



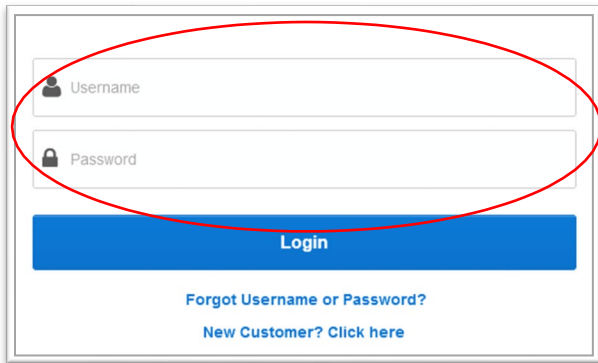
How to Schedule, Reschedule, Cancel, and Switch Your DANB Exam between Online Proctoring and In-person

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Scheduling Your Exam at a Pearson VUE Test Center

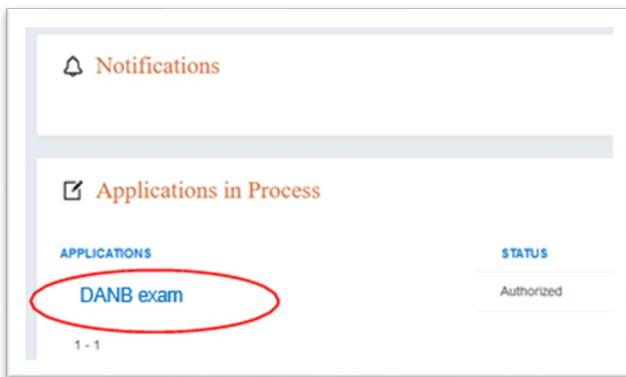
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields. Below the fields is a blue 'Login' button. Under the button are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

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

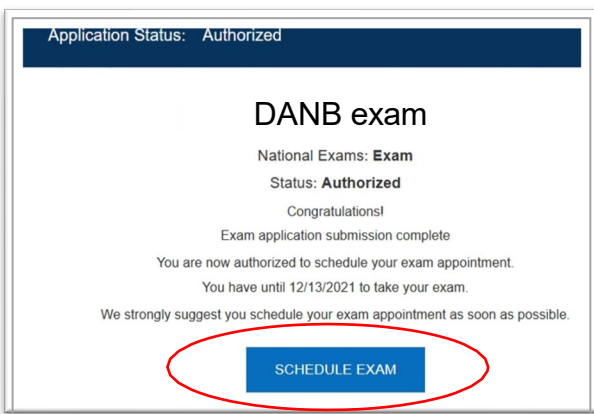
After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to schedule.



A dashboard screenshot. At the top is a 'Notifications' section. Below it is the 'Applications in Process' section, which contains a table. The table has two columns: 'APPLICATIONS' and 'STATUS'. Under 'APPLICATIONS', the text 'DANB exam' is circled in red. Under 'STATUS', the text 'Authorized' is visible. At the bottom left of the table, it says '1 - 1'.

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.

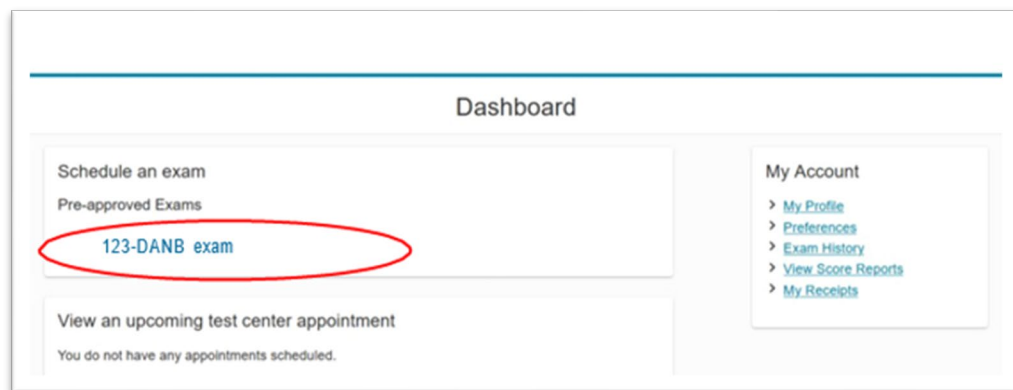


An exam page titled 'DANB exam'. It shows 'National Exams: Exam' and 'Status: Authorized'. Below this, it says 'Congratulations! Exam application submission complete. You are now authorized to schedule your exam appointment. You have until 12/13/2021 to take your exam. We strongly suggest you schedule your exam appointment as soon as possible.' At the bottom, a blue 'SCHEDULE EXAM' button is circled in red.

Scheduling Your Exam at a Pearson VUE Test Center

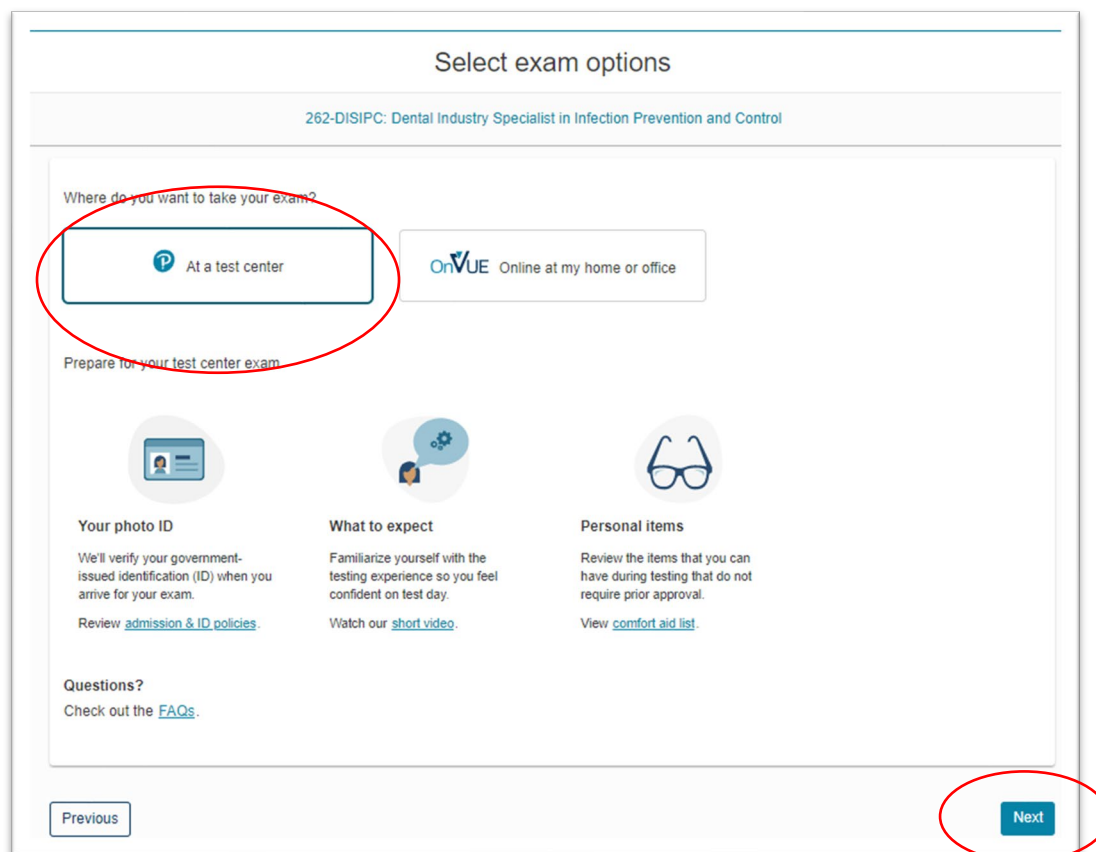
4. Select the exam you wish to schedule.

