Avaya Credential Management System User Guide

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

Table of Contents

1. The Avaya Credential Management System (CMS) ................................................................. 1
2. Account Activation .................................................................................................................. 2
3. Log-in Page ............................................................................................................................. 2
4. Personal Information Page ....................................................................................................... 3
5. Home Page ................................................................................................................................ 5
6. History Page ............................................................................................................................ 6
7. Change Password and Security Questions ................................................................................ 8
8. Certification Progress Page ...................................................................................................... 9
9. Credential Certificates and Logos .......................................................................................... 11
10. Publishing Credential Verification Reports to 3rd Parties ..................................................... 12
11. System Generated Emails ..................................................................................................... 14
12. Additional Assistance ............................................................................................................ 15

1. The Avaya Credential Management System (CMS)

The Avaya Credential Management System (CMS) allows individuals to:

- Review Credentials earned and the dates they expire.
- Review Credential Exam and Online Test history.
- Receive automated Credential status emails.
- Print and download Credential Certificates plus download Credential Logos.
- Publish Credential Verification Reports to authorized 3rd parties.
- Review profile personal information.
2. **Account Activation**

**New Accounts**

1) For individuals that do not currently have an account on the Avaya CMS, an Avaya CMS account is automatically established when an Online Test or Proctored Exam record is sent to the Avaya Credential Management System for the first time.
   a) Necessary profile information is sent along with each Online Test or Proctored Exam record from the corresponding Avaya Learning Center or Pearson VUE Testing Center account.
   b) New Account Activation Emails are sent to the Email Address on record in the corresponding account.
   c) The activation email will expire in 90 days. Students need to take immediate action to activate the Avaya Credential Management System account profile.

2) Account activation emails include an:
   a) Activation URL
   b) Activation Code

3) Students are requested to make sure their First Name, Last Name and Email Address match exactly across their Avaya Learning Center and Pearson VUE Testing System Profiles. **Demographic changes** on the Avaya CMS must be handled through the Avaya Learning Help Desk.

3. **Log-in Page**

There are two ways to access the Avaya Credential Management System.

1) **Via the Avaya Learning Center [Recommended]**
   a) Go to the Avaya Learning Center at [avaya-learning.com](http://avaya-learning.com).
   b) Under Credentials, choose Credential Management.

2) **Using the Avaya Credential Management System URL**
   a) Enter [https://i7lp.integral7.com/avaya](https://i7lp.integral7.com/avaya) into your browser.
4. Personal Information Page

Verifying your Personal Information

At the time of Account Activation Users are asked to:

1) Verify their Profile Demographic information
   a) Name and company name
   b) Mail address and phone number
   c) Email address

2) Make sure the following questions have the right information.
   a) For whom do you work [Channel Partner, Customer or Employee]?
   b) If you are a Channel Partner, make sure the Channel partner Link ID is correct.
   c) If you are an Avaya employee, make sure your HRID is correct.
Note: Students are requested to make sure their First Name, Last Name and Email Address match exactly across Avaya Learning Center and Pearson VUE Testing System profiles. **Personal Information changes** on the Avaya CMS must be handled through the Avaya Learning Help Desk.

**ID Names** (On the Personal Information Page)

Up to five ID Names can exist:

1) **AvayaID** – Permanent external Username for individuals that had an account on the previous Avaya Learning Management System.
2) **VUE ID** - Permanent VUE system internal testing ID assigned by Pearson VUE; separate and distinct from the username individuals choose when creating their Pearson VUE account for registering for an Avaya Proctored Exam.
3) **AvayaLMSID** - Permanent internal testing ID assigned by the Avaya Learning Center; separate and distinct from the username assigned by the Avaya Learning Center for registering for an Avaya Online Test.
4) **Registry ID** – Permanent external user ID number assigned by the Avaya CMS; separate and distinct from the username individuals choose when activating their account.
5) VUE CandidateID - Permanent VUE system external testing ID assigned by Pearson VUE; separate and distinct from the username individuals choose when creating their Pearson VUE account for registering for an Avaya Proctored Exam.

