

NCLEX®

Administration Website

Boards of Nursing/ Regulatory Body Guide

Version 14.8.1

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Candidate contact information

- ❖ Please refer to the NCLEX Candidate Bulletin for candidate contact information. The bulletin is located on the NCSBN website at **[ncsbn.org](https://www.ncsbn.org)**.

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Introduction

This chapter covers the following topics:

- ❖ About this guide
- ❖ About the NCLEX® Administration website
- ❖ Board of Nursing/Regulatory Body user tasks

About this guide

This guide describes how to use the NCLEX® Administration website. This guide is directed towards a Board of Nursing/Regulatory Body user.



Please note that all screen shots within this guide were created from a test environment and do not represent real candidate data. Further, screenshots contained in the guide may show functionality that is not available to boards of nursing/regulatory bodies.

This guide contains the following chapters:

- ❖ **Chapter 1**, “Introduction,” describes the website, its purpose and the tasks you’ll perform using the site.
- ❖ **Chapter 2**, “Basics,” explains how to access the website and log in, navigate throughout the site, search for candidates and perform other general tasks.
- ❖ **Chapter 3**, “Viewing and Changing Candidate Data,” explains how registrations move through the exam process, how to view and edit candidate records according to their status, how to work with candidate results, and how to view and edit candidate’s detailed information.
- ❖ **Chapter 4**, “Candidate Accommodations,” lists supported accommodations and explains how the accommodations process works. It explains how to add and revoke accommodations requests, add comments, and view or edit the list of readers/assistive personnel.
- ❖ **Chapter 5**, “Reports,” provides information about the types of reports available such as operational reports, quarterly reports and candidate performance reports.
- ❖ **Chapter 6**, “Incidents,” explains how to view a list of incidents associated with registrations in your jurisdiction and view details about selected incidents.
- ❖ **Chapter 7**, “Administration,” explains how, if you’re assigned certain permissions, you can edit your jurisdiction’s profile settings, and edit user permissions.
- ❖ **Chapter 8**, “Batch Processing,” describes how some Board of Nursing/Regulatory Body users work with candidate data using batch files that are transferred to and from Pearson VUE. It explains how to send files (called jurisin files) to Pearson VUE and receive files (called jurisout files) from Pearson VUE, and the file format these files must use. (This chapter applies ONLY to jurisdictions that use jurisin and jurisout files to transmit data to Pearson VUE.)

About the NCLEX[®] Administration website

The NCLEX Administration website allows users to process and manage records for candidates who register for and take the NCLEX.

The website provides a secure, centralized location for Board of Nursing/Regulatory Body members to view candidate records and to quickly update them, set eligibility statuses and enter accommodations requests. Your Board of Nursing/Regulatory Body can see at a glance how many candidates are at the various stages of the examination process and can perform additional tasks such as generating reports based on candidate data.

Although Board of Nursing/Regulatory Body members are the primary users of the website, other types of users also use the site to perform specific tasks. Only Boards of Nursing/Regulatory Body users, however, can edit candidate information.

Below is an overview of the website's main features:

- ❖ **Users** log in through NCSBN Passport (the portal through which you will access the NCLEX Administration Website) using their assigned usernames and passwords. When your user account was created by your administrator, you were assigned a set of **permissions** for the NCLEX Administration Website, which allows you to perform tasks such as viewing reports, changing eligibility status or editing candidate data.
- ❖ Your jurisdiction's **profile** contains a variety of settings. For example, one profile setting determines whether candidates' photos appear on reports. If you are assigned a specific permission, you can edit the profile; otherwise, you can view the profile's settings.
- ❖ The **Flowchart** page provides a high level view of the exam process and the number of registrations at each stage. If you're assigned a specific permission, you can use this page to edit candidate registrations by their status.
- ❖ Use the website's **search** features to locate candidates by their *Name, Social Security Number (if applicable), NCLEX Candidate ID number, Date of Birth, or Phone Number*. After selecting a candidate, you can view the candidate's detailed information (including accommodations information). If you're assigned a specific permission, you can edit a selected candidate's information.
- ❖ Using the website, you can add and revoke accommodations requests you receive from candidates. You can also enter comments.
- ❖ You can generate a variety of **reports**.
- ❖ Board of Nursing/Regulatory Body members who mark eligibility status for candidates on a different system use batch files that they transfer to and from Pearson VUE. When batch processing is used, you send import files to Pearson VUE called *jurisin* files and receive

export files from Pearson VUE called jurisout files.

- ❖ The **Incidents** page allows you to view a list of all Incident Reports associated with registrations in your jurisdiction. You can click an incident to view and print detailed information about it.
- ❖ Use the **Lists** page to view a listing of all educational programs, locate a testing center or view a listing of available exam readers and other assistive personnel. If you're assigned a specific permission, you can add to or edit the list of readers and assistive personnel.

Board of Nursing/Regulatory Body user tasks

The tasks you can perform are based on your assigned permissions.



We highly recommend that one or two people at your Board of Nursing/Regulatory Body jurisdiction be designated as administrators for your team with the **Users** (may edit user logins and permissions) permission. These administrators should be the only users allowed to edit other user accounts. We recommend that this be the same person who manages the NCSBN Passport access for your jurisdiction. Additional information can be found in Chapter 7.

To perform tasks, click one of the links displayed in the NCLEX Administration website's blue navigation bar that appears at the top of each page.

Perform tasks by clicking links in the blue navigation bar.

Typically, you'll focus on setting candidates' eligibility status, editing candidate information, requesting accommodations and viewing exam results.

Listed below are the tasks you may perform on the website, depending on your assigned permissions.

General

- ❖ Search for candidates
- ❖ View Incident Reports associated with candidate registrations
- ❖ View the list of educational programs
- ❖ Locate a testing center
- ❖ Seat availability search

Eligibility status

- ❖ Receive incoming candidate registrations
- ❖ Grant or deny candidate eligibility
- ❖ View eligible candidates
- ❖ View and print candidate exam results
- ❖ View candidates whose results are on hold
- ❖ View candidates who did not take their exam as scheduled
- ❖ Mark completed registrations as processed (closed)
- ❖ View processed or denied registrations

Candidate information

- ❖ Change a candidate's personal information (such as name, address and email address)
- ❖ Change a candidate's education program code
- ❖ View a candidate's ID information (photo and signature)
- ❖ View information about NCLEX exams a candidate has taken previously
- ❖ View a history of changes made to a candidate's name or address
- ❖ View an audit trail of changes made to a candidate's registration

Accommodations

- ❖ Add, change and delete accommodations requests for candidates
- ❖ View accommodations status for registrations
- ❖ View or edit the list of available readers/assistive personnel

Reports

- ❖ You may access the reporting portal from the NCLEX Admin website

Batch processing

- ❖ Export candidate data, so eligibility status and other information can be edited using another system
- ❖ Upload new or updated candidate registrations for importing into the Pearson VUE database

Jurisdiction Profile and Administration

- ❖ Edit other accounts, including assigning permissions to use the NCLEX Administration website
- ❖ Change your jurisdiction's profile settings

Basics

This chapter covers the following topics:

- ❖ Logging in
- ❖ Logging out
- ❖ Navigation overview
- ❖ Searching for candidates
- ❖ Viewing educational programs
- ❖ Locating a testing center

Logging in

To start using the NCLEX Administration website, you'll need the following:

- ❖ **a supported browser**
- ❖ **an NCSBN Passport username and password.** All users will access the NCLEX Admin website from the NCSBN Passport portal. A designated person at each Board of Nursing/Regulatory body will assign each user specific permissions with the NCLEX Admin website.
- ❖ **the Adobe Acrobat Reader.** If you don't have it installed on your system, you can download it for free from Adobe's website. You will need the Reader to view and print reports such as the Candidate Report, which is provided in PDF format.

1. In your browser, start from the **NCSBN Passport portal** at <http://passport.ncsbn.org>.
2. Enter Passport login information and click the **Sign In** button.
3. Open the NCLEX Administration Website application.

The Home page is displayed, as shown below. This page provides access to all of the NCLEX Administration website's features.

Member Board NCLEX® Admin Home NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Profile](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#) [Seat Availability Search](#)
[Logout](#) [Reports](#) [Lists](#) [Batch Processing](#) [Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Home: Minnesota Board of Nursing

Below you will find an update to the "info center" on the NCLEX Administration Web site. This is meant to provide Boards of Nursing with information about changes/updates to the Admin Web site and information relating to the NCLEX® examination generally.

May 2014
Last Updated: May 17, 2014

Updates to the NCLEX Program, Services and Systems

In an effort to provide transparency to NCSBN Member Boards regarding the implementation of the NCLEX as the licensure/registration examination in Canada in 2015, we will be providing information regarding any updates or additions to the NCLEX program, services and systems over the coming months.

Starting in June 2015:

- The NCLEX Tutorial, located on the [Pearson VUE website](#), will be available in French.
- The [Transitional NCLEX Candidate Bulletin](#) for Canadian Candidates will
 - Be available in English and French
 - Provide interim information for Canadian candidates registering in November and December 2014 for exam appointments starting in January 2015

Please note the 2015 NCLEX Candidate Bulletin will be applicable for all candidates taking the NCLEX for licensure/registration in the U.S. and Canada and will be posted in December 2014.

Keep an eye out for additional information posted here and on the Members Only NCLEX section of [NCSBN.org](#).

Please encourage candidates to join NCLEX on and

If you have any questions or concerns about the information in the bulletin please contact the NCLEX Examinations Department at NCSBN.

Link Descriptions
Depending on your permissions, you can perform the following tasks by clicking its link in the menu above:

- **Home:** Return to this page
- **Contact Pearson VUE:** Send an email to Pearson VUE
- **Logout:** Log out of the Web site
- **Candidate Search:** Search for a specific candidate record
- **Flowchart:** View exam results, and view or update candidate eligibility, accommodations and other data
- **Batch Processing:** Download jurisout files and upload jurisin files
- **Reports:** Select report settings and submit requests
- **Requests:** View processed reports and report requests
- **Incidents:** View incident details
- **Lists:** View Program, Test Center, and Reader lists
- **Users:** Manage user accounts
- **Profile:** View or update your jurisdiction's profile

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The message board is updated with important information from NCSBN.

Logging out

Each time you use the NCLEX Administration website, it's important to log out when you are finished. Leaving the website active without logging out could leave your data vulnerable to unauthorized use.



After 30 minutes of inactivity, the system will automatically log you out.

Navigation overview

After you log in, the Home page displays.

Identifies the selected area

Navigation bar links

Search for a candidate by first/last name or Social Security number.

The blue navigation bar appears at the top of all pages. Use it to select the area of the website in which you want to work.



At the bottom of most pages is a link that you can click to return to the previous page. To move to another page, either click this link or click a link on the blue navigation bar. (Using your browser's **Back** button to return to the previous page may display outdated information, and you'll need to refresh the page.)

Areas of the website are described below the blue navigation bar and include:

- ❖ **Home:** Provides a launching point for all areas of the site. Click this option to return to this page from any other page on the site.
- ❖ **Contact Pearson VUE:** Provides a means of sending an email to Pearson VUE.
- ❖ **Log out:** Click this link to log out of the site. Logging out closes all of your settings. Make sure your changes are saved prior to logging out. If you have not saved your changes, there is no warning and the site closes down without saving your changes.

- ❖ **Candidate Search:** Click this link to search for a specific candidate record by entering information such as the candidate's *Name* (full or partial), *NCLEX Candidate ID*, *Social Security number* (if applicable), *Date of Birth*, and *Phone Number*. From the search results, you can view a selected candidate's details, and if you are assigned the appropriate permissions, edit the candidate's information or registration status.
- ❖ **Flowchart:** Select this option to view the Flowchart page, which displays the statuses registrations are assigned in the exam process and the number of registrations with each status. From this page, you can select candidates' registrations according to their status and, with the appropriate permissions, edit their information or status.
- ❖ **Batch Processing:** If your Board of Nursing/Regulatory Body processes candidate data using its own system and uses batch processing to transfer candidate data files, use this area to upload and download the files. (This link applies ONLY to Boards of Nursing/Regulatory Bodies that use jurisin and jurisout files to transmit data to Pearson VUE.)
- ❖ **Requests:** Select this option to view a list of Candidate reports that have been requested. Click a link to view the Candidate report.
- ❖ **Incidents:** View a list of all Incident Reports associated with NCLEX registrations in your jurisdiction. (Incident Reports are based on NCLEX registration events, which are tied to candidate records.) For example, an Incident Report may have been filed if there was an issue with the candidate's identification. From this list, select an Incident Report to view detailed information about the incident.
- ❖ **Lists:** View a listing of all educational programs, locate a testing center and view the listing of available exam readers/assistive personnel. (With the appropriate permission, you can add or edit the Readers list.)
- ❖ **Users:** If you are assigned a specific permission, you can edit user accounts for this website for your jurisdiction. These permissions can also be edited in the NCSBN Passport.
- ❖ **Profile:** Change your jurisdiction's settings.
- ❖ **Seat Availability Search:** Select this option to locate a test center and register a candidate for a specific exam.

Searching for candidates

Use these search options to search for information about a specific candidate in your jurisdiction.

You can search in two ways:

- ❖ Using the quick search method.
- ❖ Using the Candidate Search page.

Important points about searching:

- ❖ To narrow your search, you can type entries in more than one search field, and the system will search for a candidate who matches ALL entries. For example, if you type the candidate's name in the **First Name** and **Last Name** fields and the first three digits of his or her Social Security number in the **SSN** field (if applicable), the system will find candidates with the name you specified whose Social Security number (if provided) also begins with the three numbers you specified.
- ❖ Searching is not case-sensitive.
- ❖ When entering a Social Security number, including dashes is optional. Note that candidates can choose not to provide a Social Security number when they register, which means you won't be able to locate those candidates using Social Security numbers.



Social Security Numbers are not applicable to Canadian or international candidates.

- ❖ If your search yields more results than can be displayed on the page, a message asks you to enter more specific criteria to narrow your search.

Using the quick search method

The blue navigation bar contains **First Name**, **Last Name** and **SSN** fields that you can use to search for a candidate from any page.

1. In the **First Name** and **Last Name** fields (both are required if searching by name), type the candidate's first and last name; and/or type the **Social Security Number** in the **SSN** field (if applicable).

You can type partial entries, and the system finds all candidates whose name or Social Security number (if provided) **starts** with the characters you enter.

Type entries in both First Name and Last Name fields OR SSN field and then click the **Search** button

The screenshot shows the 'Member Board NCLEX® Admin Home' page. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation bar with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A message states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this is a search form with three input fields: 'First Name:' containing 'John', 'Last Name:' containing 'Doe', and 'SSN:' which is empty. A 'Search' button is to the right of the SSN field. Below the search form is a section titled 'Home: Minnesota Board of Nursing' with a paragraph of text about an update to the 'info center' on the NCLEX Administration Web site.

2. Click the **Search** button.

The Search Results page is displayed. It lists all candidates who meet the criteria you specified. If no matching records were found or more than forty candidates were found, a message is displayed, prompting you to enter new search criteria.

Click a column heading's link to sort the list by that column.

Click the link in the **Name** column to display the candidate's information on the Candidate Details page.

Click the link in the **Exam** column to display the candidate's registration information on the Registration Details page.

Click the link in the **Status** column to display all candidates with that status. For example, click the **Eligible** link to display a list of all eligible candidates in the jurisdiction.

Name	DOB	Exam	Exam Date	Status	Notes
Doe, John	01/01/1970	NCLEX-RN : ENU	07-13-2012	Result Available	

3. Click a candidate's name in the **Name** column to display his or her candidate details, or click an exam type in the **Exam** column to display the candidate's registration details.

- On the Candidate Details page, you can edit the candidate's information if you have the appropriate permission.
- On the Registration Details page, you can edit the candidate's registration status if you have the appropriate permission.



There is a difference between the Candidate Record and the Registration Record.

The candidate record contains the candidate's demographics and profile information.

The registration record contains information that is unique to each registration for a given examination attempt.

Using the Candidate Search page

1. Click **Candidate Search** in the blue navigation bar.

The Candidate Search page appears, as shown below. It lists fields into which you can enter search criteria.

Member Board NCLEX® Candidate Search NCLEX® Administration

[Home](#) [Contact Pearson VUE](#) [Logout](#) [Candidate Search](#) [Flowchart](#) [Reports](#) [Batch Processing](#) [Requests](#) [Incidents](#) [Lists](#) [Users](#) [Profile](#) [Seat Availability Search](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Candidate Search

To search for a candidate, fill in one or more of the following search fields and click the "Search" button. If you are using Candidate's name, you must enter data in Last Name and First Name fields. Partial matching is allowed on all fields EXCEPT for the Candidate ID.

If regID is entered, all other criteria will be ignored by the system.

Last Name:

First Name:

Middle Name:

Cand ID:

SSN:

Date of Birth:

Phone:

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2. Specify search criteria for the candidate you want to find.

Type entries into one or more of the search fields. Follow these guidelines:

- You can type partial entries (for all fields except the **Cand ID** field), and the system finds all candidates who match the characters you enter. Note that candidates can choose not to provide a Social Security number when they register, which means you won't be able to locate those candidates using Social Security numbers.
- You can type entries in one or more fields. Records must meet ALL of the criteria you specify in order to be found.



If you choose to search for a candidate using the name fields, you must enter information into both the first and last name fields.

- The **Cand ID** field refers to the eight-digit ID that uniquely identifies candidates.
- When entering a phone number in the **Phone** field, begin with the area code, and do NOT include dashes or parentheses. For example, type (612) 600-6000 as 6126006000.
- When entering a birth date in the **Date of Birth** field, use the format 08/12/1959 (or type the numbers only, as in 08121959).



The website enforces a date format of **mm/dd/yyyy** when searching by date of birth.

In this search, the system will look for candidates with the last name DOE and a birth date of Jan 1, 1970.

Member Board NCLEX® Candidate Search NCLEX® Administration

[Home](#)
[Candidate Search](#)
[Requests](#)
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[Logout](#)
[Reports](#)
[Lists](#)
[Batch Processing](#)
[Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Candidate Search

To search for a candidate, fill in one or more of the following search fields and click the "Search" button.
 If you are using Candidate's name, you must enter data in Last Name and First Name fields. Partial matching is allowed on all fields EXCEPT for the Candidate ID.

If regID is entered, all other criteria will be ignored by the system.

Last Name:
 First Name:
 Middle Name:
 Cand ID:
 SSN:
 Date of Birth:
 Phone:
 Reg ID:

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3. Click the **Search** button.

The Search Results page is displayed. It lists all candidates who meet the criteria you specified. If no matching records were found or more than forty candidates were found, a message is displayed, prompting you to enter new search criteria.

Click a column heading's link to sort the list by that column.

Click the link in the **Name** column to display the candidate's information on the Candidate Details page.

Click the link in the **Exam** column to display the candidate's registration information on the Registration Details page.

Click the link in the **Status** column to display all candidates with that status. For example, click the **Eligible** link to display a list of all eligible candidates in the jurisdiction.

The screenshot shows the 'Member Board NCLEX® Admin Home' interface. At the top right is the 'NCLEX® Administration' logo. Below the header is a navigation menu with links: Home, Contact Pearson VUE, Logout, Candidate Search, Requests, Seat Availability Search, Flowchart, Incidents, Lists, Reports, Batch Processing, Users, and Profile. A search bar is present with fields for 'First Name', 'Last Name', and 'SSN', and a 'Search' button. Below the search bar is a message: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' The main section is titled 'Search Results' and contains a table with the following data:

Name	DOB	Exam	Exam Date	Status	Notes
Doe, John	01/01/1970	NCLEX-RN : ENU	07-13-2012	Result Available	

At the bottom of the page, there are logos for 'PEARSON VUE' and 'NCSBN NCLEX® Examinations National Council of State Boards of Nursing', along with a copyright notice: 'Copyright © 1996-2014 Pearson Education, Inc. or its affiliate(s). All rights reserved.'

4. Click a candidate's name in the **Name** column or exam type in the **Exam** column to display detailed information.

- On the Candidate Details page, you can edit the candidate's information if you have the appropriate permission.
- On the Registration Details page, you can edit the candidate's NCLEX registration status if you have the appropriate permission.

Viewing educational programs

Use this area to view a comprehensive list of educational programs.

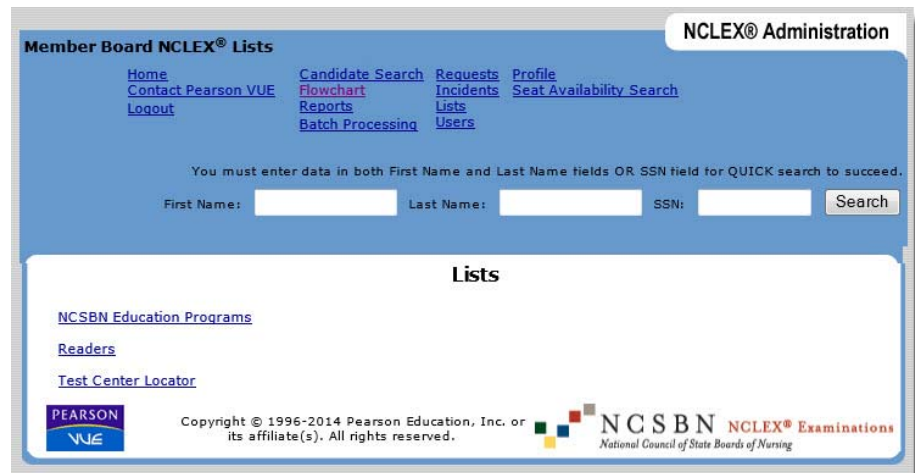


This list displays all active programs, not only those available in your jurisdiction. The list is maintained by NCSBN.

