CBT Appointment Registration Guide

This IBLCE CBT Appointment Registration Guide is for those who:
• need to make an appointment for their Computer Based Testing examination
# Table of Contents

How to register for an examination appointment.................................................................4

Sign up by telephone ...........................................................................................................5

- Figure 1: IBLCE Landing Page .......................................................................................5
- Figure 2: Customer Service ......................................................................................... 7

Sign up for a web account ...................................................................................................8

- Figure 3: IBLCE Landing Page .......................................................................................8
- Figure 4: Sign in page ..................................................................................................11
- Figure 5: IBLCE ID Tool Tip ......................................................................................12
- Figure 6: Create a Web Account: Step 1 ......................................................................13
- Figure 7: Create a Web Account: Step 2 ......................................................................14
- Figure 8: Edit Profile Information ................................................................................15
- Figure 9: Create a Web Account: Step 3 ......................................................................16
- Figure 10: Account Successfully Completed .................................................................17
- Figure 11: Home Page ..................................................................................................17
- Figure 12: Home Page – Exam Details .......................................................................18
- Figure 13: Exam Details Page with Accommodation ....................................................19
- Figure 14: Testing Policies ..........................................................................................20
- Figure 15: Authorisation Information .........................................................................21
- Figure 18: Choose Appointment ..................................................................................24
- Figure 19: Appointment Detail ....................................................................................25
- Figure 20: Confirm Personal Information ....................................................................26
- Figure 21: Testing Policies ..........................................................................................27
- Figure 22: Confirm Order and Checkout ....................................................................28
- Figure 23: Order Summary .........................................................................................29
- Figure 24: Test Centre Directions ..............................................................................30
- Figure 25: Home Page – Upcoming Appointments ......................................................31
- Figure 26: Appointment Details ..................................................................................32
- Figure 27: Cancel Appointment – Exam Appointment Details ....................................33
- Figure 28: Appointment Cancelled .............................................................................34
- Figure 29: Home Page – Exam Cancelled ....................................................................35
About the IBLCE CBT Appointment Registration Guide

This Registration Guide will provide you with detailed information about how to register and schedule an appointment to take the IBLCE examination at a Pearson VUE computer-based testing (CBT) centre.

Prior to Making an Appointment: Before scheduling an appointment, you must have already:

- Applied for certification or recertification through IBLCE.
- Paid the examination or recertification fee to IBLCE.
- Been notified by IBLCE of your eligibility to take the examination.
- Been notified by IBLCE of your authorisation to register for an appointment at a CBT centre.

Please Note: Standards for certification and recertification by examination are established by IBLCE. Inquiries regarding the exam should be addressed to IBLCE and, once you have been authorised to register for an appointment, inquiries regarding scheduling an appointment to take the exam can be directed to Pearson VUE.

Scheduling an Appointment
Appointments should be scheduled as early as possible prior to the exam date. The IBCLC examination is offered twice a year, April and October. For specific dates please visit https://iblce.org/step-2-certification-fees-and-key-dates/.
How to register for an examination appointment

There are two steps you may take in order to schedule an appointment at a Pearson VUE CBT centre. It is preferred that candidates register through the web account with Pearson.

You may:

- Sign up for a web account with Pearson VUE
  ✔ Schedule the exam appointment with Pearson VUE

Or

- Sign up by calling Customer Service with Pearson VUE
  ✔ Schedule the exam appointment with Pearson VUE

This section will provide you with step-by-step instructions for how to accomplish each of the required steps.
Sign up by telephone

To begin, visit the IBLCE landing page on the Pearson VUE website at http://www.pearsonvue.com/IBLCE, and click the customer service link under Scheduling, bottom of the page or along the right sidebar. Please see Figure 1 below.

Figure 1: IBLCE Landing Page
Pearson VUE has three regional offices: Americas, Asia-Pacific and Europe, Middle East, Africa (EMEA). (Please note: Pearson VUE regional offices are not structured the same as IBLCE). Click on one of the three regional links to view the list of available numbers for each country.
If your country is not listed, there is a toll free number available. Offices hours may vary by regional offices and are closed on local holidays.

You will be expected to provide your IBLCE ID number (L-########) and your full legal name as it appears on your official government identification. You will also be asked to verify your contact information (e.g. address, telephone, etc).

