

FAQs for Exam Registration

What forms of ID will I need on exam day?

Two IDs are required. One must have your picture and signature, and the second must have a signature. They must be current and the name on the IDs MUST match your name as it is in your ProCounselor account.

What if my name in ProCounselor doesn't match my IDs?

You will need to email certification@nbcc.org to report the discrepancy. This has to be done at least 30 days prior to the first exam date in the cycle. If it is past the 30 days, you will need to wait to take your exam until the next cycle. Please be advised that your maiden name, middle name, or middle initial are not relevant.

How do I schedule my individual exam appointment if I am taking the exam at a Pearson VUE test center?

About two weeks prior to the first available exam, Pearson VUE will send you an email with a candidate ID number and instructions on what to do. Please take a look at the [exam tip sheet](#) that has been created to assist with the process. You will only be able to schedule your exam once you receive the authorization email from Pearson VUE.

How do I schedule my exam on campus if it is offered there?

You have the option to take the exam on campus if arrangements have been made in advance. If the site listed on your National Exam tab in your ProCounselor account includes a 4-digit number followed by the letters IBT or FIBT, you are authorized to take the exam on campus. About two weeks prior to the first available exam, Pearson VUE will send you an email with a candidate ID number and instructions on what to do. To indicate to Pearson VUE that you are taking it on campus and not at one of their test centers, you will be required to use the private access code of **NCE-CERT**. Please take a look at the [exam tip sheet](#) that has been created to assist with the process. You will only be able to create your account once you receive the authorization email from Pearson VUE.

What if my school has a Pearson VUE test center on campus?

Follow the instructions for scheduling the exam at a Pearson VUE center. Do NOT use the private access code.

What if I don't receive an email from Pearson VUE?

First check spam/junk/clutter folders. If you still do not see it, email certification@nbcc.org and someone will assist you.

What can I take into the testing room on exam day?

The only things allowed are your keys and two forms of ID. The exception would be if you have been approved for a special exam accommodation that would permit other items.

What are special exam accommodations?

Examinees with a documented learning or testing challenge, or who have health issues that would impact their ability to take the exam, may be approved for exam accommodations such as extra time, a private room, a reader or scribe, permission to have food or water available, etc.

What should I do if I think I qualify for special exam accommodations?

Scan and email supporting documentation to accommodations@nbcc.org. Once the documentation has been reviewed by our affiliate, the Center for Credentialing & Education (CCE), you will be notified. Those requiring exam accommodations other than extended time will test at a Pearson VUE center.

Can you take a break during the exam period?

You can leave the exam room during the exam for short restroom breaks, to get some water, or to stretch; however, the exam time is not stopped while you are away from your computer.

What if I do not want to take the exam on a Saturday due to religious observances?

If you were scheduled to take the exam on campus, email certification@nbcc.org and let us know. We will switch you to taking it at a Pearson VUE center since the exam is available Monday through Saturday when taken that way. If you are scheduled to take it at a Pearson VUE center, you will just need to choose another day of the week.

What if I am going to be out of the country during the exam administration?

Many countries have Pearson VUE locations. Go to <https://home.pearsonvue.com/nbcc> and click on the "Find a test center" link to check what might work for you. If there is nothing close, you may need to postpone your exam until the next administration. If that is the case, please email certification@nbcc.org to do so. Postponements must be processed more than 30 days prior to the first available exam date.

What if I decide I want to wait to take the exam?

You can postpone the exam to the next cycle by emailing certification@nbcc.org and making the request. Be sure to specify in your email that you are requesting to be moved to the next exam cycle. You must let us know at least 30 days prior to the first exam date. Any requests made after that date are subject to a \$150 reregistration fee.