

# Instructions for Using Microsoft Certified Professional (MCP) Exam Vouchers – Volume License

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## Voucher Redemption Process

### Step 1: Create a Microsoft Learning profile

- Sign in at [www.microsoft.com/learning](http://www.microsoft.com/learning) . Use your existing Microsoft account or if you don't have one, follow the steps to 'sign up'.
- Complete the profile information if requested.

### Step 2: Register for an exam

- Select a Microsoft Certified Professional (MCP) exam at [www.microsoft.com/learning](http://www.microsoft.com/learning)
- On the exam details page, select 'Schedule with Pearson VUE'
- At this point, you may be asked to supply additional registration details
- After confirming your exam registration details, you will be transferred to Pearson VUE to schedule your exam
- Follow the online instructions to select a Test Center and convenient date/time
- During checkout, select 'Add Voucher or Promo Code' and enter your voucher number here

Note: If you have previously registered for a Microsoft exam with Pearson VUE, you can register for subsequent exams online (see steps above) or you may contact Pearson VUE directly. Regional contact information for Pearson VUE can be found at [www.pearsonvue.com/microsoft/contact/](http://www.pearsonvue.com/microsoft/contact/) .

## Voucher Redemption Issues

**Step 1:** If you encounter any problems redeeming your MCP exam voucher, please first contact Pearson VUE. Regional contact information for Pearson VUE can be found at [www.pearsonvue.com/microsoft/contact/](http://www.pearsonvue.com/microsoft/contact/) . Please provide: voucher number; desired appointment date; exam number; country. You should receive a response from Pearson VUE within two business days.

**Step 2:** If Pearson VUE confirms the voucher number cannot be used - the voucher may have already been used, the voucher may have expired, or there may be issues with the particular voucher number. If necessary, you may then email Microsoft at [vlexmhlp@microsoft.com](mailto:vlexmhlp@microsoft.com) . Please provide: voucher number; desired appointment date; exam number; country. You should receive a response from Microsoft within two business days.

## Exam Reschedules and Cancellations

If you need to reschedule or cancel an exam, you must do so at least one full business day (24 hours) before the appointment. Rescheduling or cancelling an exam less than 24 hours before the appointment or not arriving for your scheduled appointment is considered a “no-show” and is subject to forfeiture of the exam voucher (voucher cannot be used again).

If your appointment is more than one full business day (24 hours) away, you may reschedule or cancel online or by phone:

- Online: Login at [www.microsoft.com/learning/dashboard](http://www.microsoft.com/learning/dashboard) and select the ‘reschedule’ or ‘cancel’ action below your exam appointment details.
- By Phone: Contact Pearson VUE directly. Regional contact information for Pearson VUE can be found at [www.pearsonvue.com/microsoft/contact/](http://www.pearsonvue.com/microsoft/contact/).

## Terms and Conditions

- All Vouchers will expire 365 days from the date of purchase.
- All exams must be taken prior to the vouchers’ expiration date.
- One voucher may be used to take one Microsoft Certified Professional (MCP) exam from an authorized Pearson VUE test center.
- Vouchers may not be redeemed for cash or credit.
- Expired, stolen or lost vouchers will not be replaced.
- Students or educators may be required to show proof of their current academic status to the test center prior to taking an exam. Failure to do so may result in forfeiture of the voucher.