

Certification FAQ

Last updated: Dec 10, 2024

These FAQs have been prepared to help answer many of the questions you may have concerning Omnissa Certifications. Please be sure to check back often, as these will be updated along the way as more information is known and decisions are made.

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Certification Portfolio

1. Which certifications will be included in the new Omnissa certification program?

We will continue to offer a full EUC-specific certification, including both Horizon and Workspace ONE.

- Omnissa Certified Professional - Desktop (OCPD)
- Omnissa Certified Professional - Workspace ONE (OCPW)
- Omnissa Certified Specialist - Workspace ONE Advanced Integration (OCSW-I)
- Omnissa Certified Specialist - Workspace ONE UEM Troubleshooting (OCSW-TS)
- Omnissa Certified Advanced Professional - Workspace ONE Deploy (OCAP - WS ONE Deploy)
- Omnissa Certified Advanced Professional - Design (OCAP - Design)
- Omnissa Certified Architecture and Design Expert (OCADX)

2. Will Omnissa recognize the Horizon/ Workspace ONE certifications I currently possess?

Going forward Omnissa Certifications will have new names, but Omnissa will continue to acknowledge all valid Horizon and Workspace ONE product suite certifications. Here is a mapping of new Omnissa Credential names and their equivalent legacy counterpart.

Current Credential	Equivalent Former Credential
Omnissa Certified Professional – Desktop	VCP - Desktop Management
Omnissa Certified Professional – Workspace ONE	VCP - Digital Workspace
Omnissa Certified Specialist - Workspace ONE Advanced Integration	VMware Certified Specialist - Workspace ONE 21.X Advanced Integration
Omnissa Certified Specialist - Workspace ONE UEM Troubleshooting	VMware Certified Specialist - Workspace ONE 21.X UEM Troubleshooting
Omnissa Certified Advanced Professional – Design	VCAP - End-User Computing Design

3. Who do I contact if I have queries about Omnissa Certification?

For any certification related query, please contact Omnissa Learning at certification_support@omnissa.com

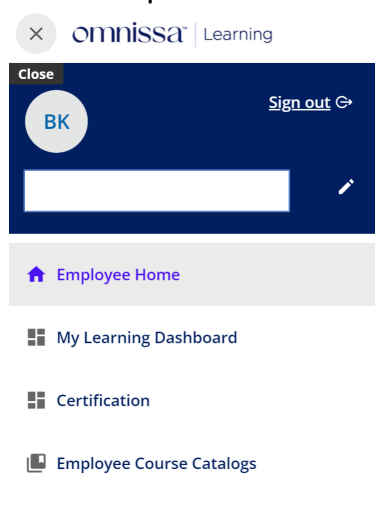
Clarus: Certification Home

4. Where do I go to view details about available Certification and their prerequisites?

For more information about Certifications provided by Omnissa, visit <https://learning.omnissa.com/learn> and then select the **Certification** Tab.

5. I am logged in to <https://learning.omnissa.com/learn> I do not see any Certification tab. Where do I go to view details about Omnissa Certification?

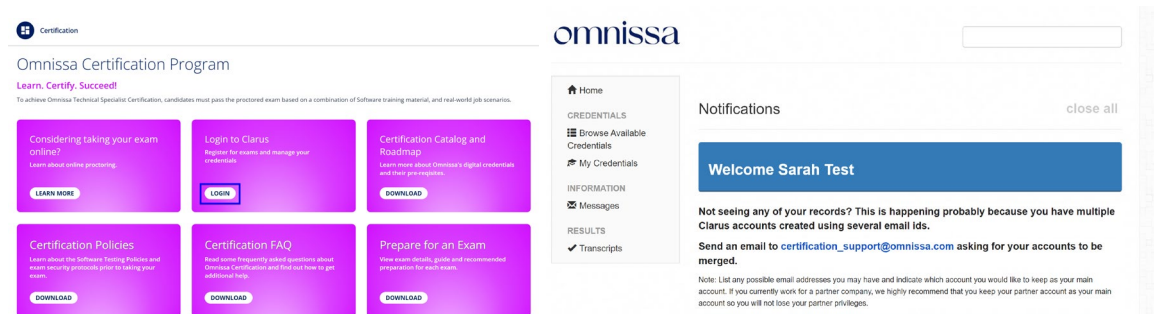
If you are signed in to <https://learning.omnissa.com/learn>, click the hamburger icon on top-left and then select **Certification**.



6. Where do I go to register for an Omnissa exams?

Use our new Certification management tool, Clarus to browse available credential and register for exams. Use **Login to Clarus** tile on the Certification page to SSO to

Clarus.



