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Approved by: A. Bucklaew

Exam Scheduling Instructions

Overview:

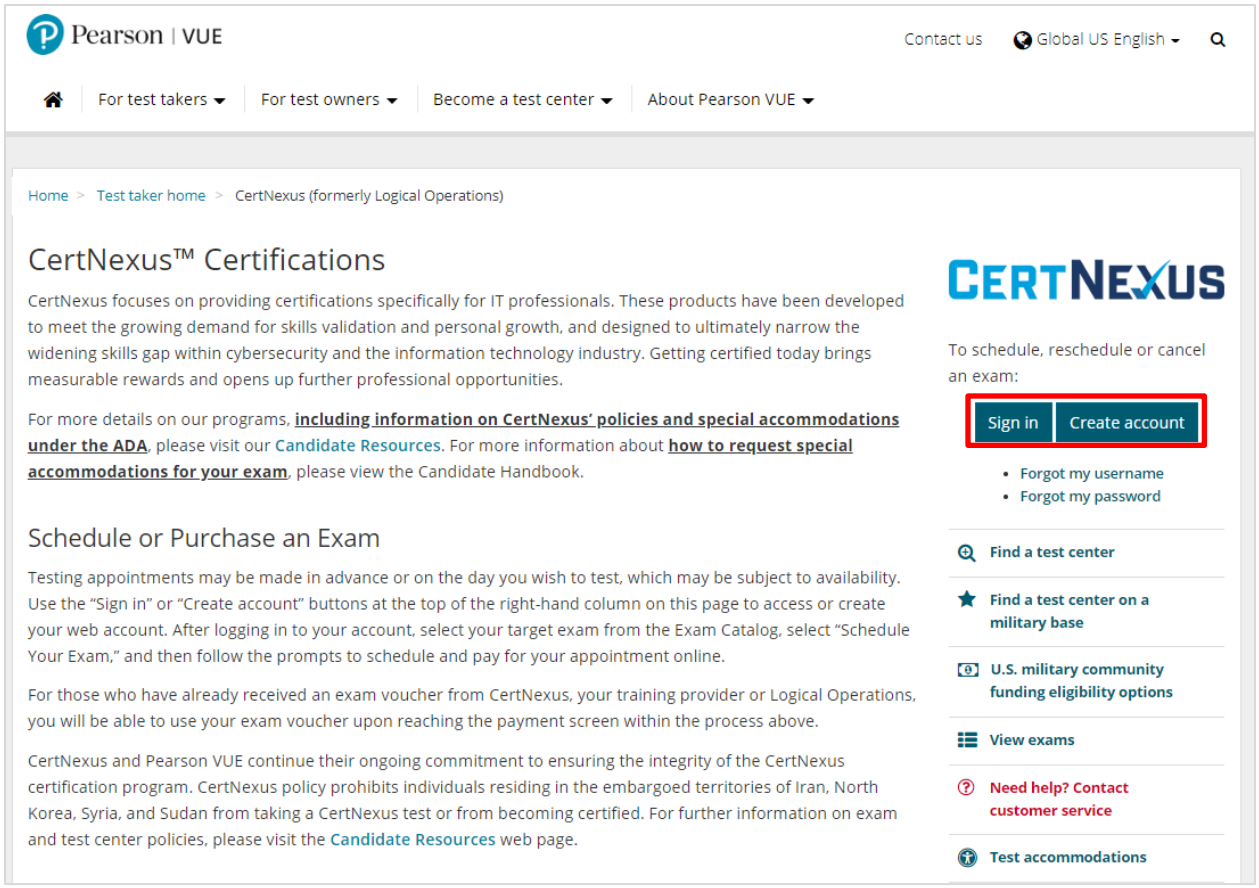
This document outlines the procedure CertNexus exam candidates will follow to register for all Pearson VUE-administered CertNexus exams.

CertNexus vouchers come with a free retake. In order to take advantage of this opportunity simply utilize the *same voucher* used to schedule the original exam appointment and follow the *standard CertNexus exam scheduling instructions* to schedule your free retake.

Procedure

Step 1. Purchase your exam voucher from the CertNexus store, an authorized training partner, a commercial training provider, or other third-party vendor.

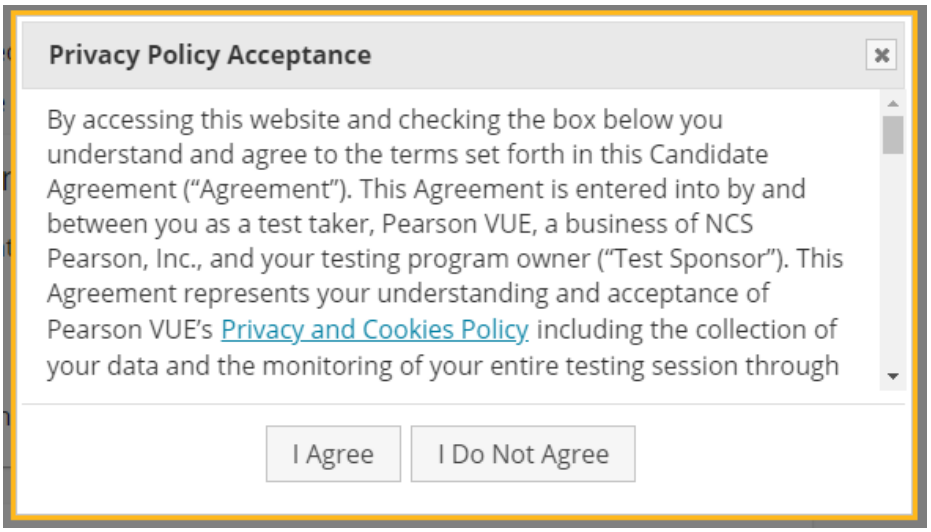
Step 2. Navigate to http://www.pearsonvue.com/certnexus. Click **Sign in** if you already have a CertNexus program account through Pearson VUE or click **Create account** to create a new account. You can find these buttons on the right side of the screen.



