

IMPORTANT PEARSONVUE PHONE NUMBERS

INFACILITY (INF) TESTING GROUP – Help programs with INF issues and answer questions regarding how to become an INF site: - 877-538-3415

CUSTOMER SERVICE GROUP- help candidates with password and scheduling issues: 888-240-0448

Cancel exam- candidate should call the Customer Service Group

Cancel due to medical reasons: fax medical documentation to fax- [1-800-274-8920](tel:1-800-274-8920) . The candidate must put PearsonVue ID number on the fax or submit documentation to regulatoryprogramcoordinator@pearson.com.

Then, PearsonVue/Credentia will email the candidate once with a resolution.

Client Application Support (CAPPS) GROUP- Help providers/programs with roster issues:

- (866) 377 -1493
- Monday through Friday, 8 am to 8 pm EST
- Website- <http://pearsonvue.com/appsupport/>
- Email - PVNurseAideClientSupport@clientsupport.pearsonvue.com

Facilities Team – Help resetting password for Conductor

The programs should alert the facilities team

They can be reached at pearsonvuenurseaide@pearson.com

Nurse Aide Training Program questions regarding testing should be e-mailed to Pearson Vue to:

NAtraining@pearson.com

Order Georgia Candidate Handbooks:

<http://pearsonvue.createorders.com/>

Become and evaluator:

The RN should go to the Credentia website <http://getcredentia.com/>

and click on "Become and Evaluator" to begin the process.