

Rescheduling your in-person exam or remote proctoring (OnVUE) exam

To reschedule or cancel your appointment on the Pearson VUE website, please visit <https://home.pearsonvue.com/ccmc>

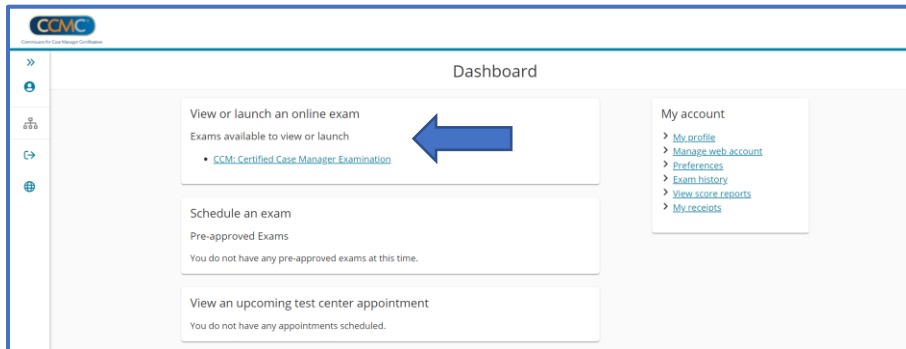
Reschedule Policy

If you need to reschedule your appointment, be sure to do it as soon as possible before your appointment. If you do not reschedule your appointment before the scheduled appointment time, you will forfeit your exam fee.

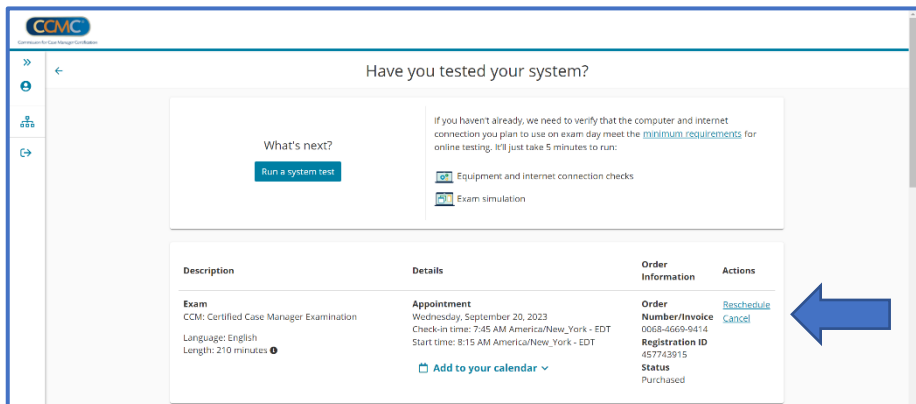
Cancellation Policy

If you need to cancel your appointment, be sure to do it as soon as possible before your appointment. If you do not cancel your appointment before the scheduled appointment time, you will forfeit your exam fee.

1. After your account has been created or after signing in, you will see the exam you have been authorized to take - **“CCM-Certified Case Manager Examination”**. Select this test and you will have the option to reschedule or cancel your appointment.



2. Next you will be able to change your appointment time, if needed. Click **“Reschedule”** or **“Cancel”**. ****If you choose to cancel your exam and not re-schedule, you will forfeit the money paid. Please contact the Commission for deferment options and eligibility.***



3. Choose a new appointment date and time

The screenshot shows the 'Find a new appointment' page for a CCM: Certified Case Manager Examination. It is divided into two main sections:

- 1. Confirm your preferred time zone**
Is this your preferred time zone?
America/New_York-EDT
 - 2. Select your date**
Select a date from the calendar. Only dates with appointment availability can be selected.
A calendar for September 2023 is displayed. The date 8th is highlighted in blue. A blue arrow points to this date.

