

# Credential Program Information



## Avaya Credential Management System Student User Guide

### Announcement

Avaya streamlines its Login Process and Services Credential Program as result Avaya is not using any longer the Avaya Credential Management System. Last day of accessing Avaya Credential Management System is April 30, 2025. [Click](#) here to view the full article.

In reference to Avaya's simplification approach, Avaya streamlined its Services Credential and Certification Program. Last day of Proctored Exam Delivery was February 28, 2025. [Click](#) here to view the full article.

With the changes in the program, this document may contain outdated information.

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In March 2022 Avaya Learning transitioned to a new Avaya Credential Management System (Avaya CMS) platform called Clarus by BrightLink.

This guide provides background information and instructions on how to use the new Avaya Credential Management System (Avaya CMS).

### The new Avaya Credential Management System allows you to:

- Review Credentials earned and the dates they expire.
- Review Credential Exam and Online Test history.
- Receive automated event-based notifications.
- Print and download your electronic Credential Certificates.
- Review exam applications in progress or scheduled.
- Access your exam score reports.

## Accessing Avaya Credential Management System

The Avaya Credential Management System (Avaya CMS) can be accessed at <https://avaya.useclarus.com>.

To log in to the new Avaya CMS each Student will require their own unique Avaya Single Sign On (Avaya SSO). Should you need to create/reactivate your Avaya SSO account you visit [here](#).

When logging into the new Avaya CMS for the first time, you need to complete the **Avaya Credentials Registration Page**.

It is important when completing this first login, that you ensure your legal First and Last Name are entered correctly and align with the details on any formal photo identification you may produce in the future to validate your identity.

After completing this legal name process, the next time you log in to the Avaya CMS you will be taken directly to the **Credential Dashboard** page.

Avaya Credentials Registration Page

Avaya Credentials recognize the knowledge and skills an individual has proven to have attained for an Avaya Portfolio or Solution. Depending on the type of Credential you want to achieve, your knowledge and skills validation will be completed either through an Online Tests delivered through the Avaya Learning Center or Proctored Exams delivered through Pearson VUE.

Pearson VUE Identity Validation

When completing a Pearson VUE Proctored Exam, you will be required to validate your identity as part of the check-in process. It is therefore important that the **First** and **Last Name** you provide below matches exactly the identification that will be presented when taking the Proctored Exam. These names will be also show on your exam score report.

Legal First Name \*

Legal Last Name \*

Avaya Credential Program Agreement

Please review the [Avaya Credential Program Agreement](#) and confirm acceptance by clicking the below box before Saving Changes.

I Agree \*

Questions? Please contact the [Avaya Learning Helpdesk](#) for questions around the Avaya Credential Program, Online Test registration, Digital Badges. For questions specific to Avaya Proctored Exam Registration please contact [Pearson VUE Customer Services](#).

(\*) denotes a required field

[Save Changes](#)

## Avaya Credential Management System Dashboard Page

The Avaya CMS Dashboard Page **Home** contains two sections.

The first shows your future Proctored Exam appointments or partially completed registrations. Beneath that there and accessible from the left navigation bar is a **Notifications** section where you will be able to view secure messages from Avaya or Avaya's Proctored Exam Partner, Pearson Vue.

From the left-hand menu you will be able to view all available Avaya Credentials by clicking on **Browse Credentials** or you click on a specific category to view credentials by discipline. The Avaya Credentials you have achieved can be viewed under **My Credentials**, whilst the section **Results** lists the Online Test(s) and Proctored Exam(s) you have previously completed.

By selecting **Help** you will find additional reference documents on the Avaya CMS platform. Some of these menu options are explained in more detail through the remainder of this section.

