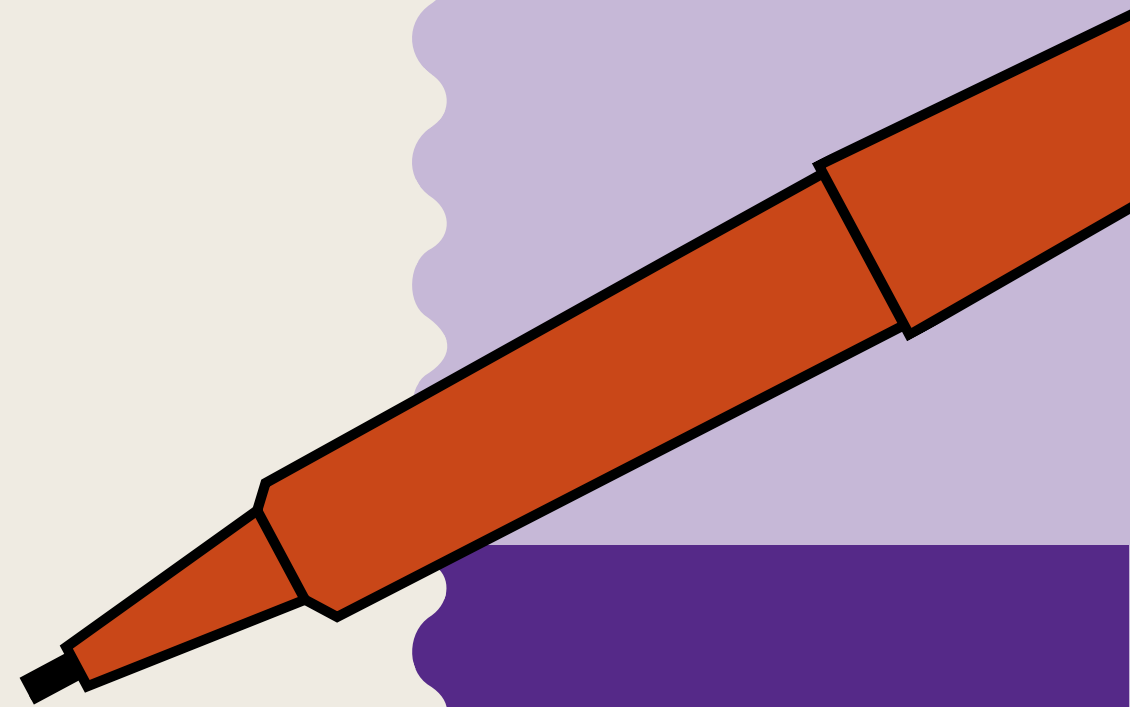
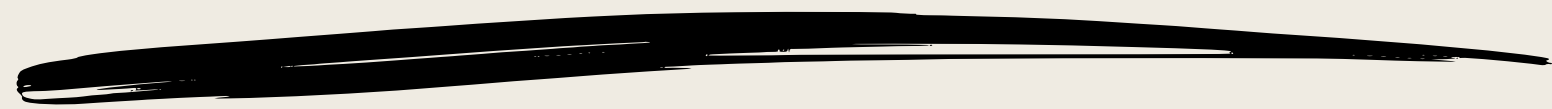


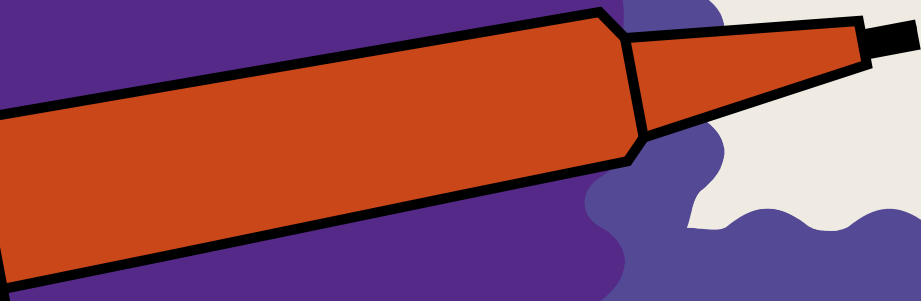
Your Application Has  
Been Approved,  
Now What?



