

Scheduling your in-person exam or remote proctoring (OnVUE) exam

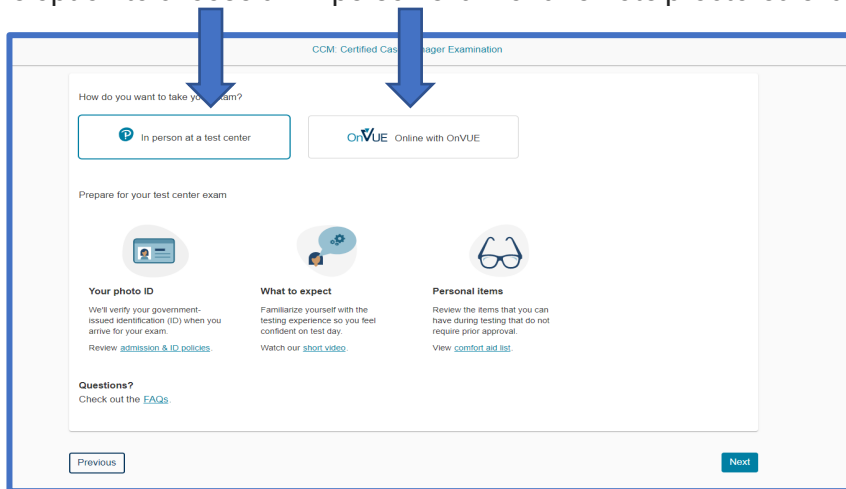
1. Reference the email “Authorization to Test”

***You will have received an email from PearsonVUEConfirmation@pearson.com prior to scheduling**

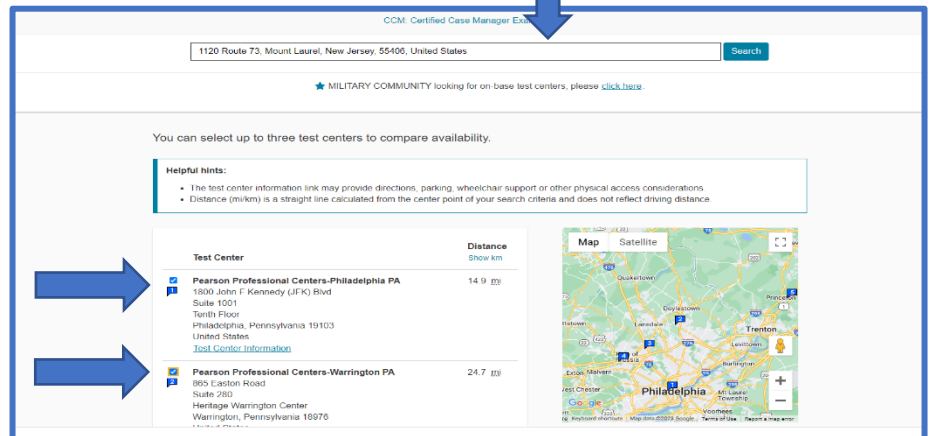
To schedule your appointment on the Pearson VUE website, please visit

<https://home.pearsonvue.com/ccmc>

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 choose an in-person exam or a remote proctored exam.



If you choose to take your exam at a test center: You will enter your mailing address and have the option to select up to 3 testing locations at one time to see the scheduling availability at those locations.



Next you will be able to select your preferred test center along with the date and time of the appointment.

The screenshot shows the 'Find an appointment' page for the CCM: Certified Case Manager Examination. It is divided into two main sections:

1. Select a date at your preferred test center

Two test center options are listed:

- Pearson Professional Centers-Philadelphia PA:** 1500 John F. Kennedy (JFK) Blvd, Suite 100, Tenth Floor, Philadelphia, Pennsylvania 19103, United States.
- Pearson Professional Centers-Warrington PA:** 855 Esson Road, Suite 200, Heritage Warrington Center, Warrington, Pennsylvania 19276, United States.

A link 'Find another test center' is provided. Below, a calendar for September 2023 is shown, with the 19th and 20th highlighted. A link 'Why can't I find an available appointment?' is also present.

