Candidate name/appointment not showing in Admissions Manager

This common issue can usually be resolved by these steps.

1. Click on todays date on top of the schedule grid.

2. Press the "Refresh" button at the bottom right of the window

3. Run RMA and repeat the above steps. (enter Remote Maintenance Agent in search bar at the bottom of your screen. This application with run for 3-5 minutes)

4. Call the Program Coordinator number and make sure there is an appointment for today and your site. (phone number for program coordinator can be found by selecting "Who to Call" button at PearsonHelp.com)

5. Call the Pearson Technical Support team for help with RMA if the appointment still will not show in Admissions Manager. (phone number for Technical Support team can be found by selecting "Who to Call" button at PearsonHelp.com)

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