Search by Location

1. Click **Lists** on the blue navigation bar.

The Lists page is displayed.



2. Click the **NCSBN Education Programs** link.

3. Select the Country and State/Province (if applicable) **search** options, and click **Search by Location**.

The screenshot shows the 'NCLEX Education Program Locator Admin Home' page. At the top right is the 'NCLEX® Administration' logo. Below the header is a navigation menu with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A note states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this are input fields for 'First Name:', 'Last Name:', and 'SSN:', followed by a 'Search' button. The main content area is titled 'Search Existing Programs' and is divided into two columns. The left column is titled 'To search by location, choose Country or State/Province' and contains dropdown menus for 'Country:' (set to 'United States') and 'State/Province:' (set to 'Alabama'), with a 'Search by Location' button below. The right column is titled 'To search by code, enter an Education Program Code' and contains a text input field and a 'Search by Code' button. At the bottom, there are logos for Pearson VUE, NCSBN (National Council of State Boards of Nursing), and NCLEX® Examinations, along with a copyright notice: 'Copyright © 1996-2014 Pearson Education, Inc. or its affiliate(s). All rights reserved.'

When you search for a non-United States jurisdiction, the list is filtered by the selected Country and the program code information is displayed.

The screenshot shows the same 'NCLEX Education Program Locator Admin Home' page, but with search results displayed. The main heading is 'NCLEX Education Program Locator'. Below it, the results are for 'Sweden'. A specific program is listed: 'SE99F00000 NCLEX Foreign Program SWEDEN'. The bottom of the page features the same logos and copyright notice as the previous screenshot.

When you search for jurisdictions within the United States, the list is filtered by State and Country. The Domestic codes are displayed.

NCLEX Education Program Locator Admin Home NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Seat Availability Search](#)
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[Batch Processing](#) [Users](#)
[Profile](#)



You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

NCLEX Education Program Locator

Alaska, United States

My Town	US78300101 NCLEX Equivalency Program	Anchorage University
Some City	US78300100 NCLEX RN DI	Anchorage University
Gold Rush	US78910100 NCLEX Equivalency Program	Gold Rush Community College
1ANCHORAGE	US94405500 NCLEX RN Program	UNIVERSITY OF ALASKA
ANCHORAGE	US94505800 NCLEX RN Program	UNIVERSITY OF ALASKA
Monsters Inc	US94900000 NCLEX Special Codes - RN and PN	CLOSED PROGRAM
	US94909300 NCLEX Reentry Program	RE-ENTRY / BOARD REQUEST
	US94909800 NCLEX Equivalency Program	MILITARY EQUIVALENCY
	US94909900 NCLEX RN-educated PN Program	RN FAILURE TAKING PN
Test City	US94910100 NCLEX RN Closed Program	City Center


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 National Council of State Boards of Nursing

4. Click the desired **Program** link.
5. You may also locate a program by **Education Program Code**.

Each nursing program approved by a board of nursing is identified by a unique code assigned by NCSBN.

Search by Code

1. Enter the **Education Program Code** and click **Search by Code**.

The screenshot displays the 'NCLEX Education Program Locator Admin Home' page. At the top right is the 'NCLEX® Administration' link. A navigation menu includes links for Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A message states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this are input fields for First Name, Last Name, and SSN, followed by a Search button. The main section is titled 'Search Existing Programs' and is divided into two columns. The left column, 'To search by location, choose Country or State/Province', contains dropdown menus for Country (set to 'United States') and State/Province (set to 'Alabama'), a Search by Location button, and an Add New Program button. The right column, 'To search by code, enter an Education Program Code', contains a text input field with 'US94405500' and a Search by Code button. The footer includes the Pearson VUE logo, copyright information for Pearson Education, Inc. (© 1996-2014), and the NCSBN NCLEX® Examinations logo with the text 'National Council of State Boards of Nursing'.

The Program Details page is displayed.

NCLEX® Administration

NCLEX Education Program Locator Admin Home

[Home](#)
[Contact Pearson VUE](#)
[Logout](#)

[Candidate Search](#)
[Flowchart](#)
[Reports](#)
[Batch Processing](#)

[Requests](#)
[Incidents](#)
[Lists](#)
[Users](#)
[Profile](#)

[Seat Availability Search](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Program Details

Program Code: US78400300

Program Name: CENTRAL ALABAMA COMMUNITY COLLEGE

Country: Alabama, United States

City: ALEXANDER CITY

Member Board: Alabama Board of Nursing


Type: NCLEX RN Closed Program

Start Date: 06-01-1996


End Date: --

Program Active ☒

[Return to Alabama, United States Education Program list](#)
[Return to NCSBN Education Programs](#)



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 **NCSBN** **NCLEX® Examinations**
National Council of State Boards of Nursing

Locating a testing center

Use this area to locate a Pearson Professional Center that offers the NCLEX. Testing centers are grouped by country and state/province.

1. Click **Lists** on the blue navigation bar.

The Lists page is displayed.

The screenshot shows the 'Member Board NCLEX® Lists' page. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation bar with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search instruction states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this are input fields for First Name, Last Name, and SSN, followed by a Search button. The main content area is titled 'Lists' and contains links for NCSBN Education Programs, Readers, and Test Center Locator. At the bottom, there is a Pearson VUE logo, copyright information for 1996-2014 Pearson Education, Inc., and the NCSBN NCLEX® Examinations logo with the text 'National Council of State Boards of Nursing'.

2. Click the **Test Center Locator** link.

The Select Country page appears, prompting you to select the country in which you want to locate a testing center.

The screenshot shows the 'Test Center Locator Admin Home' page. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation bar with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search instruction states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this are input fields for First Name, Last Name, and SSN, followed by a Search button. The main content area is titled 'Select Country' and contains the instruction: 'Choose the country in which you'd like to test and click Next.' Below this is a 'Country:' label and a dropdown menu with 'Select...' as the current selection. A yellow 'Next >>' button is located below the dropdown. At the bottom, there is a Pearson VUE logo, copyright information for 1996-2014 Pearson Education, Inc., and the NCSBN NCLEX® Examinations logo with the text 'National Council of State Boards of Nursing'.

3. Click a **country** in the list and click **Next**.

The Select State page appears, prompting you to select the state in which you want to locate a testing center. (If you chose a country with no states or provinces, the Testing Center Locator page shown below is displayed.)

4. Click a **state/province** in the list and click **Next**.

Test Center Locator Select State NCLEX® Administration

[Home](#) [Contact Pearson VUE](#) [Logout](#) [Candidate Search](#) [Flowchart](#) [Reports](#) [Batch Processing](#) [Requests](#) [Incidents](#) [Lists](#) [Users](#) [Profile](#) [Seat Availability Search](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Select State

Choose the state/province/region in which you like to test, then click **Next**.

- Delaware
- Florida
- Hawaii
- Illinois
- Kentucky
- Maryland
- Michigan
- Minnesota**
- Mississippi
- Missouri

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In addition to State, a Province may also be selected from this list even though the label says State.

The Testing Center Locator page appears, displaying a list of testing centers in the location you selected, along with their phone numbers and addresses. The list is sorted by city.

Test Center Locator Admin Home NCLEX® Administration

[Home](#)
[Candidate Search](#)
[Requests](#)
[Profile](#)
[Contact Pearson VUE](#)
[Flowchart](#)
[Incidents](#)
[Seat Availability Search](#)
[Logout](#)
[Reports](#)
[Lists](#)
[Batch Processing](#)
[Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Test Center Locator

Test Centers in Minnesota, United States

Test Centers - Sorted by City	Telephone	Address	Directions
zTest Lab - Config 191 - Srini	952-681-3662	5601 Green Valley Dr Minnesota 55437	
ZTest Lab - Config 84 - Karyn UK	612-822-8875	123 This is Tofte St. Alexandria, Minnesota 56308	
zTest Lab - Config 45 - Johnny's 45		10101 Lyndale Ave South Anoka, Minnesota 90210	
zTest Lab - Config 55_Matt Huang	952-681-3721	2525 Eagle Street Anoka, Minnesota 55448	
zTest Lab - Config 26 - Modem Dialup		Baud, Minnesota 55423	
CC Automation 1	952-472-7558	123 First street Bemidji, Minnesota 56601	

- If needed, click a center's **Directions** button to display driving directions to the center. (Click the **close** window link to close the Directions window.)

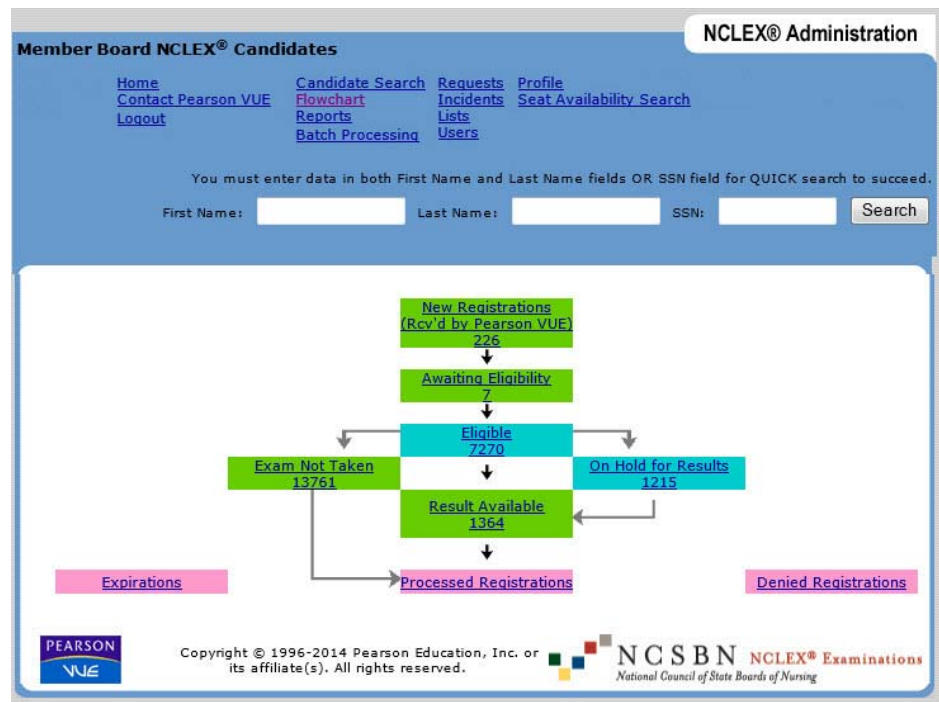
Viewing and Changing Candidate Data

This chapter covers the following topics:

- ❖ How registrations move through the exam process
- ❖ Viewing and editing candidates by processing status
- ❖ Working with candidate results
- ❖ Viewing and changing individual candidate records

How registrations move through the exam process

The Flowchart page shown below illustrates the flow of candidate registrations in a jurisdiction as they move through the NCLEX process. (This process is described in detail on the following pages.) Use the flowchart to view and edit candidates by their status.



This section describes how registrations move through the exam process.

❖ Registrations are received by Pearson VUE.

Candidates submit their registrations: by NCLEX Candidate website, or by calling NCLEX Candidate Services. When submitting registrations, candidates specify the jurisdiction in which they are seeking licensure/registration.

Display newly-received registrations by clicking the **New Registrations** status at the top of the diagram shown on the previous page. Typically, you change the status of new registrations to **Awaiting Eligibility** to move them from the New Registrations inbox.

❖ **Some candidates request accommodations.**

In the process of registering, candidates are instructed in the *NCLEX Examination Candidate Bulletin* to request any accommodations they require as soon as possible (preferably before registering for the exam). Once you receive a candidate's accommodations request, add the request(s) to the candidate's registration using the NCLEX Administration website.

❖ **Mark the registrations as eligible or denied.**

Before a candidate can schedule an appointment to take the NCLEX, the Board of Nursing/Regulatory Body to which the candidate has applied must mark the registration as eligible.

When you select an NCLEX registration to review, all data from the registration and the candidate's testing history are available on the Candidate Details and Registration Details pages. If the candidate was ever denied eligibility, information about the denied registration and the denying Board of Nursing/Regulatory Body (if available) is displayed in the candidate's exam history.

After reviewing a registration, mark it as either eligible or ineligible (denied).

- If you mark the registration as **Eligible**, Pearson VUE automatically generates and sends the candidate an ATT (Authorization to Test) email, which allows him or her to schedule an exam appointment. (The ATT email is sent.)
- If you mark the registration as Denied, the Board of Nursing/Regulatory Body is responsible for notifying the candidate; Pearson VUE does not notify candidates that they have been denied eligibility. Denied candidates do not receive a refund if their registrations are marked ineligible. The candidate's registration remains in the database as a denied registration.

Important points about marking registrations as eligible or denied:

- You can mark **registrations with accommodations** as eligible any time *after* entering the accommodations requests. The candidate will not receive his or her ATT email (and cannot schedule an appointment) until all pending accommodations requests have been granted or denied by NCSBN.
- Board of Nursing/Regulatory Body users who **manage their eligibility offline** export all registrations awaiting eligibility to a standard formatted file. After you mark candidate eligibility using your own system, upload the records to the NCLEX Administration website for importing into the Pearson VUE system.

❖ **Candidates schedule appointments and take their exams.**

Candidates can schedule exam appointments on the NCLEX Candidate website or by calling NCLEX Candidate Services. They must take their exam within the eligibility dates shown on their ATT email. (Eligibility dates are based on ATT settings in the Board of Nursing/Regulatory Body's profile.)

If, for some reason, a candidate does not take the exam, he or she must start the registration process over again. You can view a list of candidates who did not take their exams by clicking the **Exam Not Taken** status on the Flowchart page.

❖ **Exam results are processed and made available.**

Typically, the candidate's exam is quickly scored and his or her status is automatically changed to Result Available. You can view and print exam scores for candidates with a Result Available status at any time.

Occasionally, Pearson VUE places a hold on a candidate's exam results based on a set of defined rules. When this occurs, a designated person at Pearson VUE investigates the issue and, if necessary, consults with NCSBN. After the issue is resolved, Pearson VUE takes the necessary action, which may involve removing the hold or revoking the results.

❖ **Mark completed registrations as processed.**

The **Processed Registrations** status represents the last step in the registration process. After sending exam results to candidates, you can close the candidates' registrations to move them to the Processed Registrations status. This step is not required, but doing so regularly prevents the Result Available list from growing increasingly longer.

Viewing and editing candidates by processing status

The Flowchart page provides a view of all active candidate registrations in your jurisdiction.

Use the Flowchart page to:

- ❖ view the overall status of registrations in your jurisdiction
- ❖ select candidates according to their status, and change statuses individually or as a group
- ❖ select candidates according to their status, then change their detailed information individually

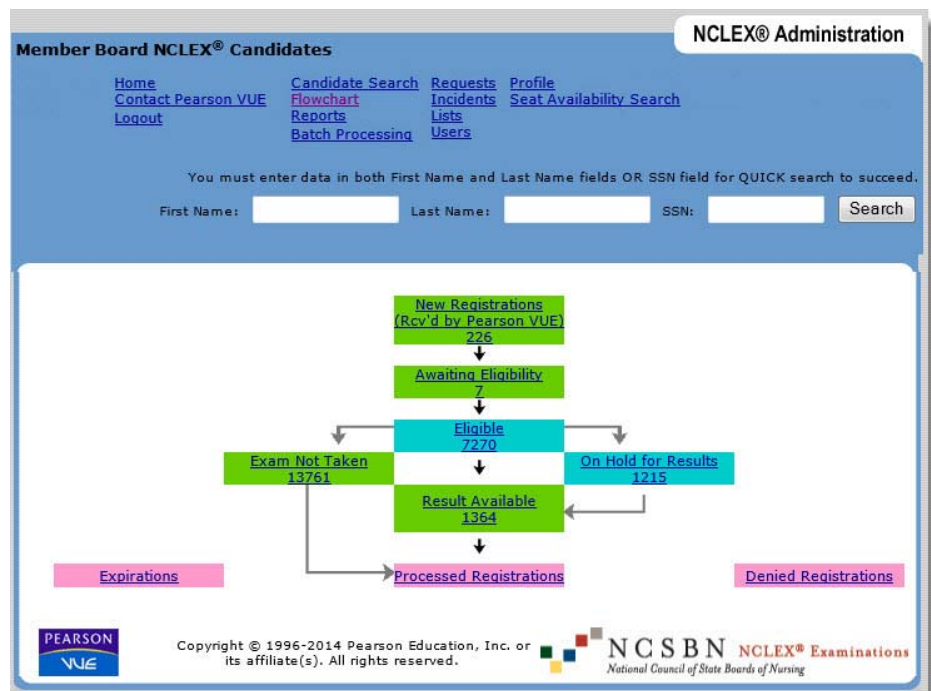


You must be assigned the **RegStatus** (may edit registration status) permission to change a candidate's registration status, and the **CandData** (may edit candidate data) permission to edit candidates' information.

1. Click **Flowchart** on the blue navigation bar.

The Flowchart page is displayed, as shown below.

This page gives a summary view of the candidates currently in process for your jurisdiction. It shows the number of candidates at each stage of processing.



The table below describes the possible candidate statuses.

Status	Description	Can change this status to ...
New Registrations	Pearson VUE has received the candidate registration, but the Board of Nursing/Regulatory Body has not yet begun to process it.	<ul style="list-style-type: none"> • Awaiting Eligibility • Eligible • Denied
Awaiting Eligibility	Candidate registrations remain in this holding area until a decision is made about their eligibility.	<ul style="list-style-type: none"> • Eligible • Denied
Eligible	Candidate registration has been made eligible and awaits scheduling of the exam. (Candidates can schedule appointments after receiving an ATT email, and ATT emails are sent out as soon as all accommodations requests have been resolved.)	<ul style="list-style-type: none"> • Typically changes automatically to Result Available after the candidate takes the exam • Awaiting Eligibility (if registration was marked eligible by mistake)
Exam Not Taken	Candidate registration was made eligible and scheduled, but the exam was never taken.	<ul style="list-style-type: none"> • Processed (closed)
On Hold for Results	Exam has been completed, but for some reason, results were placed on hold.	
Result Available	Exam has been completed, and its results are available.	<ul style="list-style-type: none"> • Processed (closed)
Processed Registrations	Candidate registration was closed after exam result processing.	<ul style="list-style-type: none"> • none
Denied Registrations	Candidate registration was denied eligibility.	<ul style="list-style-type: none"> • Awaiting Eligibility (if denial was made in error)
Expirations	The ATT or registration is no longer valid.	<ul style="list-style-type: none"> • none

2. Click a **status** on the diagram.

For example, to view new registrations, click the New Registrations status. A page displaying a list of candidates with the selected status appears, as shown for the New Registrations status below.

Member Board NCLEX® Candidates

NCLEX® Administration

Home Contact Pearson VUE Logout Candidate Search Flowchart Reports Batch Processing Requests Incidents Lists Users Profile Seat Availability Search

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN: Search

New Registrations (Received by Pearson VUE)

Name	DOB	SSN	Cand ID	Program	Graduation Date	Exam	Notes
<input type="checkbox"/> Doe, John	02/25/1980	20040994	US10000100	NOT SPECIFIED	NCLEX-R&C-PN : ENU		
<input type="checkbox"/> Filson, Charlotte J	02/25/1980	20040994	US10407000	NOT SPECIFIED	NCLEX-PN : ENU		
<input type="checkbox"/> Gerard, Audrey	02/25/1980	20040994	US10509300	NOT SPECIFIED	NCLEX-Breaks : ENU		
<input type="checkbox"/> thilanapoto, thilanapodi	06/03/1989	20103977	US10509300	NOT SPECIFIED	NCLEX-RN : ENU		
<input type="checkbox"/> Thomka, Mary	02/01/1970	20104040	US10105800	NOT SPECIFIED	NCLEX-PN : ENU		Retake

Select: - Select - Action: - Select - Take Action

Page 5 of 5 < Back Go to page (# or candidate letter): Go

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Click a column heading to sort the list by it.

Click a candidate name to view or edit the candidate's details.

Select one or more candidates ...

... choose an action to perform ...

... and click **Take Action**.

3. Use the **list controls** to display the candidate information you want.

Candidate list pages display up to 30 candidate names on the page at a time. This increases the speed at which information is displayed on the screen. When the list exceeds 30, options appear at the bottom of the page as shown in the illustration below.

- Click the **Next** or **Previous** button to display the next or previous page of candidates.
- In the **Go** field, enter the page number you want to display and click **Go**. You can also type the first letter or two of a candidate's last name in the **Go** field and click **Go** to move to names starting with that letter.

Candidate lists are sorted by last name by default. To sort by a different column, click the column's header. Note that you can enter page numbers in the Go field only if the list is sorted by name.

Enter the page number you want to display or the first letter or two of a candidate's last name and click **Go**.

Thomka, Mary 02/01/1970 20104040 US10105800 NOT SPECIFIED NCLEX-PN : ENU Retake

Select: - Select - Action: - Select - Take Action

Page 5 of 5 < Back Go to page (# or candidate letter): Go

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4. Perform tasks using the Flowchart page.

You can perform the following tasks through the Flowchart page.

- Manage incoming registrations
- Approve or deny eligibility
- View eligible registrations
- Manage registrations for exams not taken
- View processed registrations
- View denied registrations
- Viewing expired registrations
- Print results and close registrations
- View registrations placed on hold for results

On most of the status pages, you can view or take actions on registrations, both individually and in groups. You can also select a candidate's name on each status page and view or edit his or her detailed information.

Managing incoming registrations

The New Registrations page functions as your inbox, listing candidates who have submitted registrations to Pearson VUE that have not yet begun to be processed by your Board of Nursing/Regulatory Body.

