



## FAQs for the Certification Grand Challenge

**Question:** What is the Certification Grand Challenge?

**Answer:** This is a special contest for individuals who have shown a commitment to learning Google Cloud technologies. Contest participants can win a free pass to Next '19 if they complete the required labs and get certified by March 31. The contest runs from Feb 12 - March 31.

**Question:** Which Google Cloud Platform certifications are eligible?

**Answer:** Associate Cloud Engineer, Professional Cloud Architect, Professional Data Engineer, Professional Cloud Developer

**Question:** Do I need to complete any Coursera training to be eligible for a certification discount voucher or to win a free conference pass to Next '19?

**Answer:** No. You only need to complete the required lab quests for the certification you are pursuing and get certified by March 31 to be eligible.

**Question:** I completed one of the required labs before the contest started, am I still eligible?

**Answer:** Yes. You can use the access code to start the second required lab.

**Question:** I completed both of the required lab quests prior to the Challenge contest. Can I still get a voucher for a certification discount?

**Answer:** Unfortunately, no. To enroll in the contest, you need to use the access code to the required quests. Once you complete the second required quest, you unlock the voucher for special pricing on the certification exam registration.

**Questions:** I finished the required lab quests, how long before I receive my voucher code?

**Answer:** You should receive an email with your voucher within 48 hours. Use this [form](#) to contact Google Cloud certification support and we will respond within 24 hours.

**Question:** I have a question about my lab.

**Answer:** For general Qwiklabs questions, go to [bit.ly/qwiklabssupport](https://bit.ly/qwiklabssupport). On this site you have two options:

1. Click on the **Visit QwikLABS Help Center/FAQ** field. You will find FAQs or you can submit a ticket with your question. You can expect a response within 4 hours 24/7.
2. Use the Chat Button at the bottom of your screen for an immediate response 24/7.

*\*In all cases, make sure to mention Certification Grand Challenge for faster service.*

**Question:** I have a question about my voucher and certification.

**Answer:** Use this [form](#) to contact us and we will respond within 24 hours.

**Question:** I didn't receive my code, what should I do?

**Answer:** Check your spam for an email from **Google Cloud Certified Notices**. If you still don't see anything, contact us [here](#). We will respond within 24 hours.

**Question:** Can I take the certification exam and get certified without completing the required labs?

**Answer:** You must complete the required labs and get certified by March 31 to be eligible to win a free pass to Next '19

**Question:** Can I take more than one exam if I complete all the required labs?

**Answer:** You can take more than one exam. However, even if you earn more than one certification by March 31, you are only eligible for one non-transferable conference pass.

**Question:** I already purchased a Next 2019 pass. Can I get a refund?

**Answer:** This contest is for those who are not registered for Next '19 but would like to attend.

**Question:** I received my certification in 2018. Is that certification eligible for a free conference pass to Next '19?

**Answer:** Individuals who completed the required labs and got certified between February 12, 2019 and March 31, 2019 are eligible.

**Question:** If I have a question about Next '19, who can I contact?

**Answer:** Reach out to us at [next19@google.com](mailto:next19@google.com).