

# ASPPB: COVID-19, EPPP Update

Starting Tuesday, March 17, (Pearson VUE) is suspending test delivery at all U.S. and Canada based Pearson VUE-owned test centers for 30 days until April 16, 2020.

**Pearson Candidate Helpline: 800-513-6910**

IF YOU HAVE AN EXAM SCHEDULED BEFORE 4/16/20, YOU CAN:

1. If you received a message from Pearson saying that your exam has been cancelled, please wait 72 hours for a refund. If you do not receive one, contact ASPPB.
2. Or call the Pearson Helpline and cancel or reschedule your exam for a date after April 16<sup>th</sup>. Pearson is working with candidates to reschedule scheduled EPPP's between 3/16/20 and 4/16/20.

IF YOU HAVE AN EXAM SCHEDULED AFTER 4/16/20, and you're concerned, YOU CAN:

1. Cancel your exam: If you are **more than 31 days** from the **start time** of your scheduled appointment for the EPPP, you can cancel online and receive a full refund. This will allow you to start a new 90-day window to schedule the EPPP. *If you are less than 31 days and you cancel, you will forfeit the \$87.50 fee.*
2. Reschedule for a later date: call the Pearson Helpline, or go online
3. Do nothing; wait and keep checking for updates on any future closings.

## Things to keep in mind:

1. Pearson VUE is experiencing increased call volume and long wait times.
2. Candidates open a 90-day testing window when they **PAY for the EPPP**.
  - a. At this time, candidates are still restricted from scheduling beyond this window
  - b. If you need to schedule beyond this window, you should cancel your exam, receive a refund. Again, this will allow you to open a new 90-day window.

*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**