Once you have made your appointment through Customer Service, a confirmation e-mail will be sent to by Pearson VUE confirming your CBT appointment and information on your testing location.
Sign up for a web account

To begin, visit the IBLCE landing page on the Pearson VUE website at http://www.pearsonvue.com/IBLCE, and click the Create account link on the right side bar. Please see Figure 3 below. Please note that you need to create a new Pearson VUE account if you have never taken the IBLCE exam via computer-based-testing and this account is different from the online account you have with IBLCE for certification/recertification.

Figure 3: IBLCE Landing Page
Exam Results

Your examination results will not be available at the test center. IBLCE will contact you with your exam results. Please visit the IBLCE Website at iblce.org for details.
If you are a new user, retrieve the registration authorisation email sent to you by IBLCE that contains your IBLCE ID (L-#####) and click the My Account box to create a web account.

If you have previously registered for an appointment with a Pearson VUE CBT centre (e.g. if you have taken the IBLCE examination last year), you already have a web account and may sign in with your username and password then proceed to make your appointment (skip to Figure 11 for guidance).

- If you have forgotten your username and/or password, click on the appropriate link as shown in Figure 4 below.
Figure 4: Sign in page

PEARSON VUE

Intl Board of Lactation Consultant Examiners

Sign in

All fields are required.

Returning users, please sign in:

Username: ____________________________
Password: ____________________________

Sign In

I forgot my username.
I forgot my password.

New users, please sign up:

Create a web account.

Our secure website encrypts your personal information so that it cannot be read by unauthorized Internet users.

This website is best experienced using Microsoft Internet Explorer (IE) version 9 and above, Google Chrome version 30 and above, Safari version 7 and above or Mozilla Firefox version 20 and above. Please do not use the back button to navigate the site.

For your security, please remember to sign out of your account and close your browser when you finish your session.

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Enter your first name, last name (family name) and IBLCE ID as it is listed in your IBLCE registration authorisation email.
By entering your Registry ID, your Pearson VUE web account will be pre-populated with the information you provided IBLCE during the application process. Please be sure to review this information carefully. If you need to make any necessary changes you need to contact IBLCE. You will not be allowed to make any changes in your Pearson VUE web account.

**IMPORTANT!!** Your name must exactly match the official identification you present at the CBT centre. Therefore, if your name in the Pearson VUE web account information does not match your official identification, please contact IBLCE right away. In addition, it is important that both IBLCE and Pearson VUE have your current contact information. IBLCE and Pearson VUE may need to contact you if an emergency arises prior to your scheduled appointment. It is your responsibility to keep both IBLCE and Pearson VUE notified of updates.
Figure 7: Create a Web Account: Step 2

Verify Profile Information
Please verify the information that is displayed and provide any missing information.

Personal
Title:
Example: Mr., Ms., Mrs., Dr.
First Name / Given Name: Zoe
Middle Names:

Last Name / Surname / Family Name: Candidate
Suffix:
Example: Jr., Sr., III

Primary Contact Information
Address Type:
Country of Residence: United States
Company:
Address 1: 6402 Falls Church Suite 350
Address 2:
Address 3:
City: Falls Church
State: Virginia
ZIP Code: 22042
Telephone: +1 703-550-7339
Extension:

Mobile Telephone Number:
Email: JEBasting@yahoo.com

Communication Preferences
Correspondence Language:
After reviewing your profile information, you will be prompted to select a username and password. You will assign your own username and the website will prompt you if your selected username is unavailable.

It is important that you select a strong password. Be sure to review the password tips on the right of Figure 9.

Lastly, you will be asked to answer two security questions that will be used to verify your identity in case you need to retrieve your password.

Keep all this information in a secure location.
Figure 9: Create a Web Account: Step 3

Create Account

All fields are required.
Enter information on this page in the Roman alphabet. (Alphanumeric)

Username

Your username must contain 6 or more characters.

Username: CandidateZ

Username available

Password

Password: **********

Password Strength: STRONG

Confirm Password: **********

Your password must contain:

- 8 or more characters
- a combination of uppercase and lowercase letters
- numbers (0-9) or symbols (#, $, %, etc.)

Your password cannot include your username.

Security Questions

Your security answers cannot contain your username or password.

Question: What is your oldest siblings middle name?
Answer: Ann

Question: What is your mother's middle name?
Answer: Ann

You will see the following screen once you’ve successfully created your web account.
After clicking “Next” you will be on the Home page. This page will display your pre-approved exams, upcoming appointments and links to your account information.