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.



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.



Scheduling Your Exam at a Pearson VUE Test Center

6. Agree to the policies.

You will then see a screen with DANB policies. Read the policies, and then click “Agree.”

Agree to DANB policies

DANB policies

Terms and Conditions

Important: Please go to the [Pearson VUE COVID-19 Update](#) web page the day before your exam to review the latest face mask policy and other health and safety measures required at your test center.

By scheduling your test appointment, you agree to comply with these requirements. You will be asked to acknowledge these conditions and requirements upon arrival at the test center.

Admission Policy

Please bring this letter with you on the day of the test along with one (1) valid form of identification. Acceptable forms of identification are explained in the Dental Assisting National Board, Inc. (DANB) Application Packet and on the Test Admission Notice you received from DANB.

Please check all of the information carefully to ensure that your scheduled appointment is at the correct location, on the day you requested and all of the personal information is correct. Look closely at the spelling of your name and make sure it matches the name printed on your identification. The middle name does not need to be spelled out, but the initial must match (e.g., "M" on the ID and "Mary" on this document is acceptable, and vice versa). If you

Cancellation Policy

If you find that you must cancel and do not wish to reschedule, it is necessary to contact the Pearson Professional Testing Center Registration line at 1-800-525-2596 or visit [www.pearsonvue.com/danb](#) at least 24 hours prior to the examination date. In order to be eligible for a refund (minus a cancellation fee and the non-refundable application fee), you must also notify DANB by sending in a Request to Cancel and Exam form at least two business days prior to the end of your 60-day testing window. A candidate who cancels less than 24 hours prior to the scheduled examination date or does not show up for a scheduled exam, forfeits the entire application fee and must reapply to receive a new 60-day window. The original eligibility period may only be extended if the appointment was canceled at least 24 hours in advance. See the DANB application packet for more details.

Please open and read all future mail and/or email from Pearson VUE. There will be important information regarding your appointment.

Additional Information

Appointment Length

PLEASE NOTE: The total "Appointment Length" does not reflect the actual amount of time allotted for the exam ("Length of Test"). Your "Appointment Length" may include time for non-scored sections such as tutorials, the Candidate Agreement and post exam surveys.

Previous 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.

Find a test center

250-JCE: Infection Control (ICE®) Exam

Bronx, New York, 10457-8523, United States Search

★ MILITARY COMMUNITY looking for on-base test centers, please [click 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.”

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (miles) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance
<input checked="" type="checkbox"/> Pearson Professional Centers-NY (W 44th St) 19 West 44th Street Suite 306 New York, New York 10036 United States Test Center Information	7.0 mi
<input checked="" type="checkbox"/> Pearson Professional Centers-NY (Lexington Ave) 355 Lexington Ave 20th floor New York, New York 10017 United States Test Center Information	7.2 mi
<input checked="" type="checkbox"/> Pearson Professional Centers-NY (Herald Square) 31 West 34th Street	7.5 mi

[Map](#) [Satellite](#)

[Next](#)

9. Find an appointment time.

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.

Find an appointment

Helpful hints:

- When you select your appointment time, double-check the time format and time zone to avoid confusion, as some exams support delivery nearly 24 hours a day. For example, depending on the time format you prefer, note whether you have chosen an early morning (01:00 AM) or midday (13:00 or 1:00 PM) appointment.
- Time format and time zone display use default settings but can be adjusted to your personal preference.

☒ **Pearson Professional Centers-NY (W 44th St)**
19 West 44th Street
Suite 306
New York, New York 10036
United States

☐ **Pearson Professional Centers-NY (Lexington Ave)**
355 Lexington Ave
20th floor
New York, New York 10017
United States

☐ **Pearson Professional Centers-NY (Herald Square)**
31 West 34th Street

Select Date
[Why can't I find an available appointment?](#)

< **October 2021** >

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Then select an available time. Pay close attention to the time zone and time of day (AM or PM).

[Why can't I find an available appointment?](#)

2. Select your available start time for Thursday, June 30, 2022

How would you like available times displayed?

☒ 12 hr (e.g., 2:00 PM) ☐ 24 hr (e.g., 14:00)

Times are displayed in your preferred test center's time zone(America/Chicago - CDT).

Morning	Afternoon
<input checked="" type="radio"/> 8:00 AM	<input type="radio"/> None available

Scheduling Your Exam at a Pearson VUE Test Center

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.

Is everything correct? Proceed to complete your order

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details	Actions
Exam 262-DISIPC: Dental Industry Specialist in Infection Prevention and Control Language: English Length: 150 minutes ⓘ Accommodations: Extra Time - Double Time View Accommodation Details	Appointment Thursday, June 30, 2022 Check-in time: 1:00 PM America/Chicago - CDT Start time: 1:30 PM America/Chicago - CDT Change Appointment	Remove

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.
[Update my information](#)

Name:
Jackie Test

Telephone:
+1 312-280-3465

[Next](#)

11. Confirm your exam appointment information.

Review your exam appointment details. Click “Submit Order” to confirm your appointment.

