

## COVID-19 and ASWB operations

ASWB is taking developments seriously concerning COVID-19. We continue to monitor the situation closely. The information on this web page will be in effect until March 31, 2020, or until it is determined appropriate to resume normal business operations based on guidance provided by local authorities and government agencies. The web page will be updated as changes are made to examination administration processes. Please check this page regularly for updates.

### Examination registration

Until further notice, paper registration by mail and by fax is suspended. Online and phone registration services will continue barring further developments. Please be prepared for increased hold times due to anticipated call volume.

### Test center updates

ASWB contracts with Pearson VUE, a global test vendor, for examination administration.

- Please visit the Pearson VUE [COVID-19 Update Page](#) for the latest information about exam delivery across their global test center network.

### Cancellations/rescheduling

If Pearson VUE cancels your ASWB examination appointment, Pearson VUE will contact you via email.

- Examination appointments that Pearson VUE cancels may be rescheduled at no cost.

If you wish to cancel or change your ASWB examination appointment, please follow the instructions in the [information sheet on making an appointment for the exam](#).

- Because of the high call volume Pearson VUE is experiencing, please cancel/reschedule online whenever possible.
- If you need to cancel your appointment with less than 24 hours' notice, you must do so by calling Pearson VUE. No cancellations can be made online less than 24 hours before a scheduled appointment.
- If you are unable to reach a Pearson VUE agent by phone, email ASWB for assistance at <mailto:candidateservices@aswb.org>. Include your authorization number and your name as it appears on your Authorization to Test.

### Registration expiration dates

ASWB will waive registration change fees (\$30) to apply extensions to candidate registration expiration dates affected by developments related to COVID-19.

- Email ASWB for assistance at [candidateservices@aswb.org](mailto:candidateservices@aswb.org). Include your authorization number and your name as it appears on your Authorization to Test.
- If state or provincial approval to test has expired, ASWB will work with candidates and jurisdictional boards to explore possible solutions.