

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 cancelation notice from PearsonVUE | <ol style="list-style-type: none"> 1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/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 | <ol style="list-style-type: none"> 1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/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 | <ol style="list-style-type: none"> 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. | <ol style="list-style-type: none"> 1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/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 | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 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 | <ol style="list-style-type: none"> 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. | <ol style="list-style-type: none"> 1. Before CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/contact 2. After CCMS Launch: contact PearsonVUE directly at www.pearsonvue.com/iia/contact or you may schedule within your CCMS profile. |
| 10 | Other special circumstance | <ol style="list-style-type: none"> 1. Before CCMS Launch: please contact our Customer Relations department at CustomerRelations@theiia.org 2. After CCMS Launch: Please access your CCMS account and open a new case. |