From the Home Page you will be able to review testing policies (Figure 13) and your Authorisation Information (Figure 14).
Figure 12: Home Page – Exam Details

Exam Details

View My Authorization Information

Exam: IBCLC: Lactation Consultant Certification Exam

View Testing Policies

Language: English-UK

Previous Schedule this Exam
If you have an approved Accommodation you will be able to review the accommodation(s) on the Exam Details page (Figure 13) and review testing policies. **Please note that some accommodations require you to call Pearson VUE to schedule your exam. You will not be able to proceed further with online scheduling.**
Intl Board of Lactation Consultant Examiners Policies

Admission Policy
We ask that you arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. Please be prepared to show 2 forms of ID. The primary id should be a government issued ID and should contain both your photograph and signature; the secondary id should contain your signature. If you arrive more than 15 minutes late for your appointment, you may be refused admission. If you are refused admission your exam fees will be forfeited. No personal items may be taken into the testing room. This includes all bags, books not authorized by IBLCE, notes, phones, pagers, watches and wallets.

Reschedule Policy
IBLCE determines the reschedule policy. Failure to abide by the IBLCE reschedule policy will result in forfeiture of exam fees. For details, please visit the IBLCE website: www.iblce.org

Cancellation Policy
IBLCE determines the cancellation/withdrawal policy. Failure to abide by the IBLCE cancellation/withdrawal policy will result in forfeiture of exam fees. For details, please visit the IBLCE website: www.iblce.org

Additional Information
For additional information please visit www.iblce.org
After clicking the Schedule this Exam button, you will be prompted to select your exam language.
Figure 16: Select Exam Language

Exam Details

Scheduling for this exam will begin in the future.

Exam: IBCLC Lactation Consultant Certification Exam
   View Testing Policies

Price:

Language: English-UK

*Prices listed are based on today’s date and do not include local taxes which may be applicable.
The website will automatically search for CBT centres near the address entered in your profile. You will be able to select up to three different test centres to compare availability. If you will be testing in a different city, change the address information to your preferred location.

**Figure 17: Test Centre Location Search**
You can view availability between the test centres you selected. If you are unable to find a seat within a 5-mile radius, you will need to expand your search to a 10-mile radius, than a 15-mile radius and then a 20-mile radius until you are able to find an available seat. Once you decide at which test centre you want to take the exam, click the date on the calendar or select from the drop down list and available appointments will be displayed.

**Figure 18: Choose Appointment**

![Choose Appointment](image)

After you select your appointment date and time, an order page with the appointment detail will appear. After you confirm this is the appointment you want, click the Proceed to Checkout button.
Figure 19: Appointment Detail

Remember, your name must exactly match the official identification you present at the test centre so please review and make sure your name is correct. If an update needs to be made, please contact your IBLCE Regional Office. Contact information for the IBLCE regional offices can be found on the IBLCE website at https://iblce.org/contact-2/
Figure 20: Confirm Personal Information

Please review and agree to the testing policies and click Next.
Please confirm all the order details and click Submit Order to complete your IBLCE CBT centre appointment scheduling.
Figure 22: Confirm Order and Checkout

After submitting your order, you will see a summary page which you can print for your records. You can also view and print directions to the CBT centre (Figure 23).

Please note: Once you have scheduled your exam appointment, you will receive an appointment confirmation email from Pearson VUE so please be sure to check your email folder.
Figure 23: Order Summary

### Exam Details

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
<th>Order Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam</td>
<td>IBLCE Lactation Consultant Certification Exam</td>
<td>Order Number/Invoice</td>
</tr>
<tr>
<td>Language</td>
<td>English-UK</td>
<td>3021-7602-1959</td>
</tr>
<tr>
<td>Exam Length</td>
<td>180 minutes</td>
<td>Registration ID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>283463564</td>
</tr>
</tbody>
</table>

### International Board of Lactation Consultant Examiners Policies

**Admission Policy**

We ask that you arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. Please be prepared to show 2 forms of ID. The primary ID should be a government issued ID and should contain both your photograph and signature. The secondary ID should contain your signature. If you arrive more than 15 minutes late, you may be denied admittance. If you are denied admittance, your exam fee will be forfeited. Please personal items may be taken into the testing room. This includes all bags, books not authorized by IBLCE, notes, phones, pages, watches and wallets.

