



Frequently Asked Questions

Q: What is the Microsoft Certification exam pack offer and how do I sign up?

A. The Microsoft Certification exam packs are designed to help you get your Microsoft Certification, regardless of where you are in the learning process. These packs map to all of the Professional Series certification paths, and there is at least one offer for every path. However, you do not have to be on a particular certification path to choose an exam pack.

- [Review the certification path for the job role that interest you](#)

Choose from one of the following:

- Buy a 2-exam pack and get 15% off, plus get a Second Shot on every exam
- Buy a 3-exam pack and get 15% off, plus get a Second Shot on every exam
- Buy a 4-exam pack and get 20% off, plus get a Second Shot on every exam
- Buy a 5-exam pack and get 20% off, plus get a Second Shot on every exam

After you choose an exam pack, you go to the Prometric website and follow these easy steps:

Choose an exam pack and obtain your voucher code.

- [Select your exam pack and obtain your voucher code](#) (Prometric.com)
- 2 – Pay for your exam pack and schedule your first exam.
- [Pay for your exam pack and schedule your first exam](#) (Prometric.com)
- 3 – Take your first exam on your scheduled date at a Prometric testing center.

Q: What if I want to take only one exam?

A. Each Microsoft Certification exam pack offers you a substantial discount, and we highly recommend that you take advantage of this great deal. However, if you want to purchase only one exam that includes the Second Shot offer, you can do so by adding 15 percent to the regular cost of the exam—one exam costs US\$125, so the total cost of one exam that includes the Second Shot offer is US\$143.75.

Q: Which exams qualify for this offer?

A. This offer applies to all IT professional and developer Microsoft Certification exams (exams that have a 70 prefix), and all Microsoft Dynamics exams (exams that have a MB-X prefix). The offer does not include academic exams (exams that have a 72 or 73 prefix).

- [Check out exams that have a 70 prefix and check out Microsoft Dynamics exams](#)

Q: What is Second Shot?

A. The Second Shot offer provides a *free* retake exam if you do not pass your exam the first time. If you purchase a Microsoft Certification exam pack, you can retake an exam once if you do not pass it the first time. For example, if you buy a 3-exam pack, you will have one (and only one) retake for each of the three exams.

Q: If I do not pass my exam the first time, how do I take my Second Shot exam?

A: If you have purchased an exam pack and you do not pass an exam the first time, visit the Prometric website to register for a free Second Shot. Prometric will send you a new voucher code.

- [Register for a free Second Shot](#) (Prometric.com)

Note Prometric provides a retake voucher via email within 72 hours. You can use the vouchers only for retake exams. If you purchased a single exam that included the Second Shot offer, you will use your same voucher code to get the retake.

Q: Can I register and schedule all of my exams at one time?

A. No, you can only register for one exam at a time, and you cannot register for a second exam until you have taken the previous one.

Q: Can I distribute the exams in my exam pack to others, or can anyone else use my voucher code?

A. No, neither exam packs nor voucher codes are transferable. Only the person who purchased the pack can take the exams in the pack. Each voucher must be used by the same individual. That individual does not have to be identified at the time of purchase. The individual will become associated with/tied to the voucher upon schedule.

Q: What is the timeframe of the offer?

A. You must register, obtain a voucher code, schedule, pay, take your exams, and (if necessary) take the retake exams by June 30, 2011.

Q: Is this a worldwide offer?

A. Yes, this is a worldwide offer. Exams can be taken at any authorized Prometric testing center.

- [Find a Prometric testing center near you](#)

Q: Do I have to schedule and sit for all exams by June 30, 2011?

A. Yes, you have to obtain the vouchers and sit for exams by June 30, 2011.

Note This offer is valid while supplies last. We recommend that you schedule your exam as soon as possible.

Q: If I have questions, whom can I contact?

A. Send an email message to msofferpack@microsoft.com

Q: What is the Career Campaign?

A. The Career Campaign is designed to help you pursue a new career in IT, move from one job role to another, or help you become indispensable in your existing role. The campaign also provides guidance and learning tracks (via Learning Plans), both online and through our Microsoft Certified Partners for Learning Solutions, that will map to a host of different IT professional and developer job roles.

To help you move through these Learning Plans, get certified quickly, and validate your IT professional or developer skills, we are offering Microsoft Certification exam packs. The exam pack offer includes large discounts and a Second Shot for every exam in the pack. This means that if you do not pass an exam on your first try, you get a second chance. We hope these offers will help you progress down a career track to either expand the breadth of knowledge and skills you already have or achieve competency for a specific job role.

Q. How will certifications help my career?

A. The Microsoft Certified Technology Specialist (MCTS) certifications provide the foundation for Microsoft Certification. These certifications are designed to help validate your skills on the features and functionality of key technologies. You can show your depth of knowledge in one specific technology, earn multiple MCTS certifications to show breadth across different products, or build on the MCTS to earn a Microsoft Certified IT Professional (MCITP) certification or other Professional Series certifications.

The Professional Series certifications help validate that you have the comprehensive set of skills necessary to perform a particular job role (for example, desktop support technician, database administrator, enterprise messaging administrator, or developer). Some examples of Professional Series certifications include Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), and Microsoft Certified Database Administrator (MCDBA). These certifications build on the technical proficiency measured in the Microsoft Certified Technology Specialist (MCTS) certifications. Therefore, you will earn a Professional Series certification on your way to earning an MCITP certification.

Additional terms and conditions

- One voucher can be applied toward one Microsoft Certification exam, delivered at an authorized Prometric testing center.
- Vouchers are program-specific and, in some cases, exam-specific. Please ensure that you redeem the voucher for the correct exam.
- You must register for and take your exam prior to the expiration date provided with the voucher.
- Expired, stolen, or lost vouchers will not be replaced.
- Voucher expiration dates cannot be extended under any circumstances.
- Microsoft, Prometric, and Prometric testing centers are not responsible for lost or stolen vouchers or voucher numbers.
- Vouchers cannot be redeemed for cash or credit, and they cannot be used for any offer other than the one specified on the voucher.
- Vouchers are nontransferable and are void if altered in any way.
- This offer applies to select Microsoft Certification exams; namely, exams that have a 70 prefix or Microsoft Dynamics exams.
- If you do not pass an exam on your first try, you must go online and register before June 30, 2011, to receive a new voucher code and get a second chance at passing the exam.
- All retake timeframes are subject to compliance with the Microsoft Certification Exam Retake rules.
 - [View the exam retake policy](#)
- You can only redeem vouchers at authorized Prometric testing centers.