Use this page to change one or more candidate's status to Eligible, Denied or Awaiting Eligibility. You can also select a candidate to view or change his or her information.



If you aren't going to make an immediate eligibility decision, it's a good idea for Board of Nursing/Regulatory Body users to change the status of new registrations to Awaiting Eligibility. Although that status does not have any effect on the registration, it does cause the registration to be moved to the Awaiting Eligibility area on the Flowchart page. If you don't set eligibility and don't set the status to Awaiting Eligibility, the registration will continue to be displayed on the New Registrations page.

Candidates can be assigned the New or Awaiting Eligibility status for a maximum of 365 days from the date on which the registration was received.

1. Click **New Registrations** on the Flowchart page.

The New Registrations page is displayed. It lists all new registrations in your jurisdiction.

The screenshot shows the 'Member Board NCLEX® Candidates' page. At the top, there are navigation links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. Below these links is a search instruction: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' There are input fields for First Name, Last Name, and SSN, followed by a Search button.

The main section is titled 'New Registrations (Received by Pearson VUE)'. It contains a table with the following columns: Name, DOB, SSN, Cand ID, Program, Graduation Date, Exam, and Notes. The table lists five candidates:

Name	DOB	SSN	Cand ID	Program	Graduation Date	Exam	Notes
Doe, John	02/25/1980		20040994	US10000100	NOT SPECIFIED	NCLEX-R&C-PN : ENU	
Filion, Charlotte J	02/25/1980		20040994	US10407000	NOT SPECIFIED	NCLEX-PN : ENU	
Gerard, Audrey	02/25/1980		20040994	US10509300	NOT SPECIFIED	NCLEX_Breaks : ENU	
thilanapoto, thilanapodi	06/03/1989		20103977	US10509300	NOT SPECIFIED	NCLEX-RN : ENU	
Thornka, Mary	02/01/1970		20104040	US10105800	NOT SPECIFIED	NCLEX-PN : ENU	Retake

Below the table, there are dropdown menus for 'Select' and 'Action', a 'Take Action' button, and a pagination section showing 'Page 5 of 5', a '< Back' button, a 'Go to page (# or candidate letter):' input field, and a 'Go' button.

At the bottom, there are logos for Pearson VUE and NCSBN NCLEX® Examinations, along with copyright information: 'Copyright © 1996-2014 Pearson Education, Inc. or its affiliate(s). All rights reserved.'

The columns display summary information about the candidate (if provided), including name, date of birth (DOB), Social Security number (SSN) (if applicable), candidate ID number, education program, graduation date, exam type and notes. In the **Notes** column, **Retake** appears if the candidate has registered to retake the same type of NCLEX exam, **ADA Pending** appears if the registration has one or more pending accommodations requests, and **ADA Resolved** appears if the registration has accommodations requests and none of them are pending.

- To view or edit a candidate's information, click the candidate's name in the **Name** column and make changes on the Candidate Details page.
- To view or edit a candidate's registration information, click the exam type in the **Exam** column and make changes on the Registration Details page.



The Social Security Number is a field that is unique to candidates seeking licensure/registration in the United States. It is not a required field and may not be present on all candidate records.

2. Select one or more **candidates** whose status you want to change.

Select candidates by clicking the box next to their names so that a checkmark appears. To select all candidates, choose **All** in the **Select** field.

3. In the **Action** field, select the status you want to apply to the selected candidates (**Eligible**, **Denied Eligibility** or **Awaiting Eligibility**).
4. Click the **Take Action** button.

A message confirms that the change was saved.

Approving or denying eligibility

You can mark registrations with a status of New or Awaiting Eligibility as Eligible or Denied.



When completing the FAIR (Free And Immediate Retest) process, Pearson VUE may need to mark a candidate as eligible in order to allow the candidate to retake the exam at no charge. This is the only case in which Pearson VUE can change a candidate's status to eligible, and can be done only with NCSBN approval.

The Awaiting Eligibility page shows all registrations that your Board of Nursing/Regulatory Body has set to the Awaiting Eligibility status. Consider these the registrations your Board of Nursing/Regulatory Body has taken out of its inbox to begin determining eligibility. This status is a holding area for candidate registrations until you or another Board of Nursing/Regulatory Body user marks them as eligible or denied. You can also select a candidate on this page to change his or her information.



To check whether a candidate has ever been denied eligibility, view his or her exam history.

1. Click **Awaiting Eligibility** on the Flowchart page.

The Awaiting Eligibility page is displayed.

The screenshot shows the 'Member Board NCLEX® Candidates' page. At the top, there are navigation links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. Below these links is a search instruction: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' There are input fields for 'First Name:', 'Last Name:', and 'SSN:', followed by a 'Search' button. The main section is titled 'Awaiting Eligibility' and contains a table with the following columns: Name, DOB, SSN, Cand ID, Program, Graduation Date, Exam, and Notes. A single candidate is listed: 'Doe, John' with DOB '07/26/1982', SSN '20104192', Cand ID 'US10406900', Program 'NOT SPECIFIED', Exam 'NCLEX-RN : ENU', and Notes. Below the table are 'Select:' and 'Action:' dropdown menus, both currently set to '- Select -', and a 'Take Action' button. At the bottom, there are logos for Pearson VUE and NCSBN NCLEX® Examinations, along with copyright information: 'Copyright © 1996-2014 Pearson Education, Inc. or its affiliate(s). All rights reserved.'

The columns display summary information about the candidate, including name, date of birth (DOB), Social Security number (SSN), candidate ID number, education program, graduation date, exam type and notes. In the **Notes** column, **Retake** appears if the candidate has registered to retake the same type of NCLEX exam, **ADA Pending** appears if the registration has one or more pending accommodations requests, and **ADA Resolved** appears if the registration has accommodations requests and none of them are pending.

- To view or edit a candidate's information, click the candidate's name in the **Name** column and make changes on the Candidate Details page.
- To view or edit a candidate's registration information, click the exam type in the **Exam** column and make changes on the Registration Details page.

2. Select **candidates** whose status you want to change.

Select candidates by clicking the box next to their names so that a checkmark appears. To select all candidates, choose **All** in the **Select** field.

3. In the **Action** field, select a status of **Eligible** or **Denied Eligibility**.
4. Click the **Take Action** button.

A message confirms that the change was made.



The ATT email is sent after a candidate is marked eligible.

Viewing eligible registrations

The Eligible Registrations page shows all registrations in your jurisdiction that have been marked eligible, and are awaiting scheduling or taking of the exam, and those that have been made eligible but an ATT email has not been sent because there are unresolved accommodations requests.

Use this page to view the list of eligible registrations.

1. Click **Eligible** on the Flowchart page.

The Eligible Registrations page is displayed.

Member Board NCLEX® Candidates

NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Seat Availability Search](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#)
[Logout](#) [Reports](#) [Lists](#)
[Batch Processing](#) [Users](#) [Profile](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Eligible Registrations

Name	SSN	Cand ID	Exam	ATT Sent	Exam Date	Center	Notes
<input type="checkbox"/> Barlett, Jane P	20068891	NCLEX-RN : ENU		09-10-2014	44118		
<input type="checkbox"/> Cartin, Louis M	20077525	NCLEX-RN : ENU		09-18-2014	200080293		
<input type="checkbox"/> Doswell, Catherine T	20075489	NCLEX-PN : ENU		11-04-2009	11-05-2009	200050206	ADA Pending
<input type="checkbox"/> Hall, Kimberly I	20099077	NCLEX-PN : ENU		05-03-2011	05-03-2011	200050263	ADA Resolved
<input type="checkbox"/> Mayer, Robert P	20102006	NCLEX-PN : ENU		01-08-2013			

Select: Action:

Page 1 of 245 Go to page (# or candidate letter):

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NCSBN NCLEX® Examinations
National Council of State Boards of Nursing

The columns display information about the candidate, including name, Social Security number (SSN), candidate ID number, exam type, date on which the ATT email was sent, exam date and testing center (if scheduled) and notes. In the **Notes** column, **Retake** appears if the candidate has registered to retake the same type of NCLEX exam, **ADA Pending** appears if the registration has one or more pending accommodations requests, and **ADA Resolved** appears if the registration has accommodations requests and none of them are pending.

- To view or edit a candidate's information, click the candidate's name in the **Name** column and make changes on the Candidate Details page.
- To view or edit a candidate's registration information, click the exam type in the **Exam** column and make changes on the Registration Details page.

Managing registration for exams not taken

The Exam Not Taken page displays registrations that were marked eligible and appointments were scheduled, but the exam was never taken. In almost all such cases, the candidate can only retake the exam by reregistering and repaying for it.

On the Exam Not Taken page, you can view registrations (and candidate details) and close them. Closing a registration moves it to the Processed Registrations status, where it remains indefinitely. Candidate registrations are assigned the Exam Not Taken status until you close them.

1. Click **Exam Not Taken** on the Flowchart page.

The Exam Not Taken page is displayed.

Member Board NCLEX® Candidates NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Seat Availability Search](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#)
[Logout](#) [Reports](#) [Lists](#)
[Batch Processing](#) [Users](#)
[Profile](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Exam Not Taken

<input type="checkbox"/>	Name	DOB	Exam	Reason	Notes
<input type="checkbox"/>	Adair, Kristen	01/10/1980	NCLEX-RN : ENU	Canceled	Retake
<input type="checkbox"/>	Bennett, Joan	01/10/1980	NCLEX-RN : ENU	Result Voided by Client	Retake
<input type="checkbox"/>	Eggers, Maria	12/12/1980	NCLEX-PN : ENU	No Show	
<input type="checkbox"/>	Feldman, Julia	12/12/1980	NCLEX-PN : ENU	Result Voided by Client	
<input type="checkbox"/>	Graham, Jean	06/04/1970	NCLEX-RN : ENU	Result Voided by Client	
<input type="checkbox"/>	Gunther, Robert	10/10/1980	NCLEX-PN : ENU	Result Voided by Client	
<input type="checkbox"/>	Hamm, Melinda	10/10/1980	NCLEX-RN : ENU	Result Voided by Client	Retake
<input type="checkbox"/>	Sandberg, John	10/10/1980	NCLEX-RN : ENU	Result Voided by Client	

Select: Action:

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The columns display information about the candidate, including name, date of birth (DOB), exam type, reason the exam was not taken and notes. The following reasons might appear in the **Reason** column: **Expired**, **No Show**, **Canceled** or **Error**. In the **Notes** column, **Retake** appears if the candidate was registered to retake the same type of NCLEX exam, and **ADA Resolved** appears if the registration had accommodations requests that were resolved.



The Exam Not Taken page also displays registrations that have been revoked. (NCSBN may ask Pearson VUE to revoke an exam result—for example, when the FAIR process is used.) You can change a revoked registration's status to **Closed**.

The names of no-show candidates are displayed on the NCLEX Administration website the day after their scheduled appointments.

- Click a candidate's name in the **Name** field to view his or her candidate information on the Candidate Details page.
 - Click a candidate's exam type in the **Exam** field to view his or her registration details on the Registration Details page.
2. Select **candidates** whose registrations you want to close.

Select candidates by clicking the box next to their names so that a checkmark appears. You can also click the **Select** field and select candidates according to the reason they did not take the exam, assigned by Pearson VUE. You can select **All**, **None** (default), **Expired**, **No Show**, **Canceled** or **Error**.

3. Select **Change Status** to **Closed** in the **Action** field.
4. Click the **Take Action** button.

A message confirms that your changes were made. The registration(s) are moved from the Exam Not Taken list to the Processed Registrations list.

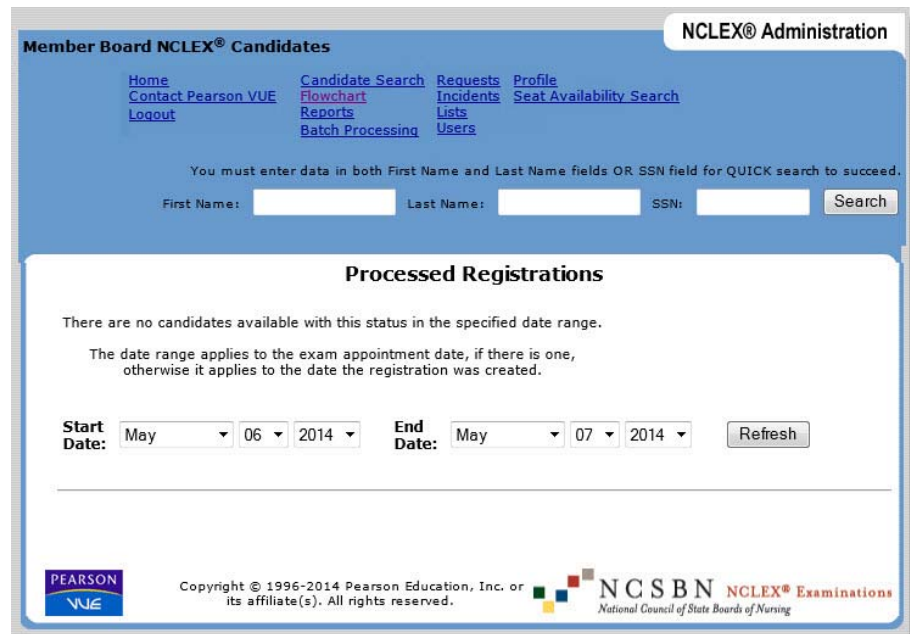
Viewing processed registrations

After registrations are closed, their status is set to Processed. On the Processed Registrations page, you can view a list of closed registrations.

1. Click **Processed Registrations** on the Flowchart page.

The Processed Registrations page is displayed, listing closed registrations for the last two days.

Candidate registrations are displayed based on their exam appointment dates. If no exam was scheduled, registrations are displayed based on the date on which they were created. A message appears if there are no processed registrations for the selected date range.



2. If needed, select a new date range for which to display processed registrations.

Select new dates in the **Start Date** and **End Date** fields. You can specify a range of up to 120 days.



Processed registrations remain available through the NCLEX Administration website for at least three years. Registrations for candidates who failed are always available.

3. Click the **Refresh** button.

Processed registrations for the date range you selected are displayed.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Processed Registrations

Name	SSN	Exam	Exam Date	Result	Reason	Notes
Queue, Suzy		NCLEX-PN	ENU 07-10-2012	Pass		Delivery Successful

Start Date: End Date:

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The columns display information about the candidate, including name, Social Security number (SSN), exam type, date on which the exam was taken, Result (Pass or Fail), reason the exam was not taken and notes. The following reasons might appear in the **Reason** column: **Expired**, **No Show**, **Canceled** or **Error**. In the **Notes** column, **Retake** appears if the candidate was registered to retake the same type of NCLEX exam, and **ADA Resolved** appears if the registration had accommodations requests that were resolved.

- Click a candidate's name in the **Name** field to view his or her candidate information.
- Click a candidate's exam type in the **Exam** field to view his or her registration information.
- Click a candidate's result in the **Result** field to view his or her exam history.

Viewing denied registrations

When a registration is denied, its status is set to Denied Eligibility. On the Denied Registrations page, you can view a list of denied registrations, and, if a registration was denied in error, change its status to Awaiting Eligibility.

1. Click **Denied Registrations** on the Flowchart page.

The Denied Registrations page is displayed, listing denied registrations for the last two days.

Candidate registrations are displayed based on their exam appointment dates. If no exam was scheduled, registrations are displayed based on the date on which they were created. A message appears if there are no denied registrations for the selected date range.

2. If needed, select a new **date range** for which to display denied registrations.

Select new dates in the **Start Date** and **End Date** fields. You can specify a range of up to 120 days.



Denied registrations remain available through the NCLEX Administration website for at least three years.

3. Click the **Refresh** button.

Denied registrations for the date range you selected are displayed.

The screenshot shows the 'Member Board NCLEX® Candidates' page. At the top, there are navigation links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. Below these links is a search instruction: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' There are input fields for First Name, Last Name, and SSN, followed by a Search button. The main content area is titled 'Denied Registrations' and contains a table with the following columns: Name, DOB, SSN, Cand ID, Exam, and Notes. A single row is displayed for a candidate named 'Queue, Suzy' with DOB '06/30/1992', SSN '20103442', Cand ID 'NCLEX-RN', Exam 'ENU', and Notes 'ADA Resolved'. Below the table are date range selectors for Start Date (June 01, 2013) and End Date (June 30, 2013), with a Refresh button. At the bottom of the table area are dropdown menus for Select and Action, and a Take Action button. The footer includes the Pearson VUE logo, copyright information (© 1996-2014 Pearson Education, Inc. or its affiliate(s)), and the NCSBN NCLEX® Examinations logo.

The columns display information about the candidate, including name, date of birth (DOB), Social Security number (SSN), candidate ID number (Cand ID), exam type and notes. In the **Notes** column, **Retake** appears if the candidate was registered to retake the same type of NCLEX exam, and **ADA Resolved** appears if the registration had accommodations requests that were resolved.

- Click a candidate's name in the **Name** field to view his or her candidate information.
 - Click a candidate's exam type in the **Exam** field to view his or her registration information.
4. If needed, change a candidate's status from **Denied** to **Eligible**.
 - Click the box next to a candidate's name so that a checkmark appears.
 - In the **Action** field, select **Change Status** to **Awaiting Eligibility**.
 5. Click the **Take Action** button.

A message confirms that the change was made.

Viewing expired registrations

Pearson VUE identifies ATTs and registrations that are no longer valid and separates them from other candidate records in the database. A software utility searches the database each evening and flags expired registrations.

Expired ATTs

An ATT expires if a candidate was declared eligible to take an exam, but the ATT end date has passed.

- ❖ An ATT remains valid until midnight on the ATT end date. After that, the candidate cannot schedule an appointment.
- ❖ If a candidate's ATT expires, the registration is moved to the Expirations box on the Flowchart page on the Administration website.
- ❖ If a candidate's ATT expires, the Candidate website indicates this.
- ❖ If a Board of Nursing/Regulatory Body uses batch processing and has asked to receive expired ATTs in the jurisout file, the jurisout file will contain a Service Order Cancel for expired ATTs. The Service Order Cancel Reason is 5 (Error/Registration Expired).

Expired registrations

According to NCSBN policy, candidate registrations expire if one year has passed since the registration was created, and the registration is still in the New or Awaiting Eligibility stage (meaning the candidate was never declared eligible to take an exam and was never denied eligibility).

- ❖ Registrations remain valid until midnight on the 365th day after they are created. Candidates with expired registrations who want to take an exam must re-register, pay the examination fee again and be declared eligible by a Board of Nursing/Regulatory Body.
- ❖ The candidate registration confirmation letter informs candidates that registrations expire in 365 days. If a candidate's registration expires, the Candidate website indicates why the registration expired.
- ❖ If a candidate's registration expires, the registration is moved to the Expirations box on the Flowchart page on the Administration website.
- ❖ If a Board of Nursing/Regulatory Body uses batch processing and has asked to receive expired registrations in the jurisout file, the jurisout file will contain a Service Order Cancel for expired registrations. The Service Order Cancel Reason is 5 (Error/Registration Expired).

Viewing expiration information on the website

The Expirations status separates expired registrations from other registrations and allows you to view expired registrations.

1. Click **Expirations** on the Flowchart page.

The Expirations page is displayed, listing candidates with ATTs and registrations that expired within the last two weeks. A message appears if there are no expired registrations for the last two weeks.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Expirations

There are no candidates available with this status in the specified date range.

The date range applies to the exam appointment date, if there is one, otherwise it applies to the date the registration was created.

Start Date: May 06 2014 End Date: May 07 2014

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2. If needed, select a new **date range** for which to display expired registrations.

Select new dates in the **Start Date** and **End Date** fields. You can specify a range of up to 120 days.

3. Click the **Refresh** button.

Expired registrations for the date range you selected are displayed.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Expirations

Name	DOB	Exam	Reason	Notes
Brady, Doreen L	08/16/1990	NCLEX-RN : ENU	ATT Expired	
Jacobson, Marcia	02/02/1981	NCLEX-PN : ENU	Expired	
Sharpe, Amanda	01/01/1980	NCLEX-RN : ENU	Expired	
Kpiterster, Miguel	03/06/1975	NCLEX-RN-1 : ENU	ATT Expired	Retake
Urdahl, Debra B	07/11/1980	NCLEX-PN : ENU	ATT Expired	
Williams, Victoria L	05/02/1958	NCLEX-PN : ENU	ATT Expired	

Start Date: End Date:

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Columns on the Expirations page display information about the candidate, including name, date of birth (DOB), exam type, notes and Board of Nursing/Regulatory Body. The **Reason** column contains either **“ATT Expired”** or **“Registration Expired.”** You can click this column heading to sort registrations by reason.

- Click a candidate’s name in the **Name** field to view his or her candidate information.
- Click a candidate’s exam type in the **Exam** field to view his or her registration information. If you view the Registration Details page for an expired registration, “Expired” will be displayed in the Status field. The Reason field will contain either “ATT expired” or “Registration Expired on [date].”

Working with candidate results

Once the candidate completes the exam, the results are automatically scored at the testing center. They are then sent to Pearson VUE for rescoring and verification. Once that process is complete, the results are posted to the NCLEX Administration website. Results may be available on the same day on which the exam was taken; however, Pearson VUE has 48 hours to distribute results to the NCLEX Administration website.

You can view a candidate's exam results in one of two ways:

- ❖ By clicking the **Result Available** status on the Flowchart page and selecting a candidate from the list. With the appropriate permission, you can also print candidate results reports and mailing labels and generate a summary report from the Result Available page.
- ❖ By searching for the candidate and clicking the **Exam History** link at the bottom of the Candidate Details or the Registration Details page.

To display registrations for which the exam has been completed but the results have been placed on hold, see "Viewing registrations placed on hold for results".



