Claude certifications: Pearson SSO and checkout

Starting Thursday, November 12, 2026

On Thursday, November 12, learners start signing in to Pearson through the Partner Academy, with no separate Pearson login. Pearson also starts collecting exam payments.

What's changing

Single sign-on

Learners go from the Partner Academy straight to Pearson, already signed in. No separate Pearson login emails.

Payments

Pearson collects exam payments and applies partner discounts at checkout. The price is locked when the exam is scheduled. For refunds and cancellations, see the "Manage your exam in Pearson" section below.

On November 12

Maintenance window 8:00am to 12:00pm PT	**Scheduled exam:** no impact. Start the exam from the link in the Pearson confirmation or reminder email. **Not accessible:** registering, scheduling, rescheduling, and cancelling. Learners who need to reschedule or cancel during the window contact Pearson support.
From 12:00pm PT	Learners sign in to the Partner Academy and go from there to their Pearson account to register, schedule, reschedule, or cancel.

1. Before and after

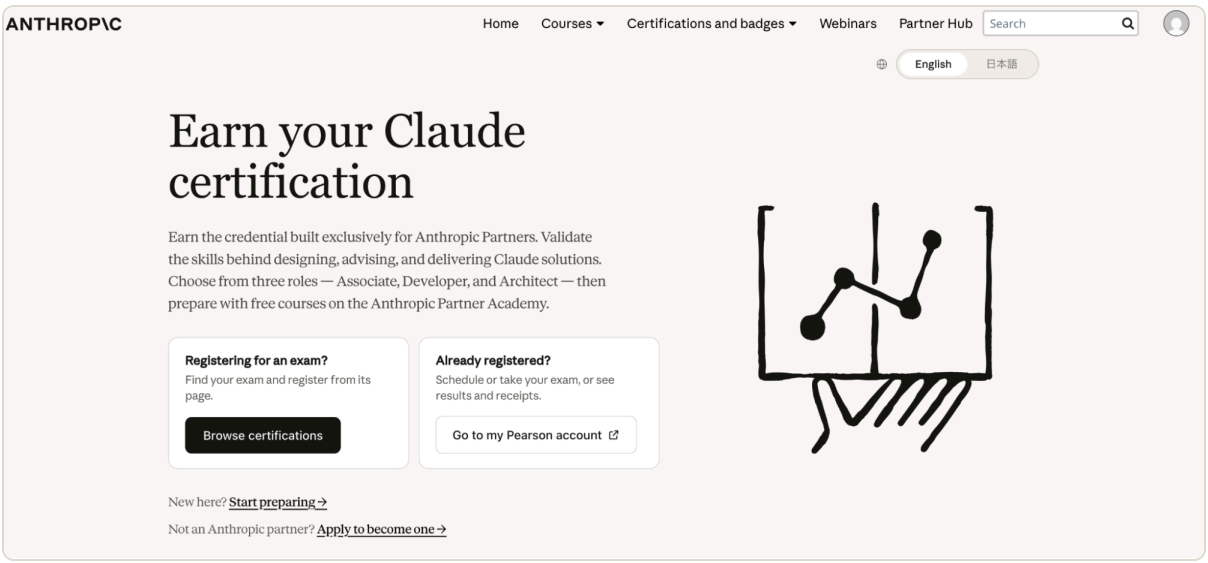
	Today	After the Maintenance Window
Signing in to Pearson	New learners register on the Partner Academy, wait for two emails from Pearson, then set up a Pearson account	Learners sign in to the Partner Academy, select an exam and go straight to Pearson to schedule and pay. No separate Pearson account to set up
Scheduling	Learners sign in to Pearson with a separate Pearson username and password	Learners sign in to the Partner Academy and reach their Pearson account through single sign-on
Checkout and payment	On the Partner Academy, through Stripe checkout that applies partner discounts	At Pearson. Pearson applies applicable partner discounts
Name and profile	Name changes by email to certifications-support@anthropic.com	Learners update their own name to match their government-issued ID, plus phone number and address. Learners who haven't updated their profile yet must confirm these details. If the exam profile is locked, email certifications-support@anthropic.com to request assistance with a name update.

