications

Employee badge number is required. If you are a Dell Technologies/subsidiary employee and you need to register for a CertTracker account you can [register here](#).

### How do I log into CertTracker for the first time?

- Access the [CertTracker website](#)
- Select the Never logged in before? option
- Enter the email address you registered with when you completed the exam
- An email will be sent to you from Dell Technologies Education
- Follow the instructions to reset your password

### How do I log into my existing CertTracker account?

- Access the [CertTracker website](#)
- Enter your CertTracker DELLID & password
- Having trouble? Select the Forgot your password or CertTracker DELLID? option

## **I am able to log into my CertTracker account. However, I do not see my exams or credentials. Where did they go?**

Please allow 5 business days for exam data to appear in CertTracker. You will receive an email from Dell Technologies Education, subject: *Dell Technologies Education Activity Result* once your results have transferred over.

If you log into [CertTracker](#) after 5 business days and are not able to see the *Exams* or *Credentials* tabs then you **MUST** update/confirm your demographic information by following the below steps.

- From the top menu bar Select Demographics
- Update information (i.e. relation to Dell Technologies, email address, phone number)
- Scroll to the bottom of the page and click Update/Confirm

Once you update/verify your demographic information you will be able to see the *Exams* and *Credentials* tabs with your history listed.

## **Certificates**

### **I have not received my certificate. Can you send it to me?**

Certificates can be downloaded and are not emailed or mailed out. To view or download your certificates, log into your CertTracker account and go to the *Credentials* tab. All awarded Certificates are reflected under *My Active Credentials*.

### **I passed the exam so why is my certificate not available and my credential showing as in progress?**

If you do not see a Certificate and your credential is showing as in progress, then you have not met all the requirements. Please click on the credential to see what other requirements may be needed.

**Please note:** The Legacy Proven Professional certification framework is based on accumulative knowledge. A valid Associate Level certification must be held prior to earning a Specialist or Expert certification. A valid Associate Level and Specialist Level certification must be held prior to earning an Expert certification. Further information can be located in our policies and guidelines document accessed from the [Education Portal](#).

## **Dell Technologies Proven Professional Vouchers**

### **What are Dell Technologies Proven Professional vouchers?**

Dell Technologies Proven Professional vouchers may be used as payment for any Dell Technologies Proven Professional exam delivered by Pearson VUE. These vouchers are not redeemable for VMWare, Pivotal, Virtustream, RSA, OpenText or other certification exams.

### **How do I access my Dell Technologies Proven Professional vouchers?**

For Customers and Partners who have purchased a voucher

- Visit the voucher portal at <https://education.dell EMC.com/content/voucher>.
- If you have purchased a voucher since August 2019, your voucher details will be reflected under Voucher History.

- If you purchased a new voucher, please allow 3 business days for the voucher to be emailed to you and to be reflected under Voucher History.

For Dell Technologies employees (badged only)

- Visit the voucher portal at <https://education.dell EMC.com/content/voucher> to see your voucher count.
- If you are ready to schedule an exam select 'Release Voucher'.
- An email will be sent with your voucher number. Your voucher will also be reflected under Voucher History.

## **Pearson VUE testing centers**

### **How do I schedule a Dell Technologies Proven Professional exam?**

Dell Technologies Proven Professional exams are delivered by Pearson VUE. To schedule an exam please visit the [Pearson VUE](#) website.

*Need more information on the Dell Technologies Proven Professional Program? Please visit [Certification Support](#).*