# Approved!

Congratulations, your CCXP application has been approved! Please review the following checklist to ensure you have a smooth exam scheduling experience.

**P.S.** There will be a quiz at the end!



# #1: Verify Your Legal Name



## Before Scheduling Your Exam:

It is **critical** that your **legal first and legal last name\*** listed for exam scheduling matches that of the government-issued ID (**driver's license, passport, or other official government ID**) you plan to show on exam day to testing officials.

### Your ID must include the following:

- A photo, a signature, and must not be expired.

Testing officials will not allow you to test if the **first and last name** on your exam confirmation **does not** match your signed unexpired government issued ID (driver's license, passport, or other official government ID).

\*If your name is **misspelled** on your ID, that is the spelling we must register.

If you are unsure if we are using your correct legal name, please send an email to [ccxpsupport@cxpaglobal.org](mailto:ccxpsupport@cxpaglobal.org) and list your legal name and provide a copy of the government-issued ID you will be using on exam day.

## #2: Review Exam Delivery Methods

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**Before** scheduling your exam, please review the two options for exam delivery to determine which is right for your situation.

### Option #1: AI-Monitored Remote Proctor

#### AI-Monitored Remote Testing

- You may arrange to take the exam by AI-monitored remote proctor at the location of your choice, provided that you can meet necessary technology and testing requirements.
- You will need to provide a personal Windows-based PC that has suitable camera and microphone systems; can be disconnected from any docking stations/accessories; and for which you have software installation rights, including addressing any firewall issues that may arise.
- You will also need to have reliable power and internet connections for the system use throughout the three-hour examination.
- You will need to identify and provide a location that meets security protocols.

Please visit our test information page to learn about the technology and exam environment requirements that must be met to use this delivery method.





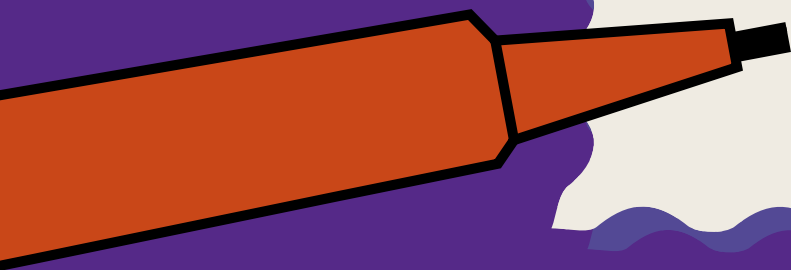
## #2: Review Exam Delivery Methods

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### Option #2: In-Person Test Center

#### **In-person Test Center:**

- You may select any of the more than 900 Prometric/ISO Quality Testing centers worldwide
- A suitable testing environment and all necessary equipment will be provided for your testing.
- Scheduling is subject to your testing center hours of operation and availability.
- You will need to fulfill all onsite security measures (e.g., presenting your examinee ID, passcode, proper ID, and storing all personal items in a secure locker).
- There is no additional fee for in-person testing - though you are responsible for your own travel.



### #3: ONE YEAR TEST WINDOW AND RETESTING STATEMENT



Candidates receive a one year eligibility window from the date of application submission in which to take the exam, which starts the day their application is approved. Candidates may take the exam any time before their eligibility window expires. Their first attempt is included in the initial CCXP Application Fee.

If a candidate does not achieve a passing score on their first (or subsequent attempts), they will receive instructions on how to pay the retesting fee in the official exam results email sent from CCXP staff, generally within 24 – 72 hours of your exam date. **Retesting fees are \$348.00 (U.S. Dollars) or \$198.00 (U.S. Dollars)** CXPA members. Once the retesting fee is paid, candidates will receive an email from [registrations@isoqualitytesting.com](mailto:registrations@isoqualitytesting.com) to schedule their retake examination.