7. What is the process of registering for a credentials on Clarus?

To search and register for an Omnisssa exam, please perform the following steps:

- From your Clarus candidate **Home**, click **Browse Available Credentials**
- Click on your desired credential.
- All requirements for the credential are listed. All your Course Completions and preexisting credentials are auto-migrated to Clarus. The requirement that you meet, is check marked by Clarus.

Credential Details

VMware Certified Advanced Professional - End-User Computing Design 2024

Requirements

Earn any of the following credentials

VMware Certified Professional - Desktop Management 2021

VMware Certified Professional - Desktop Management 2022

VMware Certified Professional - Desktop Management 2023

VMware Certified Professional - Desktop Management 2024

VMware Certified Professional - Digital Workspace 2024

VMware Certified Professional - Digital Workspace 2023

VMware Certified Professional - Digital Workspace 2022

✓ VMware Certified Professional - Digital Workspace 2021

Complete the following course

VMware End-User Computing: Design ➔

Pass the following exam

VMware End-User Computing Advanced Design (3V0-61.24) ➔

The VMware Certified Advanced Professional – End-User Computing Design 2024 (VCAP-EUC Design 2024) certification verifies an individual's advanced skills in designing VMware Horizon and VMware Workspace ONE solutions, including VMware Horizon, Workspace ONE, App Volumes, Unified Access Gateway, and other relevant solutions. Job-roles associated with this certification include End-User Computing architects and consultants.

Save to my Home ➔

- Use the **Save to my Home**.
- To schedule exam, click on the exam name hyperlink from your home page.
- Click **Continue at Pearson VUE** from your candidate home to schedule your exam.

8. When I click on exam name to register for the exam, I am getting error stating that I am ineligible to appear for the credential?

Mandatory training completions are required for most certifications (virtual or in-person instructor-led training or On Demand).

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Also, candidates need to complete a OCP to be eligible to earn their OCAP Design or Deploy certification. All your Course Completions and preexisting credentials are auto-migrated to Clarus. The requirement that you meet, is check marked by Clarus.

Credential Details

VMware Certified Advanced Professional - End-User Computing Design 2024

Requirements

✓ Earn any of the following credentials

- VMware Certified Professional - Desktop Management 2021
- VMware Certified Professional - Desktop Management 2022
- VMware Certified Professional - Desktop Management 2023
- VMware Certified Professional - Desktop Management 2024
- VMware Certified Professional - Digital Workspace 2024
- VMware Certified Professional - Digital Workspace 2023
- VMware Certified Professional - Digital Workspace 2022
- ✓ VMware Certified Professional - Digital Workspace 2021

Complete the following course

VMware End-User Computing: Design →

Pass the following exam

VMware End-User Computing Advanced Design (3V0-61.24) →

The VMware Certified Advanced Professional – End-User Computing Design 2024 (VCAP-EUC Design 2024) certification verifies an individual's advanced skills in designing VMware Horizon and VMware Workspace ONE solutions, including VMware Horizon, Workspace ONE, App Volumes, Unified Access Gateway, and other relevant solutions. Job-roles associated with this certification include End-User Computing architects and consultants.

Save to my Home →

If all pre-requisites (course and exam) listed in Clarus are not met, you will not be allowed to register for the exam.

Pearson Vue: Scheduling Exam

9. How do I schedule Omnissa exam in VUE?

After you click **Continue at Pearson VUE** from your candidate home in Clarus, you will be automatically single-sign on to VUE. To schedule your exam, please use the following steps:

a) Select your exam type:

Select exam options

2V0-62.23: VMware Workspace ONE 22.X Professional

How do you want to take your exam?

☐ In person at a test center

☐ Online with OnVUE

☐ I have a Private Access Code

b) Read and agree to Omnissa test policies:

Agree to Omnissa policies

2V0-62.23: VMware Workspace ONE 22.X Professional

Omnissa policies

Admission Policy

We ask that you arrive at the test center 15 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedure. Please be prepared to show two (2) forms of personal ID. Both IDs must be valid/expiration expired. Have your signature

c) Select a test center:

Find a test center

2V0-62.23 VMware Workspace ONE 22.X Professional


502 Bombay Rd, Eden Prairie, Minnesota, 55346, United States

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance
<input type="checkbox"/> Adult Options in Education Test Center 1001 MN-7 (HIGHWAY 7) ROOM245 HOPKINS, Minnesota 55305 <small>United States</small>	5.3 mi



d) Select exam date and time and click Book the Appointment.

Please ensure that you schedule a date ***before Feb 1, 2025***, to get Omnisssa certifications, free of charge.

[Find another test center](#)

Select a date from the calendar. Only dates with appointment availability can be selected.

