

# Credentialing Guidelines and Requirements

A Candidate Guidebook

## Table of Contents

### Exam Appointments

- Scheduling an Exam Appointment
- Changing an Exam Appointment
- Missed Appointments
- Emergency Withdrawals

## 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](https://pearsonvue.com/military).

### Changing an Exam Appointment

Candidates may reschedule or cancel exam appointments within their authorization period. There is no charge for rescheduling or canceling exam appointments. To reschedule or cancel 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 or canceled at least 24 hours before the scheduled appointment.\*

*\*If you need to reschedule or cancel a Monday exam appointment, and you prefer to call Pearson VUE instead of using your PTCB Account, you must do so by 7:00 PM CT on Friday.*

### Online Proctored Exam

Candidates scheduled to take an online proctored exam may reschedule or cancel 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.*