**Maintaining Your Personal Information**

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

It is important to keep profile information current and consistent across the following systems:

1) Avaya Learning Center
2) Pearson VUE Testing Account

To ensure prompt transcript updates leading to the issuance of Avaya Professional Credentials:

1) Make sure the First Name, Last Name and Email Address match exactly across your Avaya Learning Center and Pearson VUE profiles.
2) Common differences between profiles often include:
   a) Business vs. personal email addresses.
   b) Nick names vs. legal names.
   c) Inconsistent use of special characters in the name fields.
   d) Cultural switching of last name and first name between profiles.
   e) Inconsistent use of full last name when multiple last names exist.
   f) Pearson VUE supports a suffix field (Jr., Sr, etc.); Avaya Learning does not.
   g) The last name field must appear the same in both profiles. Example: Smith Jr.
   h) Typing errors.

5. **Home Page**

Upon successfully activating an account or upon logging into the Avaya Credential Management System, users are presented the Credential Management System Home Page and left-hand navigation bar.
The Home Page lists the users most recent account activity and important Candidate Personal Information. It also provides links to the Avaya CMS User Guide [PDF] and Avaya Learning Center. The left-hand navigation bar lists key functions as described further in this User Guide.

6. History Page

The History page provides a list of key events.

Events tracked by the History page include:

1) Online Test and Proctored Exam Results
2) Credential Status Changes
   a) No Status to Credentialed
   b) Credentialed to Credentialed [Renewal]
   c) Credentialed to Expired
3) Demographic Personal Information Changes
4) Publishing Credentials to 3rd Parties
5) Expiration Notifications
Clicking-on “Details” provides additional event information.

**Expiration Notification Detail for Sample Candidate - 700**

**Posted Date/Time:** Jan 25, 2015 12:49:20 AM

**Description:** Certification in AIPS - Application Enablement Services (AES) will expire on Jul 23, 2015.
7. Change Password and Security Questions

The Change Password page allows the user to change their password.

The Change Security Questions page allows the user to change their security questions and answers.
8. Certification Progress Page

The Certification Progress Page lists an individual's credentials and their status.

Certification Progress Page Definitions:
1) **Program**: Credential Certificate Title and Certificate Serial Number.
2) **Status**: Credential Certificates hold either a “Credentialled” or “Expired” status.
3) **Status Since**: The date the current Credential Certificate Status first went into effect.
   a) From No Status to “Credentialled” [Certificate Earned]
   b) From Credentialled to “Expired” [Certificate Expired]
4) **Updated**: The date the Credential Certificate status was last updated; the date can represent:
   a) Certificate Earned [No Status to “Credentialled”]
   b) Certificate Renewed via Retesting [Credentialled to “Credentialled”]
   c) Certificate Expired [Credentialled to “Expired”]
5) **Expiration**: The “Future” date an active Credential Certificate will Expire:
   a) For Expired Credential Certificates, this field will be blank for the Credential Certificate has already expired and has no “Future” expiration date.
   b) For Nortel credentials, this field will be blank for these credentials have no expiration dates.

Please Note: When an individual earns a credential, lets the credential expire, and then re-earns the credential; only the most recent credential certificate appears on the Certification Progress Page. The previous certificate, which expired, is tracked on the History Page.
Following are some examples on how to interpret Credential dates:

**APSS Credential Example**

<table>
<thead>
<tr>
<th>Program</th>
<th>Status</th>
<th>Status Since</th>
<th>Updated</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>APSS – Unified Communications</td>
<td>Credentialed</td>
<td>02/19/2014</td>
<td>02/19/2014</td>
<td>02/19/2016</td>
</tr>
</tbody>
</table>

1. Status: Credentialed > Currently holds this credential.
2. Status Since: 02/19/2014 > Date the Status of Credentialed was applied.
3. Updated: 02/19/2014 > Date the Credential Status was “last” updated.
4. Expiration: 02/19/2016 > Future Date the Credential Expires.

**Credential Renewed via Retesting**

<table>
<thead>
<tr>
<th>Program</th>
<th>Status</th>
<th>Status Since</th>
<th>Updated</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>APSS – Unified Communications</td>
<td>Credentialed</td>
<td>02/19/2013</td>
<td>11/19/2014</td>
<td>11/19/2016</td>
</tr>
</tbody>
</table>

1. Status: Credentialed > Currently holds this credential.
2. Status Since: 02/19/2013 > Date the Status of Credentialed was originally applied.
3. Updated: 11/19/2014 > Date the Credential Status was “last” updated; Credential was renewed on 11/19/14 and the expiration date was extended to 11/19/2016.
4. Expiration: 11/19/2016 > Future Date the Credential Expires.

