

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>

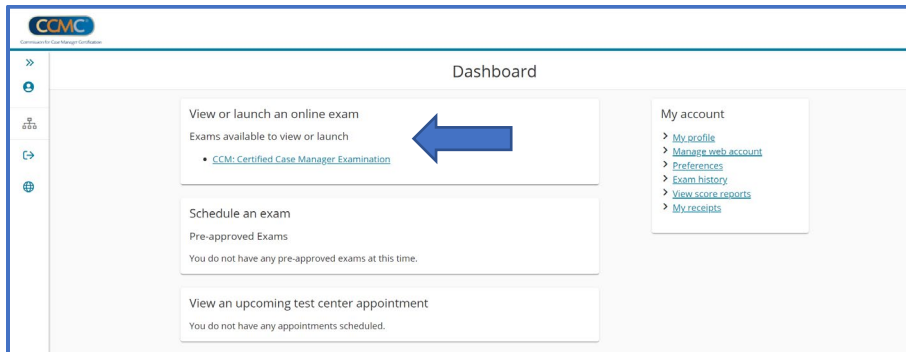
Reschedule Policy

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.

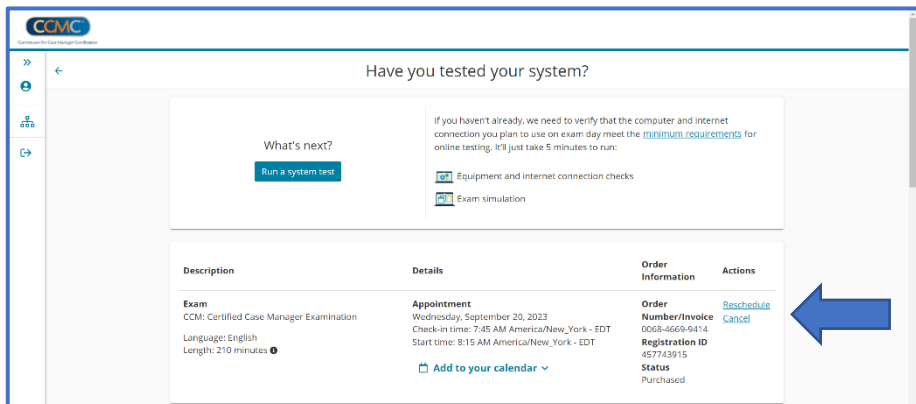
Cancellation Policy

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.

1. After your account has been created or after signing in, you will see the exam you have been authorized to take - **“CCM-Certified Case Manager 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.***



3. Choose a new appointment date and time

Find a new appointment
CCM: Certified Case Manager Examination

1. Confirm your preferred time zone

Is this your preferred time zone?
America/New_York-EDT
☐ No, change time zone ☒ Yes, that's right!

2. Select your date

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"**.

Find a new appointment
CCM: Certified Case Manager Examination

1. Confirm your preferred time zone

Is this your preferred time zone?
America/New_York-EDT
☐ No, change time zone ☒ Yes, that's right!

2. Select your date

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?](#)

3. Select your appointment start time

How would you like times displayed?
☒ 12 hr (e.g., 2:00 PM) ☐ 24 hr (e.g., 14:00)

Recommended time:
Wednesday, September 20, 2023
8:15 AM - 11:45 AM America/New_York-EDT
Your check-in time will be 7:45 AM America/New_York-EDT

[Explore more times](#) [Book this appointment](#)

5. Review and accept the exam administration policies.

»

🔍

👤

🔗

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/cmc/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.

»

🔍

👤

🔗

is everything correct? Proceed to complete your order

Original Appointment: Wednesday, September 20, 2023 Start time: 8:15 AM America/New_York - EDT

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details
Exam CCNA Certified Case Manager Examination Language: English Length: 20 minutes	New Appointment Wednesday, September 20, 2023 Check-in time: 7:45 AM America/New_York - EDT Start time: 8:15 AM America/New_York - EDT Cancel 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 Reddy

Telephone:
+1 732 961 1922

←

→

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.

The screenshot shows a confirmation page titled "Almost there...". At the top, it states "Original Appointment: Wednesday, September 20, 2023 Start time: 8:15 AM America/New_York - EDT". Below this is a table with two columns: "Description" and "Details".

Description	Details
Exam CCIM Certified Case Manager Examination Language: English Length: 210 minutes	New Appointment Wednesday, September 20, 2023 Check in time: 7:45 AM America/New_York - EDT Start time: 8:15 AM America/New_York - EDT

Below the table are "Previous" and "Cancel" buttons. At the bottom right, there is a blue button labeled "Confirm Reschedule". A blue arrow points to the "Confirm Reschedule" button, and another blue arrow points to the "New Appointment" details.

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.

The screenshot shows a page titled "It's time to test your system". At the top, it says "Your appointment is confirmed! An order confirmation containing important exam-day information has been sent to [redacted]". Below this is a "What's next?" section with a "Run a system test" button. To the right, it says "We need to verify that the computer and internet connection you plan to use on exam day meet the [minimum requirements](#) for online testing. It'll just take 5 minutes to run." and lists "Equipment and internet connection checks" and "Exam simulation".

Description	Details	Order information
Exam CCIM Certified Case Manager Examination Language: English Length: 210 minutes	Appointment Wednesday, September 20, 2023 Check in time: 7:45 AM America/New_York - EDT Start time: 8:15 AM America/New_York - EDT Add to your calendar	Order Number/Invoice 0000-4600-0414 Registration ID 407783015 Notes Purchased

Below the table is a section titled "Commission for Case Manager Certification Policies" and "Admission Policy". It states "This exam is only proctored in English. There is not an option for local language proctoring at this time." and lists "Before exam day" instructions: "Test your system", "Use the same testing space, computer, and internet connection you plan to use on exam day", "We recommend testing in a personal computer with a webcam. Work computers generally have more restrictions that may prevent successful delivery.", "Do not take your exam in a meeting with a corporate firewall including VPNs. If you are taking your online exam in your office, please alert your Network Administrator to the [Cisco/US/USERS/USERS/USERS](#)", and "Make sure you have a reliable, fast internet connection to download your exam and support a medium stream." It also lists "Acceptable forms of ID" and "Unacceptable forms of ID".

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.

A blue arrow points to the "Add to your calendar" button.

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