Credential Program Information

Navigation – Avaya Credential Management System

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With the changes in the program, this document may contain outdated information.

Overview

The purpose of this guide is to provide you with a short introduction to how to use the Avaya Credential Management Application (Clarus by BrightLink).

Avaya Credential Management 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.

When you login first time to your Avaya Credential Management System (Avaya CMS) Profile you will need to complete the registration process. This is a one-time request and once completed the next time you log in you will be prompted to the **Credential Dashboard**.

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

- The first section shows your future Proctored Exam appointments or partially completed registrations.

- The second section is the **Notifications** section, where you can view secure messages from Avaya or Avaya's Proctored Exam Partner, Pearson Vue.

From the left-hand menu, you can view all available Avaya Credentials by clicking on **Browse Credentials** or a specific category to view credentials by discipline. The Avaya Credentials you have achieved can be viewed under **My Credentials**. The **Results** section lists the Online Test(s) and Proctored Exam(s) you have previously completed. Select **Help** to find additional reference documents on the Avaya CMS platform.

Browse Credentials

A complete list of all Active Avaya Credentials (grouped by credential discipline) can be viewed. To quickly navigate to a specific Credential, you can enter a word or Credential Code in the above search box. The requirements to earn an Avaya Credential are shown in the details for each, this may be an Online Test or a Proctored Exam, or in some instances the need to have also achieved a prerequisite Avaya Credential.

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

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 "**Actions**" button allows you to download or print your certificate.

Results (Test & Exam)

In this section you can view your Online Test (taken through the Avaya Learning Center) and Proctored Exam results (taken through Pearson VUE) details such as date taken, result grade (marked in red or green), and passing score.

Avaya Proctored Exams are issued with a score report which you can access from this page as well.

Questions?

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