



OHIO PEACE OFFICER TRAINING COMMISSION STATE CERTIFICATION EXAMINATION (SCE) REGISTRATION GUIDE

Exam Authorization

Before you can schedule your exam with Pearson VUE, you must first be authorized by OPOTC. Authorization is dependent on your status with your academy. You will not be able to schedule your exam until Pearson VUE receives an authorization file for you from OPOTC. Once you are authorized, you will receive an Authorization to Test email from Pearson Vue confirming that you may move forward and schedule your exam. When you are ready to schedule your exam, you will need to create a Web account to schedule your exam online or call Pearson VUE to request assistance with setting up your account and scheduling your exam.

Exam Scheduling

Same day exam appointments may be made, subject to availability. You may schedule your exam online or over the phone by contacting customer service.

You will be able to schedule your SCE at a Pearson VUE test center near your academy or home location. The steps for making your reservation are outlined below.

Once you receive your Authorization to Test (ATT) email from Pearson Vue, you can schedule an exam with Pearson VUE in one of two ways, either online or by phone. Regardless of which scheduling method you choose, you will need to provide the following information:

- your legal name as submitted in your application to your academy
- your date of birth
- a form of payment (e.g., a debit/credit card number or a pre-paid voucher number)
- your Candidate ID located in your ATT email from Pearson Vue

Scheduling Option 1: Scheduling Online

If you wish to schedule your exam online, you will first need to create a Web account with Pearson VUE.

Creating a Web Account

1. Point your Web browser to <https://home.pearsonvue.com/oh/opotc>
2. Click **Create account**.

The screenshot shows the top of the OPOTC website. At the top left is the Pearson VUE logo with links for 'Take a test' and 'Partner with us'. On the right are links for 'Become a test center', 'COVID-19 update', and 'Contact us'. Below this is a breadcrumb trail: 'Home > Test-taker home > Ohio Peace Officer Training Commission (OPOTC)'. The main content area has the title 'Ohio Peace Officer Training Commission (OPOTC)' and a 'Mission' section. To the right is the OPOTC logo and a sign-in/sign-up area with a 'Create account' button highlighted by a red arrow. Below the button are links for 'Forgot my username' and 'Forgot my password'.

3. For New users, you will need your Candidate ID from the Authorization to Test email you received from Pearson Vue.
4. Enter your First Name, Last Name, and Candidate ID. Then click Next.

The screenshot shows the 'Create a Web Account: Sign up or sign in (Step 1 of 3)' form. It includes a globe icon on the left and a 'Next' button at the bottom right. The form text reads: 'If you are a returning user with a username and password, please [sign in](#). All fields are required. Enter information on this page in the Roman alphabet. (Alphanumeric)'. Below this, it says 'New users, please sign up for a web account. You will need your Candidate ID to complete the sign up process.' There are three input fields: '* First Name / Given Name:', '* Last Name / Surname / Family Name:', and '* Candidate ID:'. A 'Next' button is located at the bottom right of the form area.

5. Follow the instructions and complete the additional information as requested.
6. Create a login ID for the Pearson VUE Website. Use this ID to log into your Pearson VUE account, check the status of your exam reservation, or to cancel or change your reservation.
7. Create a password for your account.
8. Provide answers to your account security questions when prompted.

At the end of this process, you will either receive a notification indicating that your account has been created and you can now schedule your exam, or that the information you submitted is under review. If you receive a message indicating that your information is under review, additional information may be needed to verify your identity before you can create your online account. Pearson VUE will contact you by email within 48 hours with a notice indicating that your information has been reviewed successfully and you can now schedule your exam or that additional information is needed before you can proceed.

Scheduling an Exam Online

After creating your online account, follow the steps below to schedule your exam online.

1. Point your Web browser to <https://home.pearsonvue.com/oh/opotc>
2. **Click** on **Sign in**.
3. Enter your Username and Password and **Click** on **Sign In**.
4. Select the Pre-approved Exam (the examination that you have been authorized to take).
5. The “Provide additional information” page will appear. If more information is needed, it will be marked with an asterisk (*). If nothing further is needed, **Click** on **Next**.
6. **IMPORTANT: Thoroughly read and understand** the Ohio Peace Officer Training Commission policies and **Click** on **Agree**.