The screenshot shows the Avaya CMS Dashboard Home page. At the top left is the Avaya logo. At the top right, there is a user profile icon and the email address 'xyz@avaya.com'. The main content area is titled 'Welcome to your Credential Dashboard'. Below the title, there are three paragraphs of text: the first explains the left-hand menu, the second mentions Avaya Digital Badges, and the third states that future Proctored Exam appointments are listed below. A left-hand navigation menu is visible, containing sections for CREDENTIALS, COMMUNICATIONS, TEST & EXAM, and HELP. The CREDENTIALS section includes 'Browse Credentials' (with sub-items for Sales & Design, Services Certifications, Services Certificates, Administrator & Developer Certificates, and My Credentials) and 'My Credentials'. The COMMUNICATIONS section includes 'Messages'. The TEST & EXAM section includes 'Results'. The HELP section includes 'Navigate in Avaya CMS', 'FAQ', 'Avaya Learning Help Desk', 'Avaya Credential Program Agreement', and 'Avaya Credential Policies and Procedures'.

## Credentials

The Credentials section provides students with the ability to search and review all Active Avaya Credentials, or to review the Avaya Credential that an individual has been awarded.

### Browse Credentials

Browse Credentials enables you to quickly navigate to a specific Avaya Credential by,

- entering a word or Credential Code in the search box, or
- selecting a credential discipline group that is of interest and using the drop-down function.

The requirements to earn an Avaya Credential are shown in the details for each, this may be an Online Test or a Proctored Exam, and in some instances, it may also specify that another Avaya Credential is an additional prerequisite.

Please note that you can only register for an Avaya Proctored Exam while logged into your credential management account. To register for an Online Test, you will need to log in to the [Avaya Learning Center](#) with Avaya SSO.

The screenshot displays the Avaya Credentials Management System interface. At the top left is the Avaya logo. In the top right corner, there is a user profile dropdown menu showing 'xyz@avaya.com'. The main content area is divided into several sections:

- Search:** A search bar with the placeholder text 'Search for Credential by Name:' and a 'Search' button.
- Available Programs:** A section with a blue header and a sub-header 'Below you may browse the available credentials'. It lists five categories with dropdown arrows: Sales & Design, Services Certifications, Services Certificates, Administrator & Developer Certificates, and Agent & Supervisor Certificates.
- Retired & Legacy Programs:** A section with a blue header and a sub-header 'Retired & Legacy Programs for which you hold a certification'.
- Restricted Programs:** A section with a blue header and a sub-header 'If you have a restricted credential please navigate to My Credentials'.

On the left side, there is a navigation sidebar with the following categories:

- Home**
- CREDENTIALS**
  - Browse Credentials** (highlighted with a red box)
  - Sales & Design
  - Services Certifications
  - Services Certificates
  - Administrator & Developer Certificates
- My Credentials**
- COMMUNICATIONS**
  - Messages
- TEST & EXAM**
  - Results
- HELP**
  - Navigate in Avaya CMS
  - FAQ
  - Avaya Learning Help Desk
  - Avaya Credential Program Agreement
  - Avaya Credential Policies and Procedures

## My Credentials

The Credentials you have been awarded are shown in code order, including details on when the Credential was issued and if an expiration date is set. The credential serial code is the unique credential number assigned to the credential you earned.

The “Actions” button allows you to download or print your certificate (if available).

(Please refer to section 5 of this document).

The screenshot displays the Avaya user interface for managing credentials. The top left features the Avaya logo, and the top right shows the user's email address, xyz@avaya.com. A left-hand navigation menu includes sections for Home, CREDENTIALS, COMMUNICATIONS, TEST & EXAM, and HELP. The 'My Credentials' option is highlighted with a red box. The main content area contains a table of credentials:

