

Tips for a Successful Exam Experience

This information has been created to benefit you in avoiding common mistakes that may hinder your ability to take the exam. **Please read them carefully and let certification@nbcc.org know if you have any questions.**

Your Account Prior to the Exam

You **MUST** ensure that the first and last names in your ProCounselor account and the first and last names on the two forms of ID you will be using match exactly. *This is the most common issue facing examinees.* Your middle name or initial will not be checked.

Any changes to your demographic information, including your name, **MUST be made 30 days prior to the first date in the exam cycle.** If your name on your ID does not match the name in your account, you will not be allowed to test and will have to wait until the next examination cycle. Please do not change your mailing address, email address, or phone number after the 30-day mark.

Communications About the Exam

You will get communications from both Pearson VUE and NBCC. Please be aware that the Pearson VUE emails are **generic to a large population of examinees.** If you are confused about any communication from Pearson let certification@nbcc.org know. Typically, NBCC emails will be more specific to your unique registration.

Testing Situations

All NCMHCE exams are administered at Pearson VUE test centers—they cannot be administered on campus.

All NCE exams are given via computer—either on campus or at a Pearson VUE center. When you logon to your ProCounselor account and click on the National Exam tab, you will see an “Exam Location.”

- If it includes 4 numbers followed by IBT, you are testing on campus on Saturday
- If it includes 4 numbers followed by FIBT, you are testing on campus on Friday
- If it has 0002: Pearson VUE Test Center, you will schedule your individual test session through Pearson VUE

If you have been approved for special exam accommodations, you will receive specific instructions in your Pearson VUE authorization email regarding what to do to schedule your exam. Some accommodations cannot be provided on campus and you may be testing at a Pearson VUE center instead.

Scheduling the Exam at a Pearson VUE Center

- About two weeks prior to the first exam date, you will receive an “Authorization to Test” email from Pearson VUE. Please check spam and junk periodically.

- The email will include a seven-digit Candidate ID Number and a link to the Pearson VUE page to set up your NCE or NCMHCE account.
- Once there, you will create an account for the exam. If you have an account from a previous exam (such as the CPCE) **you cannot use that account** and **cannot use the same username** for the new account that was used for the previous account.
- Once your account has been created, click on your pre-approved exam and click “Schedule this Exam”
- The “Test Center Search” will appear and you can check as many as three test centers in order to compare dates and times the exam is available.
- Once you have chosen your preferred place, date, and time, you will proceed with the checkout process
- You will be led through a series of checkout steps.
 - Confirm Personal Information
 - Agree to Policies
 - Submit Order (you do NOT pay anything)
 - Summary
 - You will receive a confirmation email from Pearson VUE when you have successfully completed the process.

Taking the Exam on Campus

- About two weeks prior to the first exam date, you will receive an “Authorization to Test” email from Pearson VUE. Please check spam and junk periodically.
- The email will include a seven-digit Candidate ID Number.
- Before proceeding, you will create an account for the NCE exam. If you have an account from a previous exam (such as the CPCE) **you cannot use that account** and **cannot use the same username** for the new account that was used for the previous account.
- Once your account has been created and you logon, you will see the pre-approved exam, “NCE-CERT-APB: National Counselor Examination (NCE).”
 - Directly under the exam is the question, “Do you have a private access code?” You **MUST** click on that to proceed. When prompted, provide access code **NCE-CERT**. You **MUST** do this so Pearson VUE knows you are testing on campus and not at a Pearson VUE test center.
- You can disregard the information regarding system requirements, operating system, etc., as your campus will have taken care of all those things prior to the exam.
- **You will NOT see a site or location.** This exam is not tied to a specific place as it is an Internet-based exam. You will receive location information from your campus coordinator prior to the exam.
- You will be led through a series of checkout steps.
 - Confirm Personal Information
 - Agree to Policies
 - Submit Order (you do NOT pay anything)

- Summary—on the summary page, please disregard the two phrases of “You may begin your exam now” and “This exam can only be launched in a secure delivery browser. Get it now!” as they do NOT apply to you.
- You will receive a confirmation email from Pearson VUE when you have successfully completed the process.
- **Make sure you make note of your Pearson VUE username and password, as you will need this to unlock the exam on test day.**

Exam Day Policies

Whether you are taking the exam on campus or at a Pearson VUE center, the following policies apply:

- You must present two forms of current ID with the name matching the information in your ProCounselor account.
 - One must show a photograph (usually a driver’s license or passport)
 - Both must show a signature (a signed bank or debit card can be used)
- You will not be allowed to take anything into the examination room other than your keys and ID
- You are allowed to take bathroom and water breaks during the exam, however, the exam time keeps running while you are away unless you have been approved for special exam accommodations. Special exam accommodations are only considered if the proper documentation has been provided from a health care provider, counselor, or school disability office and approved by the Center for Credentialing and Education (CCE) accommodations coordinator before the deadline.