



# Guide to Certification

## for Microsoft Dynamics™ and related business products

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## Certification Overview

By earning a certification on Microsoft Dynamics™ or related business products, you demonstrate your expertise working with Microsoft Dynamics AX, Microsoft Dynamics CRM, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL, Microsoft Dynamics Retail Management System (RMS), Microsoft Dynamics—Point of Sale, Microsoft Small Business Financials, or Microsoft FRx.

Follow these basic steps to achieve a certification on Microsoft Dynamics or related business products:

- 1. Choose the certification that is right for you.**

Microsoft offers certifications that focus on specific areas of expertise and job skills across all Microsoft Dynamics and related business products. Decide which certification is appropriate for you based on your experience, skills, roles, and interests. Refer to the *Certification Options* section within this guide to learn the difference between Microsoft Certified Business Management Solutions Specialist and Microsoft Certified Business Management Solutions Professional.

The best way to make an informed choice is to consult resources such as Learning Plans and the Certification Exam Preparation Guides. Refer to the *Choosing a Certification* section within this guide for more information about these resources.

- 2. Gain hands-on experience.**

In order to pass an exam and achieve certification, an individual must have extensive, hands-on experience with a Microsoft Dynamics or related business product.

- 3. Supplement your hands-on experience with training.**

Use the training resources listed in the Certification Exam Preparation Guides or Learning Plans to supplement your skills and experience using a Microsoft Dynamics or related business product. Taking advantage of resources such as E-Learning, training materials, and instructor-led training will help you achieve your desired certification. To learn more about the training resources available to you, refer to the *Choosing Your Training* section within this guide.

- 4. Use the Certification Exam Preparation Guides to evaluate your readiness.**

By now, you will have used the Certification Exam Preparation Guides or Learning Plans to help you choose a certification—and a path of training to achieve that certification. Before registering for an exam, revisit the Certification Exam Preparation Guide and take a second look at the objectives of the exam and the skills measured by the exam.

- 5. Register for a certification exam.**

When you feel prepared to take an exam, register with [Prometric](#), the exam delivery provider that administers all certification exams for Microsoft. For more information on how to register through one of these vendors, refer to the *Certification Exams* section within this guide.

This Guide to Certification provides all the information you need to go through these recommended steps and achieve certification. If you have questions about certification for Microsoft Dynamics or related business products that are not answered by this guide, please e-mail [mbs-cert@microsoft.com](mailto:mbs-cert@microsoft.com).

## Certification Options

There are two levels of certification credentials for Microsoft Dynamics—Microsoft Certified Business Management Solutions Specialist and Microsoft Certified Business Management Solutions Professional. Individuals who want recognition from their employers, clients, and peers can benefit from achieving a certification which helps prove the knowledge and skills they've gained through experience using Microsoft Dynamics and related business products.

Recently, these certification designation names changed in order to achieve better alignment with certifications across Microsoft technologies. The two new certification designation names will replace the former terminology of the Microsoft Business Solutions Certified Professional and Master titles. Although the names of these titles have changed, the exam requirements to achieve these certification designations remain the same. Individuals who have already passed exams and achieved a current Microsoft Business Solutions Certified Professional or Master certification designation will not need to retake the exams to enjoy the benefits of certification.

### ***Microsoft Certified Business Management Solutions Specialist***

This title replaces the Microsoft Business Solutions Certified Professional designation. By achieving this designation, an individual demonstrates proficiency in one module of a Microsoft Dynamics or related business product. To earn the credential, Microsoft Certified Business Management Solutions Specialists must pass a single certification exam for a Microsoft Dynamics or related business product.

There are several Microsoft Certified Business Management Solutions Specialist credentials available for every Microsoft Dynamics or related business product. To view a complete list of these certifications, refer to [PartnerSource](#) or [CustomerSource](#).

### ***Microsoft Certified Business Management Solutions Professional***

This title replaces the Microsoft Business Solutions Certified Master designation. Microsoft Certified Business Management Solutions Professional is a premier certification designation, confirming that an individual has completed a predetermined set of required and elective certification exams. These include certification exams for Microsoft Dynamics and related business products, as well as certification exams for other Microsoft technologies such as SQL Server. The predetermined sets of required and elective exams for this designation focus on one Microsoft Dynamics product and on one of three specific knowledge areas—Applications, Developer, or Installation and Configuration. This certification designation demonstrates an individual's broad and deep knowledge of a Microsoft Dynamics product—greater knowledge than is needed to achieve a Microsoft Certified Business Management Solutions Specialist title.