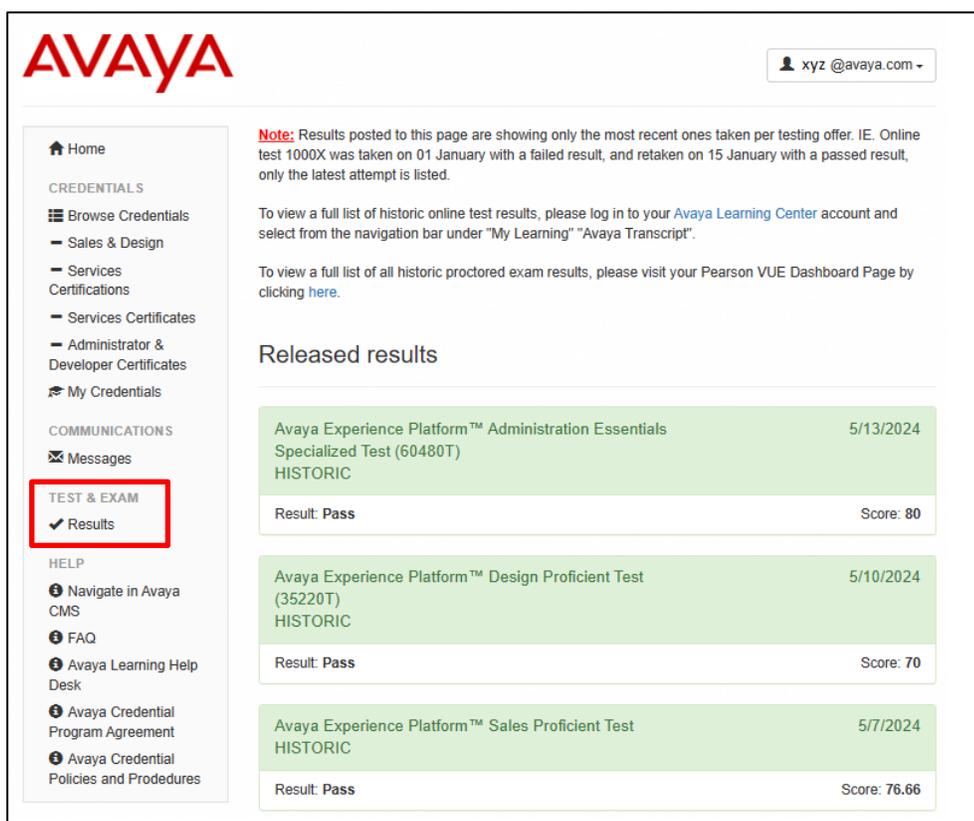
Credential	Credential Serial #	Effective Date	Expiration Date	Status	Actions
Avaya Experience Platform™ Design (ADRA-0002)	ADRA0002011488	2024-05-10	-	Credentialed	 
Avaya Experience Platform™ Administration Essentials (AERA-0001)	AERA0001003435	2024-05-13	-	Credentialed	
Avaya Experience Platform™ Public Cloud Sales (ASRA-0011)	ASRA0011006075	2024-05-07	-	Credentialed	 

## Results (Test & Exam)

In this section, you can view the results of an Avaya Online Test that has been completed through the Avaya Learning Center or an Avaya Proctored Exam taken through Pearson VUE.

The information available will include the date an Online Test or Proctored Exam was taken, the resulting grade (marked in red or green), and the passing score.

In addition, Avaya Proctored Exams are issued with a score report which you can access from this page as well. Avaya Online Tests are issued without a score report.



**AVAYA** xyz @avaya.com

**Home**

**CREDENTIALS**

- Browse Credentials
  - Sales & Design
  - Services Certifications
  - Services Certificates
  - Administrator & Developer Certificates
  - My Credentials

**COMMUNICATIONS**

- Messages
- TEST & EXAM**
  - Results**

**HELP**

- Navigate in Avaya CMS
- FAQ
- Avaya Learning Help Desk
- Avaya Credential Program Agreement
- Avaya Credential Policies and Procedures

**Note:** Results posted to this page are showing only the most recent ones taken per testing offer. IE. Online test 1000X was taken on 01 January with a failed result, and retaken on 15 January with a passed result, only the latest attempt is listed.

To view a full list of historic online test results, please log in to your [Avaya Learning Center](#) account and select from the navigation bar under "My Learning" "Avaya Transcript".

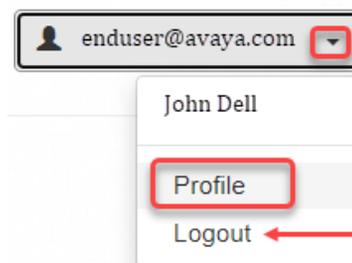
To view a full list of all historic proctored exam results, please visit your Pearson VUE Dashboard Page by clicking [here](#).