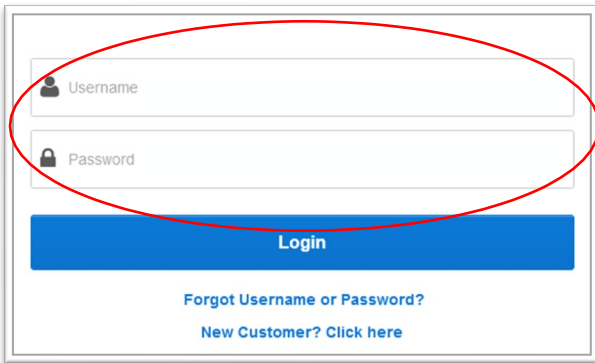
Description	Details
Exam 262-DISIPC: Dental Industry Specialist in Infection Prevention and Control Language: English Length: 150 minutes ⓘ Accommodations: Extra Time - Double Time View Accommodation Details	Appointment Thursday, June 30, 2022 Check-in time: 5:45 PM America/Chicago - CDT Start time: 6:15 PM America/Chicago - CDT

[Previous](#) [Cancel Order](#)

[Submit Order](#)

Scheduling Your Online Proctored Exam

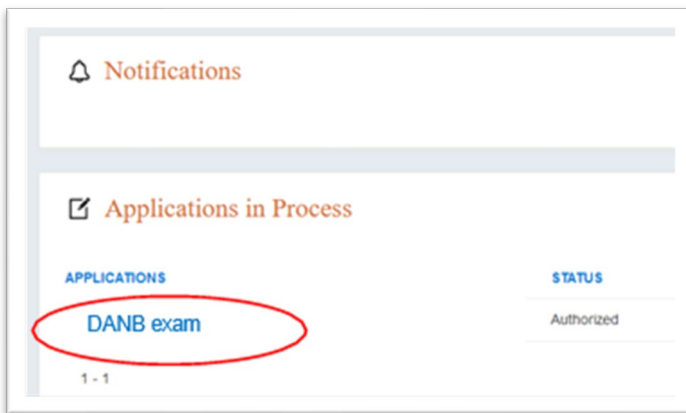
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields. Below the fields is a blue 'Login' button. At the bottom, there are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

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

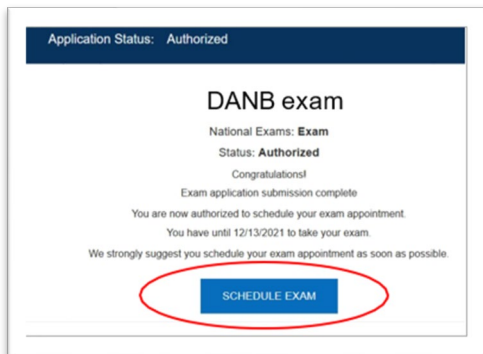
After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to schedule.



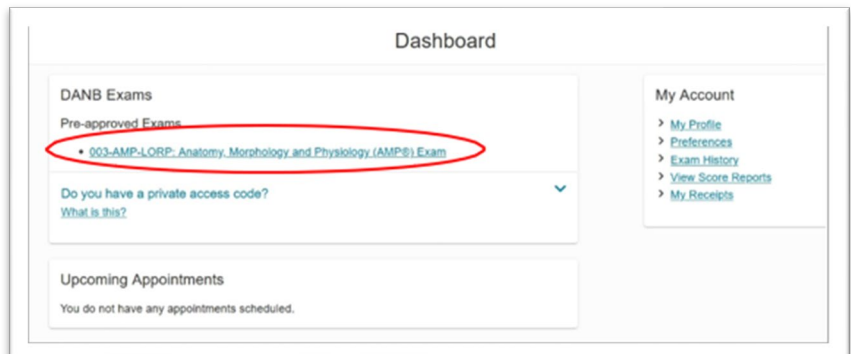
A dashboard section titled 'Applications in Process' with a checkmark icon. Below the title is a table with two columns: 'APPLICATIONS' and 'STATUS'. In the 'APPLICATIONS' column, 'DANB exam' is listed and circled in red. In the 'STATUS' column, 'Authorized' is listed. At the bottom left, it says '1 - 1'.

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.



A page titled 'DANB exam' with a dark blue header bar that says 'Application Status: Authorized'. The main content area shows 'National Exams: Exam', 'Status: Authorized', and 'Congratulations!'. It also states 'Exam application submission complete' and 'You are now authorized to schedule your exam appointment. You have until 12/13/2021 to take your exam. We strongly suggest you schedule your exam appointment as soon as possible.' At the bottom, there is a blue 'SCHEDULE EXAM' button circled in red.



A dashboard page with a title 'Dashboard'. It has two main sections: 'DANB Exams' and 'My Account'. The 'DANB Exams' section has a sub-section 'Pre-approved Exams' with a red oval around the text '003-AMP-LORP: Anatomy, Morphology and Physiology (AMP®) Exam'. Below this is a dropdown menu with the text 'Do you have a private access code? What is this?'. The 'My Account' section has links for 'My Profile', 'Preferences', 'Exam History', 'View Score Reports', and 'My Receipts'. At the bottom, there is a section 'Upcoming Appointments' with the text 'You do not have any appointments scheduled.'

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.

Select exam options

262-DISIPC: Dental Industry Specialist in Infection Prevention and Control

Where do you want to take your exam?

☐ At a test center

☒ OnVUE Online at my home or office

Prepare for your online exam at your home or office

Your computer
Use a personal computer that has a reliable webcam and internet connection.
Run [system test](#)

Your testing space
The room should be a distraction-free, private place.
See [acceptable spaces](#) and view permitted [comfort aid list](#)

Your photo ID
We'll verify your government-issued identification (ID) when you arrive for your exam.
Review [admission & ID policies](#)

What to expect
Check in for your OnVUE exam 30 minutes before your appointment time.
Watch our [short video](#) to get familiar with the process.

Questions?
Check out the [OnVUE FAQs](#) and [minimum technical requirements](#).

[Previous](#) [Next](#)

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.

Agree to online exam policies

003-AMP-LORP: Anatomy, Morphology and Physiology (AMPB) Exam

To take this exam in an online environment, please agree to the following terms and conditions.

☒ By accessing this website and ticking the boxes hereunder you understand and agree to the terms set forth in this Candidate Agreement ("Agreement"). This Agreement is entered into by and between you as a test taker, Pearson VUE, a business of NCS Pearson, Inc., and your testing program owner ("Test Sponsor"). This Agreement represents your understanding and acceptance of Pearson VUE's [Privacy and Cookies Policy](#) ("Privacy Policy"), [Terms and Conditions](#), and use of cookies to support your testing experience. You also understand, acknowledge and agree that the testing program sponsor has its own, possibly different, privacy policy.

☒ By providing your personal information, as described in our [Privacy and Cookies Policy](#), you acknowledge and agree to the video and audio recording of your entire testing session and you agree to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorized third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing program sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data processing entities, if any, are the recipients of your personal information and test data and are or may be located outside of the United Kingdom, the European Union, and the European Economic Area; however, Pearson VUE will enter into reasonable data transfer agreements with such entities for the purpose of communicating and following the instructions of your testing program sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

☒ If you choose to take the test through our online-proctoring platform, which is not mandatory in the event that there are other ways of taking the test as determined by the testing program sponsor, you and your computer will be monitored during your entire testing session in real time so that your face, voice, desk, and workspace will be captured and possibly recorded for the purposes of test quality, test security, and the integrity of the testing process. You understand, acknowledge and agree that you will be monitored at your location through audio, technology and video means so all activity at your location will be detectable by test proctors. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session will be reported by Pearson VUE to the testing program sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

☒ By accessing this website and ticking this box you signify that you understand, acknowledge and agree that if any third party is: **1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score.** Further, you understand, acknowledge and agree that if your testing session is terminated for this or any other reason you will not receive a test fee refund, credit or voucher.

