How to Schedule, Reschedule, Cancel, and Switch Your DANB Exam between Online Proctoring and In-person

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Scheduling Your Exam at a Pearson VUE Test Center

1. Log into your DANB account.

![Login Page]

2. Go to the “Applications in Process” section.
   After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to schedule.

![Applications in Process]

3. Click “Schedule Exam.”
   You will be taken to the exam page that will prompt you to schedule your exam. Click the “Schedule Exam” button.

![Exam Page]
Scheduling Your Exam at a Pearson VUE Test Center

4. Select the exam you wish to schedule.
You will then be taken to your Pearson VUE dashboard, where you will see the name of the exam you are authorized to take. Under “Pre-approved Exams,” click on the name of the exam you wish to schedule.

![Dashboard Image]

5. For some exams, you will have the option to choose between an online proctored or an in-person exam appointment.
Select “At a test center” and click “Next.” If you applied for an exam that does not offer online proctoring, this screen will not appear, because you must schedule at a test center – skip to step 6.

![Select exam options Image]
6. Agree to the policies.
You will then see a screen with DANB policies. Read the policies, and then click “Agree.”

7. Find a test center.
On the next screen, you can type in an address or ZIP code to search for test centers. The address DANB has on file will automatically populate here.
Scheduling Your Exam at a Pearson VUE Test Center

8. Select a test center.
Scroll down on the page to select up to three test centers to compare appointment times. Select your test centers and click “Next.”

The next screen will display your selected test centers and a calendar with available dates for an exam appointment. Click on a test center and date to view the available appointment dates.

Then select an available time. Pay close attention to the time zone and time of day (AM or PM).
10. Review your exam date and time.
The next screen will display your selected exam date and time. If you want to change your date and time, click the “Change Appointment” link. If the date and time are correct, click the “Next” button.

11. Confirm your exam appointment information.
Review your exam appointment details. Click “Submit Order” to confirm your appointment.
Scheduling Your Online Proctored Exam

1. Log into your DANB account.

2. Go to the “Applications in Process” section.
   After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to schedule.

3. Click “Schedule Exam.”
   You will be taken to the Pearson VUE portal, which will show the exams that are approved for scheduling in the Pre-approved Exams section. Click on the name of the exam you wish to schedule.
Scheduling Your Online Proctored Exam

4. For some exams, you will have the option to choose between an online proctored or an in-person exam appointment. Select “Online at my home or office” and click “Next.” If you applied for an exam that does not offer online proctoring, this screen will not appear, because you must schedule at a test center.

5. Agree to the online exam policies. The next screen will ask you to agree to the online exam policies. Read each policy and check the box next to each one. Click the “Next” button.
6. Confirm your time zone.
Select “No, change time zone,” or “Yes, that’s right!” If you selected “No, change time zone,” follow the prompts to change to your correct time zone.

7. Select your exam date.
The next screen will display a calendar where you can select your desired exam date. On this screen, you can also select how you would like the times displayed.

After you select how you want the times displayed, you will see the available times for your selected date. Select your preferred exam time. Pay close attention to the time of day (AM or PM).
Scheduling Your Online Proctored Exam

8. Review your exam date and time.
The next screen will display your selected exam date and time. If you want to change your date and time, click the “Change Appointment” link. If the date and time are correct, click the “Next” button.

9. Confirm your exam appointment information.
Review your exam appointment details. Click “Submit Order” to confirm your appointment.
Rescheduling Your Exam Appointment

1. Log into your DANB account.

2. Go to the “Applications in Process” section.
   After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.

3. Go to “Reschedule Your Exam Appointment.”
   Click the “Reschedule Your Exam Appointment” menu option from the left-hand side. Read the instructions provided and click the “Schedule Exam” button.
4. Click on the link to your scheduled exam appointment.

![View an upcoming test center appointment]

5. Click on the “Reschedule” link on the right side of the page.

![Details](Details.png)

6. Follow the prompts to select and confirm a new exam appointment. **You will receive an email confirmation from Pearson VUE once your appointment is rescheduled.** If you did not receive an email confirmation from Pearson VUE, you did not complete the process of rescheduling.
Requesting an Additional 60-day Testing Window

1. Log into your DANB account.

2. Go to the “Applications in Process” section.
After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.

3. Click “Requesting a New 60 Day Testing Window” from the left-hand side.
Read the instructions provided. If the new 60-day testing window is available to you, click the “Request New Testing Window” button.
4. Click “Request New Window Attestation” from the left-hand side. Read the policy information and instructions, and select “Yes.” Click the “Next” button.

5. Click “Checkout.”

6. You will be prompted to enter your credit card information to pay the $60 fee. Once payment has been submitted, you will be issued a new 60-day testing window, and you can schedule your new appointment.
Canceling Your Exam Appointment

1. Log into your DANB account.

2. Go to the “Applications in Process” section.
   After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.

3. Click “Cancel Your Exam Appointment” on the left-hand side. Read the instructions and click the “Schedule Exam” button.
Canceling Your Exam Appointment

4. Click the link to your scheduled exam.

5. Click the “Cancel” link on the right-hand side.

6. Follow the prompts to cancel your appointment. You will receive an email confirmation from Pearson VUE once your appointment is canceled. If you did not receive an email confirmation from Pearson VUE, you did not complete the process of canceling.
Canceling Your 60-Day Testing Window to Receive a Partial Refund

1. Log into your DANB account.

2. Go to the “Applications in Process” section.
   After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.

3. Click “Requesting a Partial Refund” on the left-hand side. Read the policy and instructions. Click “Cancel Testing Window and Request Partial Refund.”
Canceling Your 60-Day Testing Window to Receive a Partial Refund

4. Click “Request to Cancel My Testing Window” on the left-hand side. Select your reason for canceling, answer the attestation and click “Next.”

5. Click “Submit for Refund Request.”
Switching Your Exam Appointment between In-person and Online Proctoring

If you applied for an exam that offers online proctoring, you can switch your exam from in-person to online proctored or from online-proctored to in-person.

1. Log into your DANB account.

2. Go to the “Applications in Process” section.

After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.

3. First, cancel your existing appointment.
   Follow the instructions provided on page 15 of this document

4. Once you have canceled your appointment, click “Return to Dashboard.”
Switching Your Exam Appointment between In-person and Online Proctoring

5. Click the link to your exam.

6. Select either “At a test center” or “Online at my home or office.”

7. Schedule your new exam appointment.
   Follow the steps starting on page 3 of this document to schedule an in-person appointment.
   Follow the steps starting on page 8 of this document to schedule an online-proctored appointment.