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To view a complete list of Microsoft Certified Business Management Solutions Professional-level certifications and their exam requirements, refer to [PartnerSource](#) or [CustomerSource](#).

## Choosing a Certification Option

The Training and Certification areas on PartnerSource and CustomerSource list all exam requirements for both the Microsoft Certified Business Management Solutions Specialist and Microsoft Certified Business Management Solutions Professional certifications. You can also use Learning Plans and Certification Exam Preparation Guides to help you determine which certification is right for you.

### ***Learning Plans***

If you want to know what training options are matched to a particular certification exam, you'll want to review Learning Plans. Learning Plans help you compare and choose the E-Learning, training materials, and instructor-led training options that will be best for you as you prepare for a certification exam. If you are working toward a Microsoft Certified Business Management Solutions Specialist or Professional certification, you can review the recommended training by locating the exams you will need and noting the recommended training. Learning Plans are available on [PartnerSource](#) and [CustomerSource](#).

Please note that Learning Plans are not available for all product lines. If a Learning Plan is not available for the product you are seeking certification for, please refer to the appropriate Certification Exam Preparation Guide.

### ***Certification Exam Preparation Guides***

Certification Exam Preparation Guides are another great tool for comparing certification and training options. They list the training resources associated with an exam, but they also provide very specific information about the exams. Each Certification Exam Preparation Guide describes the objectives of the exam, the intended audience, the skills measured by the exam, and more.

By using these tools, you will be able to determine which certification is right for you, and the certification exam(s) you need to pass in order to achieve your certification. Certification Exam Preparation Guides are currently available on refer to [PartnerSource](#) or [CustomerSource](#).

## Prerequisite: Hands-on Experience

Before you can pass a certification exam and obtain a certification, you must have extensive knowledge on a Microsoft Dynamics or related business product (and on other Microsoft technologies, depending on the certification). The best way to build your knowledge is to gain hands-on experience with a Microsoft Dynamics or related business product before you attempt an exam.

Any knowledge gained through hands-on experience can be enhanced by taking advantage of training available for Microsoft Dynamics. This training includes E-Learning, training materials, and instructor-led training. Certification Exam Preparation Guides are your best resource for finding exam requirements and training that will help you build your knowledge to a level that will help you pass an exam.

## Choosing Your Training

When you consult a Learning Plan or the Certification Exam Preparation Guide for your chosen exam, you'll find that training is usually delivered in more than one format. This section describes the training tools you have to choose from. The delivery formats range from online E-Learning, to traditional instructor-led training, to a variety of training materials. All are available to help you expand and deepen the foundation of your knowledge on Microsoft Dynamics and related business products.

Each type of training was developed to cater to the needs of individuals with differing learning styles. Training materials are the primary training option recommended by Microsoft for certification-exam preparation. However, using one method of study, whether it is training materials, E-Learning, or instructor-led training, does not guarantee a passing score on a certification exam.

### ***E-Learning***

The online training option, E-Learning, helps provide the in-depth training you need to pass a certification exam for Microsoft Dynamics. With E-Learning, available online and on demand, you get maximum convenience through virtually 24-hour-a-day access—without costly travel or extra time away from the office to attend training. Lessons can be stopped and restarted, skipped or repeated. Hands-on exercises and interactions (quizzes and puzzles) reinforce learning. As long as you can connect to the Internet, you can use E-Learning as a training option.

E-Learning is available at no charge through [CustomerSource](#) to Microsoft Dynamics customers enrolled in the Business Ready Enhancement Plan, Software Assurance, or any other customer service plan. E-Learning is also available at no charge to partners enrolled in a Partner Service Plan for Microsoft Dynamics through [PartnerSource](#).

If you are not a customer or partner enrolled in one of these plans, you can purchase E-Learning at [www.microsoft.com/learning](http://www.microsoft.com/learning). Currently, all E-Learning is available in US English only.

### ***Instructor-Led Training***

Instructor-led training is another way to help you strengthen your skills as you prepare for a certification exam. In the classroom, you can gain a solid foundation or refresh your knowledge in Microsoft Dynamics and related business products while learning from an expert in an interactive environment. There are courses available on a variety of topics. You'll see demonstrations, hear presentations, get hands-on product experience, participate in classroom activities, and learn from discussions with other attendees.