Facial Comparison Policy

☒ You understand and agree that Pearson VUE may use facial comparison technology for the purpose of verifying your identity during the testing process. It will compare your facial image to the one on your identification and to facial images captured during the testing process and help us further develop, upgrade, and improve this application. If you do not agree to the use of facial comparison technology during your testing session, do not accept this term. You will not be able to complete your registration online. Instead, please call the Pearson VUE call center to complete your registration.

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Scheduling Your Online Proctored Exam

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.

1. Confirm your preferred time zone

Is this your preferred time zone?

America/Chicago CDT

No, change time zone Yes, that's right!

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.

2. Select your date

Select a date from the calendar. Only dates with appointment availability can be selected.

< June 2022 >

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

[Why can't I find an available appointment?](#)

3. Select your available start time for Thursday, June 30, 2022

How would you like available times displayed?

12 hr (e.g., 2:00 PM) 24 hr (e.g., 14:00)

NOTE: Your online testing check-in time will be 30 minutes prior to your selected appointment start time.

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).

3. Select your available start time for Thursday, June 30, 2022

How would you like available times displayed?

12 hr (e.g., 2:00 PM) 24 hr (e.g., 14:00)

NOTE: Your online testing check-in time will be 30 minutes prior to your selected appointment start time.

Morning	Afternoon
12:15 AM	1:30 PM
6:45 AM	3:15 PM
	3:45 PM
	5:45 PM
	6:15 PM
	7:45 PM
	8:15 PM
	8:45 PM
	9:15 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.

Is everything correct? Proceed to complete your order

[Review and confirm](#) contact information to avoid issues on test day.

Description	Details	Actions
Exam 262-DISIPC: Dental Industry Specialist in Infection Prevention and Control Language: English Length: 150 minutes ⓘ Accommodations: Extra Time - Double Time View Accommodation Details	Appointment Thursday, June 30, 2022 Check-in time: 1:00 PM America/Chicago - CDT Start time: 1:30 PM America/Chicago - CDT Change Appointment	Remove

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.
[Update my information.](#)

Name:
Jackie Test

Telephone:
+1 312-280-3465

Next

9. Confirm your exam appointment information.

Review your exam appointment details. Click “Submit Order” to confirm your appointment.

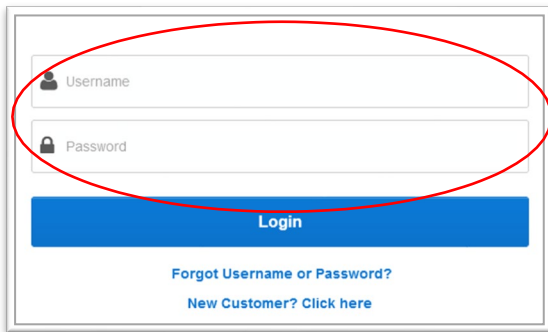
Description	Details
Exam 262-DISIPC: Dental Industry Specialist in Infection Prevention and Control Language: English Length: 150 minutes ⓘ Accommodations: Extra Time - Double Time View Accommodation Details	Appointment Thursday, June 30, 2022 Check-in time: 5:45 PM America/Chicago - CDT Start time: 6:15 PM America/Chicago - CDT

[Previous](#) [Cancel Order](#)

Submit Order

Rescheduling Your Exam Appointment

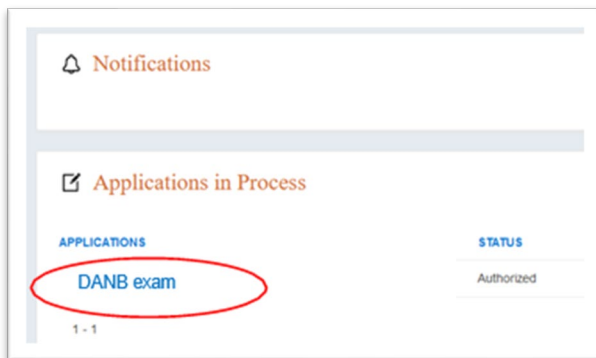
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields and the 'Login' button below them. Below the 'Login' button are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

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

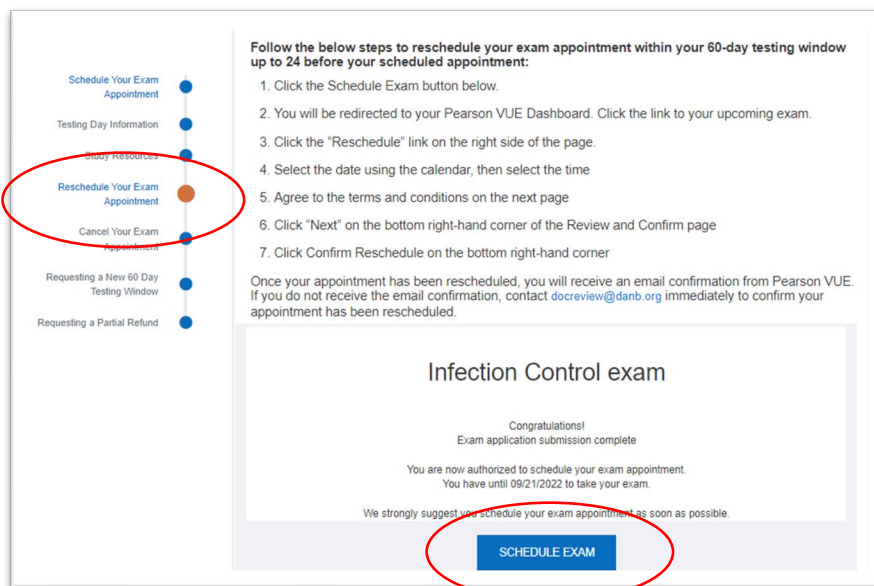
After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.



A dashboard section titled 'Applications in Process' with a checkmark icon. Below the title is a table with two columns: 'APPLICATIONS' and 'STATUS'. The 'APPLICATIONS' column contains the text 'DANB exam', which is circled in red. The 'STATUS' column contains the text 'Authorized'. At the bottom left of the table is the text '1 - 1'.

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.