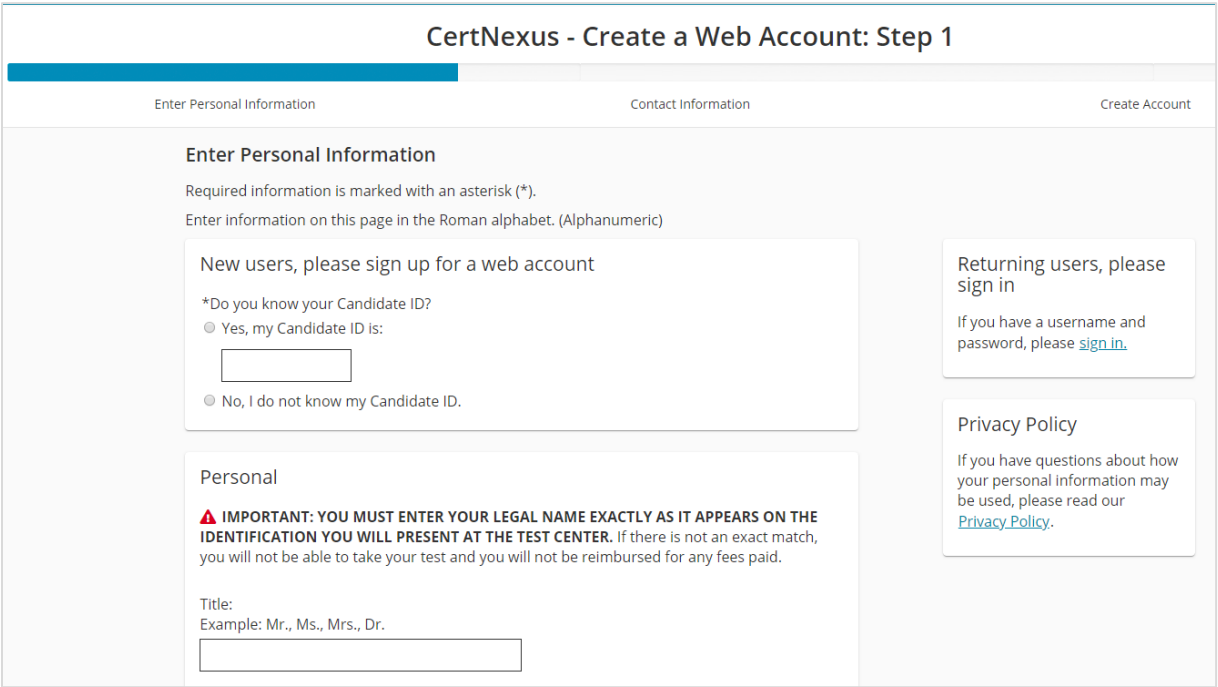
You can also find contact information for Pearson VUE on this page (in red text along the right margin of the screen) if you need further help with the registration process.

NOTE: Pearson VUE requires you to have a unique user account for every program for which they administer exams. If you have an existing Pearson VUE account for another exam vendor, you will need to create a new account to register for a CertNexus exam. Once you create this account, you may register for other CertNexus exams using the same login credentials.

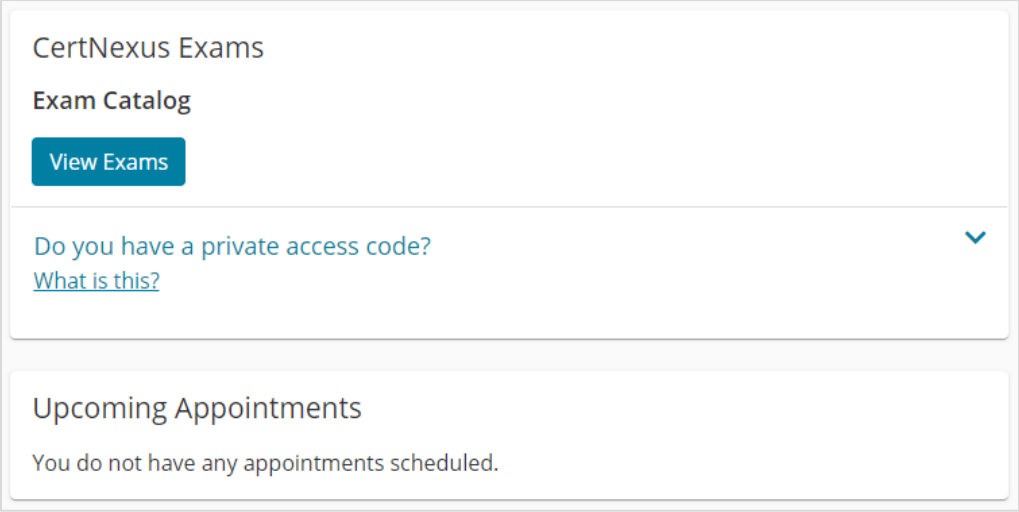
Step 3. When you create a new account, you will be prompted to agree to the Pearson VUE Privacy and Cookies Policy. You cannot create an account without agreeing to this policy. Make sure you scroll to the bottom of the popup and check the **I have read and agree to the above terms** check box before selecting **I Agree**.



