Microsoft Certifications
Frequently Asked Questions

Q: What are the Microsoft Fundamentals Certifications?

A: As part of the Flexible Learning Programme, we are running a Microsoft Certifications pilot where we are offering selected students the Microsoft Fundamentals Certifications. Students who have been invited to take part in the pilot can choose from 8 different certifications:

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft 365 Fundamentals (MS-900)
- Microsoft Azure AI Fundamentals (AI-900)
- Microsoft Azure Data Fundamentals (DP-900)
- Microsoft Power Platform Fundamentals (PL-900)
- Microsoft Dynamics 365 Fundamentals CRM (MB-910)
- Microsoft Dynamics 365 Fundamentals ERP (MB-920)
- Microsoft Security, Compliance, and Identity Fundamentals (SC-900)

Q: What is the purpose of the Flexible Learning Programme's Microsoft Certifications pilot?

A: The purpose of the pilot is to support students in gaining recognition for their digital capability through online training and certifications.

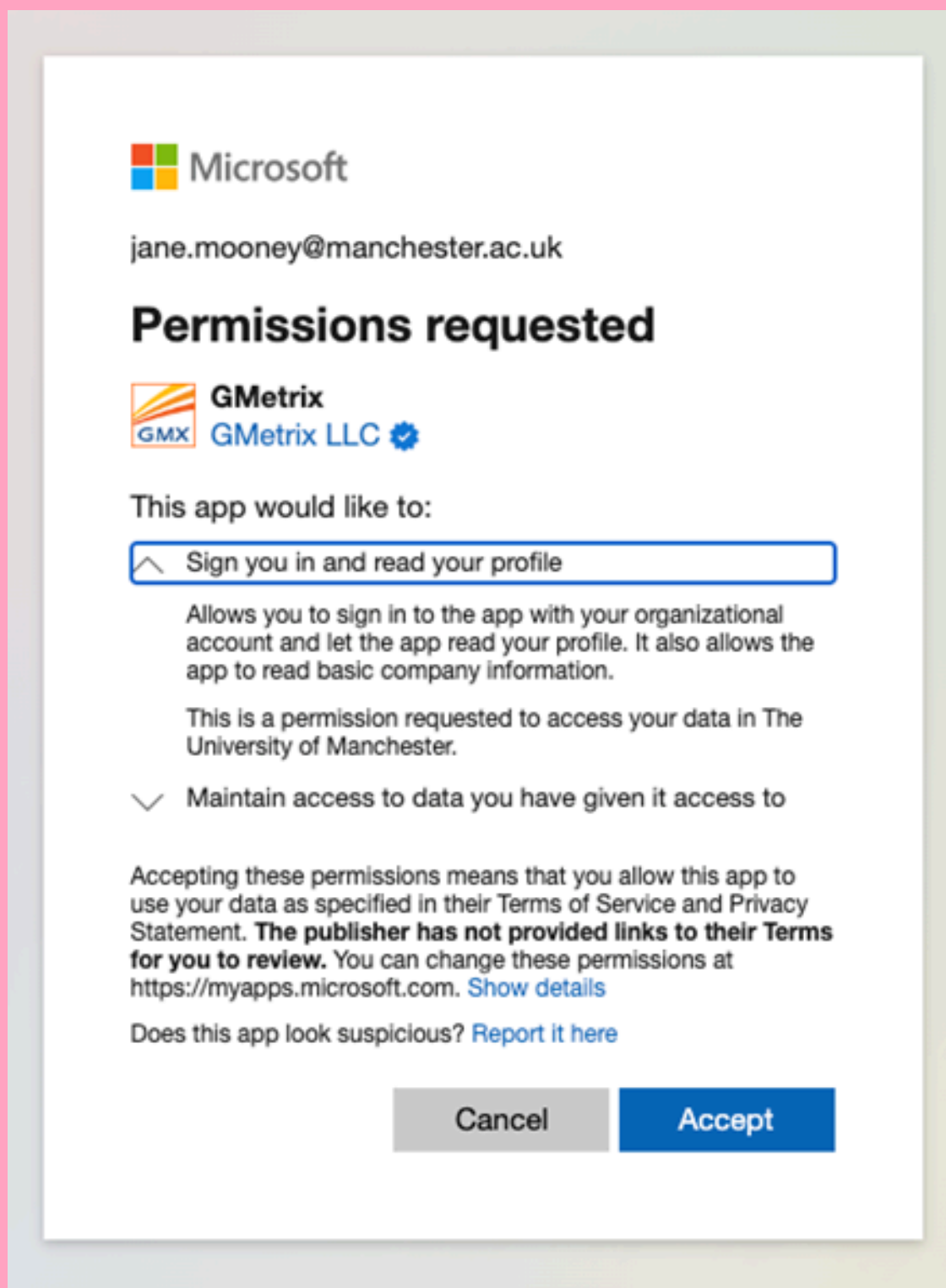**Q: How do I access the online training and practice tests?**