A page titled 'Reschedule Your Exam Appointment' with a sidebar on the left containing a list of menu items: 'Schedule Your Exam Appointment', 'Testing Day Information', 'Study Resources', 'Reschedule Your Exam Appointment' (circled in red), 'Cancel Your Exam Appointment', 'Requesting a New 60 Day Testing Window', and 'Requesting a Partial Refund'. The main content area contains instructions for rescheduling an exam appointment within a 60-day testing window. It lists seven steps: 1. Click the Schedule Exam button below. 2. You will be redirected to your Pearson VUE Dashboard. Click the link to your upcoming exam. 3. Click the "Reschedule" link on the right side of the page. 4. Select the date using the calendar, then select the time. 5. Agree to the terms and conditions on the next page. 6. Click "Next" on the bottom right-hand corner of the Review and Confirm page. 7. Click Confirm Reschedule on the bottom right-hand corner. Below the steps, it states: 'Once your appointment has been rescheduled, you will receive an email confirmation from Pearson VUE. If you do not receive the email confirmation, contact docreview@danb.org immediately to confirm your appointment has been rescheduled.' At the bottom of the page, there is a blue button labeled 'SCHEDULE EXAM', which is circled in red.

Rescheduling Your Exam Appointment

4. Click on the link to your scheduled exam appointment.

View an upcoming test center appointment

Thursday, June 30, 2022

[002-RHS: Radiation Health and Safety_\(RHS®\)_Exam](#)

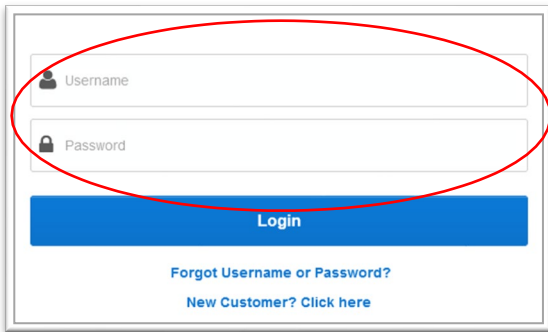
5. Click on the “Reschedule” link on the right side of the page.

Details	Order Information
Appointment Thursday, June 30, 2022 Start time: 12:00 PM Asia/Calcutta - IST	Order Number/Invoice Reschedule 0000-1257-1788 Cancel
Location CTT Kaplan SQE India1 14 The Quays Delhi India Test Center Information	Registration ID 210591058 Status Scheduled

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

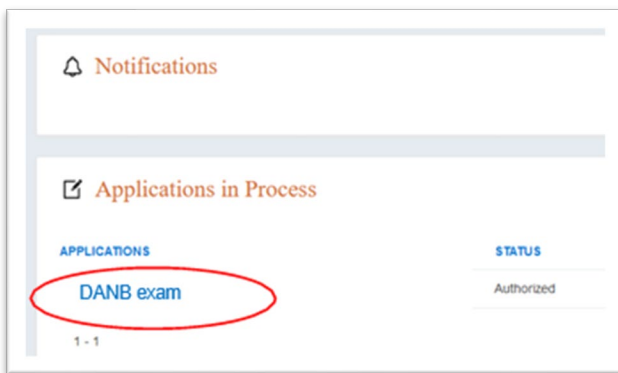
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields. Below the fields is a blue 'Login' button. At the bottom, there are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

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

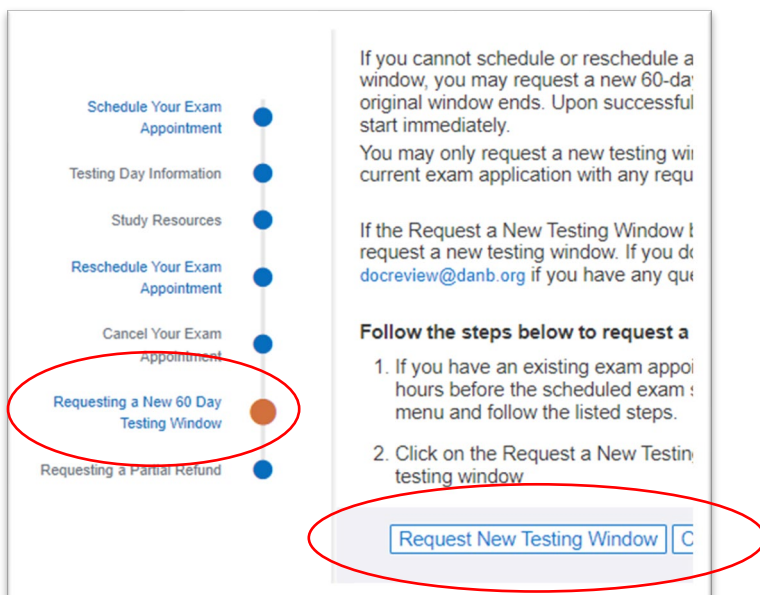
After you log into your account, on your dashboard screen, go to the “Applications in Process” section and click on the name of the exam you would like to reschedule.



A dashboard with two main sections: 'Notifications' and 'Applications in Process'. The 'Applications in Process' section is highlighted with a red oval. It contains a table with two columns: 'APPLICATIONS' and 'STATUS'. The first row shows 'DANB exam' under 'APPLICATIONS' and 'Authorized' under 'STATUS'. A red oval also highlights the 'DANB exam' text.

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.



A dashboard with a sidebar on the left and a main content area on the right. The sidebar has a list of options: 'Schedule Your Exam Appointment', 'Testing Day Information', 'Study Resources', 'Reschedule Your Exam Appointment', 'Cancel Your Exam Appointment', 'Requesting a New 60 Day Testing Window', and 'Requesting a Partial Refund'. The 'Requesting a New 60 Day Testing Window' option is highlighted with a red oval. The main content area has a heading 'Requesting a New 60 Day Testing Window' and a 'Request New Testing Window' button, which is also highlighted with a red oval.

Requesting an Additional 60-day Testing Window

4. Click “Request New Window Attestation” from the left-hand side.

Read the policy information and instructions, and select “Yes.” Click the “Next” button.

Next Steps

- Next Steps
- Request New Window Attestation**
- Summary

Request a New Testing Window

If you cannot schedule or reschedule your exam appointment before the end of your original 60-day testing window, you may request a new 60-day testing window once. If you do not take the exam in the new testing window, a current exam application with any required documentation and full fees must be submitted. Please note that any testing window received at a reduced fee is not eligible for a refund.

I understand that if this exam complete(s) the requirements to earn DANB certification, I attest to holding current DANB-accepted, hands-on CPR, BLS or ACLS certification. I understand that if I must now answer “Yes” to any of the Background Information questions I previously answered “No” to on my original exam application, I will inform DANB and submit the required documentation (these questions can be found in the exam application packet or online at www.danb.org). I understand a \$60 nonrefundable processing fee per exam is required.*

☒ Yes, I hereby officially request a new 60-day testing window for the next available testing window. I hereby affirm that my answers to all questions are true and correct, I have met all eligibility requirements, and I will comply with all DANB policies and procedures.