If you have not earned the CCXP by the expiration of the six-month testing period, you may submit a new application with applicable fees to open a new six-month testing window.

## #4: Schedule Your Exam



Now that you have verified that your legal name is listed correctly and you've determined your delivery method, it is time to schedule your exam!

We have pre-registered you in the exam scheduling database. By now you should have received an email from Prometic/ISO Quality Testing (IQT) with instructions on how to schedule your exam. Please follow the instructions within the email. The sender will be **SMT Notice: [registrations@isoqualitytesting.com](mailto:registrations@isoqualitytesting.com)**.

Once your exam has been scheduled, you will receive your **registration receipt** which includes a link to your **candidate admission letter**. Please open and review this letter carefully and print it for exam day.

Please note: If a candidate wishes to reschedule or cancel a scheduled examination **less than five calendar days prior to** the scheduled examination or is unable to complete the scheduled examination for any reason (including failure to comply with the security or technical requirements for testing), any examination credits or fees will be forfeited. Subsequent reexaminations will be subject to retesting fees.

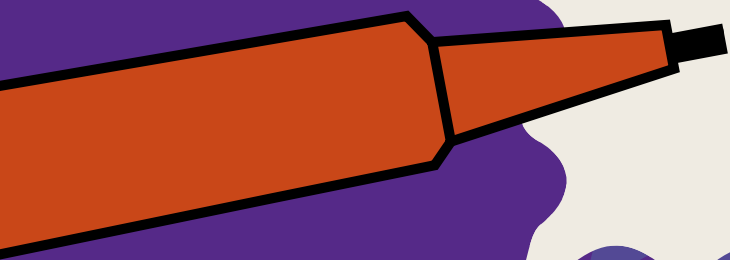
## #5: Candidate Admission Letter

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After you have registered to take the exam, you will receive a **registration receipt** by email that contains a link to your **candidate admission letter** which confirms:

- the exam delivery method (in-person test center or remote proctor)
- date and time of the scheduled exam
- examinee ID and passcode
- other important information about the exam administration process

Please **PRINT** the candidate admission letter and store it in a safe place. You will be required to present the printed candidate admission letter during your exam appointment. If you misplace the email containing the confirmation letter or need help, please contact [ccxpsupport@cxpaglobal.org](mailto:ccxpsupport@cxpaglobal.org) at least **24 hours** in advance of your scheduled appointment time.



# Quiz Time!



Don't worry, this one is easier than the CCXP Exam.

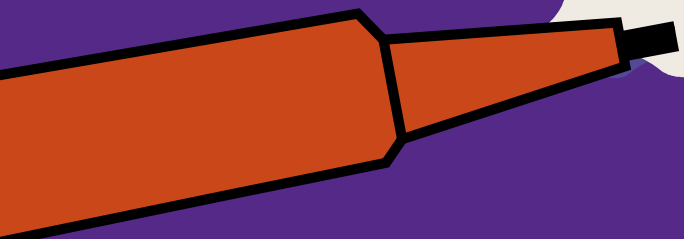
**Bonus:** It's open book!

- What are **three** requirements of your ID that you will present on exam day?
- What information on your exam registration **must match** your signed and unexpired government issued photo ID?
- What **exam delivery methods** are available to you?
- How **long** is the exam testing window?
- Where is the **candidate admission letter** located?
- What information do you need to **print** for exam day?
- If you do not pass the exam, where can you find the **link to pay the retesting fee**?

## Good Luck!

We applaud your efforts to create **great customer experiences** and to help your clients, colleagues, and companies do the same. Professionals like you are **raising the bar** to meet and exceed customer expectations. Wishing you the **best of luck** on the exam!

The CCXP Advisory Council  
The CCXP Staff  
The CXPA Staff



[www.cxpaglobal.org/ccxp](http://www.cxpaglobal.org/ccxp)