What stays the same: exam delivery, proctoring, and results stay with Pearson, online (OnVUE) and at test centers. Existing Pearson accounts and exam history stay the same. Anthropic continues to issue certifications through Credly. Learners sign in to the Partner Academy with their company credentials, as they do today.

2. Register for an exam with single sign-on

1 Log into Partner Academy

After logging in, learners choose their exam from the Partner Academy certifications page or the navigation bar at the top.



2 Register

Not registered yet: learners select the exam they want to take, then select Register.

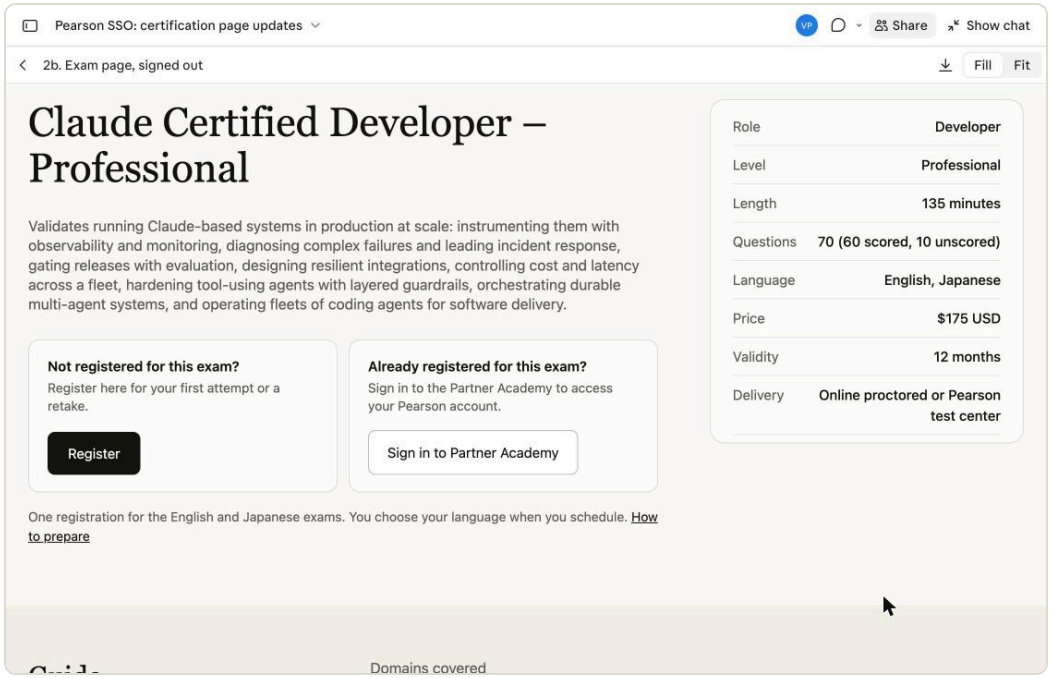
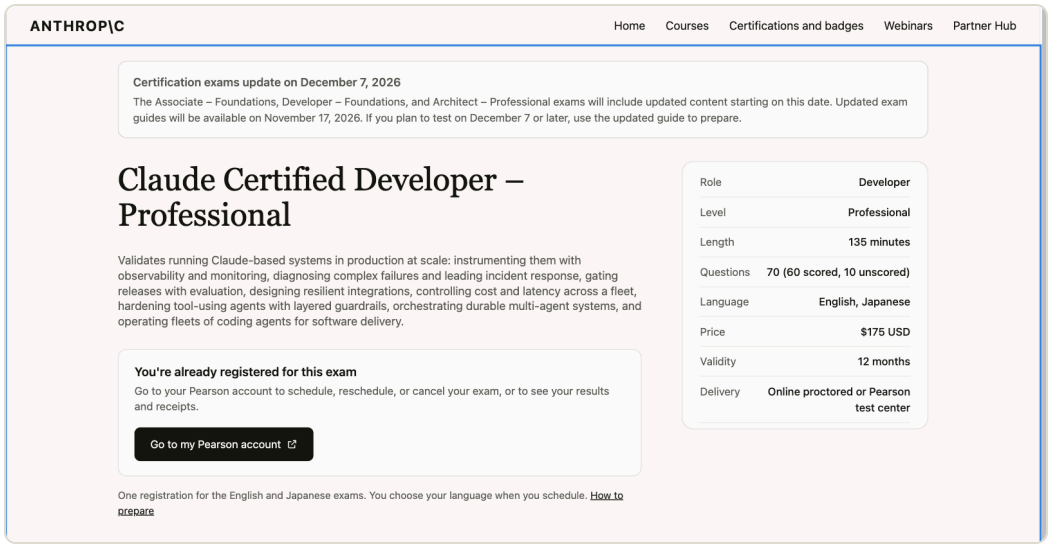


Illustration: final screen may differ

Already registered: learners see this screen instead and shouldn't register again. They select "Go to my Pearson account" to schedule their existing registration or take the exam.



