

Examination Scheduling and Cancellation Guidelines

TEST CENTER ADMISSION AND IDENTIFICATION

At the testing center, you must present **one** form of valid identification (ID) that must exactly match the first and last name on the Examination Confirmation Letter email. For a list of acceptable forms of ID and requirements, visit www.APCA.org/CheckID. Please carefully review test center admission requirements prior to taking the examination.

Failure to present acceptable ID will prevent you from being allowed entry into the test center to take the examination. If this occurs, you will be marked "Absent" and will forfeit the entire examination fee and seat. A candidate is NOT ALLOWED to leave the testing center to obtain their IDs, and the candidate is NOT ALLOWED to have someone bring them their IDs while they wait at the testing center.

Please note that you will NOT be able to update your primary contact information with Pearson VUE. To update your primary contact information, please log in to your MY APCA Account. [Changes to your first and last name must be submitted to the APCA office](#). When making a name change, make sure that you have an unexpired, government issued ID with your signature that matches the requested name change.

EXAMINATION TUTORIAL

To familiarize yourself with the examination system, please review the [Inteleos Tutorials](#). You will also have access to the tutorials in your MY APCA account.

TEST CENTER EXPERIENCE

While you are at the test center, please relate any concerns about your examination experience or a specific test question presented in the examination to the Pearson VUE proctor and note the same on your exit survey. All concerns about a specific test question must include the question number or staff will not be able to review the matter.

RESCHEDULING POLICY

By scheduling an appointment to take your examination, you have reserved a seat at the test center of your choice and you have requested a Pearson VUE proctor to be available at the appointment time.

If you must reschedule your appointment with Pearson VUE, you must do so within a minimum of 96 hours prior to the scheduled appointment time. You will be provided with an emailed confirmation notice indicating your new examination date, time and location. If you do not receive a confirmation email from Pearson VUE, your examination appointment has not been rescheduled and you will need to contact Pearson VUE directly.

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CANCELLATION POLICY

If you decide for any reason to withdraw from participation in the examination, you must cancel your appointment with Pearson VUE. To cancel an examination appointment, you must contact Pearson VUE by visiting the [Pearson VUE/APCA website](#) or by calling Pearson VUE at 1-877-258-9220, or the regional contact number if outside of North America. You must cancel the scheduled appointment no later than 96 hours prior to the scheduled examination appointment time. Once you have done this, you will receive a cancellation email from Pearson VUE.

To request a partial refund from CBCMR, please refer to page 1 under “Policies Pertaining to this Examination.”

FORFEITURE

The entire examination fee and seat are forfeited if: the cancellation request is received too late, an appointment is never made, an appointment is not cancelled or the Applicant does not keep a scheduled appointment.