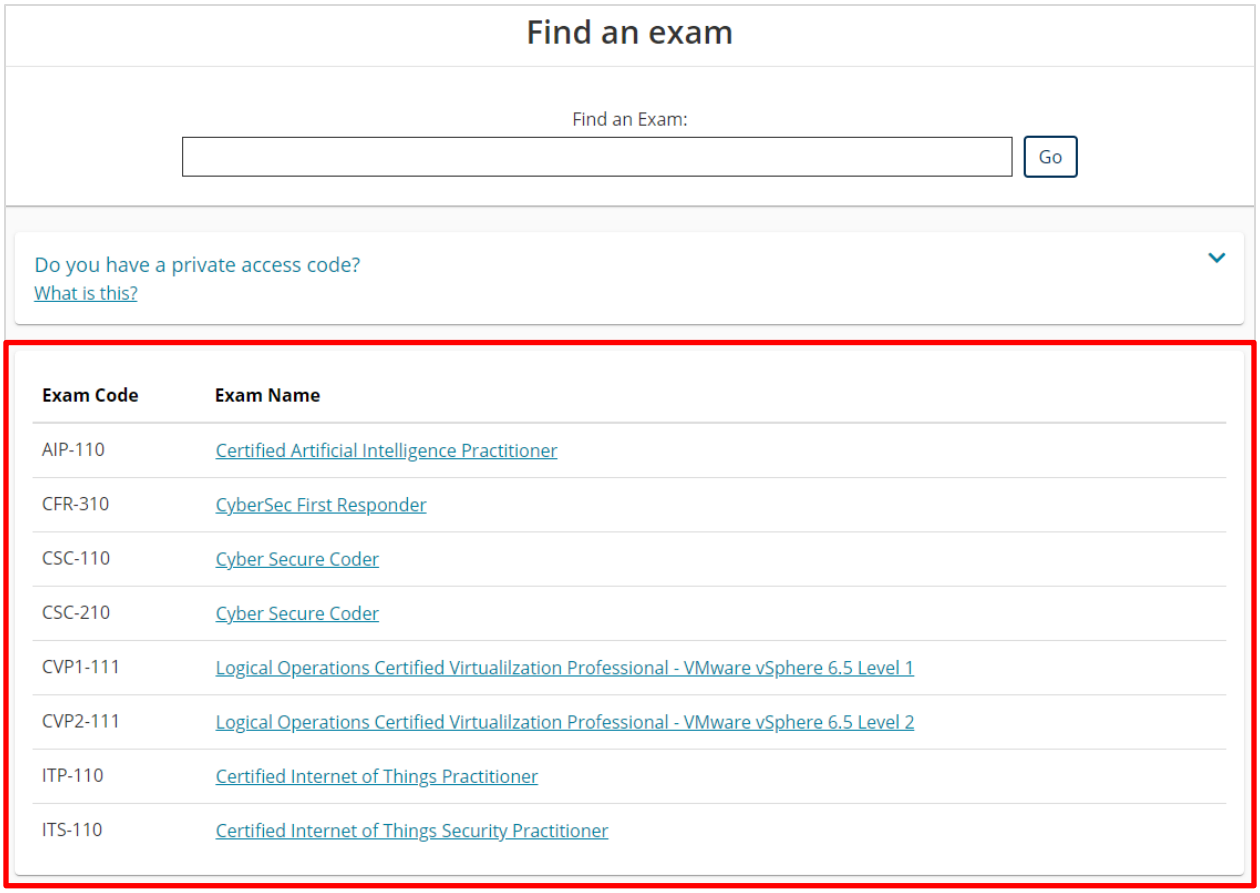
Step 4. Next, you will complete the three-step process of creating a Pearson VUE account, which includes providing requested demographic data and creating a Pearson VUE username and password.



Step 5. Upon successful completion of the account creation process, you will be taken to the **Home** screen. From here, click the **View Exams** button to access the list of available CertNexus exams.



Step 6. From the list of available exams, select the exam that you would like to take.



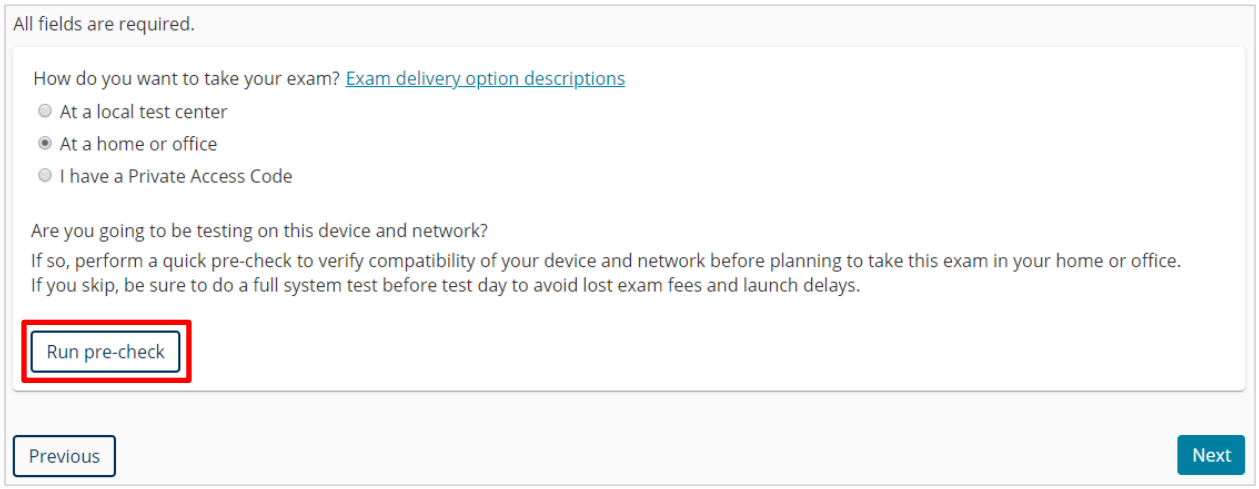
NOTE: If you are registering for a Client Proctored test event and have been given a private access code (PAC), select the **Do you have a private access code?** link. Type in the PAC that was provided to you and click **Enter**. Then, select the exam for which you wish to register.

Step 7. From the list of available delivery options, select the delivery option you would like to use for your exam: select **At a local test center** to take your exam in-person at a test center (to be selected in later steps) or **At a home or office** to take your exam online with remote proctoring.