A: You can access the online training and practice tests by setting up an account on GMetrix.

Q: How do I set up an account on GMetrix?

A: You can set up an account on GMetrix via <u>this link</u>.

You have three options on how to set up an account:

1) If you have an existing GMetrix account, you can log in using that.
2) By clicking 'Sign up' there is also the option to set up an account using a personal email address.
3) You can also log using an existing Google or Microsoft account under 'Sign in with an existing provider'.

    o If you are using your University Microsoft 365 account to log in you will log in and authenticate with Duo. You will then see this notice with your own email address at the top left:
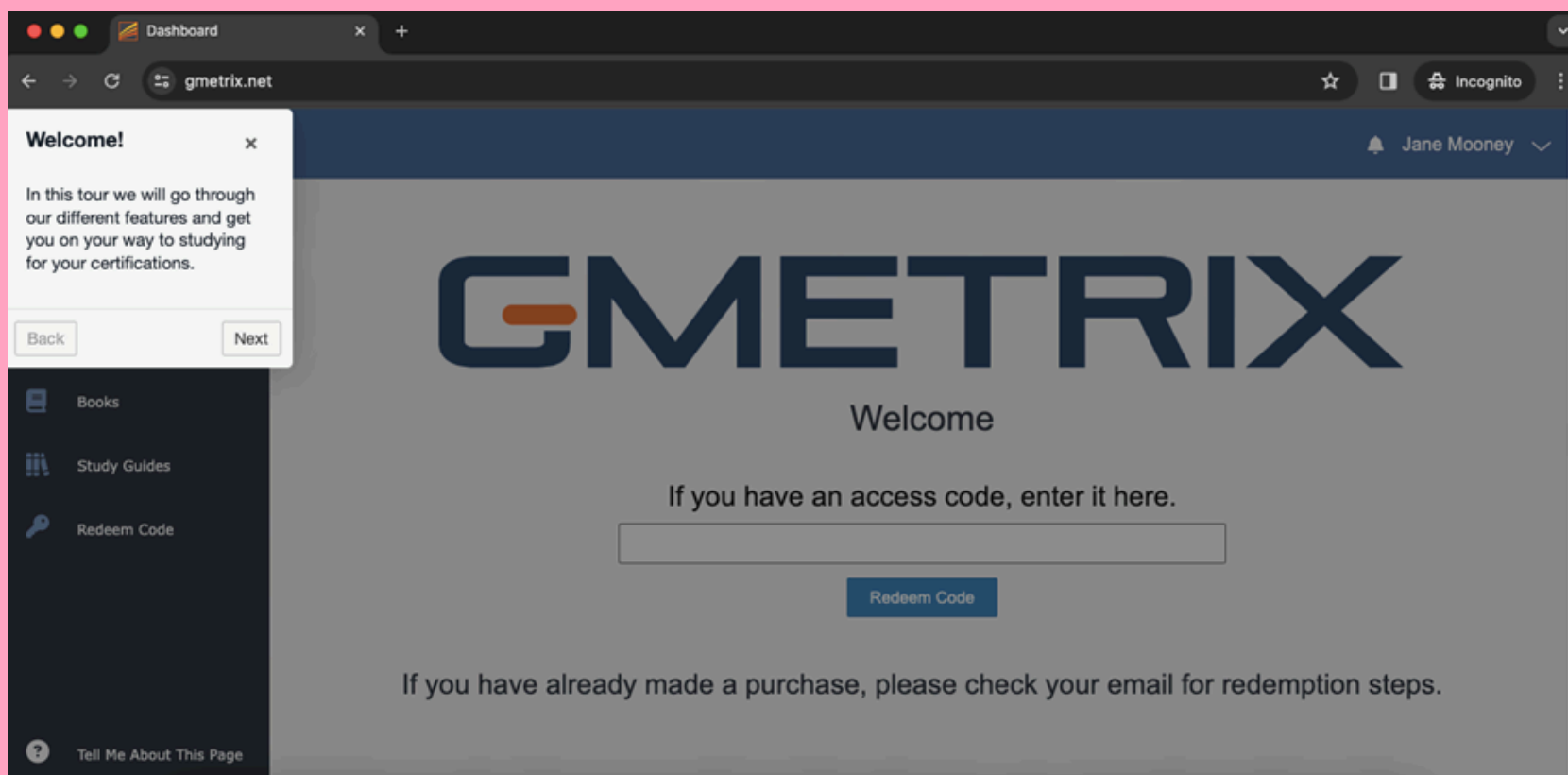