September 2024						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5		
8	9	10	11	12		
15	16	17	18	19		
22	23	24	25	26		
29	30					

[Why can't I find an available appointment?](#)

2. Select your appointment start time

How would you like times displayed?

☒ 12 hr (e.g., 2:00 PM) ☐ 24 hr (e.g., 14:00)

Our next available appointment is:

Tuesday, September 10, 2024

12:00 PM - 2:15 PM America/Chicago - CDT

[Explore more times](#) [Book this appointment](#)

10. Where do I apply the voucher code to get 100% discount?

On the final Payment and Billing page, click on the **Add Voucher or Promo Code** link, enter the provided voucher code and click **Apply**.

Enter payment and billing

Order Total	
Subtotal	250.00
Estimated Tax	0.00
Discount	-125.00 Omnisssa 50% Auto Discount - Customer Remove
ESTIMATED TOTAL DUE	USD 125.00

[Add Voucher or Promo Code. What is this?](#)

Required information is marked with an asterisk (*). Enter information on this page in the single byte alphanumeric characters.

Payment

*Payment type:

Select one...

[Previous](#) [Next](#)

[What is this?](#)

Voucher/Promotion Code:

[Apply](#)

s marked with an asterisk (*). Enter information on this page in the single byte alphanumeric characters.

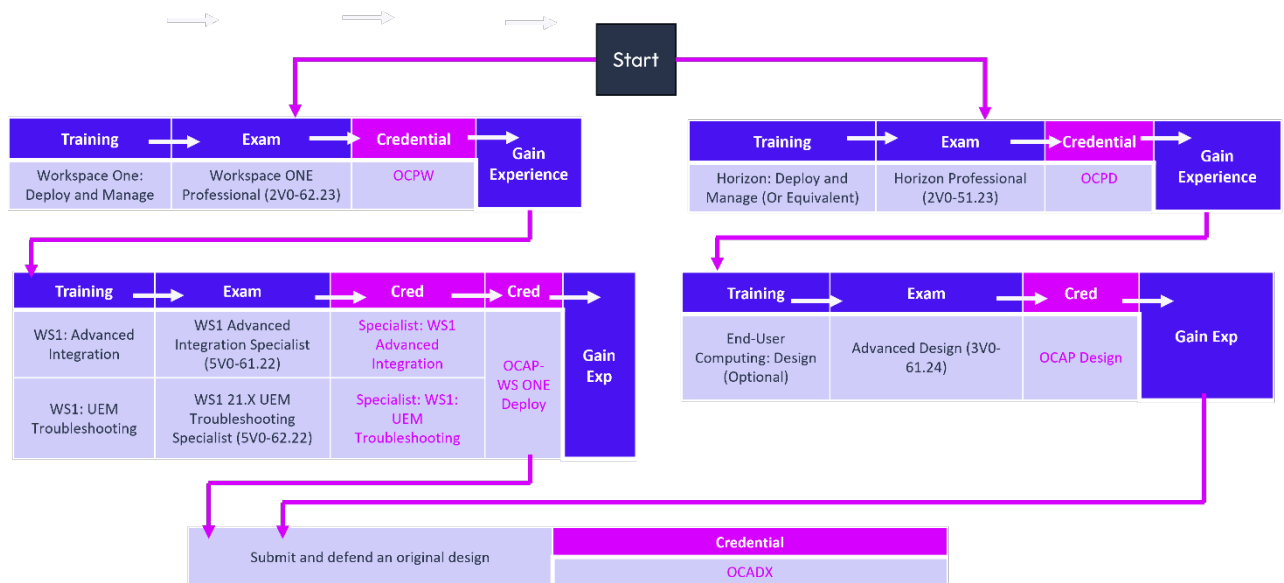
Prerequisites

7. Will Omnissa OCP, OCAP and Specialist certifications require mandatory training or other certification prerequisite?

Yes! Mandatory training required for most certifications, must be completed through official Instructor-Led Training (including virtual) or through On Demand Training.

Also, candidates need to complete an OCP to be eligible to earn their OCAP Design or Deploy certification.

Here is a visual representation for Omnissa Certification pathway.



8. I have already passed the current OCP exam. Am I eligible to attempt the OCAP exam?

All course and certification completion data will be migrated to the new Certification program. Candidates who have completed mandatory training and certification prerequisite before, will be eligible to attempt for advanced Certifications.

9. What is the validity of Omnissa exams?

All Omnissa credentials have a two-year validity from the credential issue date.

10. I have completed the course Horizon Deploy and Manage in 2022, am I eligible for OCP-D?

Yes! Omnissa will continue to acknowledge legacy Horizon and Workspace ONE product suite courses that were completed in last 2 years.