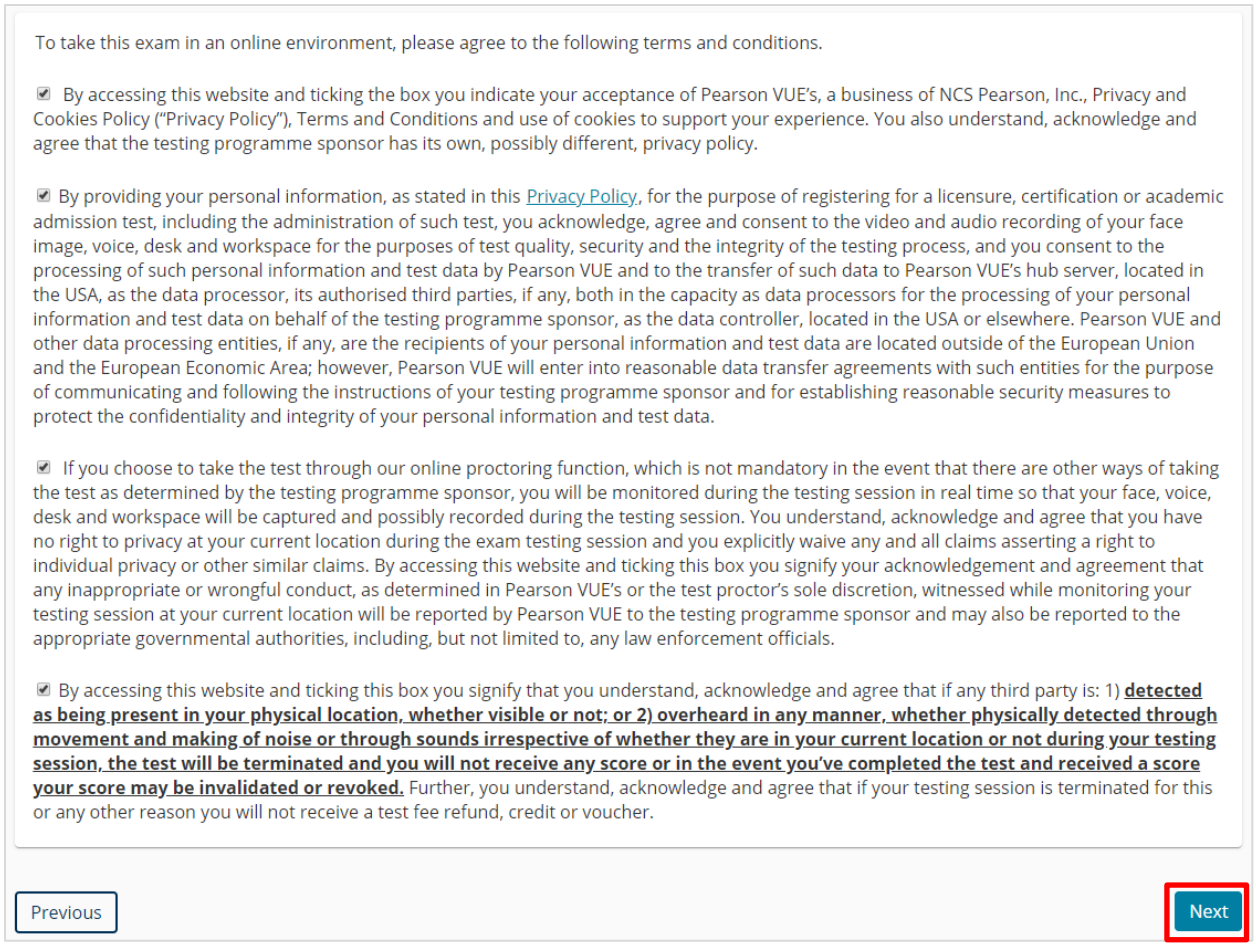
NOTE: If you need more information about the delivery options available, select the **Exam delivery option descriptions** hyperlink to learn more.

Step 8. If you select **At a home or office**, you will be prompted to run a system check to ensure that your device and network meet the requirements.

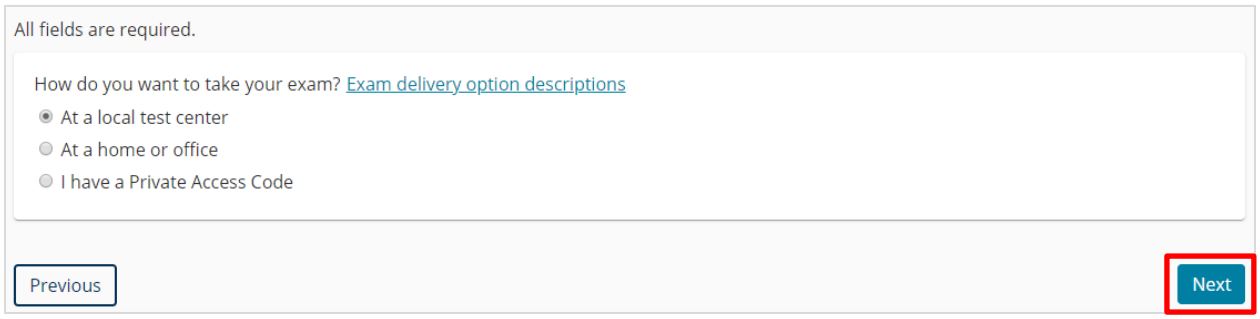
NOTE: Only perform this system check if you are using the same device and network with which you will be taking your exam. If you are not, you will have the opportunity and will be required to do so on the day of your exam, with the device and network you will be using.



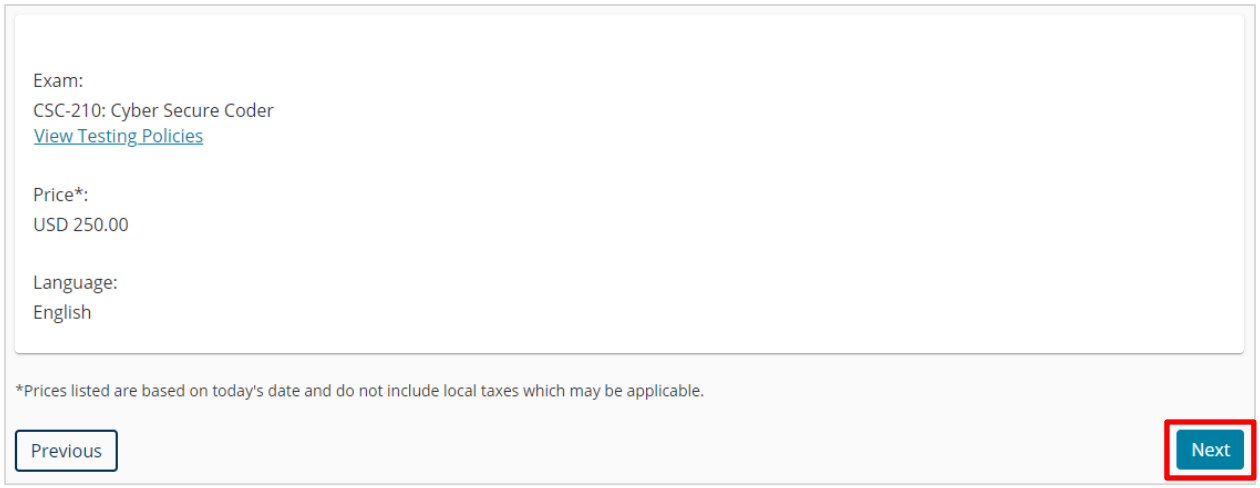
Step 9. Read and agree to the online exam policies and then select **Next**.