Check carefully that the information you are seeing is the same as what is shown here, then to click Accept.

Actively checking and managing permissions and privacy settings is part of understanding and developing our digital capability.

You will then be asked to choose a username and your account will be created.

Q: How do I redeem the codes to access the LearnKey online learning content and the practice tests?

A: Students taking part in the pilot will have received codes from the member of staff who is their contact for the pilot. Once you have created your account, you will be logged into GMetrix and a quick tour of the different functions in the platform will greet you.

- Select the 'Redeem code' Button, this is a key icon on the left-hand side of the screen.
- Enter your Practise test Access Code: XXXX-XXXX-XXXXX when requested.
- Repeat this process and enter the second access code XXXXXXXXXXXX to unlock the LearnKey video training.

Q: How do I choose my course and start studying for the certification assessment?

A: After redeeming the codes, click on the study-guide button on the left-hand side of the screen and choose your course. You can access all of your courses, tests, and track your progress from the 'Study Guides' option on the left-hand side of the GMetrix website.

Q: What support is available to help me prepare for the Certification assessment?

A: In addition to the free learning materials available via Microsoft Learn, the University has bought access to an extra learning package to support you. This includes video training, quizzes, and practice tests you can take up to 100 times. Once you have chosen which certification you would like to take, [name of Colleague] will give you access to these extra resources.

Q: How is my personal information used while taking part in the pilot of Microsoft Certifications?

A: The University of Manchester, Prodigy Learning, GMetrix, and Certiport will process your information for the purpose of the Microsoft Certification scheme. Your data will not be shared with anyone outside the process. You have several rights under the data protection legislation, such as right to a copy of the information. More information can be found here.

Microsoft Certifications - Assessments
Frequently Asked Questions

Q: How do I know if I am ready to take the assessment?

A: To be ready, you should have completed at least 2 practice tests with a score of 70% or more. 70% is the pass mark for all of the Microsoft Fundamentals exams. These are challenging assessments with a pass rate of around 60-65%.

Q: How do I set up my Certiport account?

A: The assessments are taken on Certiport's Compass Cloud which has been installed on University computers for you. If you don't already have a Certiport account, you will need to set up one via this link. You will need your Certiport email and password to log in to Compass Cloud to take the assessment.

Q: How do I book my place to take the assessment?

A: Please only book 1 date for your assessment. The assessments will take place on campus in The University of Manchester Library and further detail on the location will be provided when you book. A University computer with the assessment software installed will be provided for you.

Q: How do I request assessment accommodations?

A: If you would like any exam accommodations, such as additional time for the assessment, you will need to apply directly to Certiport for these. Information on the accommodations process and how to apply is available here. This process can take up to 2 weeks to be approved, so please apply more than 2 weeks in advance of your assessment.