3 Check the name

A new screen asks learners to check their name before they go to Pearson. **Their first and last name must exactly match the government-issued ID they'll present on exam day.** They should check carefully, because learners can change their own name only

once per year. **Confirming the profile locks the name for a year, even if they only changed their phone number or address.**

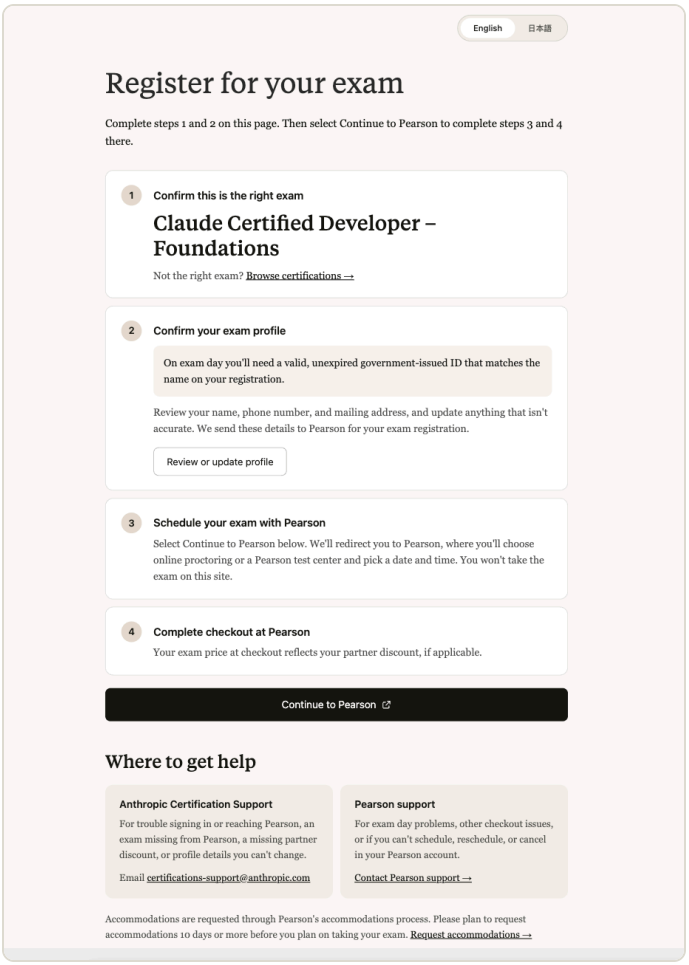


Illustration: final screen may differ

4 Continue to Pearson

Learners arrive at Pearson already signed in and select their exam under “Schedule an exam”.



5 Choose how and when to test

Learners follow the prompts to choose online proctoring (OnVUE) or a Pearson test center, review and agree to the presented information including policies, terms and conditions, select exam language, then pick a date and time.

6 Confirm the total and check out

The partner discount, if there is one, is applied automatically. **If learners see an incorrect total, they shouldn't check out.** They should email certifications-support@anthropic.com with a screenshot and the support team will investigate.