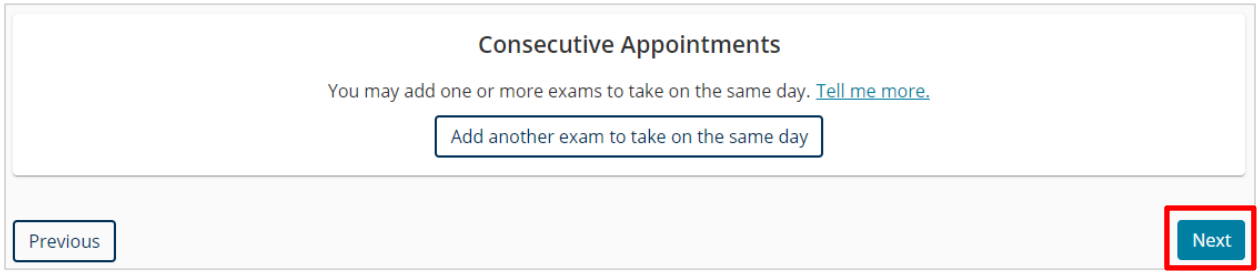
Step 10. Once you have selected your desired delivery option, select **Next**.



Step 11. View the information for the selected exam on the **Exam Details** screen, which includes the testing policies and price. Then, select **Next**.

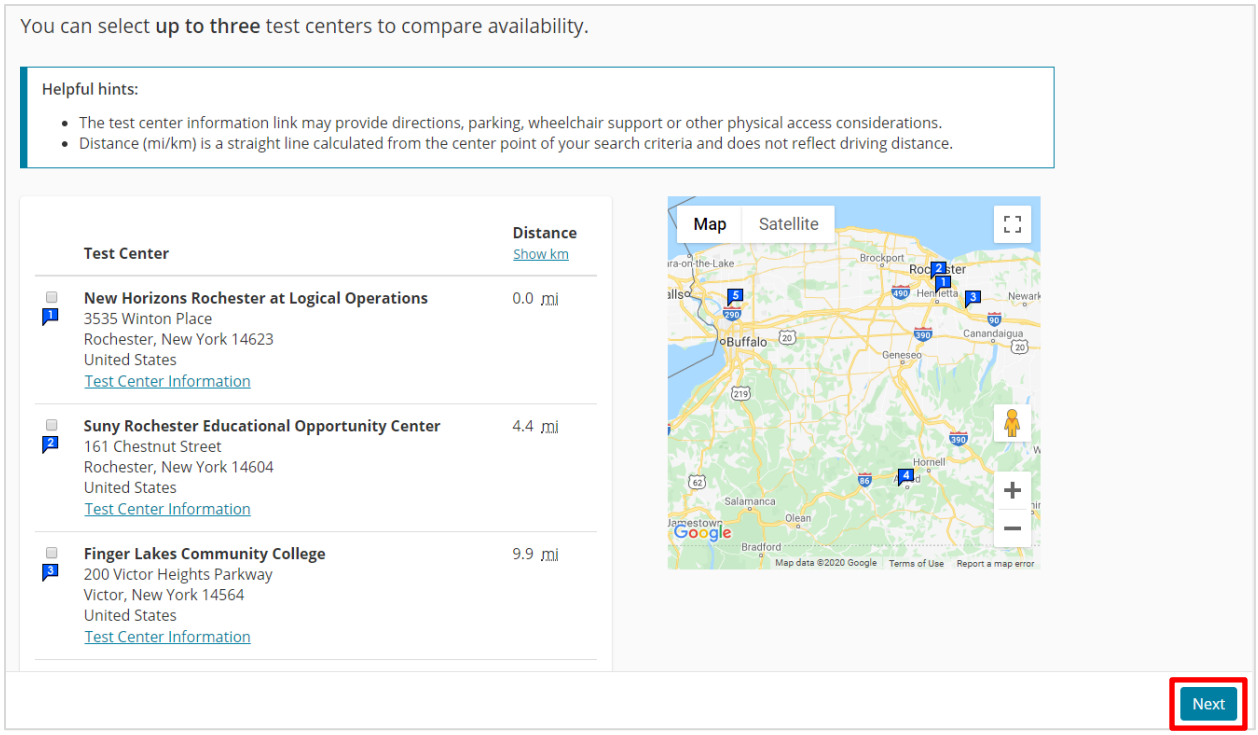


Step 12. If you would like to, you can register for multiple exams at the same time, for the same day. If you would like to add another exam, select the **Add another exam to take on the same day** button. Otherwise, select **Next** to continue with the scheduling process.



NOTE: If you selected **At a home or office**, you can skip to step 15.

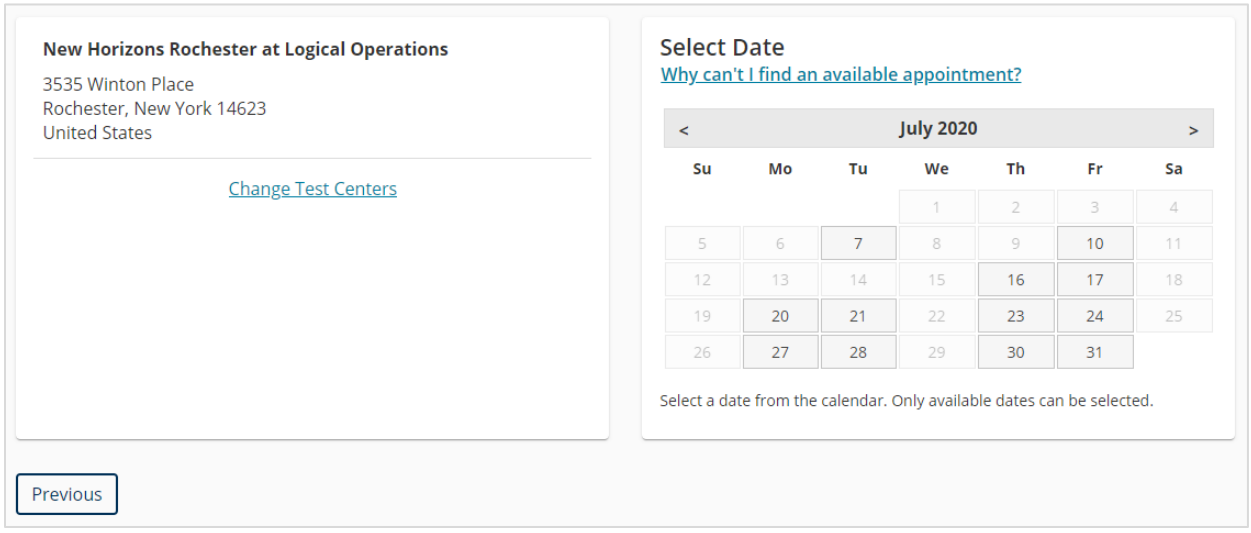
Step 13. If you selected **At a local test center**, a list of nearby test centers will populate based on your current location. Select the most convenient test center location and then select **Next**.



