

## CPCE-APB (University Campus Testing)

\*\*IF IT'S BEEN MORE THAN 10 DAYS SINCE YOU REGISTERED WITH CCE AND YOU STILL 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.

### Payment Process

1. To proceed with paying for an exam appointment, click the underlined exam titled "CPCE-APB Counselor Preparation Comprehensive Examination (CPCE)" listed under Pre-Approved Exams.
2. Before proceeding further, take the time to carefully read through the CCE/Pearson VUE policies. After reviewing the policies, check the boxes to confirm that you have read and understood them. Click "Next" to move to the next stage in the payment process.
3. "Exam Details" screen: Click on "Next."
4. "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>)

#### PLEASE READ IF YOU ARE TESTING WITH ACCOMMODATIONS

- a. **Please Note:** If you are approved for testing accommodations, you must 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.
- c. Only accommodations for additional time will be added to CPCE-APB registrations. If you have been approved for accommodations other than additional time, your university will honor them when you arrive at the designated testing location on campus.

5. "Exam Details" screen: Click on Register for this Exam.
6. "Additional Questions from CCE" screen: Answer and click Next.
7. "My Order" screen: Click on Proceed to Checkout. DO NOT PAY for the exam until you are ready to schedule the exam.
8. "Checkout-Step 1: Confirm Personal Information": Your name must exactly match the identification that is presented at the test center (first and last name). Click on Next.
9. "Checkout-Step 2: Agree to Policies": Read over the CCE policies, check the box at the bottom right and click Next.
10. "Checkout-Step 3: Enter Payment": Enter credit card information and then you will see your Order Total.
11. Click on Next. (If your school has provided you with a voucher number, click on "Add Voucher or Promo Code" and then put in the voucher number.
12. "Checkout-Step 4: Submit Order": Review everything and then click "Submit Order."

**To take the exam on-campus, please communicate with your university to determine the specific test date(s), time, and location for the exam. This examination cannot be taken at home or online, it must be completed in-person, within a proctored environment at your university.**

### **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](tel:866-904-4432) to have them reset your credentials.
- You can test up to 3 times within your 6-month eligibility period; payment is required for each exam attempt.
- Since you are testing on campus, your Pearson Vue account only serves as a payment portal and the website where you will access the exam. With the APB, the university sets the exam date, time, and location; Pearson Vue and the university websites are not connected, so this information is solely provided to you by your university coordinator, it will not be in your Pearson Vue account. If you are registered for the CPCE-APB and have paid the \$75 exam fee, you are all set to test during your university's CPCE-APB administration.

- 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 and should reach out to your university program.
- 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 7-18.
- You may cancel your APB appointment by logging into your Pearson Vue account, clicking the appointment link at the top of the dashboard under “View or Launch an 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 process and disburse your \$75 refund within 2 weeks.**
  - Please monitor your authorization window and refrain from paying the exam fee if your window is nearing the expiration date.
  - If you fail to utilize your exam appointment within your 6-month authorization window and the window expires, you will have forfeited the exam fee and will not be able to receive a refund.
- After you complete the exam, a physical copy of your raw score report will be printed in the university testing center. You will also 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.
- An official score report will be sent to your school with confirmation of testing the month following your exam. (i.e., A score roster of students who tested during the month of August will be sent to the school by September 15th). There is nothing you need to do to have your scores sent to your university, they will be sent automatically.
- **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**

**opt 3** to pay over the phone.