**Reschedule Policy**

IBLCE determines the reschedule policy. Failure to abide by the IBLCE reschedule policy will result in forfeiture of exam fees. For details, please visit the IBLCE website: www.iblce.org

**Cancellation Policy**

IBLCE determines the cancellation/admission policy. Failure to abide by the IBLCE cancellation/admission policy will result in forfeiture of exam fees. For details, please visit the IBLCE website: www.iblce.org

### Additional Information

For additional information please visit www.iblce.org

Text Center Directions: Pearson Professional Centers-Virginia VA

- **Proctor Professional Center**
  - 8911 Old Courthouse Road, Suite 211
  - Vienna, VA 22182
  - 703-747-7370
  - We are located near Tyson's Corner Mall

  **FROM THE NORTH**
  - Take I-55 South, exit onto I-495 (West towards Virginia). Take Belvoir exit 48-A towards Tyson's Corner/Route 123 Vienna. Go approximately 1.5 miles on Route 123 (also called Chain Bridge Road).
  - At the 4th traffic light turn left onto Old Courthouse Road. The testing center is in the second office building on your right across the street from the Marriott Residence Inn.

  **FROM THE SOUTH**
  - Take I-55 North, exit onto I-495 North towards Virginia. Take exit 47-A (Leesburg Pike West towards Tyson’s Corner). Head towards the left lanes and make a left at the second light (Gallows Rd).
  - Go through one light and turn right just before the next light – Old Courthouse Rd.
  - Go through one light then turn into the office complex on the left. Our building is marked 8911.

  **FROM THE EAST**
  - Take I-66 West towards Friold Road, take exit 56 onto Route 7 West (Leesburg Pike). Continue straight on Route 7 West.
  - Turn left onto Gallows Road.
  - At the second traffic light, turn right onto Old Courthouse Rd.
  - The testing center is on your left after the first traffic light. We are located in a red building right across the street from the Marriott Residence Inn.

  **FROM THE WEST**
  - Drive 1 mile on Holley, turn right on 123 North (Maple Ave.)
  - Continue on 123 North and drive 2.1 miles until you see McDonald's and Exxon gas station on your right. Sunoco gas station on your left.
  - Turn right onto Old Courthouse Rd.
  - We are in the second red brick office building on your right (across the street from the Marriott Residence Inn).

**PARKING**
Free and ample surface parking available.

**PUBLIC TRANSPORTATION**
Please call the Washington Area Metropolitan Transit Authority at 202-637-7000 for bus and Metro Rail directions and timetables or visit their website at www.wmata.com.
Figure 24: Test Centre Directions

Test Center Directions: Pearson Professional Centers-Vienna VA
Pearson Professional Center
3901 Old Courthouse Road, Suite 201
Vienna, VA 22182
703-749-2770
We are located near Tyson's Corner Mall

FROM THE NORTH
Take I-95 South, exit onto I-495 West towards Virginia. Take Beltway exit 46-A towards Tyson's Corner/Route 123 Vienna.
Go approximately 1.5 miles on Route 123 (also called Chain Bridge Road).
At the 4th traffic light turn left onto Old Courthouse Road.
The testing center is in the second office bldg on your right across the street from the Marriott Residence Inn.

FROM THE SOUTH
Take I-95 North, exit onto I-495 North towards Virginia. Take exit 47-A (Leesburg Pike West towards Tyson's Corner).
Head towards the left lanes and make a left at the second light (Gallows Rd).
Go through one light and make a right just before the next light – Old Courthouse Rd.
Go through one light then turn into the office complex on the left.
Our building is marked 3901.

FROM THE EAST
Take I-66 West towards Front Royal, take exit 66 onto Route 7 West (Leesburg Pike).
Continue straight on Route 7 West.
Turn left onto Gallows Road.
At the second traffic light, turn right onto Old Courthouse Rd.
The testing center is on your left, after the first traffic light.
We are located in a red brick office bldg across the street from the Marriott Residence Inn.

FROM THE WEST
Take I-66 East towards Washington DC, take exit 62 onto Nutley Street North.
Drive 1 mile on Nutley, turn right on 123 North (Maple Ave).
Continue on 123 North and drive 2.5 miles until you see McDonald's and Exxon gas station on your right. Sunoco gas station on your left.
Turn right onto Old Courthouse Rd.
We are in the second red brick office building on your right (across the street from the Marriott Residence Inn).

PARKING
Free and ample surface parking available.

PUBLIC TRANSPORTATION
Please call the Washington Area Metropolitan Transit Authority at 202-637-7060 for bus and Metro Rail directions and timetables or visit their website at www.wmata.com.