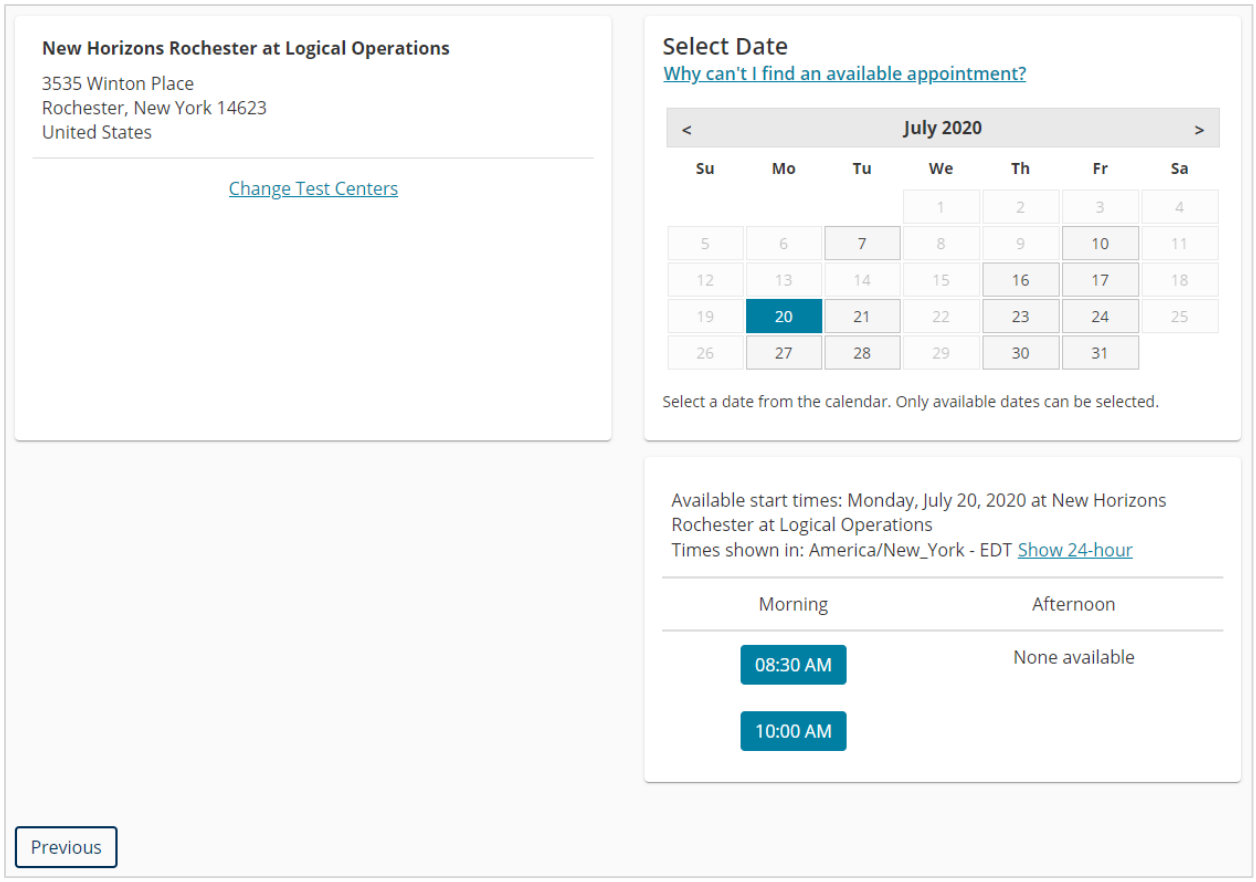
NOTE: The location of the search may be automatically determined by your IP address or the address specified in your VUE account. If you need to search in a different area, you can modify the location in the search bar at the top of the screen and then select **Search**. The list of available test centers will update to those nearest to the modified location.

NOTE: For Client Proctored events, you will not need to select a test center or exam date. You will automatically navigate to the order review screen in step 16.

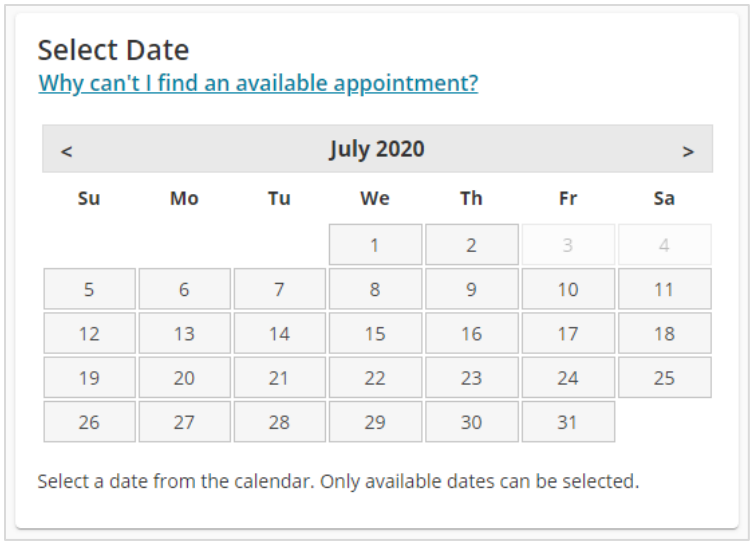
Step 14. On the **Find an Appointment** screen, select the day you would like to schedule your test from the available options displayed on the calendar.



Once you select a day, the available start times populate below the calendar and you can choose a suitable time to take your exam.



Step 15. If you selected **At a home or office** in step 10, on the **Find an Appointment** screen, select the day you would like to schedule your test from the available options displayed on the calendar.



