

# ASPPB: COVID-19, EPPP Update

**Monday April 27th, 2020**

**Pearson Candidate Helpline: 800-513-6910**

*Please be advised that Pearson VUE is experiencing extended wait times*

***All rescheduling and cancellation fees have been suspended during COVID-19***

## **Exams in May 2020:**

The Pearson VUE testing centers are scheduled to open on May 1<sup>st</sup>.

In order to follow local social distancing guidelines, the testing centers must open at reduced capacity. To accomplish this, all appointments scheduled in May were moved to a June placeholder appointment. A limited number of new appointments in May are now reserved for essential services professionals.

**Psychologists are considered essential services professionals\*, and EPPP candidates will be able to login, or call, and schedule a new appointment.**

*\*except in Alaska and Pennsylvania*

## **IF YOU HAVE AN EXAM SCHEDULED after June 1, and you're concerned, YOU CAN:**

- Reschedule for a later date: call the Pearson Helpline, or go online.
- Cancel your exam, and receive a refund. Wait 24 hours, and then reschedule. This will allow you to start a new 90-day window to schedule the EPPP.
- Do nothing; wait and keep checking for updates on any future closings.

## **Update to the 90-day window restriction:**

- The Pearson Candidate Helpline (phone number above) can override the 90-day window rule. However, the call center is experiencing extremely long wait times. Please ask the agent to check the ASPPB memo section where we've added this permission.
- We are working with Pearson to lift the 90-day window restriction for online scheduling. We are hopeful that this change will go into effect by Monday May 18<sup>th</sup>.

*ASPPB recommends checking with your licensing board to see if you are facing a deadline with them. Some states, for example, give their candidates 1 year to sit for the EPPP.*

**For updated information click here: [Pearson COVID-19 Updates](#)**