

# COMLEX-USA

## Level I Frequently Asked Questions

### **I want to register/schedule for COMLEX-USA Level 1, but I haven't set up my online account.**

If you still need to set up your online account, reach out to [clientservices@nbome.org](mailto:clientservices@nbome.org) to receive instructions on completing the process.

### **I want to register/schedule for COMLEX-USA Level 1, but it doesn't appear available for purchase.**

If COMLEX-USA Level 1 exam doesn't appear as an option for you to select in the 'Purchase Exams' section of your account, you may not yet be marked as eligible by your school to take the exam. We recommend you reach out to your COM's academic advisor and verify your eligibility status.

### **How do I register for COMLEX-USA Level 1 at Pearson VUE in 2023?**

Log into your NBOME account and navigate to the 'Purchase Exams' section of your account to register for the exam beginning in May 2023 at Pearson VUE.

### **What dates are available for me to take my COMLEX-USA Level 1 examination?**

Level 1 testing will continue at Prometric centers through March 15, 2023; after that, testing at Pearson VUE centers will begin on May 4, 2023 on an on-demand basis. This means that you may take your exam on any date you like, so long as there is an open and available test center.

For more information about 2023 testing, review our [exam date calendar](#).

### **Am I able to schedule into any 2023 date when scheduling opens?**

Yes, beginning November 15<sup>th</sup> 2022, you may schedule at Pearson VUE test centers for dates on or after May 4, 2023.

### **How do I find a testing center near me?**

Please visit [this page](#) and click 'Find a test center' to see where you will be able to test when you're ready to register and schedule for your COMLEX-USA Level 1 exam.

### **If I want a refund for my Level 1 exam, how can I obtain it?**

To get a refund, you will need to have a status of "Registered but not Scheduled" in your NBOME account.

If you are already scheduled, you will need to cancel before your status will change to "Registered but not Scheduled." Once your status has changed, log in to your NBOME account, click the "Request Refund" button on your "My Exams" page, and confirm that you would like to receive a refund. The transaction will be processed to your credit card, and you will see it appear in the next 3-5 business days.

### **How long will I have the ability to reschedule?**

You have up to 24 hours before your scheduled exam date to reschedule or cancel your appointment. You may reschedule or cancel your appointment more than 30 days before your scheduled date at no charge. Failure to reschedule or cancel within 24 hours and failure to appear at the testing center will cause your exam to be deemed a "No Show," and a fee [will be assessed](#).

### **When will I see my scheduled dates reflected in my account?**

If you are scheduling at a Pearson VUE center, your scheduled dates will immediately be reflected in your NBOME account. If you are scheduling at a Prometric center, it may take up to 24 hours for your scheduled appointment to appear in your account.

### **I've been previously approved to receive test accommodations for COMLEX-USA exams. What do I need to do to ensure I receive the appropriate accommodations at Pearson VUE testing centers?**

Before registering for or scheduling an exam, please email [testacc@nbome.org](mailto:testacc@nbome.org) with the COMLEX-USA exam for which you are seeking to schedule, so that the approved accommodations can be added to your registration profile. For more information, visit our [Test Accommodations](#) page.