

Tips for a Successful Examination Experience

This information has been created to help you have a successful examination experience! Please read the following tips carefully and reach out to campusinquiry@nbcc.org if you have any questions.

Your Account Prior to the Examination

Please ensure that the first and last names in your Credentialing Gateway account exactly match the first and last names on the ID(s) you will be using on test day. This is the most common issue facing examinees. Middle names, initials, prefixes, and suffixes will not be checked. If the name on your ID does not match the name in your account, you will **not** be allowed to test.

Any changes to your information (name, address, email address, or phone number) **MUST** be made 30 days prior to your examination appointment.



Communications About the Examination

You will receive communications from both Pearson VUE and NBCC. Please be aware that the Pearson VUE emails are generic and sent to a large population of examinees. If you are confused about any communication from Pearson, let campusinquiry@nbcc.org know. Typically, NBCC emails will be more specific to your unique examination registration.

Testing Options

All examinations are administered through our testing partner, Pearson VUE, either at a Pearson VUE test center or via their OnVUE online platform. If you have been approved for special examination accommodations, you will receive specific instructions regarding scheduling your examination.

Scheduling the Examination

When you submit your application, it will go into a queue to be reviewed. Once it has been reviewed, you will receive an email from NBCC with instructions on how to schedule your examination appointment. This process includes the following steps:

- Log in to your Credentialing [Gateway](#) account.
- Click on the blue NCC icon.
- Click on the “Go to Pearson” button.
- You will be led through a series of checkout steps and will receive a confirmation email from Pearson VUE after you have successfully completed the process.



Examination Day Policies

Depending on if you are taking the examination via OnVUE or at a Pearson VUE test center, the following policies apply:

	OnVUE	Pearson VUE Test Center
Appointment Time	You can check in up to 30 minutes prior to your examination. If you are more than 15 minutes late, your appointment will be canceled. If you miss your appointment, you will need to pay to retake the examination.	Please allow ample time to get to the test center, factoring in traffic and parking. If you are more than 15 minutes late, your appointment will be canceled. If you miss your appointment, you will need to pay to retake the examination.
ID Requirement	You will provide a current (not expired) signed photo ID with the name matching the information in your Credentialing Gateway account.	Two IDs are required. One must show a photograph (usually a driver's license or passport), and both must show a signature (a signed bank or debit card can be used). Both must be current.
Possessions	You must clear your workspace of everything. You may have water in a clear container if you wish.	You may have water in a clear container and your keys and ID. Nothing else can be taken into the examination room unless you have approved testing accommodations.
Breaks	You will have one 15-minute break after the halfway point of the examination.	You are allowed to take bathroom and water breaks during the examination; however, the examination time keeps running while you are away unless you have been approved for special examination accommodations.

Note:

It is important that you thoroughly read the appropriate examination handbook before you take the examination. The handbooks, as well as other resources, are in the [student section](#) of our website.

You can access more information on both examination administration methods, policies, and procedures [here](#).