If your Member Board subscribes to the Quick Results service, candidates can receive an unofficial pass/fail result via the NCLEX Candidate website.

Regulatory Bodies do not subscribe to the Quick Results service.

After viewing and printing results, you can close candidates' registrations, which changes their status from Result Available to Processed.



You must be assigned the **RegStatus** (may edit registration status) permission to change a candidate's registration status.

Printing results and closing registrations

As soon as a candidate's exam is scored, the candidate's registration status automatically changes from Eligible to Result Available. When a registration's status is Result Available, you can view and print exam results. Printing results generates a Candidate Report for those who passed and a Candidate Performance Report for those who failed.

After you have completed your own exam results processing (for example, notifying candidates and mailing certificates), you can change the registrations' status to Closed. This moves them to the Processed Registrations status, where they remain. Closing registrations keeps the Result Available list from growing too large, and ensures that the Result Available status contains new results only.

You can generate candidate reports in several ways:

- ❖ On the **Result Available** page, as described below. After selecting candidates, you can generate candidate reports for them, close their registrations, or generate candidate reports AND close their registrations at the same time.
- ❖ Click the **Generate Candidate Report** link on the Candidate Details page. Clicking this link generates a candidate report but does not close the candidate's registration.

1. Click **Result Available** on the Flowchart page.

The Result Available page is displayed, listing candidates who have completed their exams and whose results are available. (If there are more than 30 candidates in the list, the results are listed on multiple pages.) On this page, you can select the candidates for whom you want to print results, then either generate the reports and close the registrations or generate the reports without changing registration status.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Result Available



Name	SSN	Cand ID	ATT #	Exam	Exam Date	Center	Result	Notes
<input type="checkbox"/> Anderberg, Beverly	20077529	V0026734	NCLEX-RN : ENU	07-12-2010	200050098	Fail	Retake	
<input type="checkbox"/> Anderstrom, Naomi C	20077996	V0027169	NCLEX-PN : ENU	09-14-2010	200050206	Fail	ADA Resolved	
<input type="checkbox"/> Campbell, Sally W	987-65-4321	20077029	V0026168	NCLEX-PN : ENU	04-28-2010	200050151	Fail	
<input type="checkbox"/> Kybori, Kim P	20102881	V0052497	2ND DAY APPT : ENU	03-15-2013	61030		ADA Resolved	
<input type="checkbox"/> Nasser, Joseph N	20102881	V0052496	NCLEX-PN : ENU	03-14-2013	61030	Fail	ADA Resolved	
<input type="checkbox"/> Ramirez, Gabriella A	677-67-7677	20100884	V0050471	NCLEX-PN : ENU	05-09-2012	61030	Pass	

Select: Action:

Report Options:

☒ Create double-sided candidate reports
☐ Create mailing labels when creating candidate reports
☐ Create summary report when creating candidate reports

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The columns on this page display information about the candidate, including name, Social Security number (SSN), candidate ID number (Cand ID), ATT number, exam type, date on which the exam was taken, testing center at which it was taken, exam result (Pass/Fail) and notes. In the **Notes** column, **Retake** appears if the candidate retook the same type of NCLEX exam and **ADA Resolved** appears if the registration has accommodations requests that were resolved.



In addition to the NCLEX exam, a second exam type known as **NCLEX-R&C** may appear in the **Exam** column. NCLEX-R&C refers to a Review & Challenge exam, where a candidate who fails can question his or her results. After paying another fee, the candidate schedules an NCLEX-R&C exam, which shows the answers the candidate gave for items he or she answered incorrectly. Since a Review and Challenge exam is not scored, **Taken** appears in the Result column instead of Pass or Fail. The Review & Challenge exams are only available to Member Boards. Regulatory Bodies do not offer Review & Challenge exams.

2. **View** selected candidate results.

Click the **Pass** or **Fail** link in the Result column for the candidate whose results you want displayed. The Exam History page displays, showing exam or event date (Appt), exam type, testing center, exam status, result and accommodations granted.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Exam History: NCLEX Canada

Appt	Exam	Center	Status	Result	Granted Accommodations	Member Board
	NCLEX-RN-1: FRC					College of Registered Nurses of Manitoba(86)
08-29-2014	NCLEX-RN : ENU	200080293	Delivery Successful	Fail		Minnesota Board of Nursing(10)
03-06-2014	NCLEX-RN: ENU	61030	Taken			Wisconsin Department of Safety & Professional Services(50)

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Only the Boards of Nursing/Regulatory Body where candidates have applied for licensure can see the exam history. Accommodations and Pass/Fail information will only be available to the registration where the candidate applied for licensure.

The **Status** column indicates the exam's current status.

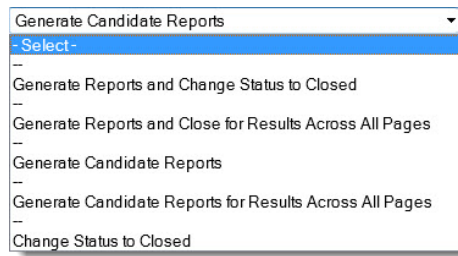
If the candidate was previously denied eligibility, the jurisdiction in which he or she was denied is displayed (if available). Click the **Return to Previous Page** link to return to the Result Available page.

3. On the **Result Available** page, select candidates whose registrations you want to close and/or for whom you want to print candidate results.

You can select candidates in one of two ways:

- Click the box next to the name of each candidate so a checkmark appears.
- Choose an option from the **Select** field. You can choose **All**, **None** (default), **Passed** or **Failed**.

4. In the **Action** field, select an option.



- Choose **Generate Reports and Change Status to Closed** to print candidate reports and change the status of the selected registrations to Processed.
- Choose **Generate Reports and Close for Results Across All Pages** to print candidate reports for all pages, and change the registrations' status to Processed. (This option works the same as the **Generate Reports and Change Status to Closed** option, but applies to ALL candidates whose names are listed in the current set of results, regardless of whether they are shown on the page that is displayed.)
- Choose **Generate Candidate Reports** to print candidate reports without changing the status of the selected registrations.
- Choose **Generate Candidate Reports for Results Across All Pages** to print candidate reports for all pages, without changing registration status. (This option works the same as the **Generate Candidate Reports** option, but applies to ALL candidates whose names are listed in the current set of results, regardless of whether they are shown on the page that is displayed.)
- Choose **Change Status to Closed** to change the status of the selected registrations to Processed without printing reports.

If your Board of Nursing/Regulatory Body prints its own results reports, it is best to choose the **Generate and Change Status to Closed** or the **Generate Reports and Close for Results Across All Pages** option; this way, the registration will be removed from the Result Available page, and you will know that you have already sent the results to the candidate.

If you closed one or more registrations, a message confirms that the changes were made. If you generated a report, the Report Requests page is displayed, with the candidate report listed at the top of the page.

5. Click the **Take Action** button.
6. **View** the reports.

All report requests are listed. Locate the desired report and click the link.

The candidate report opens in a new tab. If multiple candidates were selected, each candidate report is printed on a separate page within the document.

Viewing registrations placed on hold for results

Occasionally, a candidate's results are placed on hold. This usually occurs automatically. For example, results are placed on hold if a certain type of Incident Report has been filed against the registration, if something unusual occurred during the exam (such as the candidate spent a great deal of time on the tutorial), or if an irregularity appeared in the exam results.

Pearson VUE works to resolve all holds as quickly as possible. While the majority of holds are released quickly, some may take longer to resolve. Use the On Hold for Results page to display registrations for which the exam has been completed, but the results have been placed on hold. You can also select candidates on this page to change their information.

1. Click **On Hold For Results** on the Flowchart page.

The On Hold for Results page is displayed.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

On Hold for Results

Name	DOB	Exam	Notes
<input type="checkbox"/> Bernstein, Lisa M	09/03/1960	NCLEX-RN : ENU	On Hold: Manual
<input type="checkbox"/> Chambers, Mia Q	04/03/1957	NCLEX-PN : ENU	On Hold: Exam Time Minimum Exceeded, Unusual Response Pattern-FIT
<input type="checkbox"/> Eppert, Michelle	10/10/1980	NCLEX-RN : ENU	Retake; On Hold:
<input type="checkbox"/> Miller, Shirley	10/10/1980	NCLEX-RN : ENU	Retake; On Hold:
<input type="checkbox"/> Olson, Elizabeth	10/10/1980	NCLEX-RN : ENU	Retake; On Hold:
<input type="checkbox"/> Rodriguez, Theresa J	10/10/1980	NCLEX-RN : ENU	ADA Resolved; On Hold: Manual

Select: Action:

Report Options:

☒ Create double-sided candidate reports
☐ Create mailing labels when creating candidate reports
☐ Create summary report when creating candidate reports

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The columns on this page display information about the candidate, including name, date of birth (DOB), exam type and notes. (If there are more than 30 candidates in the list, the results are listed on multiple pages.) In the **Notes** column, **Retake** appears if the candidate retook the same type of NCLEX exam and **ADA Resolved** appears if the registration has accommodations requests that were resolved.

- Click a candidate's name in the **Name** field to view his or her candidate information.
- Click a candidate's exam type in the **Exam** field to view his or her registration information.

2. Select **candidates** for whom you want to print candidate results.

You can select candidates by clicking the box next to the name of each candidate so a checkmark appears. To select all candidates, choose **All** in the **Select** field.



Proxy users will not see check boxes next to candidate names.

3. In the **Action** field, select an option.

- Choose **Generate Candidate Reports** to print candidate reports for candidates displayed on the page.
- Choose **Generate Candidate Reports Across All Pages** to print candidate reports for all pages. (This option works the same as the **Generate Candidate Reports** option, but generates reports for candidates whose names are listed in the current set of results, but are not shown on the page that is displayed.)

If you generated a report, the Report Requests page is displayed, with the candidate report listed at the top of the page.

4. **View** the reports.

All report requests are listed. Locate the desired report and click the link.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Report Requests

Reports requested by Mike MacIsaacs

One set of Candidate Results reports has been submitted.

Report	Requested
Candidate Results	08 May 2014 - 04:24 PM

[Show all report requests](#)

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The candidate report opens in a new tab. If multiple candidates were selected, each candidate report is printed on a separate page within the document.

NCLEX-PN® CANDIDATE REPORT
National Council Licensure Examination for Practical Nurses

Test Date: 05/07/14
Test Center: 61030 - Bloomington

1405 Time Timeout
aweomsdf
Edina, MN 55437
United States

Candidate Number: 20104107
Date of Birth: 05/05/1971
Social Security Number:
Program Code: US18107000
Program Name: CUMBERLAND COUNTY VOCATIONAL
TECHNICAL CENTER
BRIDGETON, NJ

A

1405 Time Timeout, an NCLEX examination applicant for New Jersey Board of Nursing, HAS PASSED the National Council Licensure Examination for Practical Nurses.

Viewing and changing individual candidate records

You can view records for candidates who have registered with your jurisdiction. To edit candidate records, you must have the **CandData** (may edit candidate data) permission.



Once a registration is entered or imported into the Pearson VUE system, Pearson VUE employees may make changes to candidate data up until eligibility is reached. Once eligibility is reached no one at Pearson VUE can change the candidate's name or demographic data, and candidates cannot change information via the NCLEX Candidate website. Candidates are instructed to call the Board of Nursing/Regulatory Body for any changes that need to be made.

Candidate data is displayed on two pages:

- ❖ Name and demographic information appears on the Candidate Details page.



The candidate's ethnicity is moving from the Candidate Details page to the Registration Details page. The candidate will choose an ethnicity each time he/she registers for an exam.

- ❖ Registration status, accommodations and authorization information appears on the Registration Details page.

You can locate candidate records in several ways:

- ❖ by searching for them individually.
- ❖ by displaying candidates according to their status, as described below.

1. Click **Flowchart** on the blue navigation bar.

The Flowchart page is displayed.

2. Select the **status** for which you want to view registrations.

The status page is displayed. (In the example shown below, the Result Available status page is displayed.)

Click a candidate's name in this column to display the Candidate Details page.

Click a candidate's exam type in this column to display the Registration Details page.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Result Available

Name	SSN	Cand ID	ATT #	Exam	Exam Date	Center	Result	Notes
<input type="checkbox"/> Anderberg, Beverly		20077529	V0026734	NCLEX-RN : ENU	07-12-2010	200050098	Fail	Retake
<input type="checkbox"/> Anderstrom, Naomi C		20077996	V0027169	NCLEX-PN : ENU	09-14-2010	200050206	Fail	ADA Resolved
<input type="checkbox"/> Campbell, Sally W	987-65-4321	20077029	V0026168	NCLEX-PN : ENU	04-28-2010	200050151	Fail	
<input type="checkbox"/> Kybori, Kim P		20102881	V0052497	2ND DAY APPT : ENU	03-15-2013	61030		ADA Resolved
<input type="checkbox"/> Nasser, Joseph N		20102881	V0052496	NCLEX-PN : ENU	03-14-2013	61030	Fail	ADA Resolved
<input type="checkbox"/> Ramirez, Gabriella A	677-67-7677	20100884	V0050471	NCLEX-PN : ENU	05-09-2012	61030	Pass	

Select: Action:

Report Options:

☒ Create double-sided candidate reports
☐ Create mailing labels when creating candidate reports
☐ Create summary report when creating candidate reports

Page 1 of 49 Go to page (# or candidate letter):

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Click a link in the **Name** column to display the Candidate Details page, or click a link in the **Exam** column to display the Registration Details page.

Viewing and editing candidate details

The Candidate Details page displays name and demographic information.

If you are assigned the **CandData** (may edit candidate data) permission, you can make changes to a candidate's information on this page at any point in the NCLEX exam process, even after the registration is closed.

1. Display the **Candidate Details** page for a selected candidate by clicking the candidate's name.

The screenshot shows the 'Candidate Details' page for Beverly A. Anderberg. The page has a blue header with 'Member Board NCLEX® Candidates' and 'NCLEX® Administration'. Navigation links include Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search bar prompts the user to enter First Name, Last Name, or SSN. The candidate's details are displayed in a form with fields for Last Name (1007), Date of Birth (10 October 1980), First Name (DDDD), Gender (Female), Middle Name (d), Maiden Name, Mother's Maiden Name, SSN, Reason No SSN, Other Last Name, CGFNS (Yes/No/Not Applicable), CGFNS Number, Date Used (Month/Year), Taken Pre 1994 (RN/PN), Address (123 test), City (minneapolis), State (Minnesota), Country (United States), ZIP code (55437), Language, Home Phone (555-555-5555), Work Phone, and Email (d@d.com). A 'Related Information' section contains links for Exam History, Name History, and Contact History. A 'Save' button is at the bottom right. The footer includes the Pearson VUE logo, copyright information (© 1996-2014 Pearson Education, Inc.), and the NCSBN NCLEX® Examinations logo.

Member Board NCLEX® Candidates

NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Seat Availability Search](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#)
[Logout](#) [Reports](#) [Lists](#)
[Batch Processing](#) [Users](#) [Profile](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN: Search

Candidate Details: Beverly A Anderberg

Candidate ID: 20077529

Last Name: 1007 Date of Birth: 10 October 1980

First Name: DDDD Gender: ☐ Female ☐ Male

Middle Name: d

Maiden Name: SSN:

Mother's Maiden Name: Reason No SSN:

Other Last Name: CGFNS: ☐ Yes ☐ No ☐ Not Applicable

Date Used: --Month-- --Year-- CGFNS Number:

Taken Pre 1994: ☐ RN ☐ PN

Address: 123 test Language:

City: minneapolis Home Phone: 555-555-5555

State: Minnesota Work Phone:

Country: United States Email: d@d.com

ZIP code: 55437

Related Information:
[Exam History](#) | [Name History](#) | [Contact History](#)

Save

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Click these links to view related information for the candidate.

2. **Edit** fields as needed.

- **Candidate ID:** Displays the NCLEX Candidate ID that uniquely identifies candidates in the Pearson VUE system. NCLEX Candidate IDs consist of an eight-digit number. This field cannot be edited.



Candidates are asked to provide all of the following information when they register. However, the only **required** fields are the *first and last name*, *date of birth*, *address* and *phone* fields. If the candidate did not provide all requested information, the other fields may be blank.

- **Last Name, First Name and Middle Name:** Display the candidate's name.
- **Maiden Name and Mother's Maiden Name:** Display a maiden name and the candidate's mother's maiden name.
- **Other Last Name** and **Date Used:** Display other last names used by the candidate and when they were used. Enter dates using the format MM/DD/YYYY (as in 01/01/2002).
- **Date of Birth:** Displays the candidate's date of birth. Enter dates using the format MM/DD/YYYY (as in 05/15/1962).
- **Gender:** Identifies the candidate's gender.
- **SSN:** Displays the candidate's Social Security number. Typing dashes when entering the number is optional.



SSN is only used by candidates seeking licensure/registration in the United States or a US Territory. It is not a required field and is not used for licensure/registration outside of the US or US Territories.

- **Reason No SSN:** Displays the reason (if any) the candidate did not provide a Social Security number on the registration. Selections include: Not a U.S. citizen, Applied for but have not received SSN, and Choose not to provide SSN.
- **CGFNS:** Displays the candidate's answer to the question, "Do you have a CGFNS certification?" (Yes, No or Not Applicable). CGFNS refers to The Commission on Graduates of Foreign Nursing Schools. Some jurisdictions require non-US educated candidates to provide a CGFNS certification number when registering for an NCLEX exam.
- **CGFNS Number:** Displays the candidate's CGFNS number, if it was provided.

- **Taken Pre 1994:** Displays whether or not a candidate had taken an exam before January 1, 1994 (it does not, however, specify for what Board of Nursing/Regulatory Body the candidate took the exam). If either RN or PN are listed as “Yes”, the candidate will be designated as a repeater in the system and this information will be reflected throughout the website (e.g., Exam History). This information can be viewed on the Candidate Details and Registration Details pages by Board of Nursing/Regulatory Body and NCSBN users of the website, but only Pearson VUE can change values in this field.
 - **Address, City, State, Country and ZIP code:** Display the candidate’s mailing address. Change or complete these fields as needed.
 - **Language:** Indicates the language the candidate identified on the application.
 - **Home Phone, Work Phone and Email:** Display the candidate’s contact information.
3. Click the links in the **Related Information** area to display other candidate information, as needed.
- **Exam History:** Displays information about all NCLEX exams for which the candidate has registered and taken within or outside of the jurisdiction. Only boards where candidates have applied for licensure can see the exam history. Accommodations and Pass/Fail information will only be available to the registration where the candidate applied for licensure.
 - **Name History:** Displays changes made to the candidate’s name by a Board of Nursing/Regulatory Body user.
 - **Contact History:** Displays changes made to the candidate’s address by a Board of Nursing/Regulatory Body user.
4. Click the **Save** button to save your changes.

Viewing and editing registration details

The Registration Details page displays registration status, accommodations and authorization information.

You can change the candidate's status on this page if you are assigned the **RegStatus** (may edit registration status) permission. You can make changes to a candidate's registration details up to the time the candidate takes the exam.

1. Display the **Registration Details** page for a selected candidate by clicking the **Exam** link for the candidate.

The screenshot shows the NCLEX® Administration website interface. At the top, there's a navigation bar with links like Home, Candidate Search, Requests, Seat Availability Search, Contact Pearson VUE, Flowchart, Incidents, Reports, Lists, Logout, Batch Processing, Users, and Profile. Below this is a search bar with fields for First Name, Last Name, and SSN, and a Search button. The main content area is titled "Registration Details" and is divided into several sections:

- Basic Information:** Includes Candidate (Anderberg, Beverly A), Status (New), Exam (NCLEX-RN), Exam Language (English), Graduation Date (Month and Year dropdowns), Program (US10406900, NORMANDEALE COMMUNITY COLLEGE, BLOOMINGTON MN, Change Program), Member Board (Minnesota Board of Nursing), Registration Source (NCLEX Candidate Web Site), Accommodations (None, Manage Accommodations), and Ethnic Group (White dropdown).
- Authorization Information:** Includes Center, ATT # (V0054099), ATT Start (NOT YET AVAILABLE), ATT End (NOT YET AVAILABLE), Appt, MB ID, Taken NCLEX (No), ... for Same License (No), ... for Different License (No), Taken Pre 1994 (RN: No PN: No), Status (New dropdown), and Reason.
- Related Information:** Includes links for Exam History, ID Files, Audit Trail, and No Incidents.

At the bottom, there's a Save button and a footer with Pearson VUE logo, copyright information (© 1996-2014 Pearson Education, Inc. or its affiliate(s)), and NCSBN NCLEX® Examinations logo.

Click these links to view related information for the candidate.

2. In the Basic Information area, edit fields as needed.

- **Candidate:** Click the candidate's name link in this field to display his or her candidate details.
- **Status:** Displays the candidate's current status. This field cannot be edited. (A **Status** field also appears in the Authorization Information area below for users who have permission to edit candidate's eligibility status.)
- **Program** and **Change Program:** Displays the candidate's educational program. If the program was selected in error, you can select another program by clicking the **Change Program** link and choosing another program from the list of educational programs maintained by NCSBN.
- **Accommodations:** Displays the overall status of accommodations requests, which can be **None** (no requests), **Pending** (one or more requests are pending), or **Resolved** (all requests have been granted or denied). Below the status, accommodations requested and their status are displayed, which can be **Open**, **Granted**, **Denied** or **Revoked**. Below the requests is a **Manage Accommodations** link you can click to add, edit or delete accommodations requests.
- **Exam:** Displays the exam type for which the candidate has registered (NCLEX-RN, NCLEX-RN 1, NCLEX-PN or NCLEX-R&C). This field cannot be edited.
- **Exam Language:** Displays the language for which the candidate registered to take the exam. This field cannot be edited.
- **Graduation Date:** Displays the date on which the candidate graduated from the program selected in the **Program** field at left. (If the candidate hadn't yet graduated when he or she registered, the date on which he or she finished the program's coursework may have been entered instead.)
- **Member Board:** Displays the member board under which the candidate registered for the exam.
- **Registration Source:** Displays how the registration entered the Pearson VUE database. Valid sources include:
 - VUE Registration Center (registration taken by phone through the Call Center)
 - VUE website (registration via the Candidate website)

3. **Add, edit or delete** the candidate's accommodations requests, if needed.