7. **Find** a test center. Your address should automatically appear in the search bar and the top five closest Pearson Vue test centers will be listed. If you need to search using a different location, simply type in the address or search by zip code and **Click** on **Search**.

Find a test center

BAS041e: Peace Officer Basic

1650 State Route 56, London, Ohio, 43140, United States Search

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance
	Show km
<input checked="" type="checkbox"/> Pearson Professional Centers-Columbus (West) OH 4100 Horizons Drive Suite 201 Columbus, Ohio 43220 United States	22.4 mi

Next

8. Select your preferred Test Center by clicking on the checkbox to the left of the test center and then click on Next. NOTE: If there are no times available in the current date range, you will need to choose another testing center.
9. **Select** a date and time. NOTE: The page will refresh itself after selecting the date and time.
10. **Click** on **Book this appointment**
11. Review your shopping cart to ensure that you have selected the examination, test center, and date/time that you desire. (If you wish to make any changes Select Change or Remove and repeat the process.)
12. Select **Proceed to Checkout**.
13. **Pay** for the examination. (Payment can be made with a credit card or, if your academy offers it, a pre-paid voucher number.)
14. **Print** your receipt. You will also receive an e-mail confirmation of your appointment.

NOTE: Plan to arrive at least 30 minutes prior to your scheduled exam time.

Scheduling Option 2: Scheduling by Email (preferred) or by Phone

To schedule by email, please email Pearson VUE customer service at <https://home.pearsonvue.com/Test-takers/Customer-service/Email/Americas-regulatory.aspx>. To schedule by phone, please contact the Pearson VUE call center at **866-361-5817**. NOTE: You will need to provide the same information listed above under Scheduling Online before you will be able to schedule your exam through a call center agent.

Refunds and Cancellations

What if I need to cancel/change my reservation?

To cancel a test and receive a refund, you must cancel at least 48 hours before your test date and time. In other words, if your exam is scheduled for 10:00 a.m. on October 15, you must cancel your exam no later than 10:00 a.m. on October 13 in order to be eligible for a refund. Failure to cancel your exam within 48 hours of your appointment will result in forfeiting your entire exam fee.

Reviewing, changing or canceling an existing reservation

To cancel your exam online:

- **Sign-in** to your Pearson Vue Web account: <https://home.pearsonvue.com/oh/opotc>
- **Select** “View Schedule” to see your scheduled examination.
- The system will prompt you through the process of changing or canceling your reservation.

To cancel your exam by phone:

- Contact the Pearson VUE call center at 866-361-5817.

Technical Advice

I cannot register. What’s wrong?

- Pearson VUE may not have received your authorization to test from OPOTC. Please wait 48 – 72 hours after your training center uploads your scores to OPOTC before attempting to schedule your exam or to contact OPOTC for assistance.
- If you attempt to register in the middle of the night (between 12:00 midnight and 5:00 a.m.), Pearson VUE’s servers may be in the process of being updated while you are attempting to schedule your exam. The system may not be available during that time.

Customer Service

What to do if I get stuck?

- Technical issue: contact pearsonvuecustomerservice@pearson.com
- Pearson VUE Customer Service issue: call 866-361-5817
- OPOTC SCE Coordinator: call 740-845-2690

What to Bring to the Test Center, Exam Site Information, etc.

To view more information about the exam, how to make a reservation, what to bring to the test center, etc., please be sure to download and review the candidate handbook located at <https://home.pearsonvue.com/oh/opotc>

Please do NOT contact the test site for information about the exam. All questions concerning your exam reservation should be directed to 866-361-5817.

When you report to the test center, you are required to bring one (1) form of valid, non-expired ID that is government-issued, contains a current photo and your signature, with the name on the ID exactly matching the name on the exam application you submitted to OPOTC (including designations such as “Jr.” and “III”). If you do not present your ID on the day of the exam, you will be denied admission to the test center and will be considered absent; you will also forfeit the full examination fee. **For additional program information or clarification on what to bring, please refer to the Candidate Handbook** located here <https://home.pearsonvue.com/oh/opotc>.