

Pearson FAQs

1. How do I reschedule my exam?

To reschedule an exam, click on the scheduled exam. This will load the Test page. You'll see on the right an option to Reschedule or Cancel your exam.

Description	Details	Order Information
Exam FRX-AM-CSE: ForgeRock Certified Access Management Specialist Exam Language: English Length: 135 minutes ⓘ	Appointment Friday, 26 August 2022 Check-in time: 11:45 am Europe/London - BST Start time: 12:15 pm Europe/London - BST	Order Number/Invoice 0063-6887-5839 Registration ID 427723065 Status Purchased

[Reschedule](#)
[Cancel](#)

If you have already taken the exam. You can reschedule the exam via the Pearson dashboard.

2. What is the 2-week waiting period?

The 2-week 'cooling' period is a measure ForgeRock University has put in place to encourage students to take additional revision time and practise before re-attempting the exam.

3. I haven't received my temporary username or password, what should I do?

Have you previously registered for an exam with us? If so, you will be able to use the same credentials to register for a new exam. If you are still having difficulty, please contact training@forgerock.com and our Training Delivery Team will be able to support you with your problem.

4. I cannot see any pre-approved exams on my dashboard, I've previously registered for an exam, why is that?

If your registration was created more than a year ago it will now be invalid. Please contact training@forgerock.com, this will prompt us to delete your old registration so you can re-register via Backstage.

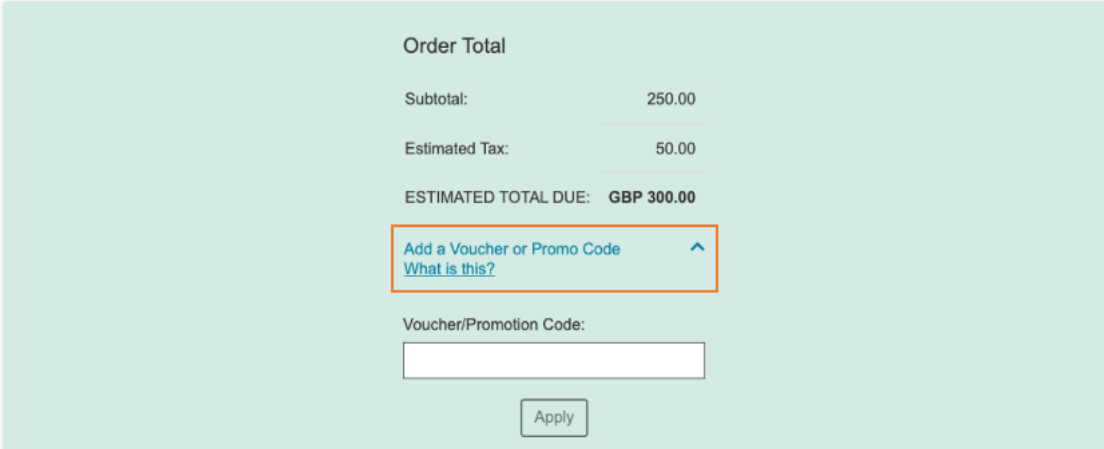
5. How do I change my contact details?

Please reach out to training@forgerock.com, our Training Delivery Team must change your details manually for them to correctly sync through to Pearson.

6. How do I use my certification voucher?

Login to Pearson and book your Certification Exam appointment. At the payment screen, you will see the dropdown option to add a voucher code.

Enter payment and billing



The screenshot displays a payment summary on a light green background. It includes the following elements:

- Order Total**
- Subtotal:** 250.00
- Estimated Tax:** 50.00
- ESTIMATED TOTAL DUE: GBP 300.00**
- A dropdown menu with the text **Add a Voucher or Promo Code** and a blue upward arrow icon. Below this text is a link that says [What is this?](#). This dropdown menu is highlighted with an orange border.
- A text label **Voucher/Promotion Code:** followed by an empty white input field.
- An **Apply** button located below the input field.