Classes are offered through Microsoft Certified Partners for Learning Solutions at sites throughout the world. In some cases, upon request, remote on-site training is made available. Classes are led by Microsoft Certified Trainers—experts who are trained specifically in Microsoft Dynamics product curriculum and teaching practices.

You can search for a specific training course or register for instructor-led training through the [Find Training Directory](#). You can also use the [Microsoft Resource Directory](#) to search for a Microsoft Certified Partner for Learning Solutions near you.

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## **Training Materials**

Training materials for Microsoft Dynamics and related business products are designed and used to teach curriculum in a classroom setting. Printed copies can also be purchased and electronic copies can be downloaded by Microsoft Dynamics customers enrolled in the Business Ready Enhancement Plan, Software Assurance, or any other customer service plan, or by partners enrolled in a Partner Service Plan for Microsoft Dynamics. Reviewing these materials is a good way to expand your knowledge on Microsoft Dynamics and related business products as you prepare for a certification exam.

Partners can download training materials for Microsoft Dynamics and related business products by visiting the [training materials](#) page on PartnerSource. Customers can download training materials for Microsoft Dynamics and related business products by visiting the [training materials home page](#) on CustomerSource.

Training materials are available globally, and are translated into multiple languages. They are delivered in three ways:

1. **Training Materials—Instructor** for Microsoft Dynamics and related business products is a type of training material that is directly available to all Microsoft Certified Partners. Printed versions are available for applications partners for a fee, and electronic versions are available as a download for partners enrolled in the Partner Advantage Plan for Microsoft Dynamics. These materials include resources such as instructor notes, presentation materials, syllabi, and sales tip sheets that provide in-depth information on Microsoft Dynamics and related business products. Printed versions also include VPC (Microsoft® Virtual PC) images.
2. **Training Materials—Student** consists solely of a training manual and is available to all customers and partners. Printed versions are available to all customers and partners through a Microsoft Certified Partner for Learning Solutions.
3. **Training Materials—Local Functionality** are designed to deliver content on local product functionality within a given country. Since this training focuses on local product functionality, information presented in the Local Functionality version of training materials will not be covered on certification exams.

## **Certification Exams**

Microsoft certification exams are offered exclusively through Prometric proctored testing centers. Information on certification exams, the registration process, and testing center locations can be found through Prometric at <http://www.prometric.com/Microsoft/Dynamics>

By offering certification exams through Prometric, Microsoft is able to create a consistent offering of exams, continually improve the exams, and provide individuals around the globe with a standard method for achieving certifications on all Microsoft products.

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## ***Exam Methodology***

The Microsoft test-writing strategy for certifications is consistent worldwide. The certification exams focus only on global product functionality to ensure that individuals are being tested on the same standards. To further ensure that every question in a certification exam is relevant to the global product functionality, certification exams go through a detailed blueprint, question development, and review process.

All certification exam questions are structured in a multiple-choice format. Questions may have single or multiple answers, meaning that more than one choice per question could be correct. Certification exams are translated based upon need.

## ***Pass Rates***

For certification exams, the typical percentage of correct answers you must have in order to pass is between 70 to 80 percent. For specific pass rates on the exam you plan to take, view that certification exam's specific Certification Exam Preparation Guide on [PartnerSource](#) or [CustomerSource](#).

## ***Pricing***

There are no subscription costs for the Microsoft Certified Business Management Solutions Specialist or Microsoft Certified Business Management Solutions Professional certifications. The price for obtaining a certification is simply the cost of taking the required certification exam and the cost of any additional learning products you purchase in preparation for the exam.

Prices may vary by country. To view the specific exam pricing in your country, visit Prometric at <http://www.prometric.com/Microsoft/Dynamics>.

## ***Registration***

All Microsoft certification exams are administered through Prometric. To register for an exam, you must visit their Web sites, create a user login, and locate the certification exam you wish to take. The Prometric Web site will also help you locate testing centers and schedule certification exam times.

Take the following steps to register for a certification exam with Prometric.

### **Exam Registration with Prometric**

Use the following steps to register for a Microsoft certification exam with Prometric. If you have not previously taken an exam through Prometric, you will be required to create an account during the certification exam registration process.

#### **To register for a certification exam with Prometric:**

1. Go to <http://www.prometric.com>.
2. Click the **Schedule a Test** link.
3. In step 1, select **Information Technology (IT) Certification**. In step 2, select **Microsoft** as your testing program. In step 3, choose your country and state (if applicable) and click **Next**.

