

Assessment Center FAQs

Scheduling and Rescheduling

Q: When can I test?

A: The Component 1 testing window is March 1-June 15 each year; however, you may schedule as early as January. Review the [Guide to National Board Certification](#) for the most current dates.

Q: How do I schedule my appointment to test?

A: For General Scheduling:

1. Log into your National Board [account](#) and click the green “Manage your exam appointment with Pearson VUE” button located on your Certification Dashboard.
2. Call the Pearson VUE Call Center at 1-888-288- 3028, Monday - Friday from 7am - 7pm, CT, to schedule your appointment.

For Candidates with Approved Testing Accommodations:

If you are instructed to schedule your appointment by telephone, call the Accommodations Program Coordinator at 1-888-288-3028, Monday - Friday from 7am - 7pm, CT, to schedule your appointment.

Q: How do I reschedule my testing appointment?

A: If you need to change the date, time, or location of your assessment center appointment, you can easily reschedule up to one business day (24 hours) in advance through your National Board [account](#) or by calling Pearson VUE Customer Service at 1-888-288-3028, Monday - Friday from 7am - 7pm, CT.

Deadline: You must reschedule at least one business day (24 hours) before your scheduled appointment time. For example, if your appointment is scheduled for 3:00 p.m. on Monday, you must reschedule your appointment before 3:00 p.m. on the previous Friday. **If you don't reschedule within this timeframe, it will count as a missed appointment and you will be required to pay a \$175 reauthorization fee before you will be permitted to schedule a new appointment.** For more detailed instructions, please refer to the [Component 1: Content Knowledge Assessment Center Policy and Guidelines](#).

Fee: There's no fee for rescheduling if you meet this 24-hour requirement; however, keep in mind that available dates, times, and locations may be limited.

For Candidates with Approved Testing Accommodations: You must reschedule with the Accommodations Program Coordinator by telephone at 1-888-288-3028, Monday - Friday from 7am - 7pm, CT.

Q: I missed my appointment or was not permitted to test. How do I do I reschedule?

A: If you don't reschedule at least one business day (24 hours) before your appointment or if you weren't able to test because of an invalid ID or similar issue, you'll need to have your testing file reauthorized before you'll be able to schedule a new appointment.

To request a reauthorization, log into your National Board account, select *My Journey* from the left-hand menu, click the *Services* tab, and select *Component 1 Reauthorization*. Note: You will be required to pay a \$175 reauthorization fee before the service will be provided. Allow 3-5 days for the reauthorization to be completed. Once your testing file has been reauthorized, you can schedule a new appointment via your National Board [account](#) or by calling Pearson VUE Customer Service at 1-888-288- 3028, Monday - Friday from 7am - 7pm, CT.

Q: What should I do if I need to cancel my appointment?

A: If you need to cancel, you can do so through your National Board [account](#) or by calling Pearson VUE Customer Service at 1-888-288-3028, Monday - Friday from 7am - 7pm, CT. Note: Canceling your appointment is not a withdrawal - you are expected to test during the assessment cycle in which Component 1 was purchased.

Q: What happens if I don't test within my authorized testing window?

A: If you don't test within your authorized testing window, you will receive an NS (not scoreable) for Component 1, the cycle year will count as an attempt, and you will be required to pay the full retake fees to retake the component.

Identification Requirements

Q: What form of identification do I need to have with me to gain admittance to the testing center?

A: To test, you'll need to have a current, valid, government-issued photo ID, with your signature. The first and last names on the ID need to match exactly with what's in your National Board account. (Note: Your middle name doesn't need to match or appear on the license or in your account.)

For a list of acceptable IDs, review the [Component 1: Content Knowledge Assessment Center Policy and Guidelines](#), located on the [Assessment Center Testing](#) page of our website.

Q: My middle name isn't in my National Board account, or is different from what's on the photo ID I plan to use at the assessment center; will this be a problem?

A: No, this won't be a problem at all. Middle names aren't used for identification purposes – only your first and last names must be an exact match.

Q: The first and last names in my National Board account don't match the first and last names on my government-issued photo ID. How do I update the name in my account?

A: The first and last names on your ID must exactly match the names in your National Board account. Minor discrepancies (e.g., Mike vs. Michael) may be allowed. For more details, see the "Identification Requirements" section. If you need to update your name in your account, submit a request by phone at 1-800-22TEACH (83224) M-F from 8am-6pm, CT, by using our [Live Chat](#) feature, or by using the [Customer Support web form](#).

