Hewlett Packard Enterprise

Aruba Transition to Hewlett Packard Enterprise

Pearson VUE FAQ

Introduction

Aruba, a Hewlett Packard Enterprise Company, is integrating into Hewlett Packard Enterprise (HPE). This document provides the timeline and events that will occur with regards to Pearson VUE, the company used by both Aruba and HPE for certification testing.

The integration is scheduled for completion by November 1, 2016. This document will answer many questions about the integration and provide information and actions required in order to become certified in the HPE program.

Aruba Pearson VUE migration to HPE timeline

- Last day to purchase exam vouchers to use on the Aruba test portal is September 30, 2016.

- Last day to use exam vouchers on the Aruba test portal is October 17, 2016.

- Last day to register for an exam on the Aruba test portal is October 17, 2016.

- Last day to take an exam on the Aruba test portal is October 31, 2016.

- First day to purchase Aruba exam vouchers (HPE6) on the HPE test portal is November 1, 2016.

- First day to schedule an exam on the HPE test portal is November 1, 2016.

- Last day to use HPE6 vouchers is October 31, 2017.

Questions & Answers

1. **What exactly is the change that the Aruba certification program is making, and when?**
   Aruba, a Hewlett Packard Enterprise Company is integrating into Hewlett Packard Enterprise (HPE). Accordingly, the Aruba certification exams are being migrated to the HPE test portal at Pearson VUE. The integration is scheduled for completion on November 1, 2016.

2. **When is the last day to register for an exam in the Aruba test portal?**
   Registrations will be taken through October 17, 2016, with appointment dates through October 31, 2016. Appointments made by October 17, 2016 can be rescheduled or canceled per the cancelation policy.

3. **When is the last day that Aruba exams will be delivered in the Aruba test portal?**
   Appointment dates will be administered through October 31, 2016. Appointments made by October 17, 2016 can be rescheduled or canceled per the cancellation policy.

4. **When may I schedule an Aruba exam test date in the HPE test portal?**
   You may create a new user account in the HPE test portal after October 18, 2016. Registrations can be made for exam appointments starting October 18. 2016. If you are using a voucher for payment, your first registration date will be November 1, 2016.
   NOTE: You must have an HPE Learner ID in order to create your new user account in the HPE test portal.

5. **What if I already have an exam scheduled through the Aruba portal?**
   Exams scheduled through October 31, 2016 in the Aruba test portal will be conducted as scheduled. Appointments occurring after October 31, 2016 must be rescheduled by the candidate through the HPE test portal.

6. **Will the exam retail prices change under the HPE program?**
   From November 1, 2016, Aruba exams with the series code HPE6 will cost $125 USD in all countries. This exam price will continue through October 31, 2017.

7. **Will the exams' content change when they are migrated to the HPE program?**
   No, the exam content will be the same as it was in the Aruba program.

8. **When is the last day to purchase vouchers to use in the Aruba test portal?**
   September 30, 2016
   NOTE: Vouchers purchased by September 30, 2016 should be used prior to October 17, 2016. If you wish to purchase vouchers for future use, please wait until November 1, 2016 and purchase the HPE6 vouchers at the HPE voucher store.

9. **When can I purchase vouchers for Aruba exams in the HPE test portal?**

   November 1, 2016. Aruba exams will require HPE6 vouchers.

10. **Where can I buy vouchers for Aruba exams to use in the HPE test portal?**

    You may buy vouchers for Aruba exams at the HPE voucher store starting November 1, 2016. Aruba exams have the exam prefix HPE6. **NOTE:** All HPE6 vouchers will expire on October 31, 2017. Expired vouchers will not be extended or accepted in the HPE program.

11. **I have an unexpired voucher for an Aruba exam that I haven't used. Can I use it for an exam on the HPE portal?**

    Valid (unexpired) Aruba vouchers may be applied to Aruba exams in the HPE portal.

12. **I want to schedule/write an exam. How do I set up my HPE account at Pearson VUE?**

    1. Ensure that you have an HPE Learner ID

    2. Go to pearsonvue.com/hpe

    3. Click "Create Account"

   NOTE:

   Before you create your Testing Profile, you will need to have three key pieces of information:

   1. YOUR HPE Learner ID or HPE Employee ID.

   2. Your last name and email address as it is presented in The Learning Center. Please note that your name must also match your government-issued picture identification.