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4. Click the **Schedule an Appointment** link.
5. In the **Client** field, select **Microsoft**. In the **Program** field, select **Microsoft Dynamics** and click **Next**.
6. Read the information on the screen and click **Next**.
7. Select your desired exam, choose your preferred language for the exam, and click **Next**.
8. Choose the site where you would like to take the exam and click **Schedule an Appointment**.
9. If you have previously registered for an exam with Prometric, enter your user name and password and click **Login**. If you have not taken an exam with Prometric before, click the **Register as a New User** link.
10. If you need to create a Prometric account, fill in your demographic information and click **Submit**. If you already have a Prometric account, go to the next step.
11. Choose your desired exam date and time. Click **Next**.
12. If you want to use an exam voucher, enter the voucher details.
13. Review your exam summary, location, and price to be sure you're registered for the correct exam. Microsoft Business Solutions Competency partners: Fill in your authorized number so credit for the exam is recorded in VOICE on PartnerSource. For more information on your authorized number, refer to the next section, *Information Needed During Exam Registration to Obtain Credit (Partners Only)*. If you are not a Microsoft Business Solutions partner, but still wish to take the exam, simply enter your telephone number into the authorized number field.
14. Finally, enter your credit card information and click **Commit Registration** to schedule your exam.

### ***Information Needed During Exam Registration to Obtain Credit (Partners Only)***

During your certification exam registration process, you will be asked to enter an authorized number. You must do this correctly in order to obtain credit for taking the certification exam. The authorized number must be entered as a 10-digit number without dashes (such as 2223334444).

If you are an existing Microsoft Business Solutions Competency partner, it is very important that you enter the authorized number in order to obtain credit toward your Microsoft Partner Program requirements. If your authorized number is not entered, your partner organization will not receive credit for the certification. The authorized number is the primary matching criterion that associates a certification exam to a partner organization and professional in the Microsoft Business Solutions Competency partner database.

*Note:* In the past, there has been some confusion over the authorized number field. Some have thought they were being prompted for an authorized telephone number. *Unless you are not a Microsoft Business Solutions Competency partner, please do not use your telephone number. Use your organizational authorized number.*

### **How to Obtain Your Organizational Authorized Number**

Your organizational authorized number can be found in [VOICE](#) on PartnerSource, under the Account Summary section. Refer to the number in the Authorized Number field. You may also contact your partner account manager or e-mail [voice@microsoft.com](mailto:voice@microsoft.com) for confirmation of your organizational authorized number. Within the e-mail, provide your company name, address, account number (if known), and the name of the individual taking the certification exam.

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## Risks to Successfully Obtaining Credit

If the authorized number you enter at the time of your certification exam does not match, or if the name of the person taking the exam does not match the name of the certification candidate in PartnerSource, certification data will not be tracked back to your partner organization. If this occurs, neither the certification candidate nor the partner organization will receive credit for the exam within VOICE at PartnerSource.

As a certification candidate, to verify that your profile information has been updated in PartnerSource, please log into [VOICE](#) on PartnerSource, select your organization, and choose All Professionals. If you are not listed, you will have to be added by submitting a request to [VOICE](#).

## Taking an Exam

On the date and time you have scheduled the exam, go to the testing center where you are registered and identify yourself at the reception desk. Be sure to bring photo identification and the confirmation you received by e-mail when you scheduled the exam.

You will then be seated at a computer. At this time, you may launch the exam and start answering questions. You may not, at any time during the exam, refer to any Microsoft training or product materials. Any attempt to do this will result in a failing grade.

Once you have completed the exam, you will receive a score report at the testing center's reception desk. The score report will contain your score, pass or fail grade, and a breakdown of your score on each exam section. The test center will then upload the exam result to their corresponding exam provider, Prometric, and the exam provider will forward the result to Microsoft.

If you have passed an exam and earned a Microsoft Certified Business Management Solutions Specialist certification, you will receive a paper certificate through your local country office, usually within 30 days. When you have passed all the certification exams you need to earn a Microsoft Certified Business Management Solutions Professional certification, you can submit information to [mbs-cert@microsoft.com](mailto:mbs-cert@microsoft.com) to get the certification certificate.

