# CCMS User Scenarios

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](https://home.pearsonvue.com/coronavirus-update))

<table>
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<th>#</th>
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</table>
| 1 | The test center has closed and you have received a cancelation notice from PearsonVUE | 1. Before CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact)  
2. After CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/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/iiia/contact](https://www.pearsonvue.com/iiia/contact)  
2. After CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact) or you may reschedule within your CCMS profile (Reschedule fees are waived until 30 April 2020) |
| 3 | 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) |
| 4 | You would like to reschedule your existing appointment for other personal reasons | 1. Before CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact)  
2. After CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact) or you may reschedule within your CCMS profile. (Reschedule fees is 75 USD) |
| 5 | 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. |
| 6 | 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. |
| 7 | 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 |
| 8 | You have registered but not yet scheduled an examination. | 1. Before CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact)  
2. After CCMS Launch: contact PearsonVUE directly at [www.pearsonvue.com/iiia/contact](https://www.pearsonvue.com/iiia/contact) or you may schedule within your CCMS profile. |
| 9 | Other special circumstance | 1. Before CCMS Launch: please contact our Customer Relations department at [CustomerRelations@theiia.org](mailto:CustomerRelations@theiia.org)  
2. After CCMS Launch: Please access your CCMS account and open a new case. |