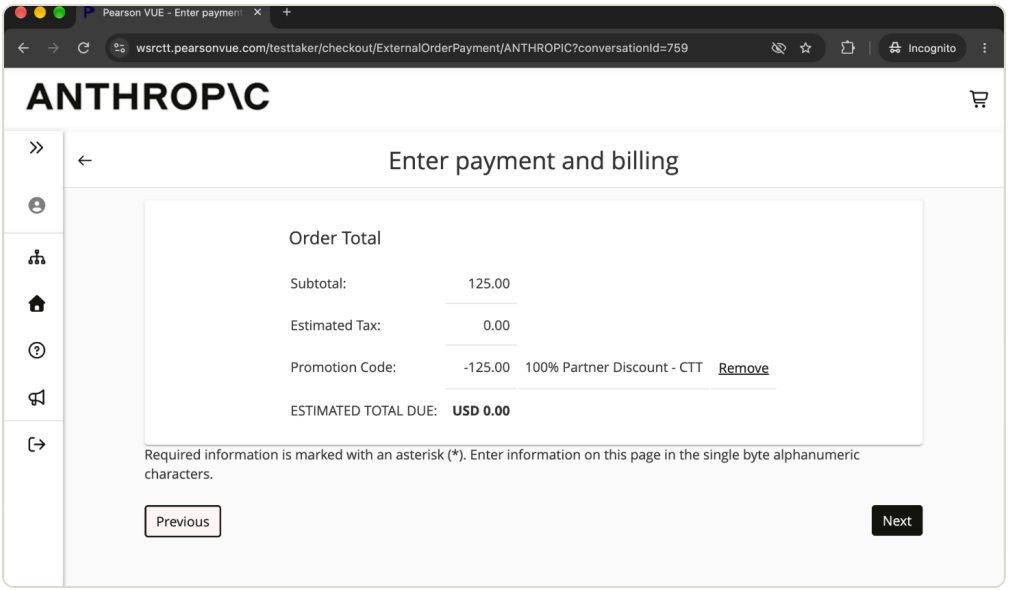


Illustration: example of the exam with 100% off partner discount.

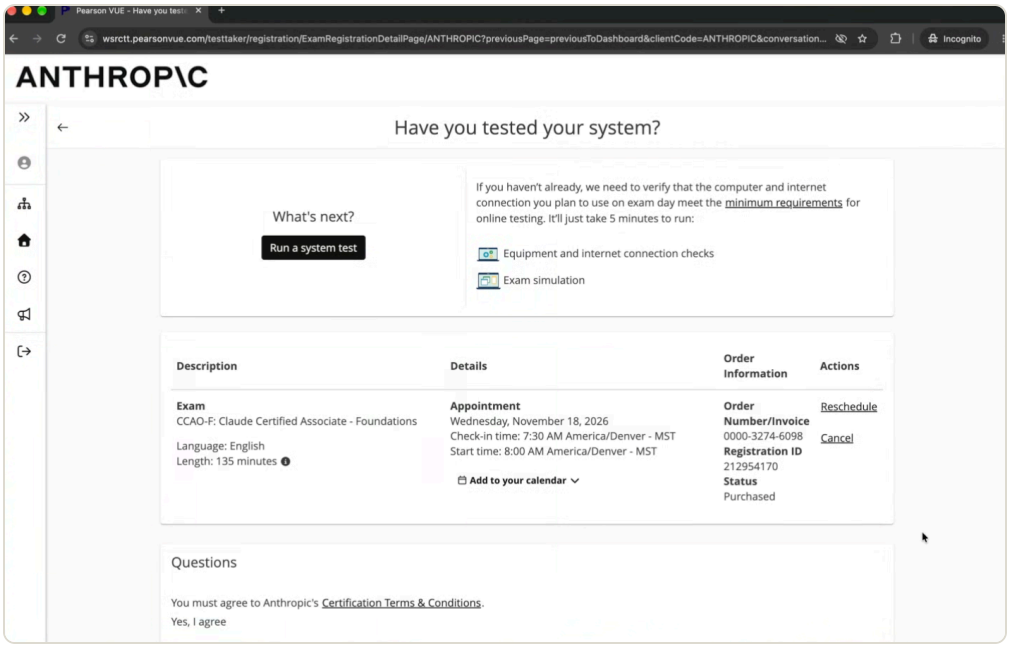
7 Keep the confirmation email

Pearson emails a confirmation once the exam is scheduled. It contains the link learners use to start an online exam.

3. Manage your exam in Pearson

Learners manage their exams in their Pearson account. To get there, they sign in to the Partner Academy, open the exam and select "Already registered for this exam?" Registrations, appointments, and payments from before November 12 carry over.