At the bottom left of the calendar section, there is a link: [Why can't I find an available appointment?](#)

4. Confirm your appointment details and click "Book this appointment".

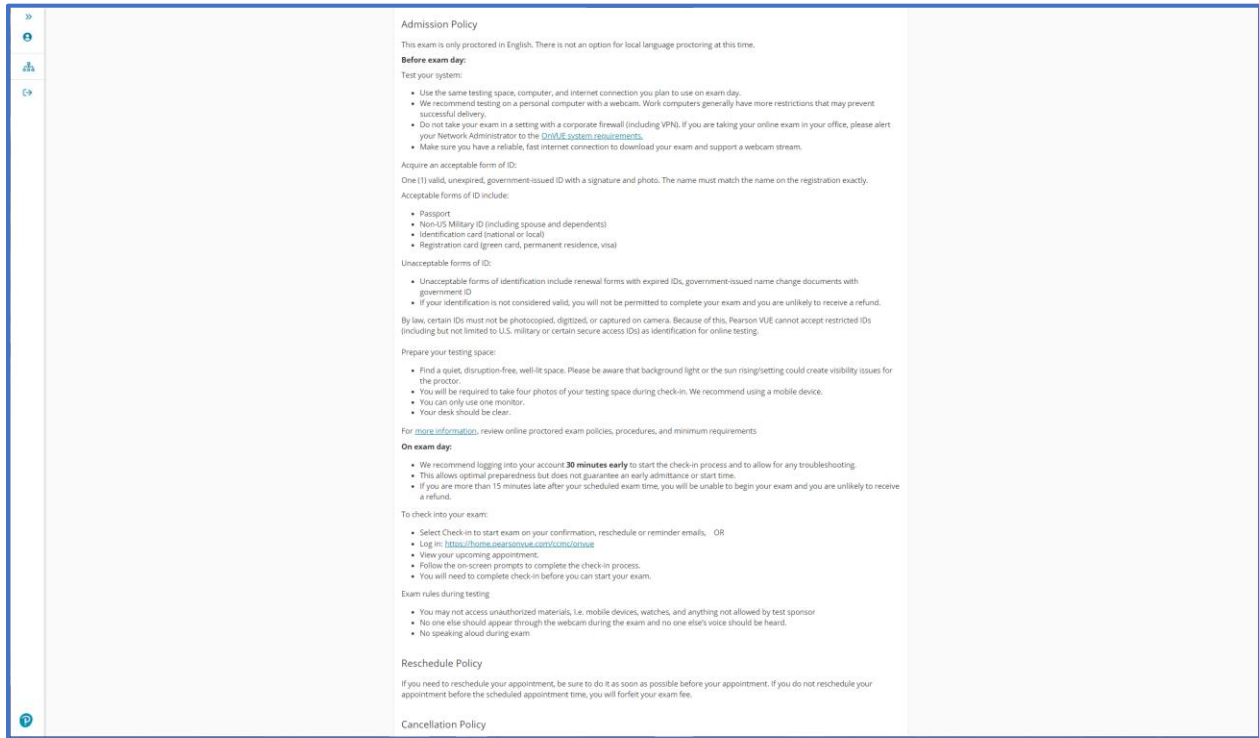
The screenshot shows the 'Find a new appointment' page with the third step completed:

- 1. Confirm your preferred time zone**
Is this your preferred time zone?
America/New_York-EDT
 - 2. Select your date**
Select a date from the calendar. Only dates with appointment availability can be selected.
A calendar for September 2023 is displayed. The date 26th is highlighted in blue.
- 3. Select your appointment start time**
How would you like times displayed?

Recommended time:
Wednesday, September 20, 2023
 8:15 AM - 11:45 AM America/New_York-EDT
Your check-in time will be 7:45 AM America/New_York-EDT

A blue arrow points to the 'Book this appointment' button.

5. Review and accept the exam administration policies.



The screenshot shows a webpage titled "Admission Policy" with a sidebar on the left containing navigation icons. The main content area includes the following sections:

- Admission Policy**

This exam is only proctored in English. There is not an option for local language proctoring at this time.

Before exam day:

Test your system:

 - Use the same testing space, computer, and internet connection you plan to use on exam day.
 - We recommend testing on a personal computer with a webcam. Work computers generally have more restrictions that may prevent successful delivery.
 - Do not take your exam in a setting with a corporate firewall (including VPN). If you are taking your online exam in your office, please alert your Network Administrator to the [2020 VUE system requirements](#).
 - Make sure you have a reliable, fast internet connection to download your exam and support a webcam stream.

Acquire an acceptable form of ID:

One (1) valid, unexpired, government-issued ID with a signature and photo. The name must match the name on the registration exactly.

