



# How to Cancel a BACB Examination Appointment

Please refer to this resource for assistance with canceling your BACB examination appointment. We hope that this information helps simplify the process so that you can focus on what is important: preparing for your examination.

You may cancel your BACB examination appointment in one of two ways:

1. **Over the Phone:** You can speak with a Pearson VUE customer service agent to cancel your appointment. Visit Pearson VUE's [Customer Service](#) web page for contact information, frequently asked questions, and more.
2. **Online:** You can cancel your appointment via your [Pearson VUE account](#). Review the following instructions for further details.

## How to Cancel an Appointment Online

1. Log in to your [Pearson VUE account](#).



To schedule, reschedule or cancel an exam:

Sign in

Create account

- [Forgot my username](#)
- [Forgot my password](#)

2. Under Dashboard, select the examination appointment you wish to cancel.

---

## Dashboard

You have successfully scheduled your exam.

### View an upcoming test center appointment

Wednesday, June 16, 2021

[RBT: Registered Behavior Technician](#)

3. Under Order Information, select **Cancel**.

---

## Exam Appointment Details

Description	Details	Order Information
<p><b>Exam</b> RBT: Registered Behavior Technician</p> <p>Language: English Exam Length: 90 minutes</p>	<p><b>Appointment</b> Wednesday, June 16, 2021 Start time: 08:00 AM CDT</p> <p><b>Location</b> Pearson Professional Centers-Brooklyn Park (MPLS) 7101 Northland Circle Suite 102 Triad Building Brooklyn Park, Minnesota 55428 United States <a href="#">Test Center Information</a></p>	<p><b>Order Number/Invoice</b> <a href="#">Reschedule</a> <a href="#">Cancel</a></p> <p><b>Registration ID</b> [Redacted]</p> <p><b>Status</b> Scheduled</p>

4. Review the examination appointment details. If you are viewing the appointment you wish to cancel, select **Confirm cancellation**. If you are canceling an OnVUE examination appointment, you must agree to the listed BACB policies before confirming the cancellation.

**Cancel your appointment**

Description	Details	Order Information
<b>Exam</b> RBT: Registered Behavior Technician	<b>Appointment</b> Thursday, June 10, 2021 Start time: 12:15 PM CDT	<b>Order Number/Invoice</b> <small>XXXXXXXXXX</small> <b>Registration ID</b> <small>XXXXXXXXXX</small>

**Cancellation Policy**

To cancel your online proctored exam, access your online Pearson VUE account to cancel your exam up until the scheduled start time of your appointment. Failure to cancel before your appointment time or failure to appear for your appointment will result in the forfeiture of your exam fee. **Effective June 19, 2021**, if you must reschedule your appointment with Pearson VUE, you must do so a minimum of 48 hours prior to the scheduled examination date. To reschedule your exam, please contact Pearson VUE by visiting [www.pearsonvue.com/bacb](http://www.pearsonvue.com/bacb) and sign in to your account or contact customer service (numbers and hours of operation found at <https://pearsonvue.com/bacb/contact/>).

\*I have read and agree to the BACB policies listed above.

[Previous](#)

**Confirm cancellation**

Your BACB examination appointment has been successfully cancelled! If you wish to schedule another appointment, follow the steps you took to schedule the original appointment.

**Note:** Please cancel or reschedule your BACB examination appointment 30 days **before** the scheduled date. Canceling or rescheduling your appointment within 30 days to 48 hours of the scheduled date will result in additional fees. Canceling or rescheduling your appointment within 48 hours of the scheduled date is prohibited and will result in the forfeiture of all examination fees.