

## CPCE-ABE (OnVue-Testing Virtually using a Personal Desktop or Laptop)

\*\*IF YOU HAVE NOT RECEIVED THE AUTHORIZATION TO TEST EMAIL FROM PEARSON VUE CONTAINING YOUR CANDIDATE ID, PLEASE CONTACT THE CCE CPCE COORDINATOR AT [cpce@cce-global.org](mailto:cpce@cce-global.org) TO RECEIVE YOUR INFORMATION.

**NOTE: If you have already created an account with Pearson Vue for the NCE, a separate account must be created for the CPCE. Your NCE Pearson Vue account CANNOT be used to schedule an exam appointment for the CPCE.**

### Registering with Pearson VUE:

#### Account Set-Up Process

1. Once you have received the "Authorization to Test" email from Pearson VUE, proceed to their website (<https://home.pearsonvue.com/cpce>) to set up an account.
2. Upon reaching the website, click on the "Create Account" option located on the right side.
3. On the "Create a Web Account" page, input your first name and last name, ensuring they match the details you used during your CCE registration. Next, enter the Candidate ID number from your "Authorization to Test" email, and finally, click the "Next" button to proceed.
4. You will next encounter the Pearson VUE Data Privacy Policy page. Take some time to review the policies carefully, and then tick the boxes for Data Collection, Data Processing, Data Transfer, CCTV, and Palm Vein Consent. Select the "Agree" option to proceed further.
5. Upon reaching the "Your Profile" page, you will find the details you provided during the CCE registration displayed. Please review this information and ensure its accuracy. If you happen to spot any inaccuracies, please note that you cannot correct it directly from your Pearson Vue account. In such cases, you must send an email to [cpce@cce-global.org](mailto:cpce@cce-global.org) requesting a correction.

However, if all the information listed is accurate, you can proceed to the next page by selecting the "Next" option.

6. On the "Additional Information" page, you have the option to enter your ethnicity; however, please note that providing this information is entirely voluntary. If you choose to do so, you can enter your ethnicity on this page. Once you have made your decision, click "Next" to proceed to the following step.
7. On the last page of the setup process, which is the "Login Information" page, you can choose a username (it doesn't have to be your email), select a secure password, and set up your security questions. Once you have completed filling in this information, click on the "Next" button to finalize the process.
8. After finishing the preceding steps, the following page will show a confirmation

message verifying that you have successfully set up your Pearson VUE account for the CPCE. Remember to check your email, as you will receive a message from PearsonVUEConfirmation@pearson.com containing your assigned username and confirming the successful creation of your Pearson VUE web account for the CPCE. Click on "[Next](#)" to access your dashboard.

## Scheduling and Payment Process

1. To proceed with paying for an exam appointment, click the underlined exam titled "CPCE-ABE Counselor Preparation Comprehensive Examination (CPCE)" listed under Pre-Approved Exams.
2. On the next page you will be presented with the question, "How do you want to take the exam?" Be sure to select the **Online with OnVue** option and click "[Next](#)".
3. "Provide Additional Information" screen: select "Yes, I've read the handbook for my specific exam." Click "[Next](#)". (The CPCE Handbook can be accessed here: <https://cce-global.org/Assets/exams/handbooks/CPCE.pdf>)
4. Before proceeding further, take the time to carefully read through the CCE policies. After reviewing the policies, check the boxes to confirm that you have read and understood them. Click "[Next](#)" to move to the **Find an Appointment** page.
5. Confirm your time zone is correct and click "Yes, that's right!", Select a date on the calendar and then scroll down to select a time. Click "Explore More Times" for different appointment options and then click "Book this Appointment" once you have selected your preferred exam time to proceed to the Cart.