Q: What should I remember on the day of the assessment?

A: Remember your Certiport email and password – you will need this to log in to the assessment. Please arrive on time for your session. An invigilator will be in the assessment room with you to provide support. If you need to take a break during the assessment, there is the function to do so, but you will not then able to go back to any questions you have already seen.
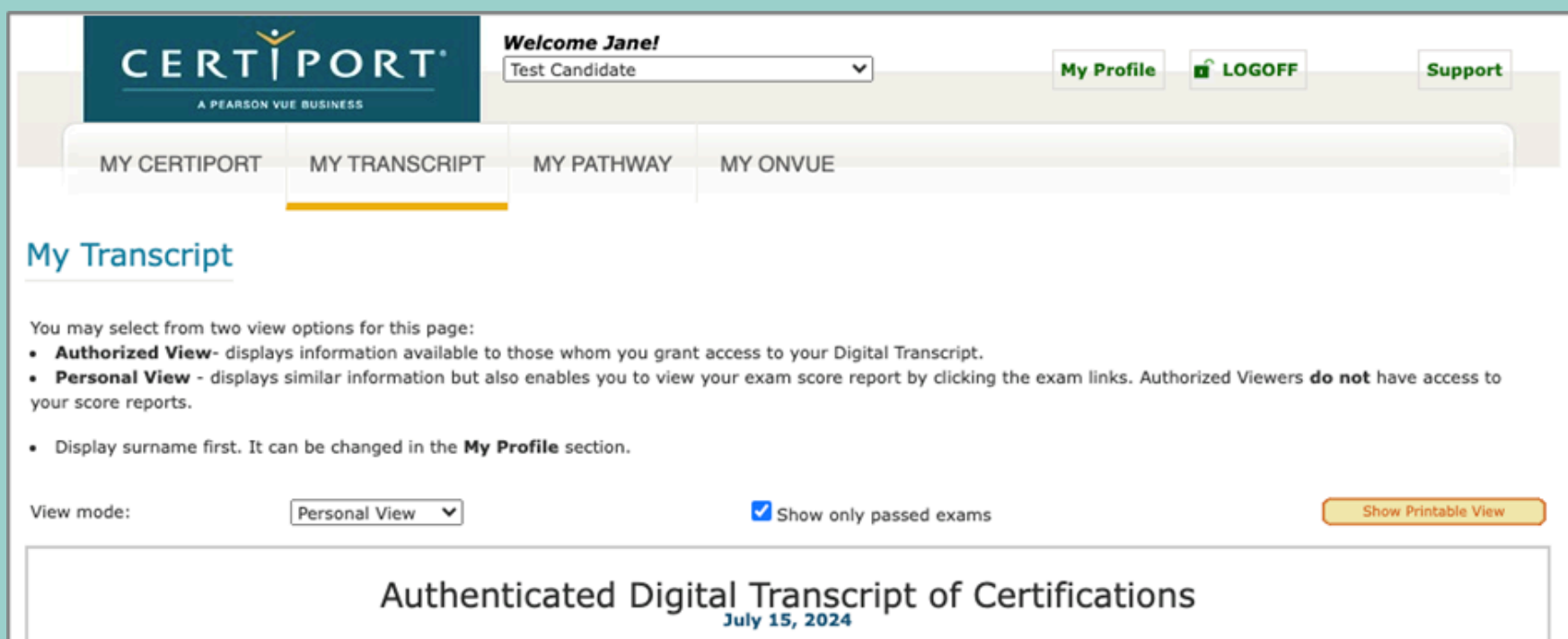
Q: When will I get my result?

A: You will get your result immediately after you have completed the assessment.

Q: Can I resit the assessment?

A: As there are a limited number of certifications available as part of the pilot, we are sorry that we cannot guarantee a resit opportunity.

Q: How do I access my certificate?

A: Certificates can be accessed from your Certiport account > Reports > My transcript.

Q: Is there a survey to complete after the assessment?

A: Yes, surveys will be available to complete on the day. We would be grateful if you could complete a short survey to help evaluate this pilot.