Pearson FAQs

1. How do I reschedule my exam?

To reschedule an exam, click on the scheduled exam. This will load the Test page. You'll see on the right an option to Reschedule or Cancel your exam.

If you have already taken the exam. You can reschedule the exam via the Pearson dashboard.

2. What is the 2-week waiting period?

The 2-week 'cooling' period is a measure ForgeRock University has put in place to encourage students to take additional revision time and practise before re-attempting the exam.

3. I haven't received my temporary username or password, what should I do?

Have you previously registered for an exam with us? If so, you will be able to use the same credentials to register for a new exam. If you are still having difficulty, please contact training@forgerock.com and our Training Delivery Team will be able to support you with your problem.

4. I cannot see any pre-approved exams on my dashboard, I've previously registered for an exam, why is that?

If your registration was created more than a year ago it will now be invalid. Please contact training@forgerock.com, this will prompt us to delete your old registration so you can re-register via Backstage.
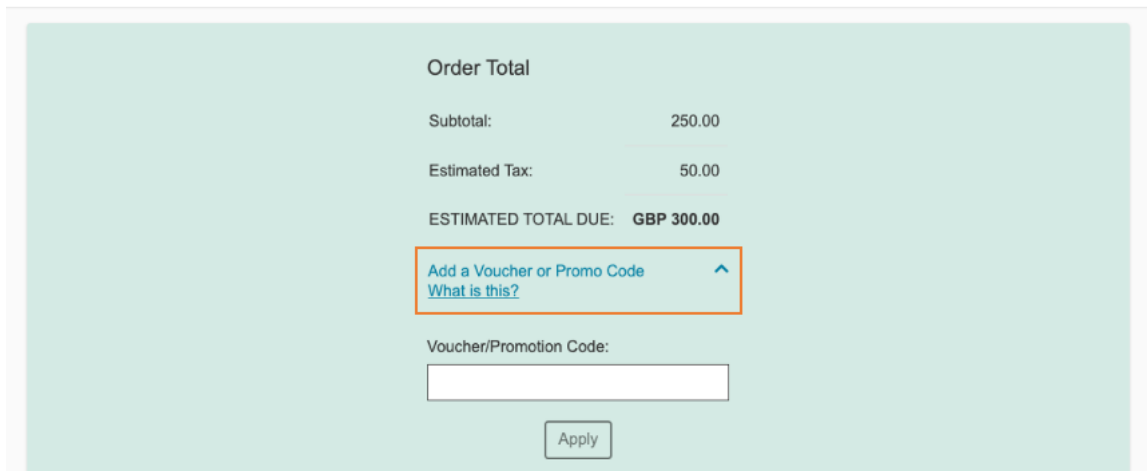
5. How do I change my contact details?

Please reach out to training@forgerock.com, our Training Delivery Team must change your details manually for them to correctly sync through to Pearson.

6. How do I use my certification voucher?

Login to Pearson and book your Certification Exam appointment. At the payment screen, you will see the dropdown option to add a voucher code.

Enter payment and billing

Order Total

Subtotal:	250.00
Estimated Tax:	50.00
ESTIMATED TOTAL DUE:	GBP 300.00

Add a Voucher or Promo Code
What is this?

Voucher/Promotion Code:

Apply