## Retake Policy

If you do not pass an exam the first time, you may retake it at any time after registering and paying the exam fee. If you do not achieve a passing score on the second attempt, you must wait at least 14 days to take the exam a third time. Additionally, a 14-day waiting period will be imposed for all subsequent exam retakes. Once you have passed an exam, you cannot take it again.

## Certification Expiration

A certification never expires. However, your certification only verifies your expertise working with a specific version of a specific Microsoft Dynamics or related business product. When a new version of a Microsoft Dynamics or related business product is introduced, and you want to validate your knowledge of the new functionality in the updated version, it is recommended that you obtain the most recent certification available. The professional status does require the most

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up-to-date certification on the latest available version.

If you belong to a Microsoft Business Solutions Competency partner organization and your organization requires your certification to fulfill Microsoft Partner Program requirements, you or another member of your organization must obtain the most current certification in order for your partner organization to participate in the Microsoft Partner Program. For current exams required for Partner Programs, please go to:

<https://partner.microsoft.com/global/competency/businesssolutions/>

## Certifications and the Microsoft Partner Program (Partners Only)

Holding a certification recognizes your individual knowledge in Microsoft Dynamics and related business products. Partner organizations also receive benefits when their employees hold certifications.

In today's economy, people frequently change positions or take jobs at different organizations. A certification can be taken away from a partner organization or be moved from one partner organization to another when individuals simply change employment. If a certified individual leaves and that individual fulfilled a partner program requirement, there will be a 90-day grace period before benefits to that partner organization are affected.

### ***Verifying Certifications Held by You or Your Partner Organization (Partners Only)***

In order to find out which certifications are held by you or your partner organization, go to PartnerSource and visit [VOICE](#). Go to Training and Tests.

If you believe you or your partner organization hold a certification that is not listed within VOICE, go through the following steps.

1. On PartnerSource, in [VOICE](#), verify that a profile is set up correctly for the person who has taken the certification exam. The name of person in VOICE must *exactly* match the name as it is stated on the certification certificate.
2. If you are set up correctly in VOICE, fax a copy of your certification to (425) 936-7329, attn: mbs-cert. Or e-mail Microsoft at [mbs-cert@microsoft.com](mailto:mbs-cert@microsoft.com) and request that your certification be posted on VOICE.

### ***Transferring Individual Certifications from One Partner Organization to Another (Partners Only)***

An individual who leaves the organization can take his or her certifications to another partner organization. To move certifications from one partner organization to another, go through the following steps.

1. On PartnerSource, in [VOICE](#), verify that your profile is set up correctly. The name in VOICE must exactly match the name stated on the certification certificate.
2. Fax a copy of your certification to (425) 936-7329, attn: mbs-cert. Or e-mail Microsoft at [mbs-cert@microsoft.com](mailto:mbs-cert@microsoft.com) and request that your certification be moved to your new partner organization.



If an individual has left a partner organization and is now unaffiliated with another, the certifications will be held by that individual, but not be visible in VOICE. In this case, the individual's certification can be reinstated in VOICE if and when he or she is re-affiliated with another Microsoft Business Solutions partner organization.

Remember, a certification is still valid for personal recognition even if you are not associated with a partner organization.

## Microsoft Certification ID

Once you take a certification exam for Microsoft Dynamics, you will receive a Microsoft Certification ID to use when you register for future exams. The use of your Microsoft Certification ID will ensure access to your exam records and proper credit for the exams you take. Once you pass your first exam, your ID will also give you access to the Microsoft Dynamics Certification member site and the benefits of membership.

## Microsoft Dynamics Certification Member Site

A more consistent and unified view of overall Microsoft certifications is available to you when you use your Microsoft Certification ID to access the Microsoft Dynamics Certification member site. The member site allows you to view and share your combined exam transcript of Microsoft Dynamics certifications along with Microsoft Certified Professional and Microsoft Office Specialist program certifications. The Microsoft Dynamics Certification member site provides additional benefits which allow you to personalize your profile, link to the logo builder and adds convenience when joining the MCT program.

### ***Access the Microsoft Dynamics Certification Member Site***

To access the member site at <https://mcp.microsoft.com/dynamics/Default.aspx>, users need to [associate their Windows Live ID to their Microsoft Certification ID](#) and then use their Windows Live ID to login to the site.

If you need assistance with your Microsoft Certification ID, accessing the member site or need additional information, email [mbs-cert@microsoft.com](mailto:mbs-cert@microsoft.com).