   3. After your profile is set up, you will receive an email from pearsonvue.com that provides your login information. Please ensure that your firewall settings will allow emails from pearsonvue.com.
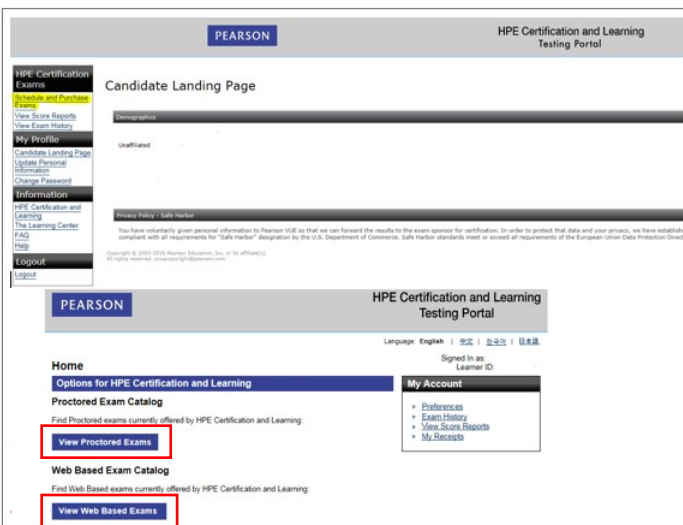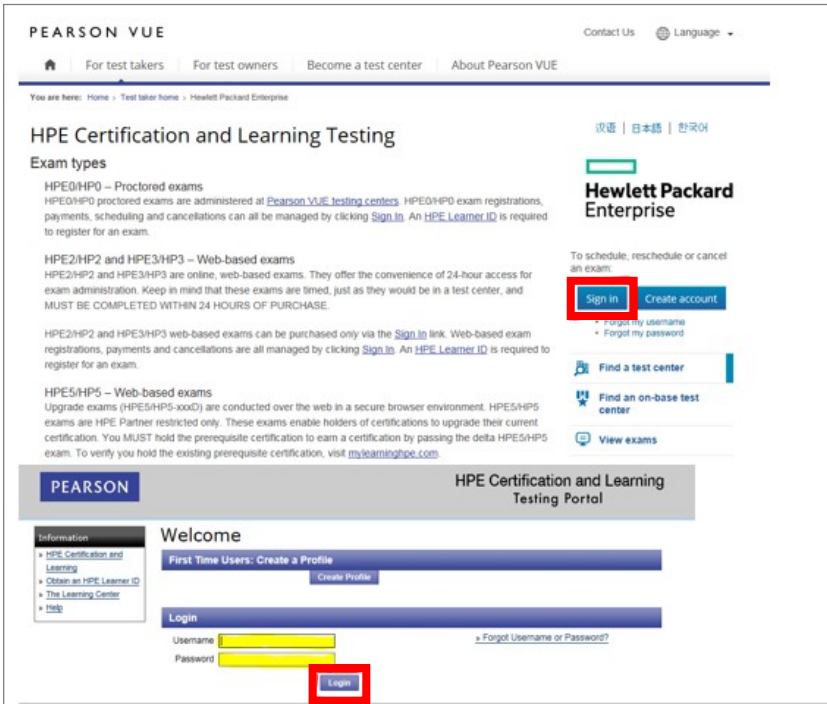
13. **How do I get an HPE Learner ID?**

    To register for the HPE program and obtain your HPE Learner ID, go to Get Started.
    Please allow 24 to 48 hours for your HPE Learner ID to be processed.

