



Frequently Asked Questions about the Second Shot Offer

Q. Do I need to register for the Student Second Shot offer before I take my initial certification exam?

A. Yes, to register for Second Shot, select an exam from the list of applicable exams. You will then be asked to provide your name, e-mail address, and mailing address. Prometric will send you a voucher code that you must bring to your first exam and (if necessary) your retake exam.

- [View a list of exams that qualify for the Second Shot offer](#)

You must register, take your first exam, and take your free retake (if necessary) by June 30, 2010.

Note You must present a valid student ID card when you take your exam.

Q. How do I register for my first exam?

A. To register for your exam and obtain your Second Shot voucher code online, go to the Student Certification Discounts page and select the exam that you want to take.

- [Learn about student-priced Microsoft Certifications](#)

After you select an exam, you will be directed to the Prometric site to register. You will need to provide your name, e-mail address, and mailing address. Prometric will send you a voucher number. Then call Prometric to make an appointment to take your exam.

• **In the United States only:**

- Call Prometric at 800 755-EXAM (800 755-3936)

• **In Europe, the Middle East, Africa, and participating countries and regions:**

- [Find your local Prometric phone number](#) (Prometric.com)

Note This offer is available globally except in India and China. The student-priced Microsoft Certification exams in India are only available through a Microsoft IT Academy.

Q. How do I get my free Student Second Shot?

A. If you registered for the student Second Shot and you took the exam and did not pass, you can register for your free retake exam by contacting a Prometric call center or test center. Use the same voucher number that you received when you registered for your initial exam.

Note Only exams that are part of the academic series (exams with a 72 prefix) qualify for this offer.

- [View a list of exams that qualify for the Student Second Shot offer](#)



Q. Is the Student Second Shot offer available worldwide?

- A.** This offer is available globally except in India and China. The student-priced Microsoft Certification exams in India are available only through a Microsoft IT Academy. To learn more about Prometric test centers, select from the following options.
- **In the United States only:**
Call Prometric at 800 755-EXAM (800 755-3936)
 - **In Europe, the Middle East, Africa, and participating countries and regions:**
 - [Find your local Prometric phone number](#) (Prometric.com)

Q. What if I lose my voucher number?

- A.** After you registered for the Student Second Shot offer on the Microsoft site, you received a confirmation e-mail message. If you lose your voucher number, go to the Prometric Web site for assistance, or contact the test center where you took your first exam.
- [Visit the Prometric site](#) (Prometric.com)

Q. Does the Second Shot offer apply to beta exams?

- A.** No, you can only take beta exams once, so they are not eligible for the Second Shot offer.

Q. What is the timeframe in which I must take my first exam and then retake the exam if I do not pass on the first try?

- A.** You must register and take both your first exam and your retake exam by June 30, 2010.

Q. I took an exam before I found out about the Student Second Shot offer. Can I have a free retake anyway?

- A.** No. You must register between January 13, 2010, and June 30, 2010, in order to be eligible for the free retake.

Q. If I do not pass an exam, can I retake it any time?



- A. All retake timeframes are subject to compliance with the Microsoft Certification Exam Retake rules, which state:

If you do not pass an exam the first time, you may retake it at any time. If you do not achieve a passing score a second time, you must wait at least 14 days to retake the exam a third time. A 14-day waiting period will be imposed for all subsequent exam retakes. If you have passed an exam, you cannot take it again. Beta exams may be taken only once.

Q. How can I learn more about Microsoft Certification exam topics and content?

- A. Visit the Microsoft Student Career Portal to find resources on how to prepare for your exam and for links to exam preparation guides. Be sure to thoroughly read the preparation guide for the exam that you plan to take.

- [Visit the Microsoft Student Career Portal](#)

Q. How does the Student Second Shot offer differ from the Second Shot offer available to retail customers?

- A. There are three differences between the two programs:

- The Student Second Shot is a free retake offer that applies to Microsoft Certification exams that are part of the academic exam series. These exams are offered at an academic price for students, faculty, and employees of high schools and accredited post-secondary schools (institutes of higher learning).
- Only students, faculty, and employees of accredited high schools and post-secondary schools (institutes of higher learning) are eligible for the Student Second Shot offer. Participants **must show proof of this status** to the test site administrator before they take their Microsoft Certification exam.
- The Student Second Shot offer is available globally except in India and China. The student-priced Microsoft Certification exams in India are only available through a Microsoft IT Academy.

Note Academic and commercial prices vary by country or region.

- [Learn about pricing in your country/region](#)

Q. What is the difference between Microsoft Certification exams that have a 70 or 72 prefix?

- A. The numbers 70 and 72 refer to the prefix of the exam number. Exams that have the same number but different prefixes (one has a 70 and the other has a 72 prefix) have exactly the same content. The only difference is that the Microsoft Certification exams with the 72 prefix are part of the academic



series exams. The academic series exams are available at an academic price only to students, faculty, and employees of accredited high schools and post-secondary schools.

Q. What if I want a second chance on an exam that is not part of the Student Second Shot offer?

- A. • [Learn about the free retake offer on our business and IT professional exams](#)

These exams are not subject to student pricing and will therefore cost full price.

Q. Which exams are included in the Student Second Shot offer?

- A. The Student Second Shot free retake offer is valid for all exams that are part of the academic exam series (exams that have a 72 prefix).

- [View exams that qualify for the Student Second Shot offer](#)

•