To complete your request, we'll need your National Board ID number and you'll need to provide the first and last names as they appear on your ID (don't submit a copy of your ID – we won't need it). Note: Name changes can take up to 10 business days to process; if you have an appointment scheduled for sooner, you may need to reschedule.

Q: What if my driver's license expires before my appointment?

A: You won't be able to test with an expired driver's license. You have two options:

1. Reschedule your appointment for a later date to allow yourself the time needed to renew your driver's license and obtain the replacement (temporary driver's licenses are not accepted); or
2. Use an alternate form of ID. Acceptable IDs include non-expired forms of the following:
 - government-issued driver's license with photograph and signature
 - passport with photograph and signature
 - state identification with photograph and signature

- national identification with photograph and signature
- military identification with photograph and signature

Testing Accommodations

Q: Can I bring personal items to help me feel more comfortable during the test?

A: Yes, some personal items, known as “comfort aids,” can be brought to the assessment center without prior approval. These items can help enhance your comfort during the testing session. You must present these items to testing staff for inspection prior to testing. Items that are considered “comfort aids” include:

- Cough drops/glucose tablets (cough drops must be unwrapped and not in a bottle/container)
- A pillow or cushion
- Eyeglasses
- Hearing aids
- An insulin pump (attached to your body and inaudible – if the device makes noise, you must apply for an accommodation). If you require the use of a cell phone to monitor your glucose levels, you must apply for an accommodation.

You’ll need to bring your own comfort aids - they will not be provided for you. Visit the Pearson VUE website for a [complete list of comfort aids](#). If you require other items or accommodations, you’ll have to submit an official request by February 28, using the form found in the [Request for Testing Accommodations Form and Instructions](#).

Q: How do I request testing accommodations?

A: If English is not your primary language or if you have a disability or health condition that necessitates an accommodation under the ADA for your Component 1 test, you’ll need to submit your request through your National Board [account](#), using the form found in the [Request for Accommodations Form and Instructions](#). Please submit your request as early as possible, and no later than February 28, and allow 6–8 weeks for processing. You will be notified of the outcome of your request via a system notification in the *Messages* section of your National Board account.

Q: I requested testing accommodations but haven’t received a response. Who should I contact?

A: You will be notified of the outcome of your request via a system notification in the *Messages* section of your National Board [account](#). If you have not received a response, please check your National Board account for updates. If you still have questions, the Accommodations team can provide you with the status of your request and answer any questions you may have. You can reach them at 1-800-877-4590, Monday - Friday, from 9am - 5pm, ET. TTY: 1-413- 256- 8032.

Q: Do I have to wait for a response to my accommodations request before scheduling my testing appointment?

A: Yes. You must wait for your accommodations to be approved before scheduling your testing appointment. If you schedule an appointment before your accommodations have been approved, you will have to reschedule your appointment to test with accommodations.

Q: My request for testing accommodations has been approved; how do I schedule my appointment?

A: Please contact the Pearson VUE Call Center at 1-888-288-3028, Monday - Friday from 7am - 7pm, CT. You MUST speak with the Accommodations Coordinator to schedule your appointment. Have your accommodations confirmation letter and National Board ID number

with you when you call.

Testing

Q: How can I best prepare for my Component 1 testing appointment?

A: Review the [Component 1: Content Knowledge Planning Guide](#) and the [Component 1: Content Knowledge Assessment Center Policy and Guidelines](#) on the [Assessment Center Testing page](#). Use the National Board web tutorial and other interactive tools on the [Pearson VUE website](#). Visit the National Board [Homeroom](#) for additional resources and guides. Practicing with a timer and reviewing the Component Instructions, Scoring Rubrics, and Standards for your certificate area can also be very helpful.

Q: How do I report a problem that occurred while I was?

A: If you experience an issue while testing (technical, staff, or facility related), immediately report the problem to the assessment center administrator. Additionally, notify the National Board in writing within **seven business days**.

Using the [Customer Support web form](#), please provide a detailed account of the issues you experienced. Make sure you include details such as your National Board ID number, certificate area, and test center location. We'll need time to thoroughly investigate, so make sure you reach out within seven days of testing. Note: Requests received more than seven days after testing will NOT be reviewed or investigated.

Q: I recently completed testing – when will I receive my scores for Component 1: Content Knowledge?

A: Scores for all completed components will be released by December 31 each year; there is not an earlier release date for Component 1. For specific dates related to your assessment cycle, refer to the [Guide to National Board Certification](#). To learn more about the scoring process, please visit the [Score Release page](#) of our website.