Click the **Manage Accommodations** link under the Basic Information heading. The Manage Accommodations page is displayed.

4. In the **Authorization Information** area, edit fields as needed.

- **Center:** Displays the Pearson Professional Center at which the candidate has chosen to take the exam, if the exam has been scheduled. This field cannot be edited.
- **ATT Start** and **ATT End:** Display the dates between which the candidate must take the exam. These dates are based on settings in your jurisdiction's profile. The **ATT Start** date is derived by adding the number of days in your profile's **Delay in ATT Dates (in Days)** field (if specified) to the **ATT Sent** date. The **ATT End** date is then derived by adding the number of days in your profile's **Days ATT is Valid** field to the **ATT Start** date. These fields cannot be edited.
- **Status:** See the next step for more information.
- **Appt:** Displays the date and time of the exam appointment (for example, Mar 12 at 6:45 AM) if the exam has been scheduled or taken.
- **MB ID:** Displays the ID assigned by your Board of Nursing/Regulatory Body, if applicable. (Some members assign their own internal IDs to candidates.)



Candidates answer the following three questions when they register. However, when a candidate's record is imported into the Pearson VUE database, the software checks if the candidate has an existing record showing he or she has previously taken the exam. If so, the answers to these questions will be automatically changed using the information in the database.

- **Taken NCLEX:** Displays the candidate's answer to the question, "Have you ever taken an NCLEX exam?" on the registration form.
- **For Same License:** Displays the candidate's answer to the question, "Have you ever taken an NCLEX exam to qualify for the same license?" on the registration form.
- **For Different License:** Displays the candidate's answer to the question, "Have you ever taken an NCLEX exam to qualify for a different license?" on the registration form.
- **Taken Pre 1994:** Displays whether or not the candidate has taken any NCLEX exams before January 1, 1994. This information can be entered into the candidate record on the Profile page.

5. Change the candidate's **status** if needed, or **print a Candidate Report** if the candidate has taken the exam.

If needed, select a new status for the candidate from the **Status** field (in the Authorization Information section). This field is displayed to users who have been assigned the **RegStatus** (may edit registration status) permission, which allows users to edit candidate's eligibility status. Refer to the following table.

Current Status	Can change to ...
New	Awaiting Eligibility Eligible Denied
Awaiting Eligibility	Eligible Denied
Eligible	Awaiting Eligibility
Result Available	Closed
Exam Not Taken	Closed
On Hold	None
Denied	Closed
Closed	None
Expired	None

If the candidate's status is Result Available, print a candidate report for the candidate by clicking the **Generate Candidate Report** link. This link is displayed to users who are assigned the **RegStatus** (may edit registration status) permission.

6. Click the links in the **Related Information** area to display other candidate information, as needed.
- **Exam History:** Displays information about all NCLEX exams for which the candidate has registered and taken.
 - **ID Files:** Displays identification for the candidate (photo and signature).
 - **Audit Trail:** Displays all changes made to the candidate's record and by whom they were made.
 - **Incidents:** If one or more incidents is associated with the candidate's registration, an Incidents link is displayed, along with the number of associated incidents. (The words "No Incidents" appear if there are no associated incidents.) Click the link to display the Incident Details page, listing the incident(s) that occurred for the candidate registration.
7. Click the **Save** button to save your changes.

Viewing a candidate's exam history

Use the **Exam History** link to view information about exams for which the candidate is currently or has previously registered.



The candidate's full exam history for the NCLEX is displayed (except for pre-1994 data). Only the board where the candidate applied for licensure can see the accommodations and pass/fail information. This provides more information about why Pearson denoted the candidate as a repeat test taker.

1. At the bottom of the **Candidate Details** or **Registration Details** page, click the **Exam History** link.

The Exam History page is displayed. This page displays a status for all of a candidate's current and previous registrations. If the candidate previously took an exam or has an exam scheduled, the appointment date, testing center and result are listed. The exam type and information about granted accommodations are shown for all registrations, along with the status.

Member Board NCLEX® Candidates NCLEX® Administration

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[Batch Processing](#) [Users](#)
[Profile](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Exam History: NCLEX Canada

Appt	Exam	Center	Status	Result	Granted Accommodations	Member Board
	NCLEX-RN-1: FRC					College of Registered Nurses of Manitoba(86)
08-29-2014	NCLEX-RN : ENU	200080293	Delivery Successful	Fail		Minnesota Board of Nursing(10)
03-06-2014	NCLEX-RN: ENU	61030	Taken			Wisconsin Department of Safety & Professional Services(50)

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If a candidate was designated as a pre-1994 repeater (i.e., if the candidate took an exam before January 1, 1994 as designated on the Candidate Details page), their exam history will always display an exam with an appointment date of 12-31-1993. For pre-1994 exams, the Exam column indicates what exam was taken and the Status column indicates that the exam was delivered successfully. The Result column displays "Exam complete. Score unavailable."

The status depends on where the registration is in the exam process:

- If the registration is in a final state, the status can be one of the following: *Canceled, Result Voided by Client, Delivery Successful, Client Denied Eligibility, Delivery Failed, or No Show.*
- If the registration is not in a final state, the status can be one of the following: *New, Eligibility Pending, Approved for Scheduling, Appointment Scheduled, or Ready for Delivery.*



If a candidate previously registered under another jurisdiction, information about the registration is displayed only if the candidate was denied.

2. Click the **Return to Previous Page** link.

You return to the Candidate Details or Registration Details page.

Viewing a candidate's name changes

Use the **Name History** link to view name changes recorded for the candidate. For example, you might want to examine a candidate's name history if the candidate is retaking an exam using a different name.

1. At the bottom of the **Candidate Details** page, click the **Name History** link.

The Name History page is displayed. All name changes for the candidate are displayed, including those made by other Boards of Nursing/Regulatory Bodies.

The screenshot shows the 'Member Board NCLEX® Candidates' interface. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation menu with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search instruction states: 'You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.' Below this are input fields for 'First Name:', 'Last Name:', and 'SSN:', followed by a 'Search' button. The main content area is titled 'Name History: Beverly A Anderberg'. It shows the 'Current:' name as 'Beverly A Anderberg'. Below this is a table with two columns: 'Date Changed' and 'Previous Name (First Middle Last)'. The table contains one entry: '05/09/14 03:18 PM' and 'Beverly A Smith'. A 'Return to Candidate Details' link is located below the table. At the bottom, there are logos for Pearson VUE and NCSBN (National Council of State Boards of Nursing), along with copyright information: 'Copyright © 1996-2014 Pearson Education, Inc. or its affiliate(s). All rights reserved.'

2. Click the **Return to Candidate Details** link.

You return to the Candidate Details page.

Viewing a candidate's address changes

Use the **Contact History** link to view address changes recorded for the candidate. For example, you might examine a candidate's address history for identification purposes.

1. At the bottom of the **Candidate Details** page, click the **Contact History** link.

The Contact History page is displayed. All address changes for the candidate are displayed, including those made by other Boards of Nursing/Regulatory Bodies.

The screenshot shows the NCLEX Administration website interface. At the top, there's a navigation bar with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. Below this is a search section with fields for First Name, Last Name, and SSN, and a Search button. The main content area is titled "Contact History: Beverly A Anderberg". It displays the current address: 26A Eaton Square, Lot 22, London GBR, 778998787, 1011@betweenincomplete.com. Below this is a table with two columns: "Date Changed" and "Previous Address, Phone, EMail". The table shows one entry: 05/09/14 03:27 PM, 38 Shabby Abby, Lot 22, London GBR, 778998787, 1011@betweenincomplete.com. At the bottom, there's a "Return to Candidate Details" link, the Pearson VUE logo, and the NCSBN NCLEX® Examinations logo with copyright information.

<u>Date Changed</u>	<u>Previous Address, Phone, EMail</u>
05/09/14 03:27 PM	38 Shabby Abby Lot 22 London GBR 778998787 1011@betweenincomplete.com

2. Click the **Return to Candidate Details** link.

You return to the Candidate Details page.

Viewing a candidate's identification information

When candidates arrive at a testing center, they are photographed and must provide a digital signature and a palm vein scan. Use the ID Files link to view this information.

1. At the bottom of the **Registration Details** page, click the **ID Files** link.

The Identification page is displayed. This page displays the photo and signature that were collected at the time of the exam.

Identifies the date on which the identification data was collected, the testing center's code and the type of exam the candidate took.

Fingerprints are no longer collected, so this screen will say "No fingerprint file available".

The screenshot shows the 'Member Board NCLEX® Candidates' page. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation menu with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search bar prompts the user to enter First Name, Last Name, or SSN. The main content area is titled 'Identification: John Doe' and shows the date '07-09-2013', Testing Center '61030', and Exam 'NCLEX-PN'. It features a photo of John Doe, a digital signature, and a message 'No fingerprint file available.' at the bottom right. A 'Return to Registration Details' link is at the bottom center. The footer includes the Pearson VUE logo, copyright information for Pearson Education, Inc. (1996-2014), and the NCSBN NCLEX® Examinations logo.

2. Click the **Return to Registration Details** link.

You return to the Registration Details page.

Viewing registration events

When a registration's status is changed, the date and time and the name of the user who made the change are recorded. Use the **Audit Trail** link to view information about all changes that have been made to a candidate's registration, including eligibility denials.

1. At the bottom of the **Registration Details** page, click the **Audit Trail** link.

The Registration Audit Trail page is displayed, as shown below.

The screenshot shows the NCLEX® Administration website interface. At the top, there's a navigation bar with links like Home, Candidate Search, Requests, Profile, etc. Below this is a search bar with fields for First Name, Last Name, and SSN. The main content area is titled "Registration Audit Trail" and displays information for a candidate named John Doe, Exam: NCLEX-PN, Member Board: Minnesota Board of Nursing. A table lists registration events with columns for Date/Time, User Name, Description, and Details. The events include registration creation, payment receipt, status changes, exam scheduling, and result releases. A "Return to Registration Details" link is at the bottom of the table. The footer contains Pearson VUE and NCSBN logos and copyright information.

Date/Time <i>Central Time Zone</i>	User Name	Description	Details
07/08/13 02:47 PM	Mike MacIsaac	Registration created	
07/08/13 02:47 PM	VUE Automated User	Payment Receipt	Email Complete
07/08/13 02:48 PM	Rick Olson	Registration status changed	Eligibility Approved
07/08/13 02:49 PM	Mike MacIsaac	Exam appointment scheduled	Jul 9 at 6:00 AM at Site ID 61030
07/09/13 06:49 AM	VUE Automated User VUE Automated User	Authorization/eligibility letter sent	Email Sent
07/09/13 06:49 AM	VUE Automated User VUE Automated User	Confirmation letter sent	Email Sent
07/10/13 12:58 PM	Rick Olson	Exam result released from hold	

The Registration Audit Trail page lists all events related to the candidate's registration, including Registration, Accommodations, Eligibility, Scheduling Details and Results. Name and address changes are not included on this page.

- The **User Name** column displays the username of the person who made the change, and in parentheses, indicates if it was an NCLEX Candidate Services person or an NCLEX Administration website user.



The User Name is listed only if applicable. Some of the events are handled automatically by the system, so there isn't a specific person associated with the event.

- The **Description** column provides information about the event. Any additional information is displayed in the **Details** column.



The description “Result acknowledged” indicates that the registration was closed via the website.

- The **Details** column provides information about the action performed.

2. Click the **Return to Registration Details** link.

You return to the Registration Details page.

Candidate Accommodations

This chapter covers the following topics:

- ❖ Accommodations process
- ❖ Supported accommodations
- ❖ Working with accommodations
- ❖ Adding accommodations requests
- ❖ Revoking accommodations
- ❖ Viewing or editing the list of readers (assistive personnel)

Accommodations process

This section describes the steps involved in the accommodations process and the tasks Board of Nursing/Regulatory Body users, NCSBN users and Pearson VUE Accommodations Coordinators perform.



It's important to enter the accommodations requests BEFORE a candidate's status is set to Eligible, whenever possible. When a status is set to Eligible, an ATT email is automatically generated and sent to the candidate. However, if the record has any pending accommodations requests, an ATT email will not be sent until those requests are resolved. Although the system allows accommodations to be entered after a candidate has been made eligible, this may require unscheduling a candidate's exam appointment. It also means the candidate will receive multiple ATT emails, which can be confusing.

❖ **A candidate contacts a Board of Nursing/Regulatory Body to request accommodations.**

Candidates who require special accommodations register for the NCLEX exam using standard procedures, but also submit an accommodations request in writing to the Board of Nursing/Regulatory Body in the jurisdiction in which they are seeking licensure/registration. Once the registration is entered in the system, the registration appears on the NCLEX Administration website and is assigned the New Registration status.

❖ **The Board of Nursing/Regulatory Body adds the accommodations request to the candidate's registration.**

When the Board of Nursing/Regulatory Body receives a candidate's accommodations request, use the NCLEX Administration website to add the request(s) to the candidate's registration. After candidate registrations are processed, they are displayed on the NCLEX Administration website and accommodations requests can then be entered. Select the accommodation type, choose options or provide additional information (if required) and enter comments or recommendations to NCSBN.

❖ **The Accommodation Place Holder accommodation is revoked.**

You MUST revoke this accommodation after entering a candidate's accommodations request(s). (If the Board of Nursing/Regulatory Body doesn't revoke it, the ATT email will not be sent to the candidate.)

❖ **The Board of Nursing/Regulatory Body marks the candidate eligible.**

The registration can be marked eligible any time after the accommodations request is added. The candidate will not receive his or her ATT email (and cannot schedule an appointment) until all pending accommodations requests have been granted by NCSBN in the NCLEX Administration website.

❖ **An NCSBN user reviews the request.**

Immediately after an accommodations request is saved, NCSBN can review the request on the NCLEX Administration website, including the Board of Nursing's/Regulatory Body's recommendations and comments. NCSBN may work with the Board of Nursing/Regulatory Body to reach a mutually agreeable decision regarding the request.

NCSBN then either:

- **Grants** the request in the NCLEX Administration website.
- **Denies** the request: If NCSBN determines the accommodations request should not be granted, they will contact the Board of Nursing/Regulatory Body to deny the request in the website. It is the Board of Nursing's/Regulatory Body's responsibility to inform the candidate that his or her accommodations request has been denied. Information about which accommodations have been granted or denied does not appear in the candidate's ATT email.
- **Replaces** the accommodation: If a Board of Nursing/Regulatory Body and NCSBN determine that an alternate accommodation should be granted rather than the one originally requested, the original request must be revoked and a new request should be entered. It is the Board of Nursing/Regulatory Body's responsibility to inform the candidate that his or her accommodations request has been replaced.

❖ **The ATT (Authorization to Test) email is sent to the candidate.**

Once NCSBN has granted all accommodations requests for a particular registration and the registration is marked eligible, the ATT email is generated and sent. (If a registration has pending accommodations requests, the ATT email cannot be sent and the exam cannot be scheduled.) The ATT email specifies that candidates with granted accommodations must schedule an appointment by calling the Pearson VUE Accommodations Coordinator at NCLEX Candidate Services. (The candidate will automatically be prevented from scheduling via the NCLEX Candidate website.)

❖ **The candidate schedules an appointment with the Pearson VUE Accommodations Coordinator.**

The Pearson VUE Accommodations Coordinator schedules appointments for all NCLEX registrations that have accommodations. The coordinator is trained to handle special condition testing situations including scheduling multiple-day appointments. If necessary, he or she also works with the testing center the candidate chooses to ensure that the accommodation is set up properly before the candidate arrives for the exam.

Some accommodations require special personnel to assist the candidate during exam delivery. For example, sight-impaired candidates may require a reader to assist them during the exam. Pearson VUE is responsible for scheduling personnel according to guidelines provided by Boards of Nursing/Regulatory Bodies and NCSBN. A Pearson VUE Accommodations Coordinator sends assistive personnel a packet of pertinent information, including the Assistive Personnel Agreement and a confirmation email.

❖ **The candidate takes the NCLEX exam with accommodations.**

The test administrator checks the center's exam schedule in the Pearson VUE Testing System to find out which candidates have approved accommodations. Accommodations for extra time and adjustable font size and contrast are built into the exam delivery software, and the administrator doesn't need to intervene. The Pearson VUE Accommodations Coordinator will have already informed the administrator about any nonstandard accommodation and provided instructions if necessary. If an assistive person was approved for the candidate, the test administrator follows a standard procedure for checking in the person.

When the test administrator starts the exam for the candidate, the software displays a list of the accommodations for which the candidate has been approved, as an additional reminder.



Test administrators are not permitted to rescind or change accommodations for NCLEX exams at the testing center.

Special cases

This section describes how special accommodations cases are handled.



If there are accommodations changes after an appointment has been scheduled, the Board of Nursing/Regulatory Body must contact NCSBN, who will contact the Pearson VUE Accommodations Coordinator. This is because the coordinator may have already made arrangements for a granted accommodation or may need to make arrangements for a new or changed accommodation.

- ❖ **A candidate contacts a Board of Nursing/Regulatory Body and says he or she no longer requires a granted accommodation, or the Board of Nursing/Regulatory Body decides that a granted accommodation should be denied instead.**
 - *If an appointment has not been scheduled*, the Board of Nursing/Regulatory Body or an NCSBN user can revoke the accommodation on the NCLEX Administration website (regardless of whether or not the request has already been granted).
 - *If an appointment has already been scheduled*, the Board of Nursing/Regulatory Body must contact NCSBN, who must ask the Pearson VUE Accommodations Coordinator to revoke the accommodation in the system. If the accommodation extended the candidate's testing time, the appointment reverts to a normal exam time.
- ❖ **A candidate requests an accommodation or accommodation change after being made eligible, or the Board of Nursing/Regulatory Body decides that a denied accommodation should be granted instead.**

The Board of Nursing/Regulatory Body or NCSBN may need to add an accommodations request after the ATT email has been sent. For example, a candidate may request an accommodation after the Board of Nursing/Regulatory Body has already made him or her eligible.

- *If the ATT email has been sent but the appointment has not yet been scheduled*, you can enter the request for the new accommodation, which automatically prevents the candidate from scheduling an appointment.
- *If the candidate has already scheduled the exam*, the Board of Nursing/Regulatory Body cannot add or change accommodations via the NCLEX Administration website. The Board of Nursing/Regulatory Body must contact NCSBN, who contacts the Pearson VUE Accommodations Coordinator to unschedule the appointment. (Pearson VUE will send an email to the candidate, notifying him or her that the appointment has been unscheduled.) The Board of Nursing/Regulatory Body can then enter the new accommodations request and NCSBN can grant the request in the website. Pearson VUE sends a new ATT email to the candidate, and the candidate can then reschedule his or her appointment.

In both of the above cases, eligibility dates are adjusted in the updated ATT email so that the candidate receives the same amount of time as in the original ATT email.

Batch Processing Jurisin files

When a Board of Nursing/Regulatory Body uses batch processing (jurisin files), accommodations are handled in a slightly different way than when they do not use batch processing. This section describes the steps involved in the accommodations process for batch processing and the tasks Board of Nursing/Regulatory Body users, NCSBN users and Pearson VUE Accommodations Coordinators perform.

❖ **Your Board of Nursing/Regulatory Body sets the Special Conditions flag in the jurisin.dat file to True.**

Setting this flag in the jurisin file automatically sets the accommodations placeholder named **Accommodation Place Holder**. (If you don't do this and then set a registration to Eligible, the ATT email will be sent without the accommodations information as noted above once the candidate registers with Pearson VUE for the NCLEX.)

Important points about accommodations

❖ **How does the Board of Nursing/Regulatory Body know when NCSBN has granted or denied a request?**

As stated in the NCSBN's NCLEX® Administration Manual, NCSBN may work with Boards of Nursing/Regulatory Bodies to make accommodations decisions. Use one of these methods to check that accommodations have been resolved and an ATT email has been sent to a candidate:

- Search for the candidate's record on the NCLEX Administration website. (Regulatory Bodies do not require SSN.) When the record is found, click the candidate's exam type in the **Exam** column to display the Registration Details page. The status of each requested accommodation is shown in the Basic Information section of the page. If there are dates entered in the **ATT Start** and **ATT End** fields (in the Authorization Information section), then an ATT email has been sent to the candidate.
- If the candidate has already been made Eligible, click the **Flowchart** link and click the **Eligible** status on the diagram. In the list of candidates that appears, the ATT Sent column lists the date on which the ATT email was sent to the candidate, and the Notes column indicates whether or not all accommodations have been resolved for a registration.

❖ **How does a candidate know about the status of his or her accommodations requests?**

The Board of Nursing/Regulatory Body is responsible for informing candidates of the status of their accommodations requests. This includes informing them when requests are denied, revoked or replaced.

If a candidate calls to check on an accommodation's status, locate the record on the NCLEX Administration website by either searching for the candidate or clicking the appropriate registration status on the Flowchart page and then clicking the candidate's exam type in the **Exam** column. The Registration Details page displays the current status of all accommodation requests in the Basic Information section as noted above.

❖ **When does Pearson VUE send candidates the ATT emails?**

ATT emails are automatically sent to candidates when BOTH of the following conditions are true:

- The candidate's registration status is set to Eligible.

AND

- The candidate's registration contains no accommodations requests OR all accommodations requests have been resolved (either granted or denied in the website) by NCSBN.

