

# NCLEX®

## INFORMATION

### The Eight Steps of the NCLEX®

1. Apply for licensure/registration with one board of nursing/regulatory body (BON/RB).
2. Register and pay the exam fee at Pearson VUE online or by calling Pearson VUE NCLEX Candidate Services.
  - Payment via credit, debit or prepaid card (MasterCard, Visa or American Express) will be accepted.
3. Receive Acknowledgement of Receipt of Registration from Pearson VUE by email.
4. BON/RB makes you eligible in the Pearson VUE system.
  - You must be made eligible by the BON/RB within 365 days of your NCLEX registration and payment.
5. Receive Authorization to Test (ATT) email from Pearson VUE.
  - You must test within the validity dates (an average of 90 days) on the ATT. There are no extensions.
6. Schedule your exam appointment at Pearson VUE online or by calling Pearson VUE NCLEX Candidate Services at 866.496.2539.
7. Arrive for the exam appointment with your acceptable identification and complete your exam.
8. Receive your official results from your BON/RB up to six weeks after your exam (this time period varies amongst BONs/RBs).



### Acceptable Identification

- Use the exact first and last names that are on your ID when registering for the NCLEX with Pearson VUE. At the test center, the first and last names on the ID you present must match the first and last names in the Pearson VUE system. If they do not match you will be required to reregister and pay another exam fee.
- All forms of identification must be valid and meet the following requirements:
  - Government issued
  - Non-expired
  - Name (in Roman characters)
  - Recent photograph
  - Signature
- Examples of acceptable forms of identification for domestic test centers are:
  - Passport books and cards
  - Driver's license
  - Provincial/Territorial or state identification card
  - Permanent residence card
  - Military identification card
- The **only** identifications acceptable for international test centers, including Puerto Rico, are:
  - Passport books and cards
- If your ID does not contain a signature but meets all other ID requirements listed above you must bring in a secondary form of identification to the test center. The signature on your secondary ID must match exactly with the first and last name on your primary ID and with the names that you provided when you registered. The secondary identification must contain:
  - Signature (in Roman characters)
- The definitions of domestic and international test centers can be found on the Testing Locations page.
- If you cannot provide an acceptable ID at your appointment, you will have to reregister and pay another exam fee for the NCLEX.

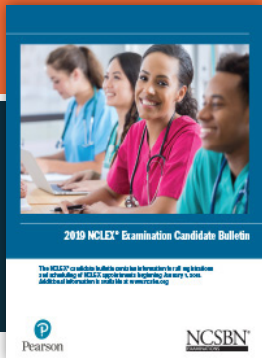
### No Refunds

There are no refunds of NCLEX fees for any reason.

## Rules for Scheduling/Rescheduling/Uncheduling

If you need to reschedule your appointment:

- Tuesday, Wednesday, Thursday or Friday appointments must be changed 24 hours in advance of the original date and time. For example, if your appointment is on Wednesday at 2:00 pm, then you must call or go online to reschedule by Tuesday at 2:00 pm.
- Saturday, Sunday or Monday appointments must be changed no later than the Friday before the original date and time. For example, if your appointment is on Monday at 2:00 pm, then you must call or go online to reschedule by Friday at 2:00 pm.



Know all the policies and rules before you start the NCLEX process by accessing the [NCLEX Candidate Bulletin](#).

# PEARSON

Contact Pearson VUE about registering for the NCLEX, methods of payment, Authorization to Test emails, scheduling/rescheduling, acceptable identification and comments about the test center:

- Online** [www.pearsonvue.com/nclex](http://www.pearsonvue.com/nclex)
- Email** [pvmamericascustomerservice@pearson.com](mailto:pvmamericascustomerservice@pearson.com)
- Write** NCLEX Examination Program  
Pearson Professional Testing  
5601 Green Valley Drive  
Bloomington, MN 55437-1099

### By Phone

**U.S. and Canada:** Call NCLEX Candidate Services (toll-free) 1.866.49NCLEX (1.866.496.2539), Monday – Friday, 7:00 am – 7:00 pm, Central Standard Time. For French support, call 1.866.288.8454.

**Asia Pacific Region:** Call NCLEX Candidate Services at (pay number) +852.3077.4923, Monday – Friday, 9:00 am to 6:00 pm, Hong Kong Time.

**Europe, Middle East, Africa:** Call NCLEX Candidate Services at (pay number) +44.161.855.7445, Monday – Friday, 9:00 am – 6:00 pm, Central European Time.

**India:** Call NCLEX Candidate Services at (pay number) 91.120.439.7837, Monday – Friday, 9:00 am – 6:00 pm, Indian Standard Time.

**All other countries not listed above:** Call (pay number) 1.952.905.7403, Monday – Friday, 7:00 am to 7:00 pm, Central Standard Time.

**Candidates with hearing impairments who use a Telecommunications Device for the Deaf (TDD):** Call the U.S.A. Relay Service at (toll-free) 1.800.627.3529 or the Canada & International Inbound relay service at (pay number) 605.224.1837. These services are available 24 hours a day, seven days a week.

## Don't Forget!

- You may not access or bring any educational, test preparation or study materials to the testing center at any time during your examination.
- Cell/mobile/smart phones, tablets, smart watches, MP3 players, fitness bands or other electronic devices may not be accessed at all during your examination appointment (including breaks). Candidates will be required to store electronic devices in sealable, plastic bags at the test center. Candidates who refuse to store their electronic devices in the Pearson VUE provided plastic bag upon check-in will not be allowed to test and will be required to reregister and pay another exam fee.

## FAQs

Have questions? Check out the [Frequently Asked Questions](#) page of [ncsbn.org](http://ncsbn.org).



# NCSBN

Leading Regulatory Excellence

Contact NCSBN about NCLEX development, general NCLEX information and general questions/inquiries relating to exam administration:

- Online** [www.ncsbn.org/nclex.htm](http://www.ncsbn.org/nclex.htm)
- Email** [nclexinfo@ncsbn.org](mailto:nclexinfo@ncsbn.org)
- Write** National Council of State Boards of Nursing, Inc.  
Examinations Department  
111 E. Wacker Drive, Suite 2900  
Chicago, Illinois 60601-4277
- By Phone** 866.293.9600

Contact your board of nursing/regulatory body about licensure/registration, name or address changes and endorsement. Contact information for BONs/RBs is available at [www.ncsbn.org/contactbon.htm](http://www.ncsbn.org/contactbon.htm).