Once you return to the Home page you can view your upcoming appointments (Figure 24). To see appointment details click on your appointment link. You can also reschedule or cancel your exam appointment (Figure 24). Please see the IBLCE policies regarding rescheduling and cancellation.
Figure 25: Home Page – Upcoming Appointments

Home

You have successfully scheduled your exam.

Upcoming Appointments

Wednesday, April 6, 2016
IBLCE1: Lactation Consultant Certification Exam

Intl Board of Lactation Consultant Examiners Exams

Pre-approved Exams

You do not have any pre-approved exams at this time.
The Reschedule link will bring you to the calendar page where you can change your test centre and/or appointment time (**Figure 17**). (You may reschedule your appointment as long as the registration period is open. To find out more about the registration period please visit [https://iblce.org/step-2-certification-fees-and-key-dates/](https://iblce.org/step-2-certification-fees-and-key-dates/).

Please note: Once you have rescheduled your exam appointment, you will receive a confirmation of appointment reschedule email from Pearson VUE so please be sure to check your email folder.

To cancel, click on the Cancel link and you will see your Exam Appointment Details. Review and agree to the Cancellation Policy and click the Cancel Appointment button.
Figure 27: Cancel Appointment – Exam Appointment Details

You will see a summary page confirming your cancellation.

Please note: Once you have cancelled your exam appointment, you will receive an appointment cancellation email from Pearson VUE so please be sure to check your email folder.
If your authorisation to make an appointment to take the IBLCE exam is still valid, your authorisation will appear on your Home page under Pre-approved Exams. However, if your authorization has expired, no authorizations will be listed under Pre-approved Exams in which case you should contact your IBLCE regional office. See https://iblce.org/contact-2/ for regional office contact information. To find out more about the registration period please visit https://iblce.org/step-2-certification-fees-and-key-dates/.
FAQ's: What to expect on exam day?

- **What can I expect when I arrive at the CBT centre?**

  You should take 2 forms of identification with you to the CBT centre and at least one form of identification must include your photo. When you arrive at the CBT centre, you will need to register with the test centre supervisor, your identification will be inspected and your picture will be taken. In addition, you will be required to store your personal items in a locked locker or cabinet designated by the test centre supervisor. Also, please note that you may be asked to demonstrate that your pockets are empty. Candidates who are wearing a cast due to a fractured limb may be subject to inspection as are candidates with tattoos. In some cases, candidates may be asked to remove jewelry or other adornments. Please understand that these measures are part of standard test centre security procedures.

- **What will happen if I am late for my appointment?**

  If you are late, you are subject to being dismissed, will not be able to take the exam and will forfeit all rights to any refund of your exam fee.
• **What if I have an emergency on the day of the exam and cannot make my appointment?**

Please contact IBLCE as soon as possible with details about the nature of your emergency. Depending upon the nature of your circumstances, you will be required to provide documentation that supports your report of the emergency.

• **Will the CBT centre provide all the equipment I need for the exam?**

Yes, the centre will provide you with all the equipment and materials you need to take the IBLCE exam.

• **Will I be allowed to have water or a snack during the exam?**

You may bring bottled water and/or a small snack to the CBT centre but you will be required to keep the water and snack in your assigned locker, along with your purse, backpack, mobile phone and other personal belongings. Please ask the test centre supervisor about where you are permitted to eat and drink.

• **Why can I not keep a bottle of water with me while taking the exam?**

Liquids can damage keyboards and other computer equipment. Therefore, you may not have water at your examination seat.

• **Will I be allowed to take a break to use the restroom or have a snack?**

Yes, you may take a break to use the restroom and have a snack. You will not be given any additional time on the exam to make up for the time used. When you return from the restroom or from eating your snack, the test centre supervisor must re-admit you to the testing room.

• **Will I be allowed to use my mobile phone when I take a break during the exam administration?**

No. Mobile phone use is prohibited during breaks. Breaks are part of your exam appointment and using your mobile phone during a break is cause for dismissal from the examination. The [Candidate Information Guide](#) states, “Use of electronic devices such as cell phones is not allowed during the exam. Candidates found in possession of and/or using such devices during the exam will be dismissed and their examinations will not be scored. There are no exceptions to this rule.”

• **I’ve never taken an exam by computer. Can you tell me what to expect?**

IBLCE’s CBT vendor provides a [tutorial and practice exam](#) that will familiarize you with how to navigate through an exam. This tutorial and practice exam is not specifically about the IBLCE examination but it will give you a good idea of what to expect. Please note that the tutorial will not run on a Macintosh computer.