### Released results

Avaya Experience Platform™ Administration Essentials Specialized Test (60480T) HISTORIC	5/13/2024
Result: <b>Pass</b>	Score: <b>80</b>
Avaya Experience Platform™ Design Proficient Test (35220T) HISTORIC	5/10/2024
Result: <b>Pass</b>	Score: <b>70</b>
Avaya Experience Platform™ Sales Proficient Test HISTORIC	5/7/2024
Result: <b>Pass</b>	Score: <b>76.66</b>

## Contact Information and Logout

In the top right section of the Avaya CMS, there is a dropdown menu next to the username that is displayed. After selecting **Profile**, you can add your contact information for Avaya Proctored Exams. Pearson VUE Testing Services require you to provide contact details when registering for an Avaya Proctored Exam. You can complete/review those details under the **Profile** option in Avaya CMS.



The Profile page in Avaya CMS also stores the date you accepted the Avaya Credential Program Agreement at first time of logged in.

**NOTE:** Should you need to update your legal First and Last Name to reflect your photo identification please contact the [Global Support Numbers](#) in advance of scheduling your exam.

To log out from the Avaya CMS please click from the dropdown menu below your username on **Logout**.

## Data Flow

The Avaya Credential Management System receives Avaya Online Test Results from the Avaya Learning Center and Avaya Proctored Exam Results from Pearson VUE testing centers.

The specific requirements to earn an Avaya credential are presented in the pop-up box when you click on a specific credential you are interested in. This may be an Avaya Online Test or an Avaya Proctored Exam, and in some instances, it may also specify that another Avaya Credential is an additional prerequisite.

Available Programs	Credential Details
Below you may browse the available credentials	
Sales & Design	
Services Certifications	
Avaya Certified Implementation Specialist (ACIS)	
Avaya Certified Support Specialist (ACSS)	
<b>Avaya IP Office™ Platform Support (ACSS - 3000)</b>	Avaya IP Office™ Platform Support (ACSS - 3000)
Avaya Experience Portal with Proactive Outreach Manager Support (ACSS - 3305)	
Avaya Workforce Engagement Support (ACSS - 3308)	
Avaya Messaging Support (ACSS - 7180)	
Avaya Aura® Core Components Support (ACSS - 7220)	
Avaya Aura® Communication Applications Support (ACSS - 7230)	
Avaya Meetings Server Support (ACSS - 7241)	
Avaya Aura® Call Center Elite Support (ACSS - 7492)	
	<b>Requirements</b> <b>Default Group Name</b> Avaya IP Office™ Platform Configuration and Maintenance Exam → Avaya IP Office™ Platform Support Certified Exam → <b>Default Group Name</b> Avaya IP Office™ Platform Implement (ACIS - 7720) →

## Avaya Online Tests

To register for an Avaya Online Test, you will need to log in with your Avaya SSO to the [Avaya Learning Center](#). Once you completed the Online Test on the Avaya Learning Center your test result will be reflected under your transcript housed within the Avaya Learning Center and your result will also be send to the Avaya CMS for credential validation.

## Avaya Proctored Exams

To register for an Avaya Proctored Exam, you will need to locate the Avaya Credential you are interested in, the Credential Details pop up box will show up, click on requirement, and continue your exam registration. You will be asked to fill out your Contact Information. Your legal First and Last Name are automatically populated from your entry at first time log in.

**Note:** Only Proctored Exams (indicated by “Exam” in the title) can be scheduled right from the Avaya CMS. For Online Tests you would need to visit the [Avaya Learning Center](#).

You have the option to take the Proctored Exam via OnVUE services or at a local Pearson VUE Test Center. You can also cancel your registration or reschedule your exam.

You will still be able to commence your exam registration through [www.vue.com/Avaya](http://www.vue.com/Avaya), however, the site will now redirect you to the Avaya CMS where you will need to login using your Avaya SSO.

Choose a examination
Finish

You are applying for the **132-78200X**.

