

## Additional Documentation

Additional documentation may be required if a candidate does not provide sufficient documentation or requests changes to accommodations initially requested. In order to process a request for an accommodation, the additional information must be received by Pearson no later than the "Late Registration and Schedule By" deadline.

## Appeal of Decisions

If a candidate's requested accommodations are denied or modified and he or she wishes to appeal this determination, the candidate may do so by contacting Pearson's ADA Coordinator in writing at: PCAT Customer Relations, 19500 Bulverde Road, San Antonio, Texas 78259, requesting an appeal of Pearson's decision within 7 business days of the receipt of the decision. Within 12 business days of Pearson's receipt of the candidate's notice of appeal, Pearson's ADA Coordinator, General Counsel, and any experts and consultants that Pearson may deem appropriate and necessary, will hear the appeal and you will be notified of the decision.

## Rescheduling Your Exam With Pearson VUE

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- In order to reschedule your exam within the same testing window, you will need to follow the procedures described at the Pearson VUE website: <http://www.pearsonvue.com/pcat>.
- You must log in at the Pearson VUE website and then click on the "Reschedule a Test" button in order to reschedule your test date.
- You will receive a "Registration Rescheduled" email to confirm this change.

## Canceling Your Registration

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- In order to cancel your registration online:
  1. You will need the same credit card you used at registration, or
  2. If you lose your card or it is replaced after you register, you must email PCAT Customer Relations to request the cancellation. Please allow 6-8 weeks for processing.
- You will receive a refund of your Registration Fee, and of any additional Official Transcript fees paid at time of registration. The remainder of your fee payments will be retained by Pearson as a processing fee.
- In order to receive a refund, you need to cancel your seat at Pearson VUE (<http://www.pearsonvue.com/pcat>) **and** cancel your registration on the PCAT site (<http://tpc-etesting.com/pcat/>) by the cancellation deadline for the appropriate testing window.