This means that if a candidate's status is set to Eligible before entering accommodations requests, the candidate will receive one ATT email after eligibility is granted and another ATT email after NCSBN resolves the accommodations requests. To avoid this, enter accommodations information before granting eligibility whenever possible; the candidate will then receive only one ATT email, after NCSBN resolves the requests.

❖ **What if a Board of Nursing/Regulatory Body or a candidate wants to make changes to accommodations after the candidate has received an ATT email?**

The process depends on the kind of a change that is required and whether or not the candidate has already scheduled an exam appointment.

❖ **What to tell candidates that have received multiple ATT emails?**

If a candidate calls and says he or she has received multiple ATT emails, tell the candidate to always use the email received most recently.

❖ **How can candidates with accommodations schedule exam appointments?**

Like other candidates, candidates who have been granted accommodations can schedule exam appointments only after receiving an ATT email. However, candidates with accommodations can schedule *only* by calling NCLEX Candidate Services and asking to speak with the Pearson VUE Accommodations Coordinator. Candidates with accommodations must also reschedule or unreschedule appointments through the Coordinator.

Note that a candidate cannot schedule an exam appointment if his or her registration has unresolved accommodations requests *even if he or she has already received an ATT email*. If a request is added after making a candidate eligible, and the candidate has already received an ATT email, he or she will not be able to schedule an appointment until NCSBN grants or denies the new request in the website.

❖ **Can a candidate change his or her mind about accommodations after arriving at the testing center?**

Candidates who have been granted accommodations are required to test with those accommodations, unless they have the accommodations revoked in advance. The test administrator and the staff at NCLEX Candidate Services cannot revoke or change accommodations requests without approval from NCSBN. The candidate can either test with the accommodations or choose not to test (and then register and repay the examination fee).

Likewise, a candidate cannot arrive at the testing center and expect to receive accommodations that were not requested and granted in advance. The candidate can either test without the accommodations or choose not to test (and then register and repay the examination fee).

❖ **What happens if a candidate arrives for an exam and the accommodations are not prepared?**

If a candidate arrives at a testing center and the accommodations are not ready or cannot be provided, the test administrator will contact the Pearson VUE Accommodations Coordinator to verify that the accommodations were requested and granted. The coordinator will work with the testing center to try to arrange the accommodations; if arrangements cannot be made within 30 minutes, the candidate can reschedule the exam appointment with the Pearson VUE Accommodations Coordinator at no additional cost. An Incident Report will be filed to document why the accommodations were not provided to the candidate.

Supported accommodations

NCLEX candidates can request and be granted the accommodations listed in this section.



Temporary Test Centers may not be able to accommodate all accommodations in the list.

Additional testing time

The standard NCLEX-RN exam involves six hours of testing time, while the standard NCLEX-PN exam involves five hours. In both exams, candidates are granted two scheduled breaks that are built into the exam software: an optional break two hours after the exam begins and an optional break 3.5 hours after the exam begins. In addition, candidates can take an unlimited number of unscheduled breaks. For each of these, the amount of break time that is taken is subtracted from the total available testing time. In other words, for every minute of break time a candidate takes, he or she loses that amount of testing time.

The exam time and break times are calculated from the time at which the candidate is seated for the exam and the test administrator launches the exam on the candidate's workstation. Candidates must leave the testing room for all breaks. After a break, the administrator must escort each candidate to his or her workstation and resume the exam.

Scheduled and unscheduled breaks differ as described below.

- ❖ *Scheduled* breaks are programmed in the system so that the candidate is offered a break at a time predetermined by NCSBN. When the time for a break arrives, a message appears on the candidate's computer screen. The candidate clicks **Yes** to take the break or **No** to decline the break and continue with the exam. If the candidate clicks **Yes**, the exam is put into break mode until the administrator resumes it for the candidate. The exam clock is NOT stopped during these breaks.
- ❖ *Unscheduled* breaks are not automatic. If a candidate wants to take a break at an unscheduled time, he or she raises a hand to get the administrator's permission to leave. The exam is put into break mode until the administrator resumes it for the candidate. The exam clock is NOT stopped during these breaks.

The following table lists the accommodations that give candidates additional exam time. Note that candidates can also take an unlimited number of unscheduled breaks in addition to the scheduled breaks that are listed.

Accommodation	Details
Extra Time - 2 hours	<p>A RN candidate will be given a total of 8 hours to complete the exam over 1 day.</p> <p>A PN candidate will be given a total of 7 hours to complete the exam over 1 day.</p> <p>For both RN and PN exams, scheduled, optional breaks will be offered after 2hrs, 4hrs, and 6hrs of exam time.</p>
Extra Time - 3 hours	<p>A RN candidate will be given a total of 9 hrs to complete the exam over 1 day. For the RN exam, scheduled, optional breaks will be offered after 2, 4, 6 and 8 hours of exam time.</p> <p>A PN candidate will be given a total of 8 hrs to complete the exam over 1 day. For the PN exam, scheduled, optional breaks will be offered after 2, 4 and 6 hours of exam time.</p>
Extra Time - Double Time 2 Days	<p>A RN candidate is allotted 12 hours over 2 days, with 6 hours of exam time on each day.</p> <p>A PN candidate is allotted 10 hours over 2 days, with 5 hours of exam time on each day.</p> <p>For both RN and PN exams, scheduled, optional breaks will be offered after 2 hours and 3.5 hours of exam time on each day.</p>
Extra Time - Other	<p>Candidate is given a custom amount of extra testing time along with optional breaks scheduled as indicated by testing time.</p> <p>No more than nine hours of testing time is allowed per day. The Board of Nursing/Regulatory Body must specify, in minutes, the additional time being requested (e.g., an additional one hour of possible testing time is indicated in the NCLEX Administration website as 60; this is the minimum additional time permitted).</p>

Accommodation	Details
Multi Day Appt - Double Time	<p>Candidate is given 2 days to complete the exam along with optional breaks scheduled as indicated by testing time.</p> <p>The candidate is scheduled for double time on 2 consecutive days. The actual testing procedure allows the exam to be stopped on the first day, and then resumed on the second day where the candidate left off in the exam.</p>

Special equipment or assistance

The accommodations options that do not involve extra testing time are listed below.

Accommodation	Details
Aid	Candidate is permitted to bring and use an aid specified by the Board of Nursing/Regulatory Body. The candidate provides the aid.
Adjustable Font Size	The exam automatically displays in a larger font size. The candidate may need to scroll (using arrow keys) within the test question.
Adjustable Contrast	The candidate can change the text and background colors so that exam items display in a higher or lower contrast.
Equipment	<p>Candidate is permitted to use specified equipment during the exam. The testing center provides the equipment. Options available are: <i>adjustable height table, adjustable swivel arm for the keyboard, anti-glare overlay for the monitor, color overlay for the monitor, enlarged keyboard, or other.</i></p> <p>The Board of Nursing/Regulatory Body must specify the type of equipment.</p>
Other	<p>A non-standard accommodation is requested.</p> <p>The Board of Nursing/Regulatory Body must provide details in the Comments field.</p>
Screen Magnifier	The candidate can use a device to magnify the screen.

Accommodation	Details
Separate Room	The exam must be delivered in a private testing environment.*
Separate Room & Reader	A reader is approved to assist the candidate. The exam must be delivered in a private testing environment.*
Separate Room & Recorder	A recorder is approved to assist the candidate. If a reader has been approved, this person will also serve as the recorder. The exam must be delivered in a private testing environment.*
Separate Room & Sign Lang Interp	A sign language interpreter is approved to assist the candidate in communicating with the test administrator. The exam must be delivered in a private testing environment.*
Accommodation Place Holder	This selection to be used only by batch processing Boards.

*The candidate must either take the exam in a separate room or must be the only person taking an exam in the main testing room.

Working with accommodations

Accommodations are processed on an individual candidate basis, by displaying a candidate's Registration Details page and clicking the **Manage Accommodations** link, as described below. The Board of Nursing/Regulatory Body can:

- ❖ **view accommodations requests** that were previously added, along with any comments entered for them.
- ❖ **display, enter** and **edit diagnosis** information for the candidate.
- ❖ **add accommodations requests**, selecting from a comprehensive list of supported accommodations, entering details about the request if needed, and entering recommendations to NCSBN about whether the accommodation should be granted or denied.



To add accommodations requests, the Board of Nursing/Regulatory Body must be assigned the **RegStatus** (may edit registration status) permission.

- ❖ **add comments.**
- ❖ **revoke accommodations.**



Accommodations requests cannot be edited. If required to make changes to a request, revoke it and add a new one.

1. Display the **Registration Details** page for a selected candidate.

The page can be opened in one of two ways:

- Click **Candidate Search** on the blue navigation bar, search for a candidate, and then click the candidate's exam type link in the **Exam** column on the Search Results page.
- Click **Flowchart** on the blue navigation bar, select a status on the Flowchart page, and then click the candidate's exam type link in the **Exam** column on the status page displayed.

The Registration Details page is displayed. Accommodations-related fields are described below.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Registration Details

Basic Information:

<p>Candidate: Beverly Anderberg</p> <p>Status: Not Taken</p> <p>Program: US10509300 UNIVERSITY OF MINNESOTA MINNEAPOLIS MN Change Program</p> <p>Accommodations: Pending</p> <p>Open Extra Time - Double Time 2 Days Manage Accommodations</p> <p>Ethnic Group: White</p>	<p>Exam: NCLEX_Breaks</p> <p>Exam Language: English</p> <p>Graduation Date: --Month-- --Year--</p> <p>Member Board: Minnesota Board of Nursing</p> <p>Registration Source: NCLEX Candidate Services</p>
---	--

Authorization Information:

<p>Center:</p> <p>ATT #: V0052610</p> <p>ATT Start: NOT YET AVAILABLE</p> <p>ATT End: NOT YET AVAILABLE</p> <p>Status: NotTaken</p> <p>Reason: Canceled</p>	<p>Appt:</p> <p>MB ID: <input type="text"/></p> <p>Taken NCLEX: Yes</p> <p>... for Same License: No</p> <p>... for Different License: Yes</p> <p>Taken Pre 1994: RN: No PN: No</p>
---	--

Related Information:

[Exam History](#) | [ID Files](#) | [Audit Trail](#) | No Incidents

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Accommodations status

Individual requests and their statuses

Click this link to view, add or revoke accommodations, and add comments to them.

Under the **Basic Information** heading, accommodations information is displayed, including:

- overall accommodations status for the candidate.
The accommodations status can be **None** (when there are no requests), **Pending** (when one or more requests are pending review by NCSBN), or **Resolved** (when all requests have been granted or denied in the website).
- Specific accommodations requests and their statuses.
A request's status can be **Open**, **Granted**, **Denied** or **Revoked**.

- Click the **Manage Accommodations** link.

The Manage Accommodations page is displayed (as shown below), listing any accommodations that have already been selected for the candidate, along with their statuses. The words “No Accommodations Found” are displayed if there are no accommodations associated with this registration.

The screenshot shows the 'Manage Accommodations' page for a candidate named John Doe. The page includes a navigation bar with links like Home, Candidate Search, Requests, Profile, etc. Below the navigation bar is a search section with fields for First Name, Last Name, and SSN. The main content area is titled 'Manage Accommodations' and displays the candidate's name, ID, exam type, and status. It lists accommodations with columns for 'Accommodation' and 'Status'. Two accommodations are shown: 'Extra Time (Double Time 2 Days)' which is 'Revoked', and 'Other (Insulin Pump)' which is 'Open'. Each accommodation has a 'Comments' section with a text area and an '(optional) Add:' field. Annotations on the left side of the image point to specific elements: 'Accommodations previously added for the candidate' points to the accommodation list; 'Comments previously added, ordered chronologically' points to the comments for the 'Extra Time' accommodation; 'Name of user who entered the comment (first initial, last name)' points to the comment text 'R. Olson: Candidate does not need extra time.'; and 'Add comments in these fields.' points to the comment text area for the 'Other' accommodation. At the bottom of the page are links for 'Add Accommodation', 'Display Diagnosis', and 'Make Changes', along with a 'Return to Registration Details' link and logos for Pearson VUE and NCSBN.

- Click the **Add Accommodation** link to add accommodations requests and enter or edit the candidate's diagnosis.
- Click the **Display Diagnosis** link to view the candidate's diagnosis.



Do not use this field. NCSBN has asked that this field be removed. Until the field can be removed, please do not use this field.

- To **add comments** to an accommodation request, click the **Comments** field and type. There is no limit to the number of characters in a comment.

Comments provide a way to view and add information to accommodations requests. Boards of Nursing/Regulatory Bodies and NCSBN users can add multiple comments to an accommodation, providing information or clarification as needed. The Board of Nursing/Regulatory Body can add comments to requests when entering the requests or at any time from the Manage Accommodations page.



Once saved, comments cannot be edited or deleted. Comments remain listed for an accommodation, regardless of any change in status.

3. After changes are made, click the **Make Changes** button at the bottom of the page.

A message confirms that the changes were saved.

4. Click **Return to Registration Details** to return to the Registration Details page.

Adding accommodations requests



Whenever possible, add accommodations requests to a candidate's registration **BEFORE** making candidates eligible. Otherwise, it may be necessary to unschedule a candidate's appointment. In addition, the candidate will receive multiple ATT emails.

1. On the Registration Details page, click the **Manage Accommodations** link.

The Manage Accommodations page is displayed.

2. Click the **Add Accommodations** link.



The NCLEX Testing - Diagnosis page is displayed, where the Board of Nursing/Regulatory Body can add or edit diagnosis information for the candidate. Please do not use the Diagnosis page. NCSBN has requested to remove this field.

3. Complete or edit the diagnosis fields and click the **Save Diagnosis** button.

The Add Accommodations page is displayed. It lists all supported accommodations types.

Lists all supported accommodations types, including any that may have already been requested for this registration

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN: Search

Add Accommodations: Beverly Anderberg

Accommodation

☐ [Accommodation Place Holder](#)
Require Administrative Assistant Conditions: The Member Board or National Council should deny this request after the actual accommodation request is created.

☐ [Adjustable Contrast](#)
The display of the exam can be changed by the candidate to either high contrast or low contrast. Conditions: The display of the contrast on the monitor can be adjusted so that the exam questions are displayed in a higher or lower contrast via different colors for text and background.

☐ [Adjustable Font Size](#)
The candidate can adjust the size of the text displayed on the screen. If a large font is selected the candidate may need to scroll within the test question. Conditions: The candidate can adjust the size of the text displayed on the screen. If a large font is selected the candidate may need to scroll (using arrow keys) within the test question.

☐ [Aid](#)
Candidate is permitted to bring and use a particular aid. The candidate provides the aid. Conditions: Candidate is permitted to bring an aid specified by the Board of Nursing and use the aid during the exam. The candidate provides the aid.

☐ [Equipment](#)
Specific equipment that is provided by the testing center is permitted to assist the candidate. Conditions: Candidate is permitted to use specified equipment during the exam. The Board of Nursing must specify the type of equipment. The testing center provides the equipment.

☐ [Extra Time - 2 Hours](#)
8 hrs total testing time. Breaks: 10 min after 2 hrs (mandatory), 1 hr. after 4 hrs (optional)KL. Conditions: A RN candidate will be given a total of 8 hrs to complete the exam over 1 day. A PN candidate will be given a total of 7 hrs to complete the exam over 1 day. Scheduled, optional breaks will be offered after 2hrs, 4hrs, and 6hrs of exam time.

☐ [Extra Time - 3 Hours](#)
Increases the amount of time for completing exam by 3 hours.KL Conditions: A RN exam will be 9hrs, a PN exam 8hrs. For the RN exam, scheduled, optional breaks will be offered after 2hrs, 4hrs, 6hrs, and 8hrs of exam time. For the PN exam, scheduled, optional breaks will be offered after 2hrs, 4hrs, and 6hrs of exam time.

☐ [Extra Time - Double Time 2 Days](#)
12 hrs total testing time. Breaks: 10 min after 2 hrs each day (mandatory), 10 min after 3.5 hrs each day (optional). Testing completes after 5 hrs each day.KL Conditions: A RN candidate is allotted 12hrs over 2 days, 6hrs of exam time on each day. A PN candidate is allotted 10hrs over 2 days, 5hrs of exam time on each day. Scheduled, optional breaks will be offered after 2hrs and 3.5 hours of exam time on each day.

☐ [Extra Time - Other](#)
Candidate is given a custom amount of extra testing time. Conditions: The Candidate is approved for a custom amount of extra testing time. The administrator must manually extend the exam time to reflect the additional time that the candidate has been approved for. No more than 9 hours of testing time is allowed per day.

☐ [Other](#)
Non-standard accommodation is requested. Details must be provided in the description. Conditions: The Board of Nursing must provide details in comments box.

☐ [Screen Magnifier](#)
The candidate can use a device to magnify the screen Conditions: A screen magnifier can be provided by the test center to magnify the image on the monitor. The exam must be delivered in a private testing environment

☐ [Separate Room](#)
The exam must be delivered in a private room. The Pearson Professional Centers refer to this as the Accommodations Room. Conditions: The exam must be delivered in a private testing environment.


☐ [Separate Room & Reader](#)
A reader may assist the candidate. The exam must be delivered in a private room. The Pearson Professional Centers refer to this as the Accommodations Room. Conditions: A reader is approved to assist the candidate. The exam must be delivered in a private testing environment.

☐ [Separate Room & Recorder](#)
A recorder may assist the candidate. The exam must be delivered in a private room. The Pearson Professional Centers refer to this as the Accommodations Room. Conditions: A recorder is approved to assist the candidate. The exam must be delivered in a private testing environment.


☐ [Separate Room & Sign Lang Interpre](#)
A sign language interpreter may assist the candidate with communicating with the Test Administrator (TA). The exam must be delivered in a private room. The Pearson Professional Centers refer to this as the Accommodations Room. Conditions: A sign language interpreter is approved to assist the candidate in communicating with the Test Administrator The exam must be delivered in a private testing environment.

Next Step >>

[Return to Previous Page](#)



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NCLEX Administration website

Candidate Accommodations ❖ 4-17

4. Check the boxes corresponding to the accommodations the candidate is requesting.

If the candidate is requesting an accommodation that is not listed, check the **Other** box. In the next step, you'll be prompted to type a description of the accommodation in the Comments field.

5. Click the **Next Step** button.

A page similar to the one shown below is displayed. A section is provided for each accommodation. (If the accommodation requires additional clarification, a field or question related to the accommodation is displayed.) Use the **Comments** field to enter comments or recommendations for the request.

First accommodation requested

One or more questions or fields may require additional information about the request.

Second accommodation requested

The screenshot shows the 'Add Accommodations' page for Beverly Anderberg. At the top, there's a navigation bar with links like Home, Candidate Search, Requests, Profile, etc. Below that is a search bar with fields for First Name, Last Name, and SSN. The main content area is titled 'Add Accommodations: Beverly Anderberg'. It contains two sections: 'NCLEX Testing - Aid' and 'NCLEX Testing - Separate Room'. Each section has a 'Comments' field. A 'Return to Previous Page' link is at the bottom right.

Enter comments or recommendations to NCSBN for the accommodation.



Any accommodations request that conflicts with a previously selected request will automatically display an error message. For example, the system will not allow a request for Extra Tim - 3 hours if a request for Extra Time - 4 hours has already been selected. To replace an accommodation request, the original request must be revoked and a new request entered.

6. Complete any fields or questions that appear about the accommodation. In the **Comments** field, provide required details and notes about each accommodation.
7. Click the **Add Accommodations** button.

A message at the top of the page confirms that the accommodations request(s) was added.

After clicking **Add Accommodations**, the request is sent to NCSBN for approval or denial. If needed, proceed to the next step and enter additional accommodations requests before making the candidate eligible, so that NCSBN receives all requests for this candidate before the ATT email is generated.

8. Add other accommodations, if needed.

To attach another accommodation to the registration, repeat steps 4 through 7.

9. Click the **Return to Manage Accommodations** link at the bottom of the page.

The Manage Accommodations page is displayed.
The accommodation(s) just added are shown, with a status of Open.

Revoking accommodations

Occasionally, the Board of Nursing/Regulatory Body may need to revoke a granted accommodation or an accommodations request. For example, a candidate may decide to change a request, in which case the original request must be revoked and a new request must be added.

The Board of Nursing/Regulatory Body cannot use the NCLEX Administration website to revoke granted accommodations if the candidate has already scheduled an appointment. The Board of Nursing/Regulatory Body will need to contact NCSBN, who will ask the Pearson VUE Accommodations Coordinator to revoke the accommodation. This is so the Coordinator is aware of any arrangements that he or she may need to cancel (such as assistive personnel or special equipment).

After an accommodation has been revoked, the status cannot be changed. A new accommodation request must be entered.

1. On the Registration Details page, click the **Manage Accommodations** link.

The Manage Accommodations page is displayed.

2. Choose **Revoked** in the **Select Status** field for the accommodation that needs to be revoked.

Choose **Revoked** from this field for the accommodation to be revoked...

... and select a **Reason** from this field.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Manage Accommodations

Name: John Doe
Candidate ID: 20008285 **Exam:** NCLEX_Breaks **Status:** New

Accommodation Status

Extra Time (Double Time 2 Days)	Revoked	[This accommodation was revoked because] The candidate requested that the accommodation be revoked. (R. Olson)
---	---------	--

Comments R. Olson: Candidate does not need extra time.
 (optional) Add:

Other (Insulin Pump) **Select status:** Revoked

Another reason as described in the comment.
 The accommodation request is to be replaced with a different request.
 The accommodation type is incorrect.
 The accommodation was associated with the incorrect candidate.
The candidate requested that the accommodation be revoked.
 The client requested that the accommodation be revoked.

