

Frequently Asked Questions

System Operator Certification Program – New Exam Vendor

December 16, 2024

Important: NERC's System Operator Certification Program is moving to Pearson VUE as the new exam delivery vendor on **March 25, 2025**.

Note: Candidates can begin scheduling exams with Pearson VUE at **12:00 p.m. Eastern on March 25**.

For additional System Operator Certification program information go to the [System Operator Certification & Credential Maintenance Program](#) and [One-Stop Shop \(System Operators Certification and Credential Maintenance Program\)](#) pages on the NERC.com.

Please submit questions via the [SOCCED Help Center](#).

Scheduling Exam Appointments

Q 1: How do I schedule an exam appointment with Pearson VUE?

A 1: Candidates can schedule their exam appointments with Pearson VUE via the link on their SOCCED dashboard or they can call Pearson VUE at 1-888-736-0563 or 1-425-464-8871.

Q2: How will I know if my appointment was scheduled, rescheduled or cancelled?

A2: The instructions for scheduling, rescheduling and cancelling an appointment are intuitive for candidate ease. Candidates should be sure to click on the SUBMIT button when they want to finalize the selection. Candidates should receive an emailed confirmation shortly after clicking the SUBMIT button. Candidates can also see their appointment status in the account information in SOCCED

Q3: Can I schedule my exam appointment immediately after I pay for an exam in SOCCED?

A3: Yes, the link to schedule with Pearson VUE will be available immediately after payment on the candidates SOCCED dashboard.

Q4: What is the best practice for scheduling exam appointments?

A4: Candidates must schedule at least **24 hours in advance** of their desired exam appointment date and should schedule their exam appointments as far in advance as possible. Candidates should take exam center availability into account when scheduling.

Q5: Will I receive notification from SOCCED that my exam eligibility information was sent to Pearson VUE?

A5: Yes, candidates will receive an email from SOCCED after they pay for their exam informing them their exam eligibility information has been sent to Pearson VUE.

Q6: When will the link to schedule my exam appear on my SOCCED dashboard?

A6: After a candidate pays for their exam, the link to schedule with Pearson VUE will appear on the candidates SOCCED dashboard.

Q7: Will my exam date and location show on my SOCCED dashboard?

A7: Yes, after the candidate schedules their exam Pearson VUE will send the exam appointment date and location back to SOCCED and it will appear on the candidate's dashboard.

Rescheduling/Canceling Exam Appointments

Q8: How do I reschedule or cancel my exam appointment with Pearson VUE?

A8: Candidates can reschedule or cancel their exam appointments with Pearson VUE with the link on their SOCCED dashboard or they can call Pearson VUE at 1-888-736-0563 or 1-425-464-8871.

Q9: How far in advance do I need to reschedule or cancel my exam appointment?

A9: Candidates must reschedule or cancel their exams **at least 48 hours** prior to their exam appointment.

Q10: Can I leave a voicemail or chat with Pearson VUE to reschedule or cancel my exam appointment?

A10: No, candidates cannot reschedule or cancel their exam appointment via voicemail or chat with Pearson VUE.

Additional Questions

Q11: How do I access the NERC's page on the Pearson VUE website?

A11: You can access NERC's page on the [Pearson VUE](#) website by entering the NERC in the 'Find your exam program' field or by selecting [View all exam programs](#) alphabetical list.

Q12: How do I find exam center locations?

A12: See the answer to question 8. On NERC's there will be a link 'Find a Test Center.'

Q11: Will my exam expiration date change with the move to Pearson VUE?

A11: No, the candidate's exam expiration date will remain the same.

Q12: Will my exam eligibility information be sent to Pearson VUE regardless of when I paid for the exam prior to March 25, 2025?

A12: Yes, all active exam eligibility will be sent to Pearson VUE. This includes candidates that paid for their exams and have not taken the exam prior to March 14, 2025, with PSI and candidates that paid for their exams during the exam blackout period of March 15 to 25, 2025.

Q13: Do I have to create an account with Pearson VUE?

A13: No, candidates do not need to create an account with Pearson VUE because they use the link to on their SOCCED dashboard to schedule with Pearson VUE.