

Creating a new account in Pearson VUE's system

1. Prior to scheduling your appointment, you must first create a Pearson VUE web account, with a username and a password. Follow the simple 3 instructions on the website to create your account and schedule your appointment. Once you set up your account, you can use it to review your test information and schedule, reschedule, and cancel appointments.

The screenshot shows the Pearson VUE website interface. At the top, there is a navigation bar with the Pearson VUE logo, 'Take a test', and 'Partner with us'. On the right, there are links for 'Become a test center', 'COVID-19 update', and 'Contact us'. Below the navigation bar, a breadcrumb trail reads 'Home > Test-taker home > Commission for Case Manager Certification (CCMC)'. The main content area features the CCMC logo and the text 'Commission for Case Manager Certification'. Below this, there are logos for CCM and CDMS. A message states: 'You are that much closer to earning your CCM® or CDMS® certification!'. The heading 'Scheduling Your CCM/CDMS Exam' is followed by instructions: 'Please use the **Sign in** button on the top right of this page to begin the registration process. If this is the first time scheduling your exam through this website, you will have to create an account. Once you set up your account, you can use it to review your test information and also schedule, reschedule, and cancel appointments. Alternatively, you may call the Pearson VUE Contact Center to have an agent assist you with scheduling for a \$10.00 USD fee payable by...'. On the right side, there are two buttons: 'Sign in' and 'Create account'. A blue arrow points to the 'Create account' button. Below the buttons are two links: '[Forgot my username](#)' and '[Forgot my password](#)'.

The screenshot shows the 'Create a Web Account: Sign up or sign in (Step 1 of 3)' form. At the top left, there is a CCMC logo and the text 'Commission for Case Manager Certification'. The main heading is 'Create a Web Account: Sign up or sign in (Step 1 of 3)'. Below the heading, there is a globe icon and a right-pointing arrow. The form contains the following text: 'If you are a returning user with a username and password, please [sign in](#). All fields are required. Enter information on this page in the Roman alphabet. (Alphanumeric)'. Below this, there is a section for new users: 'New users, please sign up for a web account. You will need your Candidate ID to complete the sign up process.' There are three required input fields: '* First Name / Given Name:', '* Last Name / Surname / Family Name:', and '* Candidate ID:'.

Please make sure you check off each box under the privacy policy

Pearson VUE privacy policy

By accessing this website and checking the box below you understand and agree to the terms set forth in this Candidate Agreement ("Agreement"). This Agreement is entered into by and between you as a test taker, Pearson VUE, a business of NCS Pearson, Inc., and your testing program owner ("Test Sponsor"). This Agreement represents your understanding and acceptance of Pearson VUE's [Privacy and Cookies Policy](#), including the collection of your data and the monitoring of your entire testing session through the use of CCTV and Pearson VUE's [Terms of Service Policy](#), in conjunction with your acceptance of the policies and procedures as established by the Test Sponsor and our obligations to process your test results.

Data Collection

You agree that for purposes of registering and scheduling your exam on Pearson VUE's website or during your testing process you may be asked to provide your personal information relating to your contact details (name, street address, email address, phone number). In some cases, we may request and process so-called 'special categories of personal information' or 'sensitive data' about you as set forth in our [Privacy and Cookies Policy](#)

Data Processing

You understand and agree that Pearson VUE, as a data processor for your Test Sponsor, the data controller, will collect, use, transfer, process, and store your personal information only for the purposes of handling your registration, scheduling you for a test date and time, administering the test, processing your test results, and other related services, if any, consistent with Pearson VUE's Privacy and Cookies Policy, or, in addition as you have authorized. For more detailed information about Pearson VUE's data collection, processing, transfer, and storage practices, and your rights as a data subject, please go to Pearson VUE's [Privacy and Cookies Policy](#)

Your personal information along with your test results will be provided to your Test Sponsor for the purposes of your Test Sponsor providing certification, licensure, academic admission test scores, and other benefits to you. For more detailed information about your Test Sponsor's policies, please contact your Test Sponsor.

Data Transfer

You agree to the transfer of your personal information by Pearson VUE to its headquarters in the United States, its authorized third parties (described below) and your Test Sponsor who may be located elsewhere in the world. You agree that Pearson VUE may employ other companies or individuals to perform services on our behalf and under Pearson VUE's written instructions, including but not limited to web hosting, payment processing, order processing and fulfillment, marketing and promotions, web analytics, and test delivery at our authorized-third party test centers. Pearson VUE will not transfer your personal information to any third parties who are not acting as Pearson VUE's agents, sub-processors, Test Sponsors, or individuals' providing other services on Pearson VUE's behalf, except as, in addition, you have authorized.

CCTV

You agree that during your entire testing session you may be monitored by CCTV for purposes of validating your compliance with the testing room rules.

Palm Vein Consent


Where selected by your Test Sponsor and allowed by law, you agree that Pearson VUE will collect your palm vein pattern at the test center on the day of your exam. Your palm vein scan will be used for the purposes of identification verification on the day of your test and on your future test days, detecting and preventing any fraud, and maintaining the security and integrity of the testing program. For more information on how Pearson VUE uses palm vein scans, please see our [Privacy and Cookies Policy](#).

By clicking the "Agree" button, you acknowledge that you understand, agree, and explicitly consent to the terms contained in this Agreement. If you do not agree to the policies and terms contained in this Agreement and you click "Previous" you will not be able to continue through this website registration and scheduling process and you will need to contact Pearson VUE for assistance.

