# PaperVision® Enterprise Certification FAQ

### Q: What does PaperVision Enterprise Certification mean?

**A:** PaperVision Enterprise Certification means your organization has demonstrated through training, testing and practical application, that you understand how to install, configure, and support solutions with the PaperVision Enterprise product suite.

### Q: What are the benefits of becoming a Certified PaperVision Enterprise Reseller?

**A:** Only certified resellers are allowed to install PaperVision Enterprise for their new customers. Any non-certified reseller who sells PaperVision Enterprise must contract with Digitech Systems Professional Services Division to have PaperVision Enterprise installed for their new customers. At this time, certification is not required for resellers to implement any other Digitech Systems products, such as PaperVision® Capture and ImageSilo®.

Certified resellers also receive discount pricing on all PaperVision Enterprise licenses. Plus, they have access to the use of a special certified reseller logo for use on their website and in print materials.

### Q: How do I qualify to become a Certified PaperVision Enterprise Reseller?

**A:** There are three ways to qualify for certification:

1. Passing the PaperVision Enterprise Certification Exam
2. Having sold 25 licenses of PaperVision Enterprise during the calendar year to qualify
3. Having sold at least $25,000 of PaperVision Enterprise or related products, at then current Schedule C prices, during the calendar year to qualify

### Q: What if I am an ImageSilo® reseller? Will I have to become certified to install PaperVision Enterprise?

**A:** Yes. You will have to become certified in order to install PaperVision Enterprise. ImageSilo resellers must meet the same certification requirements as all other resellers.

However, if you are an ImageSilo reseller, your company will be granted one credit to take the certification exam at no cost. This credit allows one person to take the certification exam online, without requiring him/her to first attend the PaperVision Enterprise Certification training. The person taking the exam must pass it in order to qualify for certification.

Alternatively, ImageSilo resellers can qualify by either selling the minimum number of PaperVision Enterprise licenses, or by meeting the $25,000 threshold.

If you qualify for a free exam credit and would like to take the exam online, please contact sales@digitechsystems.com or call your Sales Director at 1.866.374.3569.

### Q: How does certification affect what products I can sell?

**A:** Certification status does not affect which products resellers can sell. Certification status only affects a reseller’s ability to install PaperVision Enterprise for new customers.

### Q: What if I choose not to become a Certified PaperVision Enterprise Reseller?

**A:** If you chose not to become a certified reseller, you can still sell Digitech Systems products to both existing and new customers. You can also install additional PaperVision Enterprise licenses for existing customers. However, you will not be able to install it for your new customers. Therefore, if you sell PaperVision Enterprise to a new customer, you must contract with Digitech Systems Professional Services to have PaperVision Enterprise installed.

Additionally, you will not receive a discount on PaperVision Enterprise licenses. You also will not be able to use the special certified reseller logo on your website or in print materials.

### Q: Do I have to be certified to install PaperVision® Capture and other Digitech Systems products?

**A:** No. Both certified and non-certified resellers can install PaperVision Capture as well as all other Digitech Systems products. At this time, certification affects the installation and sales price of PaperVision Enterprise.

### Q: Will we receive a certificate when we become certified?

**A:** Yes. When your company becomes certified for the first time, Digitech Systems will send you a certificate. Certified resellers also have access to the use of a special certified reseller logo for use on their website and in print materials.

### Q: How many people have to pass the exam for my company to be considered certified?

**A:** Your company must have at least one current employee who has passed the certification exam. Alternatively, your company can qualify by either selling the minimum number of PaperVision Enterprise licenses, or by meeting the $25,000 threshold.

### Q: How do I take the PaperVision Enterprise Certification exam?

**A:** Unless you have a significant amount of hands-on product experience, we strongly recommend attending training prior to taking the exam. However, anyone may purchase an exam credit for $250. This credit allows you to take the certification exam online. If you fail the exam, you must pay to retake it. Each attempt will cost $250.

If you would like to purchase credits to take the exam online, please contact sales@digitechsystems.com or call your Sales Director at 1.866.374.3569.

### Q: How do I sign up for PaperVision Enterprise Training?

**A:** PaperVision Enterprise training classes are being offered though Digitech Systems Professional Services only. Please contact them at services@digitechps.com or call 1.855.374.3569 to arrange training.

### Q: When can I take the certification exam?

**A:** After you attend the certification training, the online exam can be taken at any time. You must pay $250 to receive an exam credit if you do not attend a training course.

### Q: What is the format of the certification exam?

**A:** The exam is a timed 180 minute test consisting of 60-65 questions. Question types include true/false, multiple choice and multiple selection. A score of 70% is required to pass. The exam is administered on a computer as part of the PaperVision Enterprise Certification Training course. Or, you can take in online, at any time.

### Q: What topics are covered by the certification exam?

**A:** The exam is designed to ascertain your knowledge of PaperVision Enterprise as it applies to installation, configuration, product administration and security to name a few. Topics cover the complete product suite, including PaperVision Enterprise, PaperVision® Enterprise WorkFlow (including custom code), PaperVision® Enterprise E-Forms and PaperVision® Enterprise Report Management. Plus, it covers many product enhancements including Data Transfer Manager, data encryption, Browser Based Viewer, Electronic Signatures, Scan2ImageSilo and Scan2PVE, the AJAX interface, PaperVision Enterprise Tools, Solution Profiles, working with Android & IOS Mobile App and Multi-Factor Authentication (MFA).

### Q: What resources am I allowed to use when taking the certification exam?

**A:** In real-world scenarios, you have access to a number of resources when providing and installing solutions for your customers. These same resources are available to you while taking the exam. You are allowed and encouraged to use:

* Product documentation
* Digitech Systems’ online Product Knowledge Base
* The PaperVision Enterprise software itself
* Any other printed or electronic resources you deem helpful

You may not use other certification exams, and you may not contact Digitech Systems’ technical support during the exam. You may not make a copy of the exam.

### Q: What if I do not pass the PaperVision Enterprise Certification exam the first time?

**A:** You may retake the PaperVision Enterprise Certification exam after purchasing a new exam credit for $250. Again, we strongly recommend that resellers attend the PaperVision Enterprise Certification training course prior to attempting the exam.

If you have additional questions, please contact your Sales Director at 1.866.374.3569.