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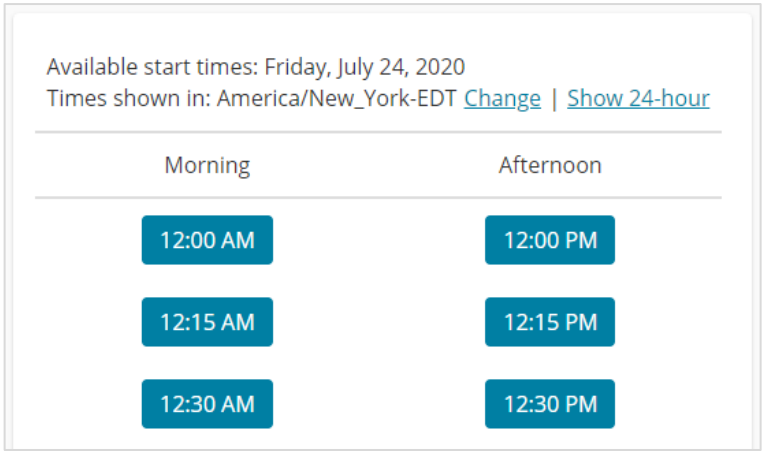
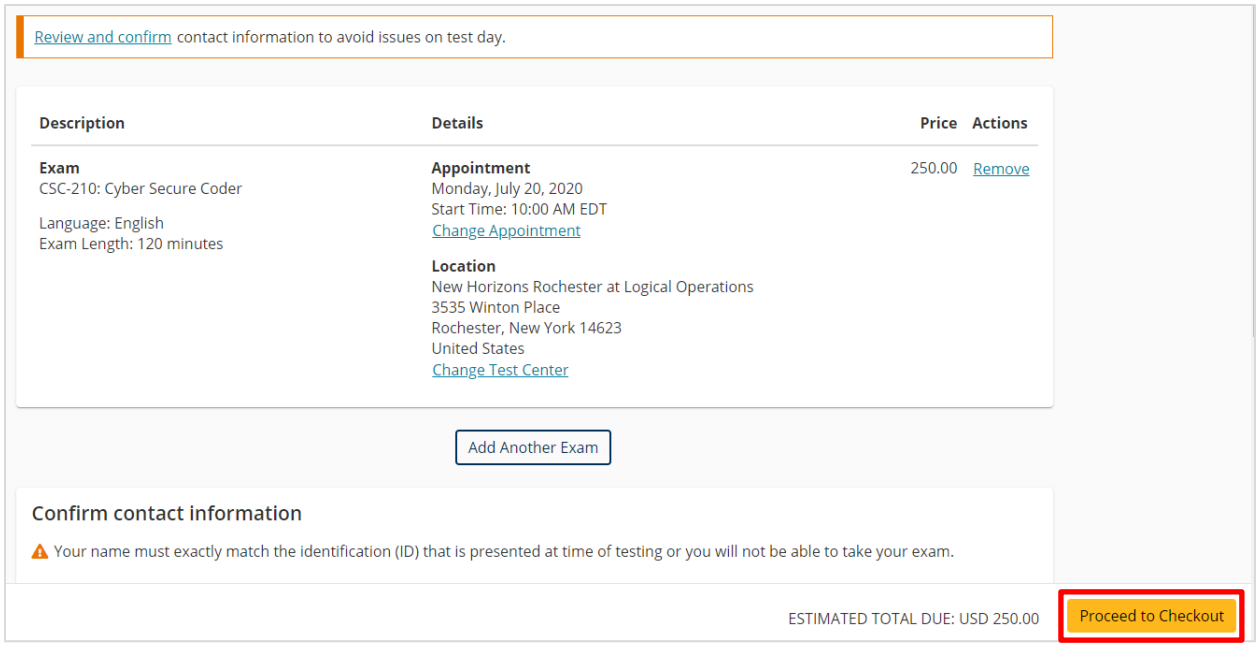
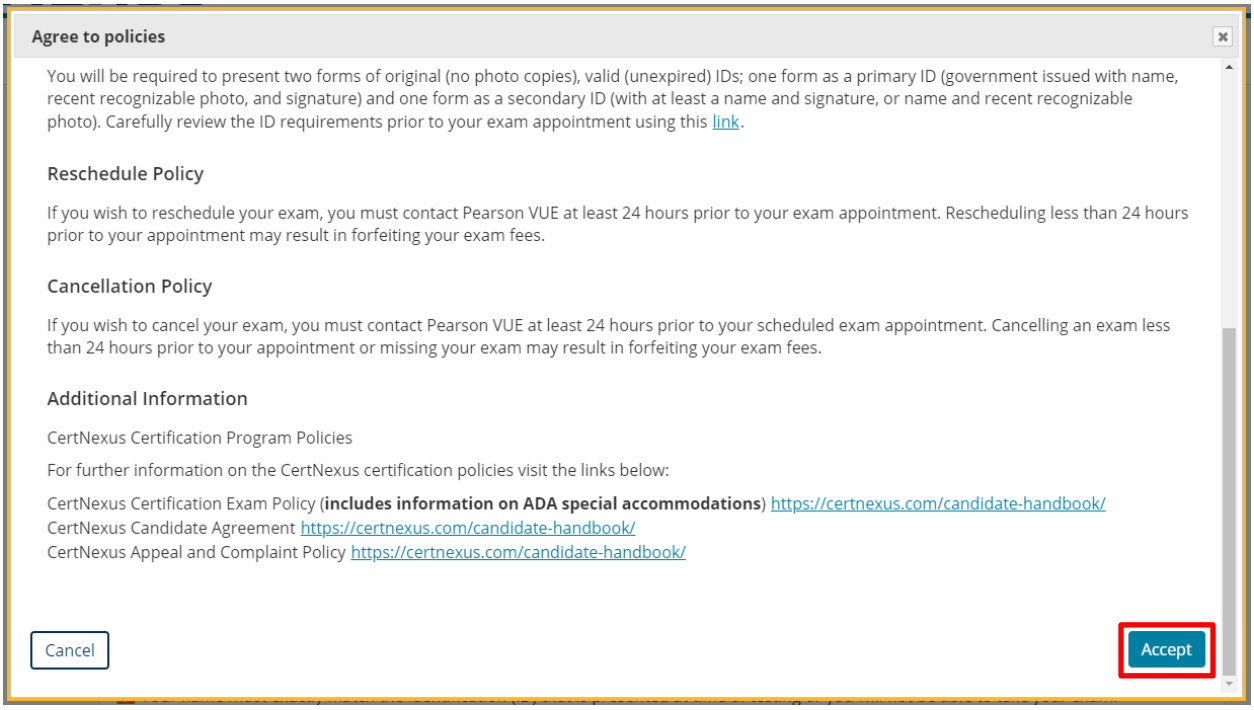


