

Partner Certification Kickstart

FAQ (Frequently Asked Questions)

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Program overview

What is the Partner Certification Kickstart program?

Partner Certification Kickstart is a training program that assists Google Cloud partners in preparing for certification exams.

What are the benefits of the program?

Eligible participants who enroll in and complete the program will benefit from:

- Unlimited access to all partner-only technical, on-demand content and labs
- Full exam discounts upon completing the required activities, subject to the partner limits outlined below.
- Reminder emails with helpful tips and resources to support certification

Are there any limits to the number of full exam discounts an organization can earn?

Full exam discounts are available only for technical certifications and are allocated to organizations based on their program tier and level of investment or engagement with Google Cloud's key initiatives and priorities. Candidates from eligible partner organizations may earn one full discount per certification type every 12 months, subject to their organization's overall allocation cap. For more details visit: goo.gle/faqs-exam-discounts.

If I successfully complete the program, does it guarantee I will pass the certification exam?

The program will introduce exam topics and provide additional preparation resources; however, successful completion of the program does not guarantee that you will pass the certification exam.

Can I use the program for my recertification exam?

No. This program is not intended to support recertification. Please use the [Partner Recertification Program](#) instead.

I registered but didn't receive a welcome email. What should I do?

- You may have entered an incorrect email address. Please try registering again.
- You may have registered with a public email domain (for example, Gmail), which is ineligible. Please try registering again using an eligible email address.
- The emails may have been filtered into your spam or junk folder. Please check those folders.
- You may have unsubscribed from program emails. You can resubscribe [here](#).

What happens if I change my email address after enrolling?

If you change your email address after enrolling, you'll need to update it in two places: [Google Cloud Skills for Partners](#) and [CM Connect](#) (during your first login, follow these [instructions](#)). Once you've updated your email in both systems, please contact our support team at cloud-partner-training@google.com for assistance.

How long will it take to complete the program?

Partners have 10 weeks from the enrollment date to complete the required activities and earn the full exam discount.

Certification exam discounts

What activities are required to earn the certification full exam discount?

For the complete list of required activities per certification, refer to the [Partner Certification Kickstart site](#).

Is there a time limit to complete the required activities to earn the full exam discount?

Yes. The required activities must be completed within **10 weeks** from the date of enrollment to earn the full exam discount.

If I don't complete the requirements within 10 weeks, can I re-register?

No. Once you enroll, the 10-week timeframe is fixed. You cannot "reset" the clock by re-registering for the same certification path within the program.

What happens if I don't finish the activities within the specified timeframe?

If you completed the activities after designated timeframe, you may contact the support team to determine whether you are still eligible for the exam discount.

How long is the full exam discount valid?

You will receive an email with details about the discount's validity period. Google Cloud strongly recommends taking your exam as soon as possible after completing your training.

Are the exams offered in different languages?

Yes. Some exams are available in languages other than English. To review the specific languages offered for a specific certification, select the [certification](#) you are interested in and review the dedicated "language" section to confirm the available options.

For an overview of technical training programs available to Partners: <https://goo.gle/PartnerEnable>

Certification exams

Can I use the exam discount to book an exam in any language?

Yes. Exam discounts can be used to book an exam in any language available for that certification. You can find more details in the “language” section listed under [each certification](#).

What happens if I need to cancel or reschedule my exam?

You can find details and instructions about how to cancel or reschedule your exam [here](#).

Will I be able to reuse the full exam discount if I need to reschedule my exam?

Yes, as long as you reschedule your exam before the rescheduling window closes (please refer to the official rescheduling and cancelling [instructions](#)). However, if you fail to attend your exam or cancel it after the reschedule deadline, the exam discount will be forfeited and cannot be replaced or reused.

Required platforms

Are there any administrative or account requirements I need to fulfill besides completing the required learning modules?

Your professional email address must consistently match consistently across all platforms below:

- **Skills for Partners:** Ensure you are using the correct profile to complete the required learning. - s Set up instructions: goo.gle/SP-ACCESS.
- **CM Connect:** Ensure your profile is active and lists the same email in the "Work / Professional Email" section. - lLinking instructions: goo.gle/cm-email-update.
- **DRP Profile:** Ensure you have a profile on Delivery Readiness Portal using the same email address. - s Set up instructions: goo.gle/cm-email-update.

Important: To avoid unnecessary delays in receiving the exam discount, be sure to use the same email address used for registration to complete the required learning within the required timeframe.

I am having trouble accessing the training content, what should I do?

It usually means you have to create an account. Follow the instructions [here](#).

What if I already completed some courses under a different email address?

If you completed the learning within the last month under a different email address than the one you enrolled with, follow [these instructions](#) to update your account and your previous learning history will be carried over.

Questions, feedback, and support

Where can I learn more about Google Cloud certification exams?

For general information about Google Cloud Certifications, refer to the [Google Cloud Certification FAQs](#). To learn more about the certification exams, refer to the [Google Cloud Certification Help Center](#).

Where can I submit feedback to Google?

Submit your feedback by using [this form](#).

Who should I contact with additional questions?

Please email our team at cloud-partner-training@google.com.

~~Is the program available in any language besides English?~~

~~The overall program experience—including the landing page and email communications—is offered in English. We have prepared son guides in [Japanese](#), [Spanish](#), [Portuguese](#), and [French](#) to assist participants with the setup process.~~