

Top Questions Answered by the Dell EMC Proven Professional Team

CertTracker - Dell EMC's Certification Tracking Tool

How do I get a CertTracker account?

For Customers, Partners, Industry Professionals, and University Students:

A CertTracker account is automatically created if you have:

- Taken a Dell EMC Proven Professional proctored exam at Pearson VUE
- Taken an Academic Alliance online test
- Completed all course requirements for earning a Dell EMC SE or Sales Accreditation

Look out for an informative email from Dell EMC Education regarding your account, subject: Dell EMC 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 EMC/subsidiary employees:

A CertTracker account is automatically created if you have:

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

Look out for an informative email from Dell EMC Education regarding your account, subject: *Dell EMC 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 EMC/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 EMC 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 EMC Education, subject: *Dell EMC 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 EMC, 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 and Dell EMC Proven Professional Polo shirts

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*.

If you do not see a Certificate available then you have not met all the requirements. Please go to your *Credentials In Progress* to see what other requirements may be needed.

Please note: The Dell EMC Proven Professional Program 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](#).

I have earned a Dell EMC Proven Professional Certification and have not received my shirt. Where is it?

Shirts are awarded for those who earn their first Specialist Certification and for those who earn any Expert Certification. If you have been awarded a Dell EMC Proven Professional shirt then you can check your fulfillment status under the *Fulfillment* tab in your CertTracker account.

Dell EMC Proven Professional Vouchers

What are Dell EMC Proven Professional vouchers?

Dell EMC Proven Professional vouchers may be used as payment for any Dell EMC 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 EMC Proven Professional vouchers?

For those who have purchased a Dell EMC Proven Professional voucher, VILT- stream starter kit that includes a voucher, or an open-curriculum subscription:

- Access the [voucher portal](#) and select *Partner* or *Customer*. Further details are reflected on the right hand side.

For Dell EMC employees:

- Access the [voucher portal](#) and select *Employees*. Further details are reflected on the right hand side.

For Partners converting coupons:

- Access the [voucher portal](#) and select Coupon Redemption. Further details are reflected on the right hand side.

Pearson VUE testing centers

How do I schedule a Dell EMC Proven Professional exam?

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

Certification News and Updates

I would like more information on the Dell EMC Proven Professional Program?

Please visit our [Education Portal](#) for Dell EMC Proven Professional program information. Below are other Dell EMC Community documents that may also be helpful to you.

[Have any questions or need further information?](#)

Submit a [Proven Professional Support Request](#). Select Dell EMC Proven Professional Support and your case will be submitted directly to our team.