### PLEASE READ IF YOU ARE TESTING WITH ACCOMMODATIONS

- a. **Please Note:** If you are approved for testing accommodations, you must schedule your appointment and pay the exam fee by contacting Pearson Vue accommodations customer service at [800-466-0450](tel:800-466-0450) **opt 3**.
  - b. Do not attempt to proceed with payment if your accommodation hasn't been added to your account. Please contact the CCE CPCE Coordinator at [cpce@cce-global.org](mailto:cpce@cce-global.org) to confirm that your accommodations have been added to your account.
6. Review your appointment date and time and click on "**Agree and Proceed**" to progress to the **Enter Payment and Billing** page.
  7. Select your debit/credit card type from the drop down under "Payment Type" and enter the billing address associated with your card. and then you will see your Order Total. Click [Next](#).
    - a. If you have received a voucher from your university, click "**Add Voucher or Promo Code**" and enter the voucher number.
  8. Review your appointment details and then click **Agree and Proceed** to proceed to the payment page.

9. Enter your debit/credit card information and select **Pay**.

**Once you have submitted your payment, you will receive a confirmation email. Please pay close attention to the check-in time listed to ensure you are on time and present for your testing appointment.**

### Things to Remember

- Please remember your login credentials for your Pearson Vue account; you will need them on the CPCE on the date of your exam.
  - If you have forgotten your login credentials, you may use the “Forgot Password” or Forgot Username option on the sign-in page, or you may contact Pearson Vue customer service at 866-904-4432 to have them reset your credentials.
- You can test up to 2 times within your 6-month eligibility period; payment is required for each exam attempt.
- If you need to make any EDITS/CHANGES to the information you input in the CCE registration form, please send an email to CCE CPCE Coordinator at [cpce@cce-global.org](mailto:cpce@cce-global.org) with the corrections and it will be updated.
- If your 6-month authorization window expires, ask your school to email the CPCE Program Coordinator at [cpce@cce-global.org](mailto:cpce@cce-global.org) to extend your eligibility. **DO NOT COMPLETE THE CCE REGISTRATION AGAIN.**
  - If when you log into your Pearson Vue account and your dashboard states “No Pre-Approved Exams”, you require an extension.
- If you need to **RETAKE THE EXAM**, you will sign into your Pearson VUE account at [www.pearsonvue.com/cpce](http://www.pearsonvue.com/cpce) to schedule and pay for the exam by repeating steps 7-14.
- If you are unable to test on the date you selected, you will need to cancel or reschedule your appointment at least 24 hours before the date AND time of the appointment.
  - You may reschedule your appointment by logging into your Pearson Vue account, clicking the appointment link at the top of the dashboard under “View or Launch Online Exam”, and then selecting reschedule on the next screen to the far right, or by contacting Pearson Vue via phone, 866-904-4432.
  - You may cancel your appointment by logging into your Pearson Vue account, clicking the appointment link at the top of the dashboard under “View or Launch Online Exam”, and then selecting cancel on the next screen to the far right, or by contacting Pearson Vue via phone, 866-904-4432. **Once you have canceled the appointment, Pearson Vue will refund the \$150 exam fee. It will take about 3-5 business days to receive a refund.**
- Since you are using your personal desktop or laptop, your raw score report will be uploaded to your Pearson Vue account after you complete the exam. You will have access to your raw score report by logging into your Pearson Vue account and clicking on “View Score Reports” to the right side of your Pearson Vue dashboard.

- A score roster will be sent to your school with confirmation of testing the following month after you test. (i.e., A score roster of students who tested during the month of August will be sent to the school by September 15<sup>th</sup>). There is nothing you need to do to have your scores sent to your university, they will be sent automatically to your university the month after you test.
- **SPECIAL ACCOMMODATIONS:** If you are approved for exam accommodations, the Disabilities or Student Affairs Office at your school should email a letter on university letterhead to the Accommodations Manager at CCE via email to [accommodations@cce-global.org](mailto:accommodations@cce-global.org). The letter will need to be signed and dated by the school representative and include the necessary accommodation(s) you will require during testing. **DO NOT PAY** for the exam until the accommodation(s) have been applied to your account.
  - Once your accommodation(s) have been approved and added to your account, you must call Pearson VUE accommodations customer service at [800-466-0450](tel:800-466-0450) **opt 3** to pay over the phone.