Estimated eligibility: 3/31/2022 – 3/30/2023  
Location: Pearson VUE testing center

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### Identity Validation for Avaya Proctored Exam Testing

Avaya Proctored Exams are delivered through Pearson VUE and when checking in for your exam they will need to review an official photo identification that shows your **First and Last Name**. It is therefore important that the below details that you previously provided when first creating your Avaya profile on the Credential Management System matches the photo identification you will provide. Should you need to update the below legal name to reflect your photo identification please contact the Avaya Learning Helpdesk in advance of scheduling your exam.

<b>Legal First Name</b>	John
<b>Legal Last Name</b>	Dell
<b>Contact Phone *</b>	<input type="text" value="+1 678 678 6787"/>
<b>Country *</b>	<input type="text" value="United States"/>
<b>Address *</b>	<input type="text" value="12345 Main Street"/>
<b>Address (Cont.)</b>	<input type="text"/>
<b>City *</b>	<input type="text" value="Irving"/>

### **Special Accommodations:**

Proctored Exam durations are automatically adjusted to provide individuals from non-native English-speaking countries with additional time to challenge the content. Should you want to submit a request for further accommodations, by a local disability act, please you will be asked to provide further supporting details.

#### Special Accommodations

Avaya Proctored Exam durations are automatically adjusted to provide individuals from non-native English speaking countries with additional time to challenge the exam. Should you require special assistance or would like to submit a request in accordance with a local disability act, please contact the [Avaya Learning Center](#) prior to clicking on "Finalize Application". To proceed with your exam registration click on "Finalize Application" which will bring you to the next step to continue with making an exam appointment.

Finalize Application

## **Avaya Credential Digital Badges, Certificates and Logos**

### **Avaya Digital Badges**

Avaya Digital Badges are intended to help elevate the visibility of an individual's skill set by allowing them to securely showcase their achievement through social media.

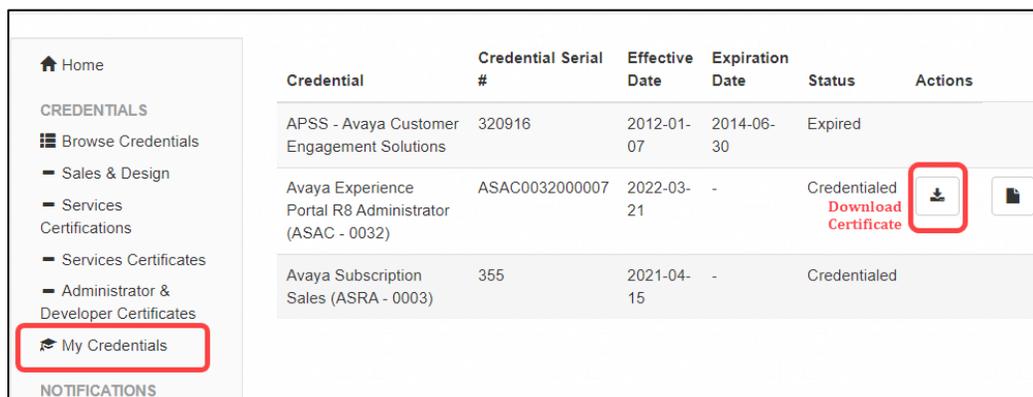
Avaya Learning has partnered with Credly to use their Acclaim Platform for the provisioning of the Avaya Digital Badges. The Acclaim system will issue the Avaya Digital Badges using the information that is tracked in the Avaya CMS.

In the event Avaya issues you an Avaya Digital Badge, you will receive an email from Avaya Digital Badges sent to the email address stored in your Avaya CMS account. Follow the steps provided in the that email to set up your account and access your Avaya Digital Badge.

For further details refer to additional documentation posted on the [Avaya Credentials Landing Page](#) "Digital Badges".