Acceptable forms of ID include:

 - Passport
 - Non-US Military ID (including spouse and dependents)
 - Identification card (national or local)
 - Registration card (green card, permanent residence, visa)

Unacceptable forms of ID:

 - Unacceptable forms of identification include renewal forms with expired IDs, government-issued name change documents with government ID
 - If your identification is not considered valid, you will not be permitted to complete your exam and you are unlikely to receive a refund.

By law, certain IDs must not be photocopied, digitized, or captured on camera. Because of this, Pearson VUE cannot accept restricted IDs (including but not limited to U.S. military or certain secure access IDs) as identification for online testing.

Prepare your testing space:

 - Find a quiet, disruption-free, well-lit space. Please be aware that background light or the sun rising/setting could create visibility issues for the proctor.
 - You will be required to take four photos of your testing space during check-in. We recommend using a mobile device.
 - You can only use one monitor.
 - Your desk should be clear.

For [more information](#), review online proctored exam policies, procedures, and minimum requirements.

On exam day:

 - We recommend logging into your account **30 minutes early** to start the check-in process and to allow for any troubleshooting.
 - This allows optimal preparedness but does not guarantee an early admittance or start time.
 - If you are more than 15 minutes late after your scheduled exam time, you will be unable to begin your exam and you are unlikely to receive a refund.

To check into your exam:

 - Select Check-in to start exam on your confirmation, reschedule or reminder emails, OR
 - Log in: <https://home.pearsonvue.com/cmc/oraweb>
 - View your upcoming appointments.
 - Follow the on-screen prompts to complete the check-in process.
 - You will need to complete check-in before you can start your exam.

Exam rules during testing:

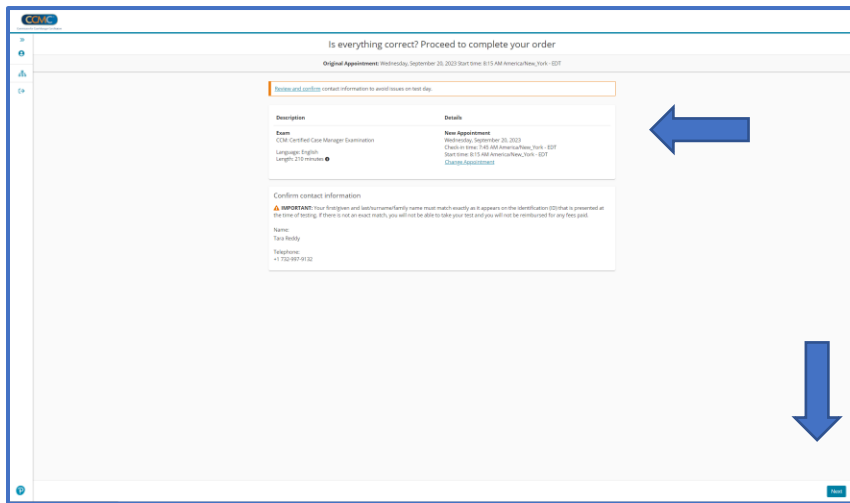
 - You may not access unauthorized materials, i.e. mobile devices, watches, and anything not allowed by test sponsor
 - No one else should appear through the webcam during the exam and no one else's voice should be heard.
 - No speaking aloud during exam.

Reschedule Policy

If you need to reschedule your appointment, be sure to do it as soon as possible before your appointment. If you do not reschedule your appointment before the scheduled appointment time, you will forfeit your exam fee.

Cancellation Policy

6. Review to make sure everything is correct to proceed with completing your order. If all is correct, click next at bottom of screen.



The screenshot shows a webpage titled "Is everything correct? Proceed to complete your order". The page displays the following information:

Original Appointment: Wednesday, September 23, 2020 Start time: 8:15 AM America/New_York EDT

Review and confirm contact information to avoid issues on test day.

