

Who to Contact

Pearson Customer Service

- Scheduling and rescheduling exams

Accommodations

- Candidates testing with an approved accommodation
- Confirming comfort aid is acceptable
- Assistance with implementing an approved accommodation

Program Coordinators (non-technical support)

- ID requirements for admitting candidates
- Exam sponsor policies, procedures and rules agreements
- Candidate issues
- Candidate not appearing on schedule
- Scheduling same day or future appointments

Channel Quality

- Temporary or permanent test center closures for reasons such as weather, test center moves, and more (Temporary closures can now be completed by test center within ServiceDirect)
- Using Site Manager, including updating personnel and hours of operation
- Test administrator certification and recertification
- Procedural Questions regarding the Policies and Procedures Guide
- Test center quality issues
- Activating a new test center

You can find the phone number on [pearsonhelp.com](https://pearsonvue.com/us/en/help/contact.html) under the heading *Who to Call*
[www.pearsonvue.com/us/en/help/contact.html](https://pearsonvue.com/us/en/help/contact.html)

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