NEXT

5. Click “Checkout.”

Summary

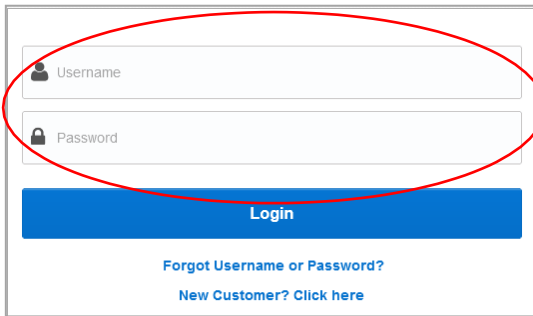
ITEM	STATUS	MESSAGE
Authorization has expired, but within 60 day window - Can Request New Window	✓	
A request New Window Fee hasn't already been paid	✓	
Exam App - Request New Window Attestation is filled out	✓	
No Entry for Exam Missed reason	✓	

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

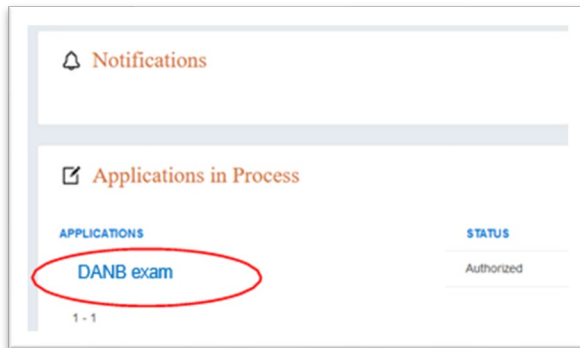
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields. Below the fields is a blue 'Login' button. At the bottom, there are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

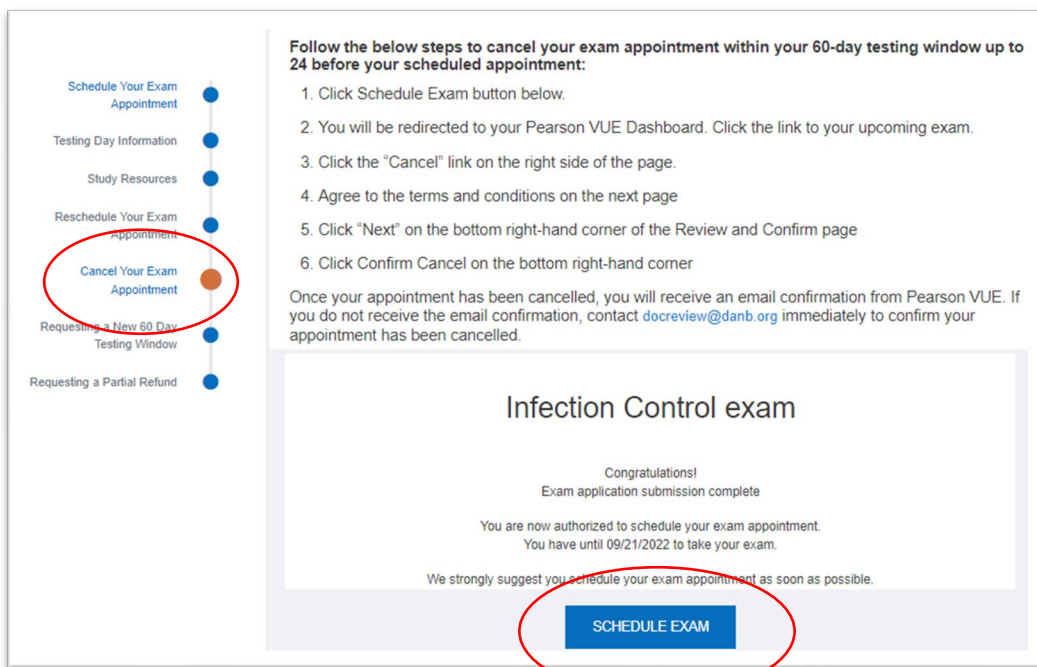
2. Go to the “Applications in Process” section.

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.



A dashboard section titled 'Applications in Process' with a checkmark icon. Below the title is a table with two columns: 'APPLICATIONS' and 'STATUS'. The table contains one row with 'DANB exam' under 'APPLICATIONS' and 'Authorized' under 'STATUS'. A red oval highlights the 'DANB exam' text. At the bottom left, it says '1 - 1'.

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



A page titled 'Cancel Your Exam Appointment' with a sidebar on the left and a main content area. The sidebar has a list of options: 'Schedule Your Exam Appointment', 'Testing Day Information', 'Study Resources', 'Reschedule Your Exam Appointment', 'Cancel Your Exam Appointment' (highlighted with a red oval), 'Requesting a New 60 Day Testing Window', and 'Requesting a Partial Refund'. The main content area has a heading 'Infection Control exam' and a 'SCHEDULE EXAM' button (highlighted with a red oval). The main content area also contains instructions on how to cancel an exam appointment and a confirmation message.

Follow the below steps to cancel your exam appointment within your 60-day testing window up to 24 before your scheduled appointment:

1. Click Schedule Exam button below.
2. You will be redirected to your Pearson VUE Dashboard. Click the link to your upcoming exam.
3. Click the “Cancel” link on the right side of the page.
4. Agree to the terms and conditions on the next page
5. Click “Next” on the bottom right-hand corner of the Review and Confirm page
6. Click Confirm Cancel on the bottom right-hand corner

Once your appointment has been cancelled, you will receive an email confirmation from Pearson VUE. If you do not receive the email confirmation, contact docreview@danb.org immediately to confirm your appointment has been cancelled.

Infection Control exam

Congratulations!
Exam application submission complete

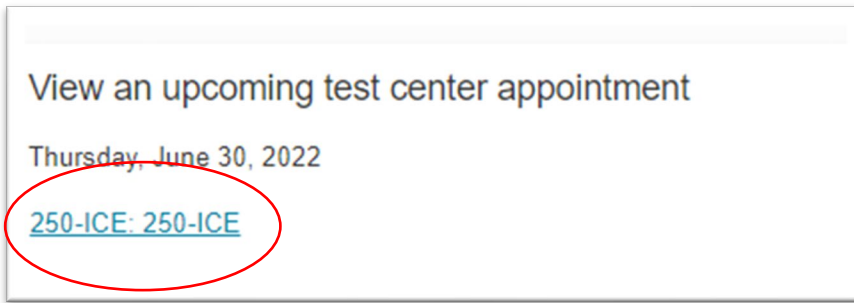
You are now authorized to schedule your exam appointment.
You have until 09/21/2022 to take your exam.

We strongly suggest you schedule your exam appointment as soon as possible.

