Exam Scheduling Instructions for Pearson VUE Testing

Please read these instructions carefully, as they will guide you through the process of scheduling your exam with Pearson VUE and will provide you with important information about the testing centers. Please note: Scheduling, rescheduling and cancellation instructions, and policies vary by administration type: Center Based Testing [CBT] vs. Online Proctored Testing.

BEFORE YOU BEGIN:

You will need your unique PMI Eligibility ID (located in your scheduling notification) to schedule. It is recommended that you schedule your exam well in advance of your desired date for testing.

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Scheduling Your Exam: For Center Based & Online Proctored Test Administration with Pearson VUE

Before you register for an online proctored exam delivery

Please review the minimum system requirements and run a [system test and exam simulation](#) **before scheduling** the exam. If you purchase an online proctored test and your computer equipment does not meet the requirements, you are **unlikely** to receive a refund. If your computer does not meet these requirements, please register to take the exam at the [test center](#).

Scheduling Online

Center-Based Test (CBT) and Online Proctored Test

Schedule your appointment online at [PMI.org](#). Log in to PMI.org and navigate to **Review Application Status** under myPMI. Click **Schedule Exam**. You will be directed to schedule your exam through Pearson VUE.

You will be prompted with the following steps:

1. When you are directed to your Pearson VUE account, your exam will be available under "Pre-approved Exams." Click the link for the exam you intend to take.
2. The next screen will display the booking method options available to you. Select the exam type you prefer: **I want to take this exam as an online proctored exam** or **I will be scheduling for a future date at a test center**. Then click **Next**.
   a. Only CAPM®, PMI-ACP®, PMP® , and PMI-PBA® certification exams are available in online proctored format.

If you select CBT:

- On the next page please select the language you prefer. Select 'next' and verify that the exam and language are correct. Please make sure to review the **View Testing Policies**, then click **Schedule This Exam**.
- Next, search for a test center. Once you have located a test location with availability, select a date and time.
- After making your selection, review your appointment details and then click **Proceed to Checkout**.
- Follow the next steps to complete checkout, and then click **Submit Order**.
- Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

If you select online proctored test:

- Read through and agree to the online proctoring policies and click **Next**.
- On the next page please select the language you prefer. Select 'next' and verify that the exam and language are correct. Please make sure to click **View Testing Policies**, then click **Schedule This Exam**.
- Choose the date and time you wish to take your exam. You do not need to select a location. You may schedule online at any time of day, but will only be able to schedule appointments for Tuesday – Saturday. Select the date you would like to take your exam and then the time.
- After you make your selection, you will review your appointment details and then click **Proceed to Checkout**.
- Follow the next steps to complete checkout and then click **Submit Order**.
- Your appointment is confirmed and you will receive a confirmation email from Pearson VUE.

If you cannot link to Pearson VUE's website within this PDF file, you can access it at [Pearsonvue.com/PMI](#).

Schedule via Telephone with Pearson VUE

When calling Pearson VUE's Contact Center, the representative will ask for:

1. Testing program: PMI – Project Management Institute
2. Name of examination
3. Your PMI ID
4. You will then be asked to verify your first name, last name, email address, address and phone number that you used in your application

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NOTE: Please be advised that when scheduling by telephone, you will still receive an email confirmation
of your examination appointment. You will also be able to retrieve your confirmation from the Pearson
VUE website.
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Inside North America:

Use the Pearson VUE Telephone System to schedule, reschedule, cancel or confirm your exam appointment.

Service available	Monday – Friday, 7:00 a.m.–7:00 p.m. CT (closed on local holidays)
Number:	+1 866 241 5527 (toll-free)
	+1 952 905 7397 (toll)

Outside North America:

Please visit the Pearson VUE website for the service center information for your region.

Scheduling Exam with Test Accommodations with Pearson VUE

If you have been granted test accommodations for the exam from PMI, please follow these steps for scheduling:

- Candidates who live inside North America must call the Pearson VUE Accommodation Specialist Department at +1 800 466 0450
- Candidates who live outside North America must contact the Pearson VUE Contact Center in their region. Please visit http://www.pearsonvue.com/pmi/contact/ for contact information.

When calling Pearson VUE's Contact Center, the representative will ask for:

- Testing program: PMI – Project Management Institute
- Name of examination
- Your PMI ID
- You will be asked to verify your first name, last name, email, address and phone number that you used in your application
- If you need to reschedule or cancel an appointment with test accommodations, you will need to call the same number you used when scheduling your appointment

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PMI is unable to add any accommodations onto an existing examination appointment. If you do not
request accommodations during the examination payment process, but will require them, please contact
customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will
have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.
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How to Reschedule or Cancel an Exam with Pearson VUE

You can reschedule or cancel your online proctored test or CBT exam at any time, up to 48 hours before your scheduled exam appointment. However, because of limited seating capacity (both physical and virtual), late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully.

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US$70. The fee will be charged when you go online to Pearson VUE's website to reschedule or cancel your exam within the 30-day period. The US$70 charge will appear on your credit card as a charge from Pearson VUE.

The 30-day period does not include the day of the exam appointment. For example, if you scheduled your exam for 5 May, you must reschedule or cancel the exam on or before 4 April to avoid the fee.

For emergency situations in which you are unable to change your exam appointment before 30 days of your exam appointment, the Extenuating Circumstance Policy may apply. However, PMI will evaluate these situations on a case-by-case basis to determine if a refund of the rescheduling fee is appropriate.

