

## 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>)

#	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"><li>1. Before CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a></li><li>2. After CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a> or you may reschedule within your CCMS profile (Reschedule fees are waived until 30 April 2020)</li></ol>
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"><li>1. Before CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a></li><li>2. After CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a> or you may reschedule within your CCMS profile (Reschedule fees are waived until 30 April 2020)</li></ol>
3	You are unable to reschedule your examination before the appointment date due to high call center volume	<ol style="list-style-type: none"><li>1. Before CCMS Launch: Please wait until the new CCMS launch.</li><li>2. After CCMS Launch: Open a new case within your CCMS profile. (Reschedule fees are waived until 30 April 2020)</li></ol>
4	You would like to reschedule your existing appointment for other personal reasons	<ol style="list-style-type: none"><li>1. Before CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a></li><li>2. After CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a> or you may reschedule within your CCMS profile. (Reschedule fees is 75 USD)</li></ol>
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	<ol style="list-style-type: none"><li>1. Before CCMS Launch: Please wait until the new CCMS launch.</li><li>2. After CCMS Launch: Open a new case within your CCMS profile.</li></ol>
6	You have applied, but have not been approved into the program	<ol style="list-style-type: none"><li>1. Before CCMS Launch: Please wait until the CCMS launch to upload your supporting documents.</li><li>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.</li></ol>
7	You have applied and approved into a program	<ol style="list-style-type: none"><li>1. Before CCMS Launch: Please wait until the new CCMS launch.</li><li>2. After CCMS Launch: Register for an examination within your CCMS profile</li></ol>
8	You have registered but not yet scheduled an examination.	<ol style="list-style-type: none"><li>1. Before CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a></li><li>2. After CCMS Launch: contact PearsonVUE directly at <a href="http://www.pearsonvue.com/iia/contact">www.pearsonvue.com/iia/contact</a> or you may schedule within your CCMS profile.</li></ol>
9	Other special circumstance	<ol style="list-style-type: none"><li>1. Before CCMS Launch: please contact our Customer Relations department at <a href="mailto:CustomerRelations@theiia.org">CustomerRelations@theiia.org</a></li><li>2. After CCMS Launch: Please access your CCMS account and open a new case.</li></ol>