Comments R. Olson:
 (optional) Add:

[Add Accommodation](#) [Display Diagnosis](#)

[Return to Registration Details](#)

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3. In the **Reason** field, choose a reason for revoking the accommodation from the list of available reasons:
 - Another reason as described in the comment.
 - The accommodations request is to be replaced with a different request.
 - The accommodation type is incorrect.
 - The accommodation was associated with the incorrect candidate.
 - The candidate requested that the accommodation be revoked.
 - The client requested that the accommodation be revoked.
4. Enter a comment in the request's **Comments** field (optional).

It is good practice to provide detailed information about the reason for revoking the accommodation.

5. Click the **Make Changes** button.

A message confirms that the accommodation was revoked, and the accommodation's status is shown as Revoked.

Viewing or editing the list of readers (assistive personnel)



Pearson VUE uses a vendor to provide assistive personnel services including readers. We will use the jurisdiction reader list as a last resort.

Use the Readers function to view or edit the list of available readers, recorders, sign language interpreters or other assistive personnel in the Board of Nursing's/Regulatory Body's jurisdiction. This list is used primarily by the Pearson VUE Accommodations Coordinator, who will refer to it when making arrangements for candidates who have been granted assistive personnel accommodations.



The Board of Nursing/Regulatory Body user must be assigned the **Readers** (may edit the Readers list) permission to add, edit or delete assistive personnel from the Readers list.

Follow these steps to view assistive personnel for the Board of Nursing/Regulatory Body.

1. Click **Lists** on the blue navigation bar.

The Lists page is displayed.

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Lists

[NCSBN Education Programs](#)
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2. Click the **Readers** link.

The Readers page is displayed. Assistive personnel are listed alphabetically by last name.

Member Board NCLEX® Lists

NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Profile](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#) [Seat Availability Search](#)
[Logout](#) [Reports](#) [Lists](#)
[Batch Processing](#) [Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Readers

Name	Type	Start Date	End Date
reader, regular	Reader	8 Sep 2005	25 Feb 2015
Smith, Susan	Reader	1 Jun 2000	
testtt, testtt	Reader	25 Feb 2005	27 Feb 2005

[Return to Lists](#)

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NCSBN NCLEX® Examinations
National Council of State Boards of Nursing



Although this page is titled “Readers,” it can be used to enter information for any type of assistive personnel associated with the Board of Nursing/Regulatory Body. The term “reader” here applies to all assistive personnel.

If the Board of Nursing/Regulatory Body user is assigned the **Readers** (may edit the Readers list) permission, the **New Reader** button is displayed on this page. Click it to add a new reader.

3. Click a name in the **Name** column.

The Reader Details page is displayed, as shown on the next page.

Member Board NCLEX® Lists

NCLEX® Administration

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You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Reader Details

First Name:

Last Name:

Type:

Start Date:

End Date:

Home Address (1):

Home Address (2):

Home City:

Home State:

Home Zip:

Home Phone:

Work Address (1):

Work Address (2):

Work City:

Work State:

Work Zip:


Work Phone:

Comments:

[Return to Reader List](#)

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 NCSBN NCLEX® Examinations
National Council of State Boards of Nursing

NCLEX Administration website

Candidate Accommodations ❖ 4-23

In addition to the person's name and work and home contact information, this page lists the type of assistance he or she provides (Reader, Recorder, Sign Language Interpreter or Other).

- If the Board of Nursing/Regulatory Body user is NOT assigned the **Readers** (may edit the Readers list) permission, he or she can view the information on this page but cannot make any changes.
 - If the Board of Nursing/Regulatory Body user is assigned the **Readers** (may edit the Readers list) permission, **Save** and **Delete Reader** buttons are displayed at the bottom of the Reader Details page and can be used to edit or delete the selected reader.
4. Click the **Return to Reader List** to return to the Readers page.

Adding a reader

1. On the Readers page, click the **New Reader** button at the bottom of the list.

The Add New Reader page is displayed.

The screenshot shows the 'Add New Reader' form within the NCLEX® Administration interface. The form is titled 'Add New Reader' and is located under the 'Member Board NCLEX® Lists' section. It includes a search bar at the top with fields for 'First Name', 'Last Name', and 'SSN', and a 'Search' button. Below the search bar, the form contains several input fields and dropdown menus for entering reader information. The 'Type' dropdown is set to 'Reader'. The 'Start Date' is set to May 12, 2014. The 'End Date' is set to --Month-- --Day-- --Year--.

Member Board NCLEX® Lists NCLEX® Administration

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[Logout](#) [Reports](#) [Lists](#) [Users](#)
[Batch Processing](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Add New Reader

First Name:
Last Name:
Type: Reader
Start Date: May 12 2014
End Date: --Month-- --Day-- --Year--

Home Address (1):
Home Address (2):
Home City:
Home State:
Home Zip:
Home Phone:

Work Address (1):
Work Address (2):
Work City:
Work State:
Work Zip:
Work Phone:

Comments:

[Return to Reader List](#)

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National Council of State Boards of Nursing

2. Complete the fields.

In addition to the person's name and address fields, complete the following fields:

- **Type:** Select the type of assistance the person provides by choosing *Reader*, *Recorder*, *Sign Language Interpreter*, *Other*, or *Translator*.
- **Start Date** and **End Date:** Specify the start and end date of the person's availability.
- **Comments:** Type any recommendations or comments as needed about the person or his or her services. For example, include the locations at which the person is available to provide the service.

3. Click the **Save** button.

A message confirms that the reader was saved.

4. Click the **Return to Reader List** to return to the Readers page. The reader added is displayed in the list.

Editing or deleting a reader

1. On the Readers page, click name of the reader in the **Name** column to edit or delete.

The Reader Details page is displayed.

Member Board NCLEX® Lists

NCLEX® Administration

[Home](#)[Contact Pearson VUE](#)[Logout](#)[Candidate Search](#)[Flowchart](#)[Reports](#)[Batch Processing](#)[Requests](#)[Incidents](#)[Lists](#)[Users](#)[Profile](#)[Seat Availability Search](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Reader Details

First Name:

Last Name:

Type:

Start Date:

End Date:

Home Address (1):

Home Address (2):

Home City:

Home State:

Home Zip:

Home Phone:

Work Address (1):

Work Address (2):

Work City:

Work State:

Work Zip:

Work Phone:

Comments:

[Return to Reader List](#)

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NCSBN

NCLEX® Examinations

National Council of State Boards of Nursing

2. **Edit** or **delete** the reader.

- To edit the reader, change fields as needed.
- To delete the reader, click the **Delete Reader** button. Deleting a reader removes the reader from the Readers page, but does not affect any scheduled appointments candidates have with him or her. The system will prompt the Board of Nursing/Regulatory Body user to confirm to delete the reader. Click **OK** or Cancel.

3. Click the **Save** button.

A message confirms that the changes were saved.

4. Click the **Return to Reader List** link.

The Readers page is displayed.

Reports

This chapter covers the following topics:

- ❖ About reports
- ❖ Report descriptions and examples

About reports

The reporting portal allows Boards of Nursing/Regulatory Bodies to view operational reports, quarterly reports and access Candidate Performance Reports.

❖ **Operational Reports**

There are several operational reports that you may run related to candidates who have registered for the NCLEX in your jurisdiction.

❖ **Quarterly Reports**

Each quarter (Jan, Apr, Jul, Oct) a set of reports are made available that provide data on educational program information for your jurisdiction. NCSBN will notify you when these reports are ready for you to view.

❖ **Candidate Performance Reports**

Your jurisdiction may choose to provide candidates with information about the exam they have taken. These are optional reports that you may make available to the candidate. Some jurisdictions print the Candidate Performance Reports for candidates who have failed so that they can review the diagnostic information.

The reporting portal can be accessed through the Reports link in the blue navigation bar at the top of the NCLEX Administration web page. The Boards of Nursing/Regulatory Bodies are the only entities with access to the reporting portal. It is through this portal that Boards of Nursing/Regulatory Bodies can access quarterly reports detailing candidate results listed by education programs in their jurisdiction.



If you have questions about reports, please use the online-help within the reporting system. The reporting portal can be accessed through the **Reports** link in the blue navigation bar at the top of the NCLEX Administration web page.

You must have the **MBReports** (may run Member Board reports) permission to request and view reports for your jurisdiction. Only Boards of Nursing/Regulatory Bodies can access quarterly reports detailing candidate results listed by education programs by jurisdiction.

In addition to the information available to you in the reporting portal, Candidate Reports (score reports) are also available via the NCLEX Admin website. See below for further details.

- ❖ Use Adobe Acrobat Reader to view and print reports stored in PDF (Portable Document Format).

Report descriptions and examples

This section provides details on the Candidate Report that is available through the NCLEX administration website.

Candidate Report

The Candidate Report is a letter indicating whether or not a candidate passed an NCLEX exam. If the candidate failed, the report also includes information to help candidates interpret their performance and prepare for retaking the exam. Boards of Nursing/Regulatory Bodies are responsible for sending these letters to candidates who take the exam. This report is delivered in PDF format.

This report can be generated in the following ways:

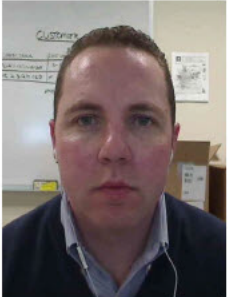
- ❖ To select specific candidates for whom you want to print results reports, display the **Result Available** page or the **On Hold for Results** page. After you submit the request from one of those pages, your report request will appear on the **Requests** page like any other report.
- ❖ On the **Registration Details** page, click the **Generate Candidate Report** link that appears for registrations with a Result Available status. You must be assigned the **RegStatus** (may edit registration status) permission.



It is the Board of Nursing's/Regulatory Body's responsibility to send a Candidate Report to candidates. It is also the Board of Nursing's/Regulatory Body's responsibility to send the Candidate Performance Report to candidates who did not pass the exam.

The Candidate Report may or may not show a candidate's photo. Whether the candidate's photo is displayed depends on a setting in the jurisdiction's profile called **Use Candidate Photo on Reports**.

Below is a sample **Candidate Report** for a candidate that passed the exam.

NCLEX-PN® CANDIDATE REPORT National Council Licensure Examination for Practical Nurses		NCSBN® EXAMINATIONS
Test Date:	03/12/13	
Test Center:	61030 - Bloomington	
John Doe 654 asdf st mahwah, NJ 07430 United States		
Candidate Number:	20102847	
Date of Birth:	01/05/1980	
Social Security Number:		
Program Code:	US10105800	
Program Name:	LAKE SUPERIOR COLLEGE	
A	DULUTH,MN	
1303 ALLCORRECT, an NCLEX examination applicant for Minnesota Board of Nursing, HAS PASSED the National Council Licensure Examination for Practical Nurses.		

Below is a sample **Candidate Performance Report** for a candidate that failed an exam.

NCLEX-PN® CANDIDATE PERFORMANCE REPORT National Council Licensure Examination for Practical Nurses						
Test Date:	05/07/14					
Test Center:	61030 - Bloomington					
John Doe 123 1st Street Edina, MN 55438 United States						
Candidate Number:	20104111					
Date of Birth:	05/05/1974					
Social Security Number:						
Program Code:	US10105800					
Program Name:	LAKE SUPERIOR COLLEGE A DULUTH, MN					
<p>1405 Wrong Allwrong, an NCLEX examination applicant for the Minnesota Board of Nursing, HAS NOT PASSED the National Council Licensure Examination for Practical Nurses.</p> <p>The NCLEX-PN® examination is a Computerized Adaptive Test (CAT) that administers test items until a precise pass or fail decision can be made. On the NCLEX-PN examination, no candidate is administered fewer than 85 items or more than 205 items. You answered <u>85</u> items. Only candidates whose performance was close to the passing standard, either just above it or just below it, had to answer the maximum number of 205 items. Fewer items were required for a precise pass-fail decision to be made for those candidates whose performance was much lower than the passing standard.</p> <p>Pass-fail decisions are based upon the candidate's performance across the entire examination. To pass the NCLEX® examination, a candidate must perform ABOVE the passing standard. Candidates fail if they only meet the passing standard or are below it. The purpose of this Candidate Performance Report is to give you information about your performance on 05/07/14. The back of this form gives you more information about your performance on the specific content areas of the examination.</p> <p>For each content area of the examination, you will find the percentage of the test represented by that content area, a statement of your performance (your ability in that content area), and description of the content area with a list of topics related to it. Your performance in each content area is described in one of the following ways:</p> <ul style="list-style-type: none">· Above the Passing Standard· Near the Passing Standard· Below the Passing Standard <p>These descriptions are designed to help you understand the strengths and weaknesses of your performance. Use this information to help guide your study before you take this test again. Please note that "near the passing standard" does not imply a satisfactory performance on the content area. Also, you cannot add your performance in the content areas (i.e. above, near, or below the passing standard) to validate the pass-fail decision. If your ability is above the passing standard in a given content area, you should still study that area to maintain your proficiency.</p> <p style="text-align: center;">For additional information on:</p> <table border="0" style="width: 100%;"><tr><td>Candidate Performance Report</td><td>https://www.ncsbn.org/1223.htm</td></tr><tr><td>RN and PN Test Plans</td><td>https://www.ncsbn.org/1287.htm</td></tr></table>			Candidate Performance Report	https://www.ncsbn.org/1223.htm	RN and PN Test Plans	https://www.ncsbn.org/1287.htm
Candidate Performance Report	https://www.ncsbn.org/1223.htm					
RN and PN Test Plans	https://www.ncsbn.org/1287.htm					

CONTENT AREAS

The following describes your performance on each content area.

Coordinated Care (16 - 22% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Collaborates with health care team members to facilitate effective client care. - Related content includes but is not limited to: Advance Directives; Advocacy; Client Care Assignments; Client Rights; Collaboration with Interdisciplinary Team; Concepts of Management and Supervision; Confidentiality/Information Security; Continuity of Care; Establishing Priorities; Ethical Practice; Information Technology; Informed Consent; Legal Responsibilities; Performance Improvement (Quality Improvement); Referral Process; Resource Management. 	
Safety and Infection Control (10 - 16% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Contributes to the protection of clients and health care personnel from health and environmental hazards. - Related content includes but is not limited to: Accident/Error/Injury Prevention; Emergency Response Plan; Ergonomic Principles; Handling Hazardous and Infectious Materials; Home Safety; Reporting of Incident/Event/Irregular Occurrence/Variance; Restraints and Safety Devices; Safe Use of Equipment; Security Plan; Standard Precautions/Transmission-Based Precautions/Surgical Asepsis. 	
Health Promotion and Maintenance (7 - 13% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Provides nursing care for clients that incorporates knowledge of expected stages of growth and development, as well as prevention and/or early detection of health problems. - Related content includes but is not limited to: Aging Process; Ante/Intra/Postpartum and Newborn Care; Data Collection Techniques; Developmental Stages and Transitions; Health Promotion/Disease Prevention; High Risk Behaviors; Lifestyle Choices; Self-Care. 	
Psychosocial Integrity (8 - 14% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Provides care that assists with promotion and support of the emotional, mental and social well-being of clients. - Related content includes but is not limited to: Abuse or Neglect; Behavioral Management; Chemical and Other Dependencies; Coping Mechanisms; Crisis Intervention; Cultural Awareness; End of Life Concepts; Grief and Loss; Mental Health Concepts; Religious and Spiritual Influences on Health; Sensory/Perceptual Alterations; Stress Management; Support Systems; Therapeutic Communication; Therapeutic Environment. 	
Basic Care and Comfort (7 - 13% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Provides comfort to clients and assistance in the performance of their activities of daily living. - Related content includes but is not limited to: Assistive Devices; Elimination; Mobility/Immobility; Non-pharmacological Comfort Interventions; Nutrition and Oral Hydration; Personal Hygiene; Rest and Sleep. 	
Pharmacological Therapies (11 - 17% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Provides care related to the administration of medications and monitors clients who are receiving parenteral therapies. - Related content includes but is not limited to: Adverse Effects/Contraindications/Side Effects/Interactions; Dosage Calculations; Expected Actions/Outcomes; Medication Administration; Pharmacological Pain Management. 	
Reduction of Risk Potential (10 - 16% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Reduces the potential for clients to develop complications or health problems related to treatments, procedures or existing conditions. - Related content includes but is not limited to: Changes/Abnormalities in Vital Signs; Diagnostic Tests; Laboratory Values; Potential for Alterations in Body Systems; Potential for Complications of Diagnostic Tests/Treatments/Procedures; Potential for Complications from Surgical Procedures and Health Alterations; Therapeutic Procedures. 	
Physiological Adaptation (7 - 13% of the test)	BELOW THE PASSING STANDARD
<ul style="list-style-type: none"> - Participates in providing care for clients with acute, chronic or life-threatening physical health conditions. - Related content includes but is not limited to: Alterations in Body Systems; Basic Pathophysiology; Fluid and Electrolyte Imbalances; Medical Emergencies; Radiation Therapy; Unexpected Response to Therapies. 	

Incidents

This chapter covers the following topics:

- ❖ Incident overview
- ❖ Viewing Incident Reports for candidate registrations

Incident overview

Use the Incidents area of the NCLEX Administration website to view a list of incidents associated with registrations in your jurisdiction, and to view details about selected incidents.

At Pearson VUE, Incident Reports are filed using an online system. This system allows testing centers to file reports about any problems or issues related to a specific candidate registration. For example, if a power outage interrupted a candidate's exam, a candidate arrived without proper identification or a candidate was suspected of misconduct, the test administrator would file an Incident Report. (Other Pearson VUE users, such as NCLEX Candidate Services representatives and VSS personnel, can also file reports.) In some cases, such as when there is suspected cheating, exam results are automatically put on hold when an Incident Report is filed against a candidate's registration. The incident can then be investigated before results are released to the candidate. For more information on the reasons for results being put on hold, refer to the Member Board Manual (MBM) or the NCLEX Administration Manual (NAM).

The test administrator or other staff person provides as much information as possible about the incident, specifies which candidates were involved and attaches supporting files, if applicable. When the Incident Report is submitted, the system automatically assigns a priority level (urgent, high, medium or low) and routes it to the appropriate person at Pearson VUE for further action. This person consults NCSBN and the responsible Board of Nursing/Regulatory Body when necessary. Each person who is involved with addressing the issue can enter notes about the issue and the investigation until the

investigation is complete. If necessary, an incident can be escalated to someone at a higher level in the Pearson VUE organization. When the issue has been resolved, the Incident Report is closed.

Viewing Incident Reports for candidate registrations

Follow the steps below to view Incident Reports. You can also view the Incident Reports associated with a selected registration on the Registration Details page.

1. Click **Incidents** on the blue navigation bar.

The Incidents page is displayed, listing incidents that occurred for candidate registrations in your jurisdiction.

Member Board NCLEX® Incidents

NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Profile](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#) [Seat Availability Search](#)
[Logout](#) [Reports](#) [Date](#)
[Batch Processing](#) [Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Incidents

Date	Incident	Status	Center	Candidate	Topic
05/08/2014	292984	Open	49089	Doe, John	CPR - Missing Biometric: Bernie Pieface
05/08/2014	292983	Open	44115	nclex, harini	CPR - Missing Biometric: harini nclex

Date Range:

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2. In the **Date Range** field, specify the dates for which you want to view incidents, and click the **Display** button.

You can display incidents that occurred during the last 24 hours, 2 days, 7 days, 30 days or 60 days, or display all incidents for all days. (Incident Reports remain accessible for 90 days.)

The columns display summary information about the incidents.

- The **Date** column lists the date on which the incident occurred. Incidents are listed by date, starting with the most recent.
- The **Incident** column lists the ID assigned to the Incident Report.
- The **Status** column lists the Incident Report's current status. Reports can be Open or Closed.

- The **Center** column identifies the testing center by its code.
 - The **Candidate** column identifies the candidate with whom the incident is associated. To view the Candidate Details page for the candidate, click his or her link in this column.
 - The **Topic** column displays a brief description of the incident.
3. In the **Topic** column, click an incident's link to view its details.

The Incident Details page is displayed. This page shows information about when and where the incident occurred and which candidates were involved. It also indicates who filed the Incident Report and lists the person at Pearson VUE to whom it is currently assigned.

Click this link to return to the Incidents page.

VSS Incident Details

[Add Comments To Incident 292983](#)

[Return to NCLEX® Administration Incidents Page](#)

Details of Incident 292983 Site Number: 44115

Information		Priority: Medium
Open Date:	8-May-2014 03:16PM	Customer: zTest Lab - Config 40 - Samina Wasey -ST1
ETA:	11-May-2014	Contact: VUE Automated User VUE Automated User
Status:	Open	Phone:
Subject:	CPR - Missing Biometric: harini nclex	Fax:
Opened By:	VUE Automated User VUE Automated User	
VSS Tech:	Admas Mollaeae	E-Mail:

Incident Description

Problem: Biometric path was null.

Report Request History ID: 10

Order Item ID: 5064253

Biometric Path:

Is Image On Candidate Reports: 1

Diagnostic Information:
Zip Source Path/File:

Date/Time: 05/08/2014 15:16:27.809

Comments entered for the incident are displayed in this area.

Customer Comment

Date: 12-May-2014 **Action:** Customer Update **Tech:** Web User

Biometrics were not included for this incident.

[Add Comments To Incident 292983](#)

[Return to NCLEX® Administration Incidents Page](#)

4. **Print** the Incident Report (optional).

Choose **Print** from your browser's File menu and select printing options. The available printing options depend on your selected printer and the browser you're using. Refer to your printer guide for more information.

5. Click the **Return to NCLEX Administration Incidents Page** link.

You return to the Incidents page.