## Printing and Downloading Credential Certificates

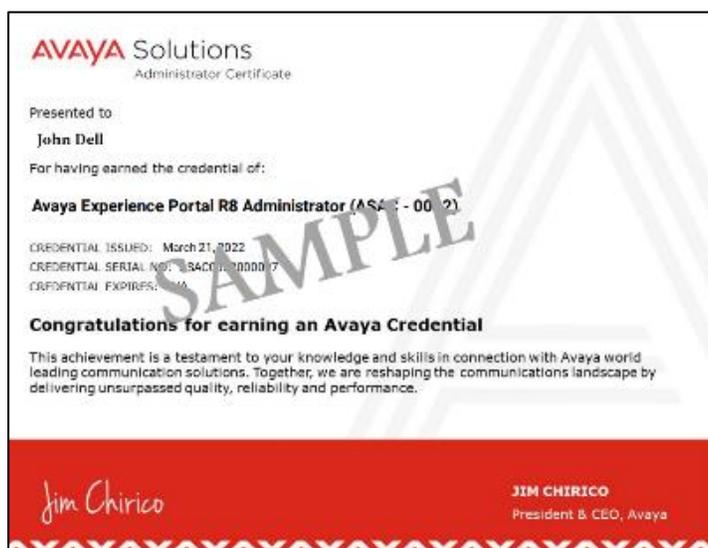
The Avaya Credential Management System allows you to print and download PDF copies of the credentials you earned (if available). Log in to the Avaya CMS and click from the left navigation bar **"My Credentials"**.



Credential	Credential Serial #	Effective Date	Expiration Date	Status	Actions
APSS - Avaya Customer Engagement Solutions	320916	2012-01-07	2014-06-30	Expired	
Avaya Experience Portal R8 Administrator (ASAC - 0032)	ASAC0032000007	2022-03-21	-	Credentialed Download Certificate	 
Avaya Subscription Sales (ASRA - 0003)	355	2021-04-15	-	Credentialed	

The credential(s) you earned is listed to in the right section of the window. Select the one you would like to print the certificate by clicking under **"Actions"** the **"Download Certificate"**.

Click-on **"Certificate"**, a PDF version of your Credential Certificate will present itself on the computer screen for printing or to be saved on the computer as a PDF file.



## Downloading Credential Logos

Please note, effective 07 March 2025 there is no option to download a logo any longer.

To download a Credential Logo, click from the credential you earned under “**Actions**” the “**Logo**” symbol.

The screenshot shows the Avaya CMS interface. On the left is a navigation menu with options like 'Home', 'Browse Credentials', 'Sales & Design', 'Services Certifications', 'Services Certificates', 'Administrator & Developer Certificates', and 'My Credentials'. The main area displays a table of credentials:

Credential	Credential Serial #	Effective Date	Expiration Date	Status	Actions
APSS - Avaya Customer Engagement Solutions	320916	2012-01-07	2014-06-30	Expired	Download Logo
Avaya Experience Portal R8 Administrator (ASAC - 0032)	ASAC0032000007	2022-03-21	-	Credentialed	Download Logo
Avaya Subscription Sales (ASRA - 0003)	355	2021-04-15	-	Credentialed	

To the right of the table is a sample certificate logo for 'AVAYA Solutions Administrator Certificate'.

## System Generated Emails

To keep you informed and help you to manage your credentials, the Avaya Credential Management System sends out to the email address stored on your Avaya CMS profile automated emails covering the following events:

- Online Test/Proctored Exam Result: When a result is released in Avaya CMS a notification will be sent.
- Credential Earned: When the credential is first time issued in Avaya CMS a notification will be sent.
- Credential Renewed: When a credential gets renewed in Avaya CMS a notification will be sent.
- Credential Expiration Notifications
  - Expiration warnings will be sent for those credential records that are issued initially with an expiration date at the following interval:
 

✓ 180 Day	✓ 30 Day
✓ 90 Day	✓ 14 Day

## Additional Assistance

In addition to this User Guide (posted on the Avaya Learning Center [Program Information Page](#)) the following resources are available to you within the Avaya CMS and listed under “Help” to the left navigation bar or clicking directly to the below-listed links:

- [Navigate the Avaya CMS](#)
- [Avaya Credential Policies and Procedures](#)
- [Avaya Credential Program FAQs](#)
- [Avaya Credential Program Agreement](#)

## Questions?

For any other questions or feedback, please contact the [Global Support Numbers](#).