Previous

Agree

2. Your information will pre populate for you, please go down and select "Next".

 Create a Web Account: Profile information (Step 2 of 3)

Profile Information
Please verify the information that is displayed and provide any missing information.

Personal

Title:
Example: Mr., Ms., Mrs., Dr.

First Name / Given Name:
Test


Middle Names:
W

Last Name / Surname / Family Name:
Blocks

Suffix:
Example: Jr., Sr., II, III, IV

Primary Contact Information

Address Type:

Location/Region:  United States

Company:

Address 1:
24 Teddington Way

Address 2:

Address 3:

City:
Mount Laurel

State:
New Jersey

ZIP Code:
08054-6200

Telephone:
+1 609-933-7003


Extension:

Mobile Telephone Number:

Email:
kandimell@gmail.com

Local Language Contact Information: Native Language

We do not have Native Language contact information on file for you.



3. You will be asked to choose a username and password. **Please note, that this is separate from your CCM login credentials.** Also, enter three security questions.

Create a Web Account: Login information (Step 3 of 3)

Login information

All fields are required.
Enter information on this page in the Roman alphabet. (Alphanumeric)

Username

Your username must contain at least six characters and we encourage you to use an email address.

*Username:

Password

Your password must contain:

- 8 or more characters
- a combination of uppercase and lowercase letters
- numbers (0-9) or symbols (#, \$, %, etc.)

Your password cannot include your username.

*Password:

Password Strength:

*Confirm Password:

Security Questions

Your security answers cannot contain your username or password.

*Question 1:

*Answer 1:

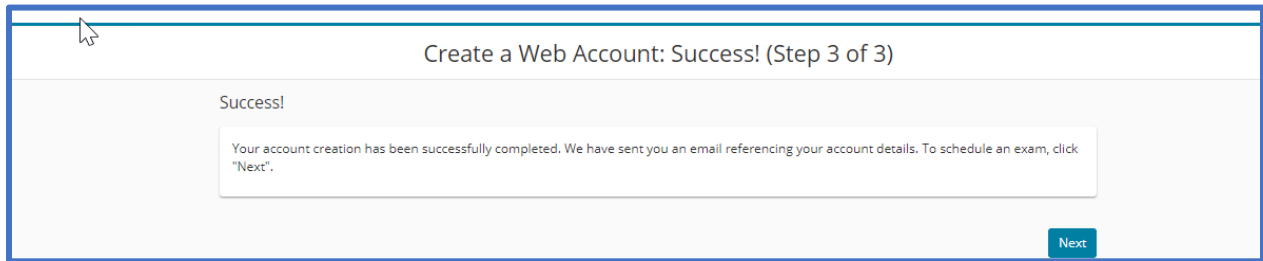
*Question 2:

*Answer 2:

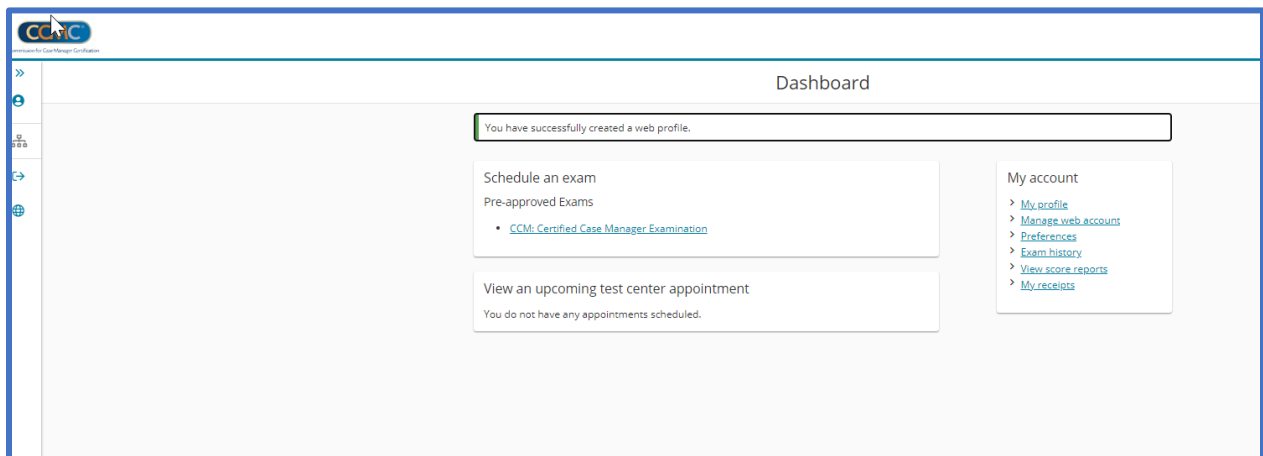
*Question 3:

*Answer 3:

Once you have successfully created an account, you will receive the following message and then directed to the Dashboard.



This screenshot shows a success message titled "Create a Web Account: Success! (Step 3 of 3)". The message content reads: "Success! Your account creation has been successfully completed. We have sent you an email referencing your account details. To schedule an exam, click 'Next'." A blue "Next" button is located at the bottom right of the message box.



This screenshot shows the user's dashboard. At the top left is the CCMC logo with the text "University Case Manager Certification". The main heading is "Dashboard". A green notification box at the top states: "You have successfully created a web profile." Below this are three main sections: "Schedule an exam" with "Pre-approved Exams" and a link for "CCM: Certified Case Manager Examination"; "View an upcoming test center appointment" with the text "You do not have any appointments scheduled."; and "My account" with a list of links: "My profile", "Manage web accounts", "Preferences", "Exam history", "View score reports", and "My receipts". A vertical sidebar on the left contains navigation icons.