

For the most up-to-date information about test center information please visit PearsonVUE's COVID-19 update page (<https://home.pearsonvue.com/coronavirus-update>)

#	Scenario	Action by Candidates
1	The test center has closed and you have received a cancellation notice from PearsonVUE	1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact or you may reschedule within your CCMS profile (Reschedule fees are waived until 30 April 2020)
2	Your test center is open, but you would like to reschedule existing appointment due to COVID-19 concerns	1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact or you may reschedule within your CCMS profile (Reschedule fees are waived until 30 April 2020)
4	You are unable to reschedule your examination before the appointment date due to high call center volume	1. Before CCMS Launch: Please wait until the new CCMS launch. 2. After CCMS Launch: Open a new case within your CCMS profile. (Reschedule fees are waived until 30 April 2020)
5	The candidate would like to reschedule their existing appointment for other personal reasons.	1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact or you may reschedule within your CCMS profile. (Reschedule fees is 75 USD)
6	You need to extend your exam authorization or program window as it expires and you are unable sit for you examination due to COVID-19 concerns	1. Before CCMS Launch: Please wait until the new CCMS launch. 2. After CCMS Launch: Open a new case within your CCMS profile.
7	You have applied, but have not been approved into the program	1. Before CCMS Launch: Please wait until the CCMS launch to upload your supporting documents. 2. After CCMS Launch: Please access your CCMS account and upload your supporting documents. If your application is expired, please open a new case in the CCMS.
8	You have applied and approved into a program	1. Before CCMS Launch: Please wait until the new CCMS launch. 2. After CCMS Launch: Register for an examination within your CCMS profile
9	You have registered but not yet scheduled an examination.	1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iaa/contact or you may schedule within your CCMS profile.
10	Other special circumstance	1. Before CCMS Launch: please contact our Customer Relations department at CustomerRelations@theiaa.org 2. After CCMS Launch: Please access your CCMS account and open a new case.