

ASPPB: COVID-19, EPPP Update

Tuesday November 24th, 2020

Pearson Candidate Helpline: 800-513-6910

Please be advised that Pearson VUE is experiencing extended wait times

We are seeing some exam cancellations due to rising COVID numbers. If your exam is cancelled, please know that it was a random selection to reduce capacity at the testing center.

For Exams Booked Prior to 9.30.2020

(in the old Pearson registration portal)

You will receive an email from Pearson letting you know that your exam has been cancelled.

Your exam fee will be refunded.

Please contact your licensing board and ask them to assign you an exam workflow in the new registration portal.

For Exams Booked After 10.1.2020

(in the new Certemy registration portal)

If your exam is cancelled due to COVID, you will receive an email from Pearson letting you know that your exam has been cancelled.

Please login to your Certemy account and schedule a new exam.

Pearson VUE is still our testing vendor and there have been some changes due to COVID-19:

- Based on local social distancing guidelines, Pearson VUE centers are open, but at reduced capacity.
- ASPPB has waived the 90-day window requirement for scheduling.
- ASPPB has suspended all rescheduling and cancellations fees*
 - *Exams MUST be cancelled within 24 hours of the scheduled start time, or candidates will forfeit their exam fees.*
- Appointments are limited. Please keep checking the Pearson VUE scheduling portal for availability. If there is NO availability in your area, please send ASPPB an email.

** Please note: face masks are now required at Pearson VUE testing centers
ASPPB will NOT override this requirement**

Please review the test center policies prior to your exam: [Pearson VUE Test Center Policy](#)

ASPPB recommends checking with your licensing board to see if you are facing a deadline with them. Some states, for example, give their candidates 1 year to sit for the EPPP.

For updated information click here: [Pearson COVID-19 Updates](#)