Within 48 hours of Your Appointment

You need to reschedule or cancel your appointment **before** 48 hours of your exam appointment (local time). If you wait until you are within 48 hours of your exam appointment, you will not be able to cancel your appointment and you will forfeit the entire exam fee if you do not show up. You will not be able to reschedule your appointment at this point and will need to pay associated reexamination fees to schedule a new exam.

Examples

DATE OF EXAM APPOINTMENT	DATE THAT YOU RESCHEDULE OR CANCEL	FEE AMOUNT
30-Day Policy		
5 May	4 April (or before)	No fee
5 May	5 April (up until 2 May)	US$70
48 Hours Policy		
5 May; 8:00 a.m.	Before 3 May, 8:00 a.m.	US$70
5 May, 8:00 a.m.	After 3 May, 8:00 a.m. (you are unable to reschedule or cancel the appointment)	Forfeit the entire exam fee

Rescheduling/Canceling Instructions with Pearson VUE for Online Proctored Test and Center-Based Test (CBT)

Reschedule or cancel your appointment online at the PMI.org website. Log in to PMI.org and navigate to **Review Application Status** under myPMI. Click **Reschedule Exam** or **Cancel Exam**. You will be directed to schedule your exam through Pearson VUE.

You will be prompted with the following steps:

1. When you are directed to your Pearson VUE account, your exam will be available under **Upcoming Appointment**. Click the exam that you have already scheduled.
2. When you review the current appointment details, you will be presented with options to reschedule or cancel your appointment.

Please note: If you want to change your exam delivery type (center based test to online proctored test or online proctored test to center based test), you will need to cancel your existing appointment first and schedule your exam again. The cancellation policy still applies.

If you are within 48 hours of your examination appointment, you will not be able to cancel or reschedule your appointment and you will forfeit the entire exam fee if you do not show up. .

Emails to Pearson VUE or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have internet connectivity problems, or experience any issues rescheduling or canceling your examination online, call Pearson VUE directly to reschedule or cancel your appointment. Contact telephone numbers for all Pearson VUE Service Centers are located in your Examination Scheduling Instructions in this handbook. Do not call the testing site to reschedule or cancel the examination.

Test Center and Online Proctoring Check-In Instructions for Pearson VUE

Check-In Procedure for Center-Based Tests

On the day of your examination, please **arrive 15 minutes before your scheduled appointment**. You must sign in, present the required identification and provide your PMI ID number. You may also be asked to provide the confirmation number you received when scheduling the appointment.

In order to be admitted into the Pearson VUE testing center or during the check-in process right before the online proctored exam, you must bring a valid and current (non-expired) form of government-issued identification. Your identification must include:

1. English characters/translation
2. Your photograph
3. Your signature

If your government-issued identification does not display a photograph or a signature, a secondary form of identification may be used, which includes a photograph and/or signature (whichever is missing from the government-issued identification), and your name printed on the identification. All identification must be current (non-expired)

All forms of identification being presented at the testing center must match your name exactly as it appears on the scheduling notification. Your identification documents must be in good condition, and cannot be bent, frayed, taped, cracked or otherwise damaged in any way. The identification documents must be the originals, and cannot be photocopies. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. Neither PMI nor Pearson VUE will make any exceptions to this policy.

If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be required to apply for reexamination and pay the reexamination fee in order to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

PROHIBITED From the Testing Center

You may NOT bring anything or anyone into the testing area or to the desk where you take the exam. This includes, but is not limited to:

food	beverages	book bags
coats	sweaters	luggage
calculators	eyeglass cases	pagers
cellular telephones	tape recorders	dictionaries
watches	wallets	medication
eye drops	any personal items	

Items such as sweaters and jewelry may be worn into the testing center, but cannot be removed once you have entered the testing room.

You will be provided with a locker on the day of your examination to store your personal belongings. Once your items are stored, you will be unable to access your locker until you have completed your examination appointment.

Check-In Procedure for Online Proctored Test

On the exam date, please run the system test and exam simulation again to make sure your computer is ready to take the online proctored exam. Log in to PMI.org and navigate to **Review Application Status** under myPMI. The **Begin Exam** link will be available 30 minutes before your scheduled exam. You will be directed to the Pearson VUE site to start the exam.

Once at the Pearson VUE site, you will see your scheduled exam listed under Open Online Exams. Select your exam to proceed.

- Click on blue **Begin Exam** button.
- The next screen will display three steps to follow:
  - Click on **Copy Access Code** button
  - Click on **Download PV proctor** button to download the software. Once the software is installed, the application will open.

> Note: If you have previously downloaded the software for previous appointments, you may be required to manually uninstall the application prior to proceeding. Please reference the instructions provided on the screen to complete this step.

- After the application has opened, follow the prompts to complete your check-in process to begin your test session:
  - Click on blue **Submit** button
  - Select the microphone that will be used during your session
  - Select the webcam that will be used during your session
  - Turn up your speakers and volume until you can clearly hear the music
  - Capture a picture of your headshot, and confirm the photograph is clear and acceptable
  - Capture a picture of your ID, and confirm the photograph is clear and acceptable
  - Confirm the phone number that can be used in case the proctor needs to contact you. If you don't have a phone number available, select this option.
  - Review and agree to the listed exam policies
  - Confirm that your workspace is ready and clear of prohibited items
  - You are now ready for launch! A greeter will contact you to begin your testing session

> Note: You may have to wait up to five minutes before connecting with a greeter.

Certification Handbook

Please consult the certification handbook for all exam, testing, and administration policies and procedures.

PMP Handbook	PgMP Handbook	PMI-RMP Handbook
CAPM Handbook	PfMP Handbook	PMI-SP Handbook
PMI-ACP Handbook	PMI-PBA Handbook	