

## 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>

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### Reschedule Policy

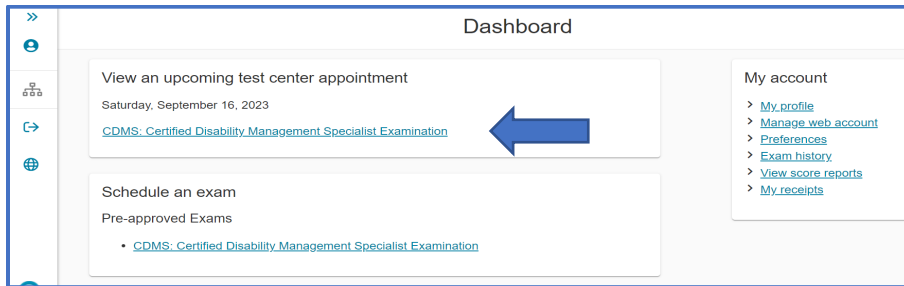
If you need to reschedule your appointment, be sure to do it as soon as possible before your appointment. If you do not reschedule your appointment before the scheduled appointment time, you will forfeit your exam fee.

### 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.

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1. After your account has been created or after signing in, you will see the exam you have been authorized to take - **"CDMS 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.***

### Exam Appointment Details

Description	Details	Order Information	Actions
<b>Exam</b> CDMS: Certified Disability Management Specialist Examination  Language: English Length: 240 minutes ⓘ	<b>Appointment</b> Saturday, September 16, 2023 Start time: 8:00 AM America/Chicago - CDT  <a href="#">Add to your calendar</a> v  <b>Location</b> Pearson Professional Centers-Fargo ND 3170 43rd Street South Suite 102 Fargo, North Dakota 58104 United States <a href="#">Test Center Information</a>	<b>Order</b> Number/Invoice 0068-4544-3308  <b>Registration ID</b> 457662153  <b>Status</b> Scheduled	<a href="#">Reschedule</a> <a href="#">Cancel</a>



### 3. Choose a new appointment date and time

[Find another test center](#)

Select a date from the calendar. Only dates with appointment availability can be selected.

September 2023						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

[Why can't I find an available appointment?](#)



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

[Why can't I find an available appointment?](#)

2. Select your appointment's start time

How would you like times displayed?

12 hr (e.g., 2:00 PM)
  24 hr (e.g., 14:00)

We have one available appointment:

Monday, September 11, 2023

**4:00 PM - 8:00 PM America/Chicago - CDT**

[Book this appointment](#)





## 5. Review and accept the exam administration policies.

The screenshot shows the 'Admission Policy' page on the Pearson VUE website. The page is titled 'Admission Policy' and contains the following information:

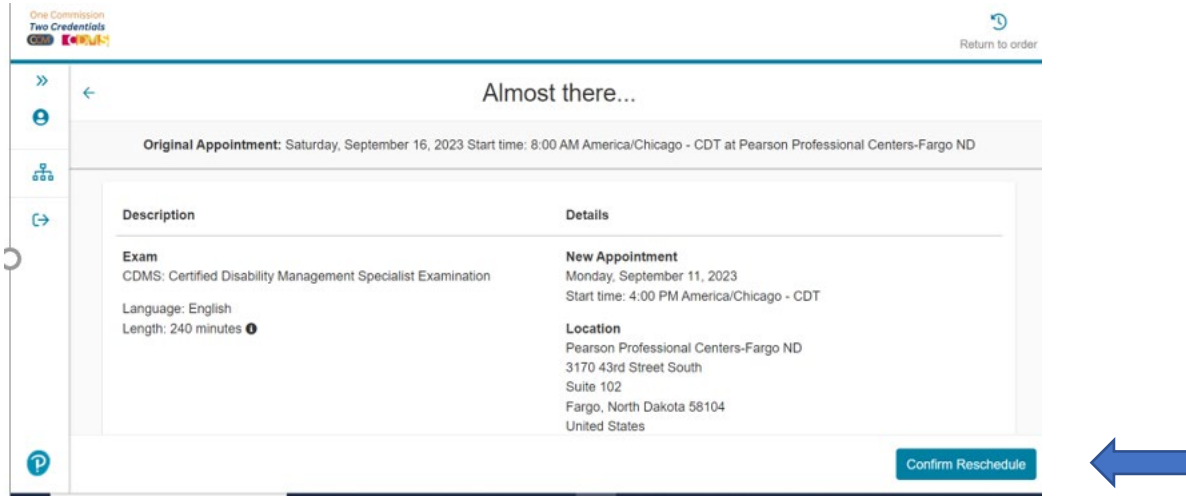
- Admission Policy**
  - This exam is only proctored in English. There is not an option for local language proctoring at this time.
  - Before exam day:**
    - Test your system:
      - Use the same testing space, computer, and internet connection you plan to use on exam day.
      - We recommend testing 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 [Cisco 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/ccmc/onvue>
      - View your upcoming appointment.
      - 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.

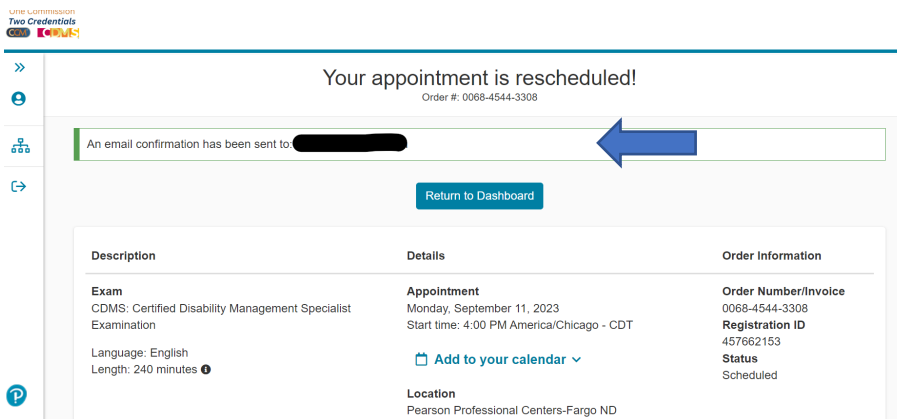
The screenshot shows the 'Is everything correct? Proceed to complete your order' screen on the Pearson VUE website. The screen displays the following information:

- Original Appointment:** Wednesday, September 20, 2023 Start time: 8:15 AM America/New\_York - EDT
- Review and accept contact information to avoid issues on test day:**
- | Description   | Details   |
|---|---|
| <b>Exam</b><br>CCM Certified Case Manager Examination<br>Language: English<br>Length: 210 minutes | <b>New Appointment</b><br>Wednesday, September 20, 2023<br>Check time: 7:45 AM America/New_York - EDT<br>Start time: 8:15 AM America/New_York - EDT<br>Check-in Appointment |
- 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: Tara Rottly
  - Telephone: +1 716 962 9122
- Next** button at the bottom right.

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.



*\*We strongly encourage you to schedule your exam appointment online or contact CDMS before contacting the Pearson VUE contact center as there is an additional \$10 fee to have a Pearson VUE representative schedule for you.*