SCHEDULE EXAM

Canceling Your Exam Appointment

4. Click the link to your scheduled exam.



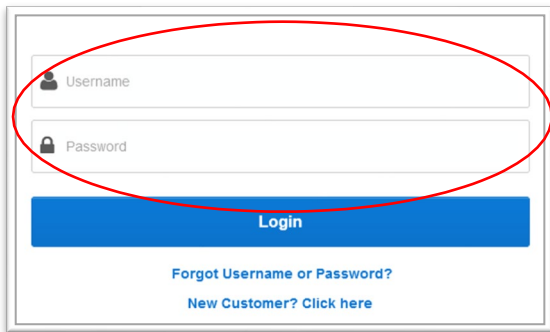
5. Click the "Cancel" link on the right-hand side.

Appointment Thursday, June 30, 2022 Start time: 1:00 PM Asia/Calcutta - IST	Order Number/Invoice 0000-1257-1948 Registration ID 210591068 Status Scheduled	Reschedule Cancel
Location CTT Kaplan SQE India1 14 The Quays Delhi India Test Center Information		

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

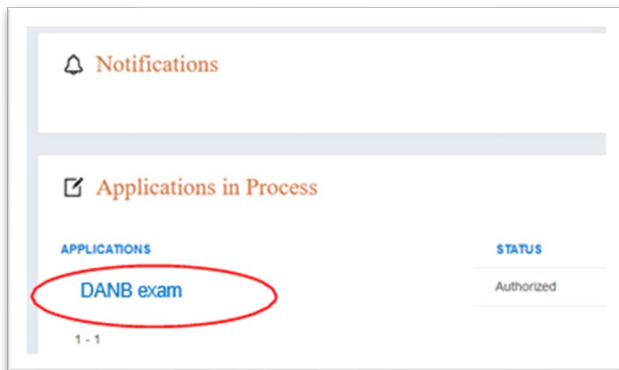
1. Log into your DANB account.



A login form with two input fields: 'Username' and 'Password'. A red oval highlights both fields. Below the fields is a blue 'Login' button. At the bottom, there are two links: 'Forgot Username or Password?' and 'New Customer? Click here'.

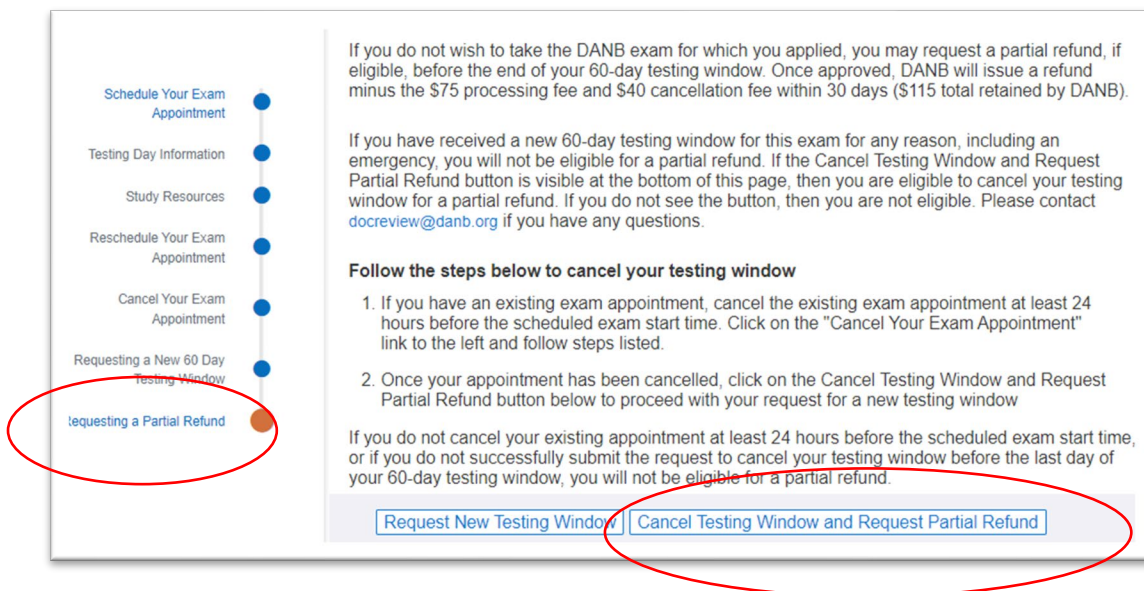
2. Go to the “Applications in Process” section.

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.



A dashboard screenshot showing a 'Notifications' section at the top. Below it is the 'Applications in Process' section, which is highlighted with a red oval. Under this section, there is a table with two columns: 'APPLICATIONS' and 'STATUS'. The 'APPLICATIONS' column contains the text 'DANB exam', which is also circled in red. The 'STATUS' column contains the text 'Authorized'. At the bottom left of the table, it says '1 - 1'.

3. Click “Requesting a Partial Refund” on the left-hand side. Read the policy and instructions. Click “Cancel Testing Window and Request Partial Refund.”



A screenshot of the DANB exam management page. On the left is a vertical sidebar with a list of options: 'Schedule Your Exam Appointment', 'Testing Day Information', 'Study Resources', 'Reschedule Your Exam Appointment', 'Cancel Your Exam Appointment', 'Requesting a New 60 Day Testing Window', and 'Requesting a Partial Refund'. The last option is circled in red. The main content area contains text about requesting a partial refund, followed by a section titled 'Follow the steps below to cancel your testing window' with two numbered steps. At the bottom, there are two buttons: 'Request New Testing Window' and 'Cancel Testing Window and Request Partial Refund'. The second button is circled in red.

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.”

The screenshot shows a web form titled "Request to Cancel My Testing Window". On the left, a vertical progress bar has a blue dot at the top and an orange dot at the bottom, with the text "Request to Cancel My Testing Window" and "Submit" next to it. The main content area has the title "Request to Cancel My Testing Window" in orange. Below it is a paragraph of text: "If you do not wish to take the DANB exam for which you applied, you may request to cancel your existing testing window by the end of your original 60-day testing window. Please note that only your original testing window may be cancelled. Any testing window received at a reduced fee is not eligible for a refund. All refunds will be issued to the payer." Below this is a label "Select the reason for cancelling your testing window:" followed by a dropdown menu showing "Select One". Below the dropdown is a paragraph of text: "I understand a refund minus the \$40 cancellation fee and \$75 nonrefundable application fee (a total of \$115 retained by DANB) will be issued to the original payer of my exam fee." Below this is a checkbox labeled "Yes, I hereby officially request the cancellation of my testing window." which is checked. At the bottom right is a blue button labeled "NEXT". Red circles highlight the "Request to Cancel My Testing Window" text, the dropdown menu, the checked checkbox, and the "NEXT" button.