2. Select your appointment start time

The question 'How would you like times displayed?' has two options: '12 H (e.g., 2:00 PM)' (selected) and '24 H (e.g., 14:00)'. Below, it states 'Our next available appointment is: Tuesday, September 19, 2023, 2:30 PM - 6:00 PM America/New_York - EDT'. There are buttons for 'Explore more times' and 'Book this appointment'. A 'Previous' button is at the bottom left.

If you choose to take your exam online with OnVUE: Please make sure you are prepared to take the exam online by reviewing the expectations on this screen.

The screenshot shows the 'Select exam options' page for the CCM: Certified Case Manager Examination. It offers two ways to take the exam:

- In person at a test center** (selected)
- OnVUE Online with OnVUE**

Under 'Prepare to take your exam with OnVUE', there are four key requirements:

- Your computer:** Use a personal computer that has a reliable webcam and internet connection. Run [system test](#).
- Your testing space:** The room should be a distraction-free, private place. See [acceptable spaces](#) and view permitted [government aid list](#).
- Your photo ID:** We'll verify your government-issued identification (ID) when you arrive for your exam. Review [admission & ID policies](#).
- What to expect:** Check in for your OnVUE exam 30 minutes before your appointment time. Watch our [short video](#) to get familiar with the process.

There are also links for 'Questions?' and 'Check out the [OnVUE FAQs](#) and [minimum technical requirements](#)'. 'Previous' and 'Next' buttons are at the bottom.

Next, choose an appointment date and time for your exam. Please make sure you confirm your time zone.

Find an appointment

CCM: Certified Case Manager Examination

Please Note: Commission for Case Manager Certification has pre-approved you to take this exam beginning on 18 September 2023. For your convenience, we have advanced the calendar to this date.

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:
Friday, September 22, 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](#)

[Previous](#)

Before your appointment is officially booked you will have an opportunity to review the details of your contact information along with appointment details. Then choose next.

Is everything correct? Proceed to complete your order

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

Description	Details	Actions
Exam CCM: Certified Case Manager Examination Language: English Length: 210 minutes	Appointment Friday, September 22, 2023 Check-in time: 7:45 AM America/New_York - EDT Start time: 8:15 AM America/New_York - EDT Change Appointment	Remove

Confirm contact information

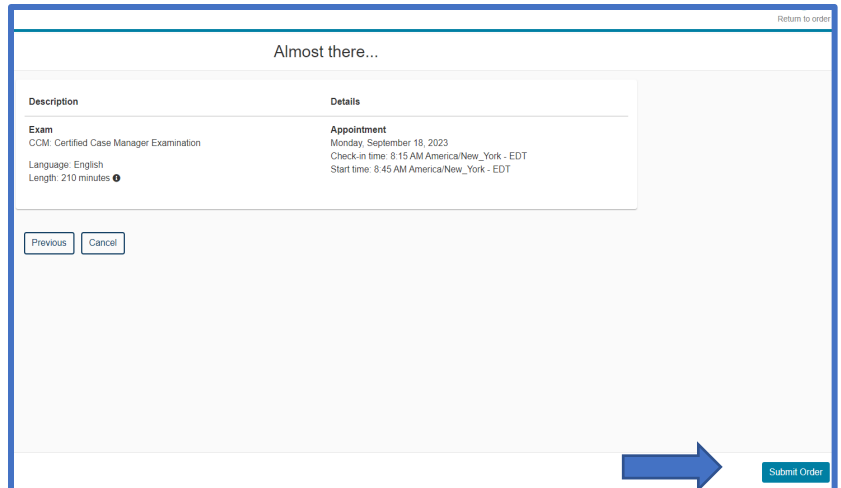
IMPORTANT: Your first/given and last/surname/family name must match exactly as it appears on the identification (ID) that is presented at the time of testing. If there is not an exact match, you will not be able to take your test and you will not be reimbursed for any fees paid.

Name:

Telephone:

[Next](#)

On the last screen, confirm all of your information and choose “Submit Order”.



The screenshot shows a confirmation screen titled "Almost there...". It features a table with two columns: "Description" and "Details".

Description	Details
Exam CCM: Certified Case Manager Examination Language: English Length: 210 minutes	Appointment Monday, September 18, 2023 Check-in time: 8:15 AM America/New_York - EDT Start time: 8:45 AM America/New_York - EDT

Below the table are two buttons: "Previous" and "Cancel". At the bottom right, there is a blue arrow pointing to a "Submit Order" button.

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 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.*