Description	Details
Exam CCM Certified Case Manager Examination	New Appointment Wednesday, September 23, 2020 Check in time: 7:45 AM America/New_York EDT Start time: 8:15 AM America/New_York EDT Duration: 45 minutes

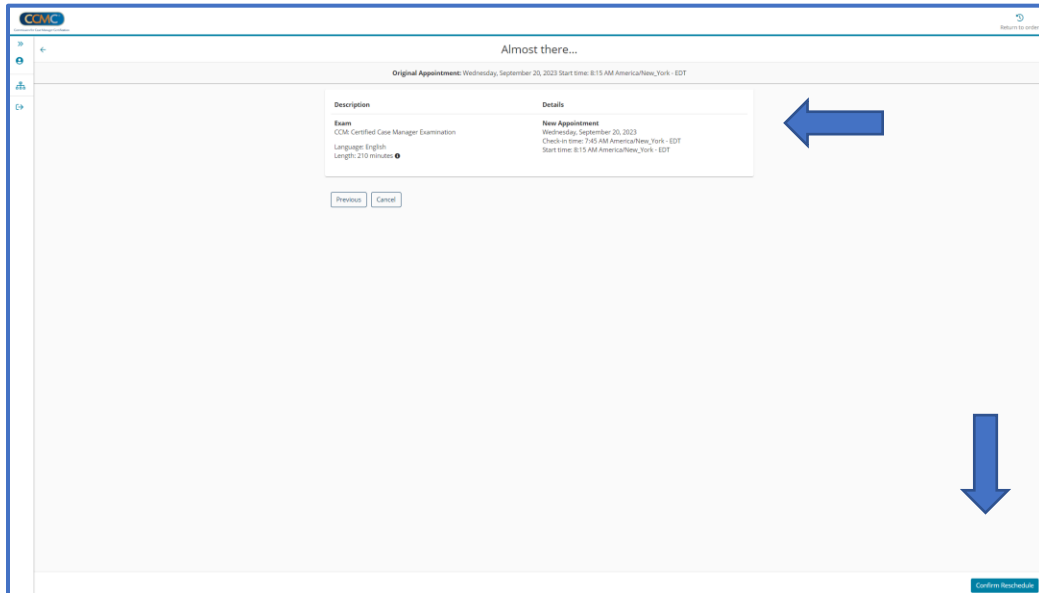
Confirm contact information

IMPORTANT: Your first name and last name/family name must match exactly as it appears on the identification ID that is presented at the time of testing. If there is not an exact match, you will not be able to take your test and you will not be reimbursed for any fees paid.

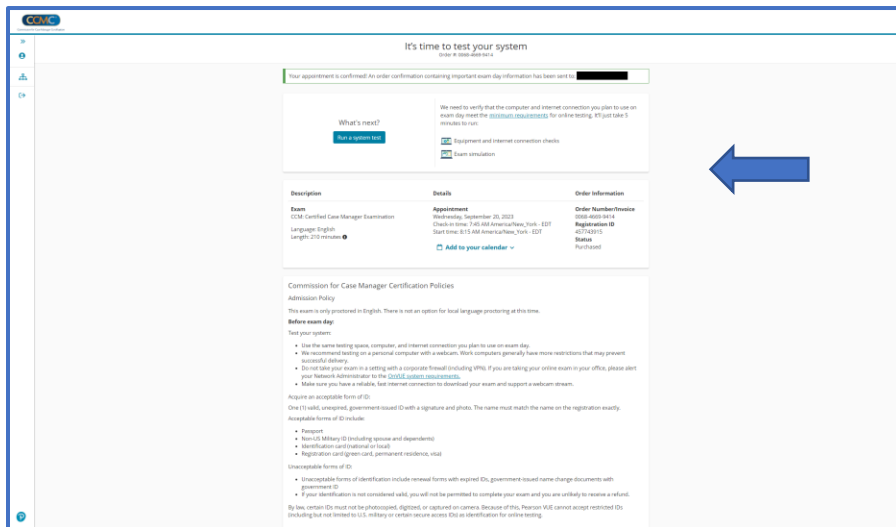
Name:
Taxa Kelly
Telephone:
+1 704 882 0122

At the bottom right of the page, there is a "Next" button. A blue arrow points to the "Next" button, and another blue arrow points to the "Review and confirm" link above the table.

7. Almost there.... You will be asked to review your information once more and then you will click “**Confirm Reschedule**” at the bottom of the page.



8. Once your appointment is scheduled, Pearson VUE will email you a confirmation providing details about your appointment, including directions to the test center, instructions on what to bring, and other pertinent information.



You may schedule your exam appointment directly on the Pearson VUE Web site. Alternatively, you may call the Pearson VUE Contact Center to have an agent assist you with scheduling for a \$10.00 USD fee plus tax if applicable depending on your [location](#) payable by credit card.