**Credential Expired**

<table>
<thead>
<tr>
<th>Program</th>
<th>Status</th>
<th>Status Since</th>
<th>Updated</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>APSS – Unified Communications</td>
<td>Expired</td>
<td>02/19/2014</td>
<td>02/19/2014</td>
<td></td>
</tr>
</tbody>
</table>

1. Status: Expired > Currently does not hold this Credential.
2. Status Since: 02/19/2014 > Date the Status of Expired was applied.
3. Updated: 02/19/2014 > Date the Credential Status was “last” modified; Credential status of Expired was assigned on 02/19/2014, the Expiration Date of the credential.
4. Expiration: “Blank”; Credential is expired, no “Future” expiration date exits.

**Nortel Certification Example**

**Credential Earned; No Expiration Date**

<table>
<thead>
<tr>
<th>Program</th>
<th>Status</th>
<th>Status Since</th>
<th>Updated</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCSS - Baystack Switching</td>
<td>Credentialed</td>
<td>07/25/2008</td>
<td>07/25/2008</td>
<td></td>
</tr>
</tbody>
</table>

1. Status: Credentialed > Currently holds this credential
2. Status Since: 07/25/2008 > Date the Status of Credentialed was applied.
3. Updated: 07/25/2008 > Date the Credential Status was “last” updated.
9. Credential Certificates and Logos

Printing and Downloading Credential Certificates

The Avaya Credential Management System allows users to print and download copies [PDF] of their Credential Certificates by clicking on “Print Certificates” on the left-hand navigation bar.

Click-on “Print Now”, 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.

Example of Credential Certificate Information.
**Downloading Credential Logos**

To download Credential Logos, click-on “Download Center” on the left-hand navigation bar. Clicking-on the arrow to the right of the Logo description will allow the user to download the Logo to their computer.

![Credential Management](image)

10. **Publishing Credential Verification Reports to 3rd Parties**

The Avaya Credential Management System allows users to publish their credentials to authorized 3rd parties.
To publish Credentials:

1) Choose the credentials you wish to publish.
2) Click on “Send Detailed Events” if you want to include the credential event history.
3) Enter the email address of the individual you wish to publish the credentials to.
4) Type any special message to be included in the email.
5) Check the Box authorizing Avaya to disclose to the third party the requested demographic data and certification records.
6) Click-on “Preview Report” to see the Report.
7) Click-on “Publish Report” to publish the information.

The Report recipient will receive an email with a URL and authorization code to view the Report. A sample Credential Verification Report is provided below.
11. System Generated Emails

To keep individuals informed and help them manage their credentials, the Avaya Credential Management System sends out automated emails covering the following events:

**Certification Management Emails**

1) Online Test / Proctored Exam Result Received  
2) Credential Earned  
3) Credential Renewed  
4) Credential Expired  
5) Credential Expiration Notifications  
   a) 180 Day [All 2 year Credentials]  
   b) 90 Day [All 1 and 2 year Credentials]  
   c) 30 Day [All 1 and 2 year Credentials]  
   d) 14 Day [All 1 and 2 year Credentials]
Account Management Emails

1) Demographic Profile Change
2) Password Recovery
3) Candidate Profile Merge
4) Publish Credential Report

12. Additional Assistance

In addition to this User Guide the following resources are available to assist users with their use of the Avaya Credential Management System:

1) Avaya Credential Management System FAQs
   a) On the left-hand navigation bar, click-on “FAQ” for a list of Frequently Ask Questions along with associated answers.
2) For any further questions, please feel free to contact the Avaya Learning Help Desk at:
   a) Avaya Learning Help Desk Call Center
      i) Call 866 Avaya 54 or 866 282 9254 [North American Region]
      ii) Outside North America: Regional Local Number Listing
   b) Avaya Learning Help Desk Website
      i) Partners submit a request to the Support team at https://partner-itss.avaya.com
      ii) Avaya Associates submit a request to the Support team at http://itss.avaya.com