Administration

This chapter covers the following topics:

- ❖ Changing your jurisdiction's profile
- ❖ Managing user accounts

Changing your jurisdiction's profile

Use the Profile page to choose settings that affect various areas of the NCLEX Administration website.



To change any information on this page, you must have the **MBData** (may edit Member Board data) permission. If this permission is not assigned to you, you can view the Profile page but cannot edit its fields.

1. Click **Profile** on the blue navigation bar.

The Profile page is displayed. This page allows you to view and update the Profile information for your jurisdiction.

The screenshot displays the 'Member Board NCLEX® Jurisdiction Profile' page for the Minnesota Board of Nursing. The page has a blue header with navigation links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search bar is present with fields for First Name, Last Name, and SSN, and a Search button. The main content area is titled 'Profile: Minnesota Board of Nursing'. It contains a section for 'Other Contact' with fields for Name, Business Day Starts At, Business Day Ends At, and Fiscal Year Begins. To the right, there are several checkboxes for board types (RN Board, PN Board), CGFNS Required, Allow Data Sharing, Allow Early Results Release, Allow Other Readers, Use Candidate Photo On Reports, Mask Candidate SSN On Reports, Mask Candidate DOB On Reports, Generate mailing labels with Diagnostic Reports, Generate double-sided Diagnostic Reports, Retake Delay (in Days), Delay in ATT Dates (in Days), Days ATT Is Valid, Mail Diagnostic Reports (0-3), Mail Pass Reports (0-3), Mail Fail Reports (0-3), and Mail Taken Reports (0-3). Below this is a 'Batch Processing Options' section with an 'Import Type' dropdown set to 'ELST' and checkboxes for Receive JURISOUT, Receive ATT Expirations in JURISOUT, and Receive Registration Expirations in JURISOUT. A 'Save' button is at the bottom right. The footer includes the Pearson VUE logo, copyright information (© 1996-2014 Pearson Education, Inc. or its affiliate(s)), and the NCSBN NCLEX® Examinations logo.

2. Edit fields as needed.

An asterisk appears on the page next to required fields.

- **Other Contact, Business Day Starts at, Business Day Ends at and Fiscal Year Begins:** These fields are for information purposes. (Type up to five characters in the Business Day Starts at, Business Day Ends at and Fiscal Year Begins fields.)
- **RN Board** and/or **PN Board:** Select the fields that correspond to the types of exams your jurisdiction offers. For example, if your jurisdiction offers NCLEX-RN and NCLEX-PN exams, check both the RN Board and PN Board boxes.
- **CGFNS Required:** Select this option if your jurisdiction requires non-US educated candidates to provide a CGFNS certification number when registering for the NCLEX exam. CGFNS refers to The Commission on Graduates of Foreign Nursing Schools. This agency provides credentialing services for foreign-educated nurses, along with a certification program designed to predict success on the NCLEX-RN exam. (This field currently has no effect on candidate registration.)
- **Allow Data Sharing:** Select this option to allow certain candidate data to be shared between your jurisdiction and others. (Typically, you can see candidate data for your own jurisdiction only.) For example, the Education Program Summary Report lists registration and identification information for candidates who graduated from an educational program in your jurisdiction. If a candidate applied for licensure in another jurisdiction whose Board of Nursing/Regulatory Body does not have data sharing enabled, dashes are displayed instead of the candidate's name on the report.



This field needs to be set according to your state mandates. Changing this field's setting affects the information displayed in reports.

- **Allow Early Results Release:** If this option is selected, candidates in your jurisdiction can pay to receive their unofficial exam results before receiving the official results from your Board of Nursing/Regulatory Body. Candidates can receive their results (a pass/fail result only) by visiting the NCLEX Candidate website. **Note:** This option is not applicable to Canadian Regulatory Bodies.
- **Allow Other Readers:** NCSBN permits Pearson VUE to use a vendor to provide assistive personnel. As a result, Allow Other Readers is not a field that you will need to configure.
- **Use Candidate Photo On Reports:** Select this option to specify whether your Board of Nursing/Regulatory Body allows candidates' photos to be included on candidate result reports, such as the Candidate Report and the Candidate Performance Report. Deselecting the field prevents the photo from appearing on reports. (Government law may prevent a Board of Nursing/Regulatory Body from including a candidate's image on reports.)

- **Mask Candidate SSN on Reports:** If this option is selected, the candidate SSN is not displayed on the Candidate Performance Report.
- **Mask Candidate DOB on Reports:** If this option is selected, the candidate DOB is not displayed on the Candidate Performance Report.
- **Generate mailing labels with Diagnostic Reports:** Select this option to generate mailing labels along with the CPR report.
- **Generate double-sided Diagnostic Reports:** Select this option to include a blank page if a candidate report is only a single page and multiple candidate reports are generated in a single file. This ensures each candidate report prints as a separate document.
- **Retake Delay (in Days):** Users can determine the number of days candidates must wait between exam sessions.



Per the NCSBN retake policy, Board or Nursing/Regulatory Bodies must select a minimum of 45 days for the retake delay.

- **Delay in ATT Dates (in Days):** In this field, Board of Nursing/Regulatory Body users specify the number of days after the ATT (Authorization to Test) email is sent before the candidate's eligibility period begins. Once a candidate is declared eligible, he or she receives the ATT email.



Since the ATT emails are sent to candidates, this should be set to zero (0) so candidates can schedule their exam immediately upon receipt of their ATT email.

- **Days ATT is Valid:** Specify the number of days after a candidate is declared eligible within which the candidate must take the exam. Candidates must schedule AND take the exam during their ATT validity period.
- **Mail Diagnostic Reports (0-3), Mail Pass Reports (0-3), Mail Fail Reports (0-3) and Mail Taken Reports (0-3):**
This field is no longer used.

The **Batch Processing Options** near the bottom of the Profile page indicate how your Board of Nursing/Regulatory Body handles batch processing files. These fields can be changed only by authorized Pearson VUE personnel. If your Board of Nursing/Regulatory Body does not use batch processing, the following message appears in this section: "Your member board does not participate in batch processing."

- **Import Type** (send jurisin files to Pearson VUE): Indicates when your Board of Nursing/Regulatory Body sends eligibility information to Pearson VUE. The following options are available:
 - **None:** Your Board of Nursing/Regulatory Body does not send jurisin files to Pearson VUE.

- **ELST (Eligibility Standard):** Your Board of Nursing/Regulatory Body sends a candidate's eligibility status to Pearson VUE after a candidate registers.
 - **ELHD (Eligibility Hold):** Your Board of Nursing/Regulatory Body sends a candidate's eligibility status to Pearson VUE before the candidate registers.
 - **REGS:** This field is no longer used.
 - **Receive JURISOUT:** "Yes" is displayed next to this field if your Board of Nursing/Regulatory Body receives jurisout files.
 - **Receive ATT Expirations in JURISOUT:** "Yes" is displayed next to this field if your Board of Nursing/Regulatory Body receives Service Order Cancel transactions in the jurisout file for ATTs that expire.
 - **Receive Registration Expirations in JURISOUT:** "Yes" is displayed next to this field if your Board of Nursing/Regulatory Body receives Service Order Cancel transactions in the jurisout file for registrations that expire due to the 365-day rule.
3. Click the **Save** button.

A message confirms that your changes were saved.

Managing user accounts

An NCLEX Administration website user with the appropriate permission can use the Manage Users page to edit user accounts.



We highly recommend that one or two people at your Board of Nursing/Regulatory Body be designated as administrators for your team. These administrators should be assigned with care, and should be the only users allowed to edit other user accounts. This should be the same person who maintains the users for NCSBN Passport.

Important points about user accounts:

- ❖ When user accounts are created, they are assigned permissions. You must have the **Users** (may edit user logins and permissions) permission to edit user accounts. In addition, you can only assign or remove permissions for other users if those permissions are also assigned to your own account.

User permissions

Permissions control the tasks you can perform and the data to which you have access. Below are the permissions you can be assigned.

- ❖ **CandData** (may edit candidate data): This permission allows users to edit a selected candidate's information, such as the name and address. To edit a candidate's registration status, however, users must be assigned the **RegStatus** permission described below.
- ❖ **MBData** (may edit Member Board data): This permission allows users to edit your jurisdiction's profile.
- ❖ **MBReports** (may run Member Board reports): This permission allows users to view Board of Nursing/Regulatory Body reports.
- ❖ **Readers** (may edit the Readers list): This permission allows you to add, edit and delete readers and other assistive personnel.
- ❖ **RegStatus** (may edit registration status): This permission allows you to change candidates' registration status. This permission also controls whether you can enter accommodations requests for a candidate.
- ❖ **Users** (may edit user logins and permissions): This permission allows users to edit user accounts and to view, grant and remove their permissions.

Displaying the Manage Users page

1. Click **Users** on the blue navigation bar.

The Manage Users page is displayed.

Member Board NCLEX® Web Users NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Profile](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#) [Seat Availability Search](#)
[Logout](#) [Reports](#) [Lists](#) [Users](#)
[Batch Processing](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Manage Users

These users are authorized to access the NCLEX® Administration Web site for this jurisdiction.
Click a name to view the user details.

Full Name	Username	Permissions	Last Login
Dhairvavan, Kusum	kusumd	CandData MBData MBReports Readers RegStatus Users	4:54 AM Fri, Jan 7, '11
Evans, Cathv	cevans	CandData MBData MBReports Readers RegStatus Users	5:51 PM Sun, Oct 31, '10
gabbula, chaitanya	gabbch	CandData MBData MBReports Readers RegStatus Users users	3:25 PM Fri, Jun 22, '12

[Add User](#)

Permissions Key:

Permission	Description
CandData	May edit candidate data
MBData	May edit Member Board data
MBReports	May run Member Board reports
Readers	May edit the Readers list
RegStatus	May edit registration status
Users	May edit user logins and permissions

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National Council of State Boards of Nursing

This list includes permissions that are assigned to you and that you can assign to other users.

This page lists all user accounts (including your own), usernames and assigned permissions. The **Permissions Key** area lists the permissions that you can assign to a user. (Since you can only assign permissions that are assigned to your own account, this key may not include all possible permissions.)

- To add an account, please contact the Passport Administrator for your Board of Nursing/Regulatory Body.
- To edit an account, click a name in the **Full Name** column.

Editing a user account

1. Click **Users** on the blue navigation bar.

The Manage Users page is displayed.

2. In the **Full Name** column, click the user account you want to edit.

The User Details page appears, displaying the selected user's information. If you don't have permission to edit accounts, this page displays the user's last name, first name, username and permissions, but you cannot edit the permissions fields. If you wish to edit the Name, Username, and Email fields this must be done in Passport.

The screenshot shows the 'Member Board NCLEX® Web Users' interface. At the top right is the 'NCLEX® Administration' logo. Below it is a navigation bar with links: Home, Contact Pearson VUE, Logout, Candidate Search, Flowchart, Reports, Batch Processing, Requests, Incidents, Lists, Users, Profile, and Seat Availability Search. A search bar prompts the user to enter data in First Name, Last Name, or SSN fields. The main section is titled 'User Details' and shows information for a user named Uddin, Kay. It includes fields for Last Name, First Name, Username, and Email. A 'Permissions' section lists seven permissions, all of which are checked. A 'Save' button is located below the permissions. At the bottom, there is a 'Return to Manage Users' link and a footer containing the Pearson VUE logo, copyright information, and the NCSBN NCLEX® Examinations logo.

Member Board NCLEX® Web Users

NCLEX® Administration

[Home](#) [Contact Pearson VUE](#) [Logout](#) [Candidate Search](#) [Flowchart](#) [Reports](#) [Batch Processing](#) [Requests](#) [Incidents](#) [Lists](#) [Users](#) [Profile](#) [Seat Availability Search](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

User Details

Last Name: Uddin
First Name: Kay
Username: kayuddin
Email:

Permissions: ☒ May edit Member Board data
☒ May edit candidate data
☒ May edit registration status
☒ May edit user logins and permissions
☒ May run Member Board reports
☒ May edit the Readers list

[Return to Manage Users](#)

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3. Edit the fields.

- To edit the account, make changes in the fields. For example, click to uncheck a box to unassign a permission.

4. Click the **Save** button.

A message confirms that your changes were saved.

5. Click the **Return to Manage Users** link at the bottom of the page.

The Manage Users page is displayed.

Batch Processing

This chapter covers the following topics:

- ❖ Batch processing jurisin/jurisout files
- ❖ Jurisin and jurisout file formats

Batch processing jurisin/jurisout files

Use the Batch Processing page to transfer jurisin and juris out files to and from Pearson VUE.

1. Click **Batch Processing** on the blue navigation bar.

The Batch Processing page is displayed.

Use these options to download candidate registrations from Pearson VUE.

Shortcuts for frequently performed tasks

Member Board NCLEX® Batch Processing

NCLEX® Administration

[Home](#) [Candidate Search](#) [Requests](#) [Profile](#)
[Contact Pearson VUE](#) [Flowchart](#) [Incidents](#) [Seat Availability Search](#)
[Logout](#) [Reports](#) [Lists](#) [Batch Processing](#) [Users](#)

You must enter data in both First Name and Last Name fields OR SSN field for QUICK search to succeed.

First Name: Last Name: SSN:

Batch Processing

View status lists:

[Result Available](#)
[On Hold](#)
[Exam Not Taken](#)

Candidate Search

If regID is entered, all other criteria will be ignored by the system.

Last Name:
First Name:
Middle Name:
Cand ID:
SSN:
Date of Birth:
Phone:
Reg ID:

Jurisout/Juriserr files for download

Date Created	Size	Download
05-07-14 at 06:19 AM	11322	jurisout140507a.dat
05-08-14 at 06:18 AM	17612	jurisout140508a.dat
05-09-14 at 06:17 AM	13209	jurisout140509a.dat
05-09-14 at 12:34 PM	5032	jurisout140509b.dat
05-10-14 at 06:18 AM	2516	jurisout140510a.dat
05-11-14 at 06:19 AM	0	jurisout140511a.dat
05-12-14 at 06:16 AM	629	jurisout140512a.dat
05-13-14 at 06:17 AM	13209	jurisout140513a.dat
05-09-14 at 12:33 PM	931	juriserr-10-20140509-1.dat

Date Range: Last 7 Days

Jurisin files uploaded

Date Uploaded Or Processed	Size	File Name	Status
05-09-14 at 10:31 AM	--	jurisin-10050914-1.dat	Imported
05-09-14 at 10:46 AM	--	jurisin-10050914-2.dat	Imported

Date Range: Last 7 Days

Upload File:

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Use these options to send updated candidate registrations to Pearson VUE.

The Batch Processing page provides status information about recent batch files and allows you to upload new jurisin files and download recently generated jurisout files.

- At the top right, the page lists available jurisout files from Pearson VUE that you can download by clicking their link in the **Download** column.



Jurisout files that you downloaded using Pearson VUE's SFTP site are displayed on the Batch Processing page as if they have not been downloaded.

- At the lower right, the page lists recently uploaded, processed or pending jurisin files; click the **Upload** button to upload a specified file to Pearson VUE.
2. Select the **range of dates** for which you want to display jurisin and jurisout files.

By default, the Batch Processing page displays jurisout files created within the last 7 days and jurisin files that were uploaded and processed within the last 7 days. You can adjust how many jurisin or jurisout files are displayed by selecting a new date range in the **Date Range** field and clicking the **Display** button.

3. Download a jurisout file or upload a jurisin file.
4. Use shortcut links to quickly search for candidates or to view candidates whose results are available or on hold, or who did not take their exams.

The links in the **View status lists** and **Candidate Search** sections provide access to up-to-the-minute candidate data. The data uploaded to Pearson VUE in a jurisin file should be available on the NCLEX Administration website approximately 30 minutes after it is uploaded, as long as there are no errors in the file.

- Use the **View status lists** items to view candidates with a *Result Available*, *On Hold for Results*, or *Exam Not Taken* status.
- Use the **Candidate Search** options to search for a candidate by specifying his or her *Name*, *Candidate ID*, *Social Security Number* (when applicable), *Date of Birth*, *Phone Number*, or *Registration ID*.

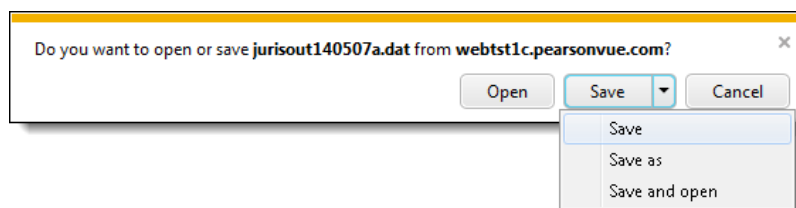
Downloading a jurisout file

Follow these steps to save a candidate records file from Pearson VUE on your system.

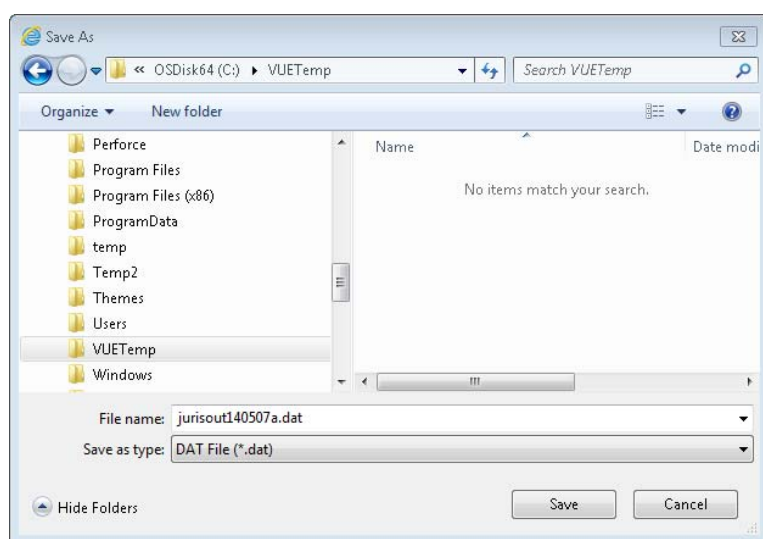
1. Click **Batch Processing** on the blue navigation bar.

The Batch Processing page is displayed. Below the **Jurisout/ Juriserr files for download** heading, jurisout files available for downloading are listed, along with the date on which they were created and their file size (in bytes). The number of jurisout files shown depends on the range of dates selected in the **Date Range** field. Each jurisout file displays a link in the **Download** column.

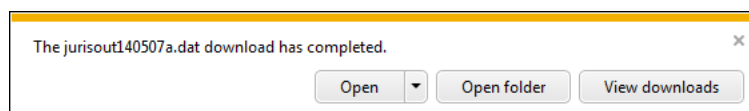
2. Click the link for the **jurisout** file you want to save to your system.
A File Save ribbon appears.



3. Click the **Save** drop-down arrow and select the **Save as** option.
A Save As dialog box appears, prompting you to specify where you want the file saved.



4. Select a folder and click **Save**.
The file begins downloading. When the download is complete, the following download complete ribbon is displayed.



5. Click the **Close** button.
6. Import the downloaded file in your system.

Uploading a jurisin file

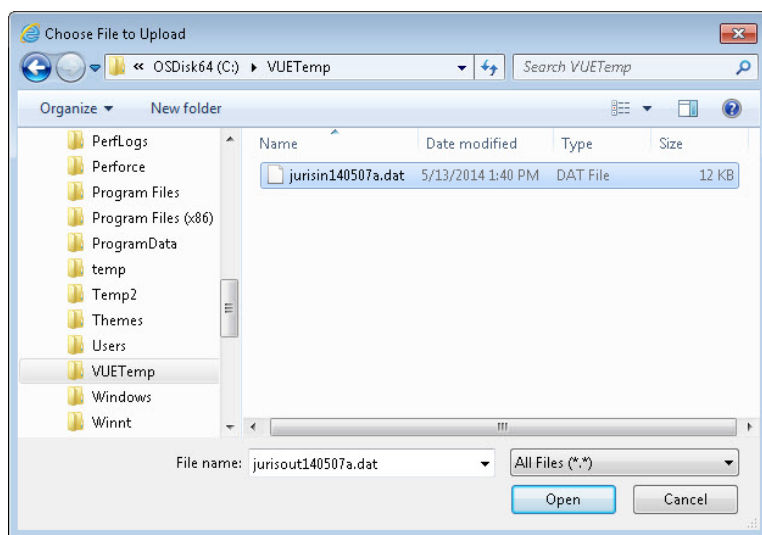
Follow these steps to send candidate records in a formatted file to Pearson VUE.

1. Click **Batch Processing** on the blue navigation bar.

The Batch Processing page is displayed. Below the **Jurisin files uploaded** heading, each jurisin file recently uploaded to Pearson VUE is listed, along with the date on which it was uploaded and processed and its size. The number of jurisin files shown depends on the range of dates selected in the **Date Range** field. Below the jurisin files are fields for identifying a jurisin file to upload and activating the upload.

2. Click the **Browse** button next to the **Upload File** field.

A standard Choose File to Upload dialog box is displayed.



3. Locate and select the file you want to import, and click **Open**.

The file's path is displayed in the Upload File field.

4. Click the **Upload** button.

A message confirms that the selected file was uploaded to Pearson VUE, and the file appears last in the jurisin files uploaded list. Jurisin files are processed immediately after they are uploaded to Pearson VUE. (After they have been processed, Pearson VUE archives them.) The uploaded data will be available on the NCLEX Administration website approximately 30 minutes after being uploaded, as long as there are no errors in the file. After the jurisin file is uploaded, you can view the Jurisin Log Report.

Jurisin and jurisout file formats

Please see the NCLEX Batch Processing Technical Specifications document for information on the file formats for the jurisin.dat and jurisout.dat files.

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