

Registering & Scheduling an exam with Pearson VUE

- **How do I schedule a test with Pearson VUE?**

Visit www.pearsonvue.com/programs and select the relevant test programme from the Test Taker Services section. Next, select 'Schedule a Test' on the right-hand side of the page and complete the necessary fields. Upon confirming the booking, you will receive a confirmation e-mail from Pearson VUE. At a minimum, this confirmation will contain information such as the time, date and location of your test, including directions to the test centre.

- **How do I reschedule a test?**

Visit www.pearsonvue.com/programs and select the relevant test programme from the Test Taker Services section. Once you have chosen your test programme, select 'Reschedule a Test' on the right-hand side and complete the necessary fields.

- **How do I cancel a test?**

Visit www.pearsonvue.com/programs and select your test programme from the Test Taker Services section. Once you have chosen your testing programme, select 'Cancel a Test' on the right-hand side and complete the necessary fields.

- **What happens if I forget my Pearson VUE username and/or password?**

Click on the sign-in page relevant to your programme at www.pearsonvue.com/signin_en and select either 'I forgot my username' or 'I forgot my password'. Provide the details required and you will then be able to recover your username and/or reset your password.

- **What if I have a problem?**

You can call Pearson VUE's customer service centre by going to www.pearsonvue.com/contact/vuephone and choosing your relevant programme and region.

- **How early should I arrive at the test centre on the day of my test?**

Typically, you are asked to arrive 15-30 minutes prior to your scheduled appointment time. This will give you an opportunity to check-in and relax prior to beginning your test. The amount of time you are asked to arrive at the centre before your scheduled appointment time differs for each programme. You will receive a confirmation email with programme-specific information.

- **What happens when I arrive to take an exam?**

When candidates arrive for an exam, they go through a standard admissions process. Candidates are asked to provide **two forms of identification**, to agree in writing to a set of exam rules and to sign a log sheet. In most cases, your photo and signature will be digitally captured as they would appear on your results report. Some exam sponsors may have other identification or check-in requirements. You can review

Pearson VUE's privacy policy on www.pearsonvue.com/legal/privacy

- **What ID do I need to bring to the test?**

Typically, you are asked to bring two forms of identification, including one government-issued photo identification. Some test programmes may have additional requirements. The items you are asked to bring differs for each test programme. You will receive a confirmation email with programme-specific information.

- **How often are test centres open for testing?**

Pearson VUE Authorised Test Centres usually operate during regular business hours. However, some centres may have evening or weekend appointments available. For test centre availability, log in to your Pearson VUE account at www.pearsonvue.com/signin or contact a Pearson VUE representative at www.pearsonvue.com/contact/vuephone.