



Frequently Asked Questions

1. How long is my digital badge valid?

Digital badges are typically valid for two years from the date you earn them, but specific expiration dates vary. Check the badge on [Credly](#) for specific expiration dates.

2. How do I avoid badge expiration?

You keep your badge current by taking the recertification exam when it's released and before the badge expiration date. Visit [training.apple.com](#) and log in to the Apple Certification Records System (ACRS) periodically to ensure that you're aware as soon as a recertification exam is available.

3. What do I do if my badge expires?

The recertification exam for badge holders contains the same questions as the new exam for those who haven't earned a badge. So, if you miss taking the recertification exam before your badge expires, you can simply take the new exam. After you pass the exam, the status of your existing digital badge is updated.

4. What languages are Apple certification exams offered in?

The Apple Device Support and Apple Deployment and Management exams are available in English, Canadian French, Chinese (Simplified), French, German, Japanese, and Spanish.

5. How much time do I have to complete the exam?

Apple certification exams take about two hours to complete. The exam preparation guide for each exam indicates the specific time allotted for each exam.

6. What if the exams aren't offered in my primary language?

If your primary language isn't listed above, you may request a language accommodation that gives you one additional hour to complete the exam.

7. Are accommodations available under the Americans with Disabilities Act (ADA)?

If you would like to take an exam and require additional time, Apple accommodates students under the ADA or local applicable law. To learn how to submit your accommodation request in the exam application, refer to the instructions in the [Apple Certification Policies](#).

8. How much do certification exams cost?

Prices are subject to change at the sole discretion of Apple. Apple certification exams are offered online and cost \$149 USD.

9. How much do recertification exams cost?

A \$50 recertification discount is automatically applied during exam registration for any candidate who has earned the certification. This discount applies to the exam and retake attempts as long as the candidate's certification hasn't expired.

10. Does the recertification price apply to retake exams?

Yes, provided you meet the requirements in the answer above.

11. I have taken this exam multiple times and received the same score every time. Does this indicate an error in the results computation?

No, it's common for candidates to earn similar or identical scores on multiple attempts at an exam.

12. How many questions are on the exam?

Apple certification exams have about 100 questions. The exam preparation guide for each exam indicates the specific number of questions for each exam.

13. How and when do I get my exam results?

You receive your score by email immediately after you complete your exam. Your results are typically posted in your ACRS account within three business days of taking an exam.

14. Can I change my ACRS account if my preferred email changes?

Yes. You can change your Apple ID at any time by creating a new account, then emailing an account merge request to training.support@apple.com and specifying the preferred Apple ID for the merged account.

You'll need to include the following information used for each account:

- Name (first and last)
- Email
- Address

The last names on the accounts need to be identical, and the first names need to be a close match.

15. Can I change my ACRS account if I no longer have access to the email address recorded within it?

Yes. Follow the steps in the answer above.