14. **How do I register for an exam on the HPE test portal?**
    1. Go to pearsonvue.com/hpe
    2. Click "Sign in"
    3. Enter your <Username> and <Password>, then click "Login"
    4. Click "Schedule and Purchase Exams"
    5. Choose either "View Proctored Exams" or "View Web Based Exams"
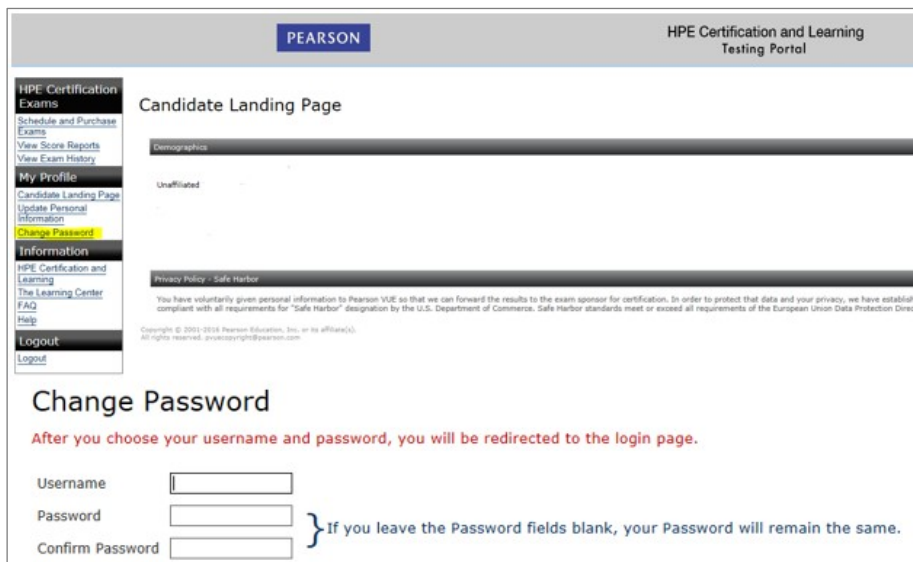
15. How do I update my account information?

1. Go to pearsonvue.com/hpe

2. Click "Sign in"

3. Enter your <Username> and <Password>, then click "Login"

4. Click "Update Personal Information"

5. As necessary, modify your Company Name, Mailing Address, Phone Number, and Email Address

6. Click "Submit"

16. How do I change my Pearson VUE/HPE account password?

1. Go to pearsonvue.com/hpe

2. Click "Sign in"

3. Enter your <Username> and <Password>, click "Login"

4. Click "Change Password"

5. Enter your Username and new password, and reconfirm your new password

6. Click "Submit"

17. **I have changed companies and have a new HPE Learner ID. What action do I need to take?**

    Contact your Regional Support Team to request a Pearson VUE account merge by providing your previous and current HPE Learner ID. Please allow 48 hours for this process to be completed.

18. **Will the admission process for Pearson VUE Authorized Test Centers change?**

    No, the admission process to sit an exam at an Authorized Test Center is the same for both programs.

19. **Will the locations and availability of the Pearson VUE Authorized Test Centers change?**

    There are more test center locations available under the HPE testing program. Online Proctoring is also an option for most exams in the HPE program.

20. **Will all of the exams and languages under the old program be offered under the new program?**

    Yes, all exams and language options available in the Aruba program will be available in the HPE program.

21. **Are the exam policies the same (i.e., prerequisites, retakes, cancellations, no-shows, ADA accommodations, etc.)?**

    Yes, policies regarding test center procedures are the same (cancellation, rescheduling, ADA, etc.). To see HPE exam retake policies, visit http://certification-learning.hpe.com/tr/exam_policies.html.

22. **What will happen to my testing history records under the Aruba program?**

    HPE will make every effort to migrate your exam history transcripts to The Learning Center transcript area. It is recommended that you retrieve your exam results from the Aruba test portal before October 31, 2016.

23. **I have taken and passed one of the two exams required to earn an Aruba credential under the old program. Can I take the second exam under the HPE program and, if I pass, earn my Aruba credential?**

    Yes. Exam results from the Aruba test portal will be migrated to The Learning Center and will be combined with exam results from the HPE test portal. Certification requirements will be evaluated on the LMS records.

24. **I am unable to locate an exam on my transcript history in The Learning Center. Who do I contact?**

    Contact your Regional Support Team and provide your Aruba Attendee ID and Email Address along with the exam that is missing. Please allow 48 hours for the review and update of your transcript history.

25. **I discovered that I have duplicate records/profiles in the Pearson VUE/new program system. How can I get these merged?**

    Contact your Regional Support Team for assistance.