- **Schedule:** learners who registered but haven't scheduled go to Pearson through the Partner Academy sign on and select their exam under "Schedule an exam." They shouldn't register again. Payments made before November 12 are honored, so checkout shows zero cost.
- **Take the exam:** use the link in the Pearson confirmation or reminder email.
- **Reschedule or cancel:** select Reschedule or Cancel next to the appointment. Test center exams can be rescheduled or cancelled up to 48 hours before the appointment. OnVUE exams can be rescheduled or cancelled up to 1 hour before the appointment.



- **Price locked at scheduling:** the price, including any partner discount, is set when the exam is scheduled. Rescheduling keeps that price, so a learner who scheduled with a 100% discount can reschedule without paying.
- **Cancelling:** Pearson automatically refunds whatever was paid at checkout. It also releases the locked price. If the learner schedules again, they get the price and discount that apply at that time. For example, a learner books a free exam with a 100% discount and then cancels. If their company no longer has the 100% discount when they book again, they pay at checkout. Payments made to Anthropic before November 12 are refunded by Anthropic, not Pearson. We get the list of cancelled appointments from Pearson and process those refunds, which adds a few days. If a refund hasn't arrived after 10 days, learners email certifications-support@anthropic.com.
- **Receipts, exam history, and results:** all in the learner's Pearson account, including score reports. Certifications are still issued through Credly.

4. Name changes

Learners can now correct their name themselves, instead of emailing support first.

- **To update:** learners sign in to the Partner Academy, go to their profile, and click Update Exam Profile.
- **Once per year:** the name locks as soon as the learner confirms their profile, even if they only changed their phone number or address. A locked name doesn't mean the account is locked.
- **Already scheduled:** updating the name doesn't affect the appointment. For test centers, update at least 24 hours before the exam. For OnVUE, updates sync in near-real time.
- **Already used the yearly update:** learners email certifications-support@anthropic.com from their registered email at least 24 to 48 hours before the exam. These requests typically take 24 to 48 business hours and are reviewed case by case.
- Full instructions are in the certification FAQ.

5. Who to contact

Issue	Contact
• Can't sign in, or can't get from the Partner Academy to Pearson • Exam doesn't appear after registering • Checkout shows wrong price • Refund for a payment made before November 12 hasn't arrived after 10 days • Name is locked or wrong, or the profile won't save	**Claude Certification Support** certifications-support@anthropic.com Include the registered email, the exam name and a screenshot.

Issue	Contact
• Scheduling, rescheduling, or cancelling • Online exam (OnVUE) setup, system test, technical issues, or check-in • Test center or proctoring issues • Missed or interrupted exam • Any other checkout problem at Pearson • Refund for a payment made on or after November 12	**Pearson support** pearsonvue.com/us/en/anthropic.html#contact Keep the case number. If help is still needed after Pearson has fully reviewed the case, email certifications-support@anthropic.com with that number.
Testing accommodations (request before scheduling)	Pearson accommodations page
Digital badge problems on Credly	support.credly.com
Partner record or email domain	partner-support@anthropic.com

6. Message for learners: new Pearson sign-on and checkout

Subject: Claude certification exams: Pearson single sign-on and Nov 12 maintenance

On Thursday, November 12, registering, scheduling, rescheduling, and cancelling for Claude certification exams will be unavailable from 8:00am to 12:00pm PT (9:30pm to 1:30am IST) while Anthropic moves to single sign-on with Pearson.

- **Have a scheduled exam? It goes ahead.** Use the link in your Pearson confirmation or reminder email to start it. If you need to reschedule or cancel during the maintenance window, contact Pearson support. Otherwise, the usual deadlines apply: at least 48 hours before a test center exam, or at least 1 hour before an OnVUE exam.
- **Registered but not scheduled, or not yet registered?** Please wait until the maintenance window ends. Then sign in to the Anthropic Partner Academy and open your exam page. From there you'll go straight to Pearson, with no separate Pearson username or password.

- **Before you schedule:** you'll be asked to review your exam profile. Your first and last name must exactly match your government-issued ID. You can update your name yourself once a year, and confirming your profile locks it, so check it carefully before you continue.
- **At checkout:** you'll now pay on Pearson's site instead of the Partner Academy. Your total should reflect your partner discount. If you already paid before November 12, your total will be $0. If the price looks wrong, don't check out. Email certifications-support@anthropic.com with a screenshot.