Candidate Score Reports

Important: Many exams do not provide a score report that can be printed or reprinted at the test center. This includes many IT exams, such as CompTIA, Cisco, and Microsoft exams. Check the client's Exam Sponsor Guide in Connect for the applicable score-report policy.

For exams that do not provide a printable score report at the test center:

1. Direct the candidate to Pearson VUE.
2. Have the candidate select the appropriate exam sponsor and sign in to their account.
3. Under **My Account**, select **View Score Report**.
4. Allow up to two hours after the exam for the score report to become available.

See the Exam Sponsor procedures (Chapter 10) on Connect for additional client-specific guidance.

Confirm the client's score-report requirements in the Exam Sponsor Guide before taking additional action. For supported exams, candidates may also be able to access their score report through their Pearson VUE account.

Candidates who need additional assistance can go to PearsonVUE.com, select their exam sponsor, and choose **Help and Support**.

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