Will Virtual Masters satisfy the requirements to maintain my Masters certification?

Masters credit will be given to all that register and complete the requirements for their track as follows:

MTA Certification Requirements:

1. Must attend 12 of the available 16 live training courses

2. Must pass the MTA Certification Exam, which will be available to those who meet the requirements, in mid June.

MCP Credit Requirements:

1. Must have attended the following Webinars (live or recorded)
   - 4 Series Under the Hood
   - HTML 5

2. Must attend two of the four following live classes
   - Programming for the Cloud
   - PowerShell Lab
   - Crestron Certified Drivers
   - Accessing and Encrypting Network Services through Programming

3. Must attend and complete all coursework for one of the three following:
   - C# (MSS-501)
   - C# (MSS-502)
   - C# Advanced (MSS-601) – Invitation Only

Note: As an MCP if you opt to not take one of the C# classes, you must complete all the MTA requirements to maintain your Certification for 2020.

I am a certified programmer and would like to take some MTA courses. Can I opt to attend those sessions and still get Masters credit?

As a Master Certified Programmer, you are eligible to take any courses you choose, **BUT** in order to get Masters credit, you **MUST** complete the MCP programming requirements.

As an MCP if you opt to not take one of the C# classes, you must complete all the MTA requirements in addition to the first two programming requirements to maintain your Certification for 2020.

I am not a certified programmer but am interested in taking both MTA courses and programming courses. Can I do both?

Master Certified Programming courses are only available to those that have passed their certification exam. For more information on how to become a certified programmer, please email *training@crestron.com*. MTA courses are available to all.

I am a certified programmer and plan on taking all the required programming courses. Am I allowed to apply for MTA certification as well?

Yes. As long as you fulfill the MTA certification live session requirements and pass the exam, you are eligible for both certifications.

I received my online course schedule, but I need to make a change. What should I do?

Changes to your schedule can be made on a limited basis. Please email *rsvp@crestron.com*, and someone from the team will assist you.

I was unable to attend the onsite events originally scheduled in Orlando/Madrid because I missed the cut off to take my certification exam. Has the deadline been extended?

Yes. The deadline was pushed to April 15th to accommodate those that took their exam after the original cutoff date. If you have not yet passed the exam, you will need to wait until Masters 2021 to attend.

I was registered to attend Masters in Orlando/Madrid. Will my class schedule be automatically transferred to the virtual event?

No. Registrations for the onsite events will not automatically transfer to Masters Virtual. You will need to make your class selections again. For the MTA track, you can access the registration at Crestron.com/masters. If you are eligible to attend the Masters Certified Programming courses, you will receive an email invitation containing a link to register for your classes.

Have the onsite events in Orlando and Madrid been canceled?

Yes. Given the uncertainty of the COVID-19 virus, we've decided to take Masters 2020 online and cancel this year's onsite events in Orlando and Madrid.

If I used my A+ points to book my travel to US Masters, will that be credited back to my account?

Yes. Any points deducted from your account towards Masters 2020 will be credited back.

Do I need to cancel my hotel reservation or will Crestron handle that?

US Event: If you made your reservation through our hotel request portal, then you do not have to do anything. Because nothing was charged to the card provided through this method, refunds will not be necessary.

EU Event: All reservations made using the link provided on the registration portal for Crestron have been automatically cancelled. You should have received a cancellation notice from the hotel. If you did not, please contact them directly to ensure that your reservation has been cancelled. If you booked directly with the hotel using any other means aside from the link provided by Crestron, your reservation may still be active. Please be sure to contact the hotel to make that cancellation

Will my registration fees be refunded for the event or is the fee applied to the Virtual event?

There is no charge for Crestron Virtual Masters. For those who've already registered for our in-person events, refunds will be issued as soon as possible, and registration fees will be refunded directly to your method of payment.

What will the policy be for people that purchased flights that are non-refundable?

We fully understand that this situation is not ideal. That being said, having been in contact with the airlines to cancel our own flights, we have found them to be very accommodating in issuing credits for travel and waiving fees. Unfortunately, we have no control over the air portion of your travel to the event, so you will have to contact the airlines directly to secure refunds or credits.