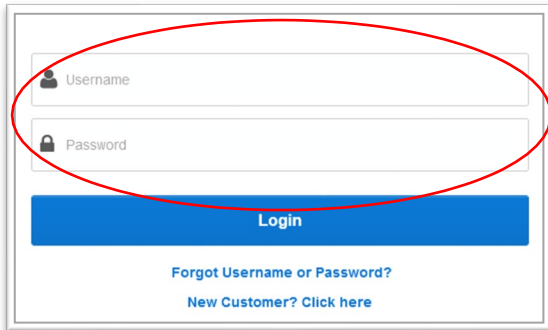
5. Click “Submit for Refund Request.”

The screenshot shows a web form with a title bar. On the left, a vertical progress bar has a blue dot at the top and an orange dot at the bottom, with the text "Request to Cancel My Testing Window" and "Submit" next to it. The main content area has the text "Click below to continue:" above a button labeled "Submit for Refund Request". Below the button is a text input field and a horizontal scrollbar. Red circles highlight the "Submit for Refund Request" button.

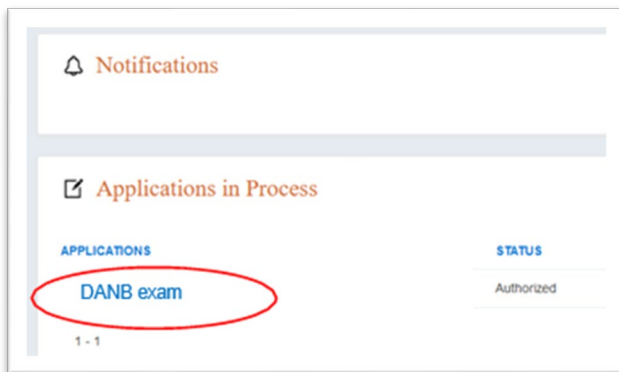
Switching Your Exam Appointment between In-person and Online Proctoring

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.

A login form with a red oval highlighting the 'Username' and 'Password' input fields. Below the fields is a blue 'Login' button. At the bottom, there are links for 'Forgot Username or Password?' and 'New Customer? Click here'.

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

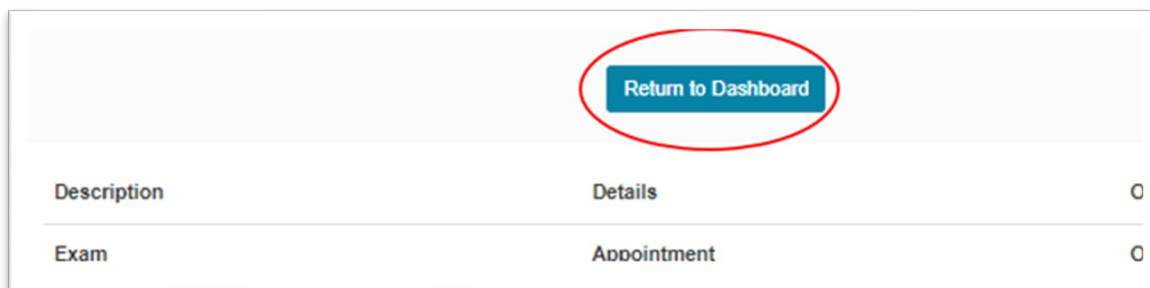
A screenshot of the 'Applications in Process' section. It features a table with two columns: 'APPLICATIONS' and 'STATUS'. The 'APPLICATIONS' column contains the text 'DANB exam', which is circled in red. The 'STATUS' column contains the text 'Authorized'. There is also a 'Notifications' section at the top and a '1 - 1' indicator at the bottom.

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.

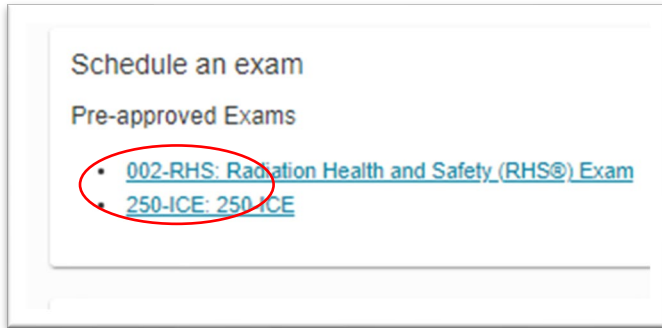
Follow the instructions provided on page 15 of this document

4. Once you have canceled your appointment, click “Return to Dashboard.”

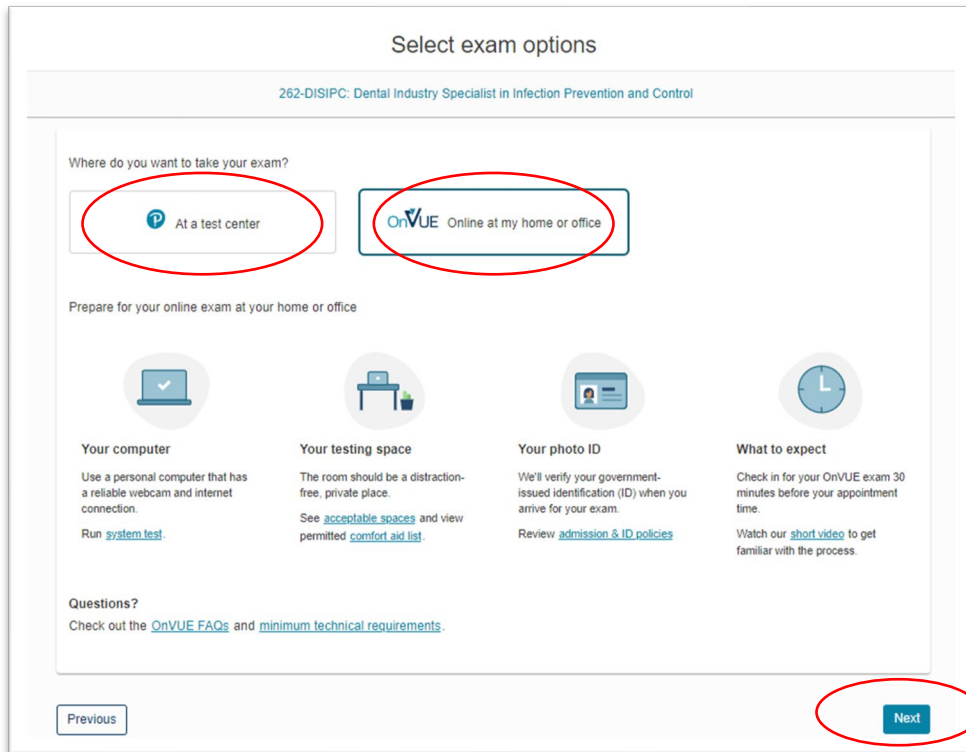
A screenshot of a dashboard area. A blue button labeled 'Return to Dashboard' is circled in red. Below the button is a table with two columns: 'Description' and 'Details'. The 'Description' column contains the text 'Exam' and the 'Details' column contains the text 'Appointment'. There are also some small icons or status indicators on the right side of the table.

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.