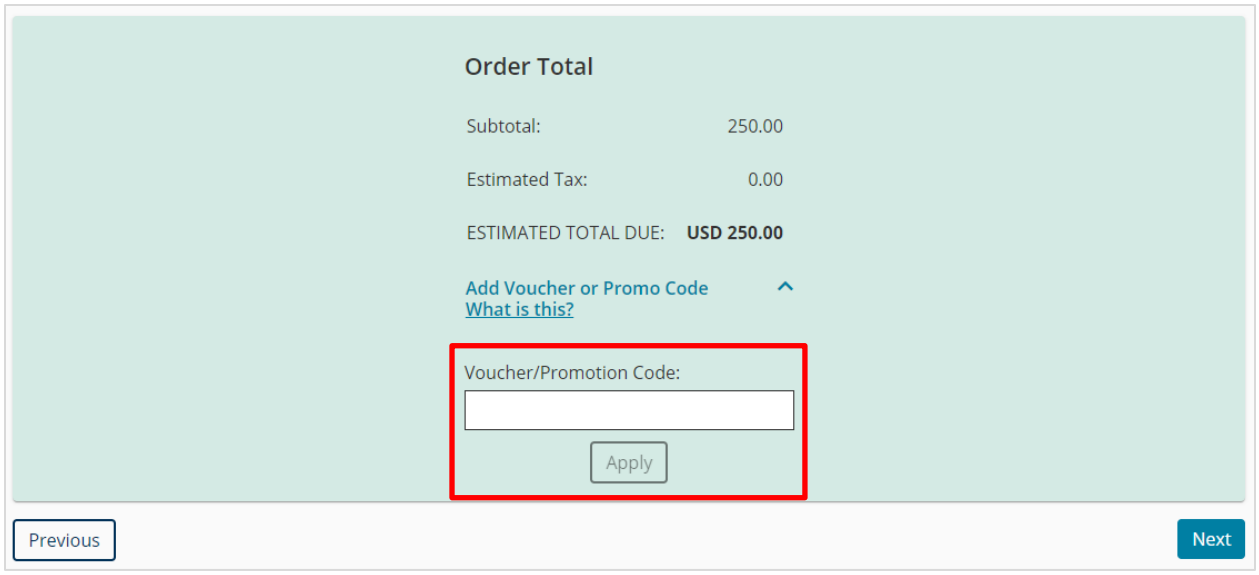
Step 16. Review your order details and contact information. Make any necessary changes before selecting **Proceed to Checkout** to continue.



Step 17. Read CertNexus' exam-related policies and agree to them by selecting **Accept**. Failure to do so will prevent you from completing the checkout process.



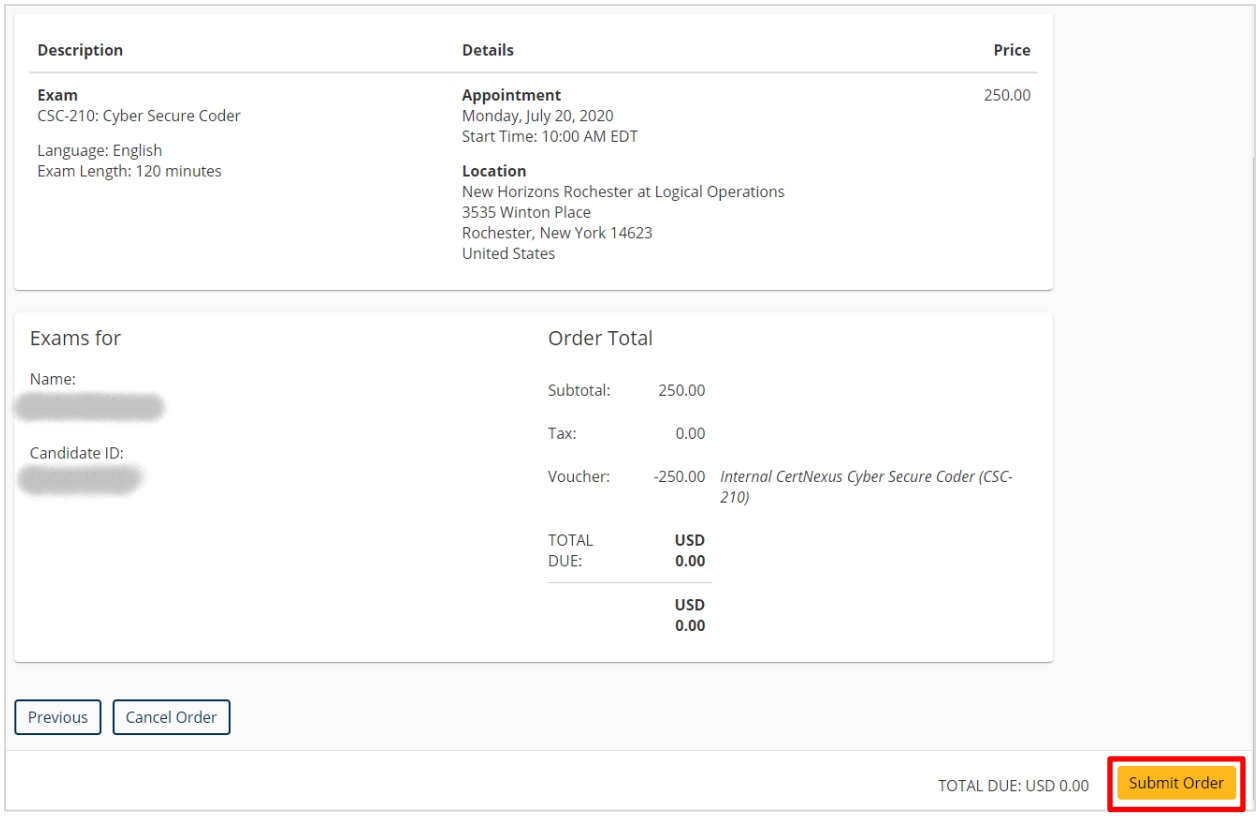
Step 18. To begin the checkout process, enter your exam voucher or promo code and select **Apply**. Remember, you must purchase your voucher ahead of time from the CertNexus store, the Pearson VUE voucher store, a commercial training party, or a third-party vendor.



NOTE: PACs issued for Client Proctored test events are neither an exam voucher nor a promo code. PACs only enable you to register for Client Proctored events. You must still purchase your exam voucher ahead of time to complete the registration process.

Step 19. Once you have applied your exam voucher or promo code, review your order total. If everything looks good, select **Next**.

Step 20. Review your exam details (and payment details, if applicable) one last time before submitting your order and scheduling your exam. If all your information is correct, click **Submit Order**.



NOTE: You can always select **Cancel Order** to clear all your information and start over.

Step 21. Once your order is submitted, you will receive a confirmation email with your order details, including the date and time of your scheduled exam and other relevant information (like test center location and directions).