11. I have completed VCP-DTM in 2023, am I exempt from OCP-D?

Yes! Omnisca will continue to acknowledge all un-expired Horizon and Workspace ONE product suite certifications. Here is a mapping of new Omnisca Credential names and their equivalent legacy counterpart.

Current Credential	Equivalent Former Credential
Omnisca Certified Professional – Desktop	VCP - Desktop Management
Omnisca Certified Professional – Workspace ONE	VCP - Digital Workspace
Omnisca Certified Specialist - Workspace ONE Advanced Integration	VMware Certified Specialist - Workspace ONE 21.X Advanced Integration
Omnisca Certified Specialist - Workspace ONE UEM Troubleshooting	VMware Certified Specialist - Workspace ONE 21.X UEM Troubleshooting
Omnisca Certified Advanced Professional – Design	VCAP - End-User Computing Design

Pricing and Discount

12. What is the cost for the Certification exams?

Certification pricing has been standardized for all exams. As a result, VCP, VCAP and Specialist certifications will be globally priced at USD\$250.

13. Is Omnisca offering any promotional discount?

Omnisca is running a global 50% off promotional offer, using which you can get Omnisca certifications at half the cost (USD\$125). To utilize this benefit, you must schedule your Omnisca Certification exam *before Feb 1, 2025*.

14. Are there any additional discounts for partners?

Currently we are running a promotion for partners using which you can get Omnisca certifications, free of charge. Please schedule your Omnisca Certification exam *before Feb 1, 2025*, and apply the provided voucher code.


11. I have received an email stating that my scheduled EUC exam for later this year is cancelled. I used a discount voucher to book this exam. Will I lose my discount?

If you used a discount voucher to book the exam, Omnisca would transfer and reinstate the discount voucher. Therefore, you will be able to reschedule your exam using the same discounted rate.

Omnissa Certificates and Badging

15. How do I download certificates for the Credentials that I received after July 9th.

Omnissa issues Certificate of Completion that a candidate can download to validate and showcase their Omnissa abilities to clients, employers, and colleagues. To download certificate for your recent credentials, please use the following steps:

- Login to Clarus (<http://omnissa.useclarus.com>)
- If you are not logged in learning.omnissa, you will be redirected to <https://learningaccess.omnissa.com/login> for SSO.
- On your Clarus Dashboard, click **My Credentials**.
- Use the download icon () to download your certificate.

16. How do link my credential badge to my LinkedIn Profile?

Omnissa now issues verified Badges to individuals who have successfully completed Omnissa certifications. Candidates can attach the badges to their LinkedIn profile straight from Omnissa Certification portal. These badges serve as concrete evidence of Horizon and Workspace ONE skills at different levels, assuring employers, clients, and colleagues of candidate competence..

- Login to Clarus (<http://omnissa.useclarus.com>)
- If you are not logged in learning.omnissa, you will be redirected to <https://learningaccess.omnissa.com/login> for SSO.
- On your Clarus Dashboard, click **My Credentials**.
- Add your LinkedIn Profile.

Please add your LinkedIn link to your profile here

- Click the **Add to profile** button () to add your badge to your LinkedIn Profile.

17. How do I download my legacy VMware credentials and transcripts (the ones that earned before July 9th, 2024) ?

All historical Certification data will be available via Certmetrics and Credly.

18. How do I view my active credentials that I received before July 9th, 2024?

To view your existing credentials results, please use the following steps:

- Login to Clarus (<http://omnissa.useclarus.com>)
- If you are not logged in learning.omnissa, you will be redirected to <https://learningaccess.omnissa.com/login> for SSO.
- On your Clarus Dashboard, click **My Credentials**.

19. How do I obtain transcripts of existing certifications (the ones I gained via legacy VMware Certification program),

To download your historical transcripts, please use the following steps:

- Login to CertMetrics (<https://cp.certmetrics.com/vmware/en/login/sso/oidc>)
- Click Track your Certification Status
- Click VIEW MORE > for your Active certifications.
- Click on the Badge
- Download the PDF by clicking Download Certificate.

20. When I logged in to Clarus I do not see any of my existing credentials. What can I do?

This is happening probably because you have multiple accounts. Send an email to Certification_Support@omnissa.com asking for your accounts to be merged.

List any possible email addresses you may have and indicate which account you would like to keep as your main account. If you currently work for a partner company, we highly [recommend that you keep your partner account as your main account so you will not lose your partner privileges.](#)

21. I experienced technical difficulties during the live lab exam. What should I do?

If you experience a technical issue with the live lab availability or functionality during the exam, please report it to the exam proctor immediately. Ask for a Pearson VUE VSS support ticket to be created. If no VSS support ticket is created, Omnissa will not be able to review or confirm any issues experienced. Issues reported after the exam cannot be validated.