Credentialing Guidelines and Requirements
A Candidate Guidebook

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Exam Appointments

Scheduling an Exam Appointment
Candidates authorized to schedule an exam may schedule their exam appointment within their PTCB Account or by calling Pearson VUE directly at (866) 902-0593 between 7:00 AM to 7:00 PM CT, Monday through Friday. Candidates will receive a confirmation email after scheduling an appointment. It is the candidate’s responsibility to ensure the time, date, and location listed on the confirmation email accurately reflects their selection.

Pearson Test Center Locations
PTCB exams are administered at Pearson VUE test centers nationwide; however, not all test centers administer specific PTCB exams. To find the closest one, visit the Pearson VUE website or call (866) 902-0593. Most test centers are open Monday through Saturday during normal business hours.

Military Testing Sites (Military Applicants Only)
PTCB works with the U.S. Armed Forces to make PTCB exams available to military personnel and their qualifying dependents. Qualifying individuals are permitted to take the examination at approved military sites. Eligible candidates should contact their local military center or visit the Pearson VUE website dedicated to U.S. Service members at pearsonvue.com/military.

Changing an Exam Appointment
Candidates may reschedule or cancel exam appointments within their authorization period. There is no charge for rescheduling exam appointments. To reschedule an appointment, click My Scheduled Exam within your PTCB Account or call Pearson VUE at (866) 902-0593.

Test Center Exam
Exam appointments must be rescheduled at least one business day (24 hours) before the scheduled appointment. For example, if an appointment is at 11:00 AM on Monday, a candidate must cancel or reschedule by 11:00 AM the previous Friday.

Online Proctored Exam
Candidates scheduled to take an online proctored exam may reschedule their exam up to 30 minutes before their scheduled appointment time. Learn more about rescheduling an online proctored exam.

Missed Appointments
Candidates who fail to appear for a scheduled exam appointment will forfeit all fees. Candidates may submit a withdrawal request if an emergency occurs on the day of the exam appointment that prevents a candidate from taking the test. For more information on what PTCB considers an emergency, please see the Emergency Withdrawals section.

Emergency Withdrawals
Candidates may submit an emergency withdrawal request if an emergency occurs on the day of the exam appointment. Examples of what PTCB considers an emergency include a serious illness, injury or unexpected hospitalization, a death in the immediate family, a serious accident, or a court appearance. Candidates must submit an Emergency Withdrawal Request Form along with official documentation of the emergency (e.g., hospital documents, police report, obituary). Emergency withdrawal requests must be received by PTCB no later than 48 hours after the last day of the candidate’s authorization period. If approved, candidates may either receive an extension in order to reschedule their exam or receive a full refund* of any examination fees paid. Refunds will be issued in the original form of payment within 3 weeks.

*Sponsored candidates will not receive a refund.