

Credentialing Guidelines and Requirements

A Candidate Guidebook

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Exam Day

Identification Requirements

To take a PTCB Certification exam, all candidates must present a valid, unexpired, government-issued original ID with a photograph and signature. The proof of identity must be an original document (not a photocopy or digital ID) and the name on the ID must match the candidate's name as it appears within their PTCB Account (exceptions noted below).

Test Center

Candidates who arrive at the test center without an acceptable ID will not be allowed to test and will forfeit all fees. The following are approved forms of ID:

- Passport/Passport Card
- Government-issued Driver's License or Learner's Permit
- Government-issued Identification Card
- Military ID
- Permanent Resident Card (Green Card)
- US Department of Homeland Security-issued Employment Authorization Card

If the primary form of ID does not include a signature, candidates must present a valid, unexpired secondary form of ID that contains the candidate's first and last name and includes a signature. The secondary ID must be original and cannot be a photocopy or an electronic version. The following are examples of approved secondary forms of ID:

- Credit Card
- ATM/Debit Card
- Employee/School ID

[Learn more](#) about acceptable forms of ID.

Exceptions

If a candidate presents an expired driver's license AND an electronic or hard copy receipt for renewal but has not yet received the license, they will be permitted to test if the renewal receipt has not expired. If the renewal receipt is expired, the candidate will not be permitted to test. Temporary licenses are acceptable with all required elements (contains a photo and accompanied by the expired license).

Pearson VUE staff will match the name on the candidate's ID to the name in their system (i.e., the candidate's name as it appears within their PTCB Account). The name on their ID must match exactly, with a few exceptions:

- A hyphen is used on one document but not on another. (Disregard the hyphen). Example: Sarah Johnson Wells OR Sarah Wells are both acceptable matches for Sarah Johnson-Wells.
- Sara Johnson and Sara Myers are individually acceptable as the same person when compared to Sara Johnson-Myers, Sara Johnson Myers, Sara Myers-Johnson, and Sara Myers Johnson because one of the names, either the registration or the ID, has both last names.

- Sara Johnson is not acceptable as Sara Myers without an original marriage certificate, divorce decree, or other legal documentation of a name change since neither name contains both the candidate's current and former last name.
- Sara Johnson Myers is acceptable for Sara Johnson without an original marriage certificate, divorce decree, or other legal documentation of a name change. If the candidate's maiden and last names are on their ID, it is acceptable regardless of the order in which they appear.
- Names with initials and reversed names are acceptable:
 - J Smith and John Smith are acceptable discrepancies
 - Smith J and J Smith are acceptable discrepancies
 - John Smith and Smith John are acceptable discrepancies
 - Smith J and John Smith are acceptable discrepancies, as are J Smith and John Smith

Online Proctored Testing

Before testing online, candidates will need to provide a headshot photo of themselves, their identification (ID), and their testing space. Identification must meet the requirements outlined below.

- All IDs must be valid (unexpired) government-issued originals (i.e., not a photocopy or an electronic version)
- IDs must include the candidate's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the exam

For candidates under 18 years of age, a parent or guardian must present their own ID during check-in and give consent for the candidate to be recorded. If they have one, the candidate must also present a government-issued ID. If they do not, a student ID will suffice.

[Learn more](#) about acceptable forms of ID for online proctored testing.

Testing Rules

During an exam administration, if a candidate experiences any problems or has questions or concerns, they are encouraged to notify the test administrator or proctor during the exam session. Pearson VUE reports all incidents to PTCB in which a candidate acts in a disruptive or threatening manner, or engages in any behavior which may constitute a violation of exam testing rules and/or PTCB policy. PTCB reviews these incidents and may take appropriate action, including but not limited to termination of the exam, invalidation of exam score, and/or disqualification from future exam attempts.

Test Center

Candidates should review Pearson VUE Test Center Rules prior to their exam appointments. The complete test rules agreement can be found [here](#).

Online Proctored

Because of its remote nature, testing online with a remote proctor requires that candidates agree to additional policies that help protect exam integrity. These include (but are not limited to) consenting to recording and monitoring throughout the exam, along with the use of artificial intelligence (AI) and other advanced technology techniques. Candidates must accept these policies during the registration process prior to scheduling an exam. [Learn more](#).

Pearson VUE Comfort Aid List

The complete list of comfort aids can be found [here](#) and do not require pre-approval. They will be allowed in the testing room upon visual inspection by the Testing Center or Online Proctored staff. Visual inspection will be done by examining the item without directly touching it (or the candidate) and without asking the candidate to remove the item.

Calculators

A calculator is built into the PTCB exam. A personal calculator may not be used under any circumstance. However, if a candidate requests a hand-held calculator and one is available at the test center, the candidate is permitted to use it upon request.

Exam Security

In order to protect and secure the integrity of its exams, PTCB may cancel any exam score obtained in a questionable manner. Before a candidate begins a PTCB exam they must agree to the PTCB Candidate Agreement. A candidate who does not agree to the agreement will not be permitted to take the exam. Violation of exam security is a breach of the [Code of Conduct](#) that could result in disciplinary action taken under the [PTCB Conduct Case Procedures](#).

PTCB Candidate Agreement

All candidates must agree to the Candidate Agreement prior to the start of any PTCB Certification exam. The candidate agreement is as follows:

1. I have read, understand, and accept the PTCB policies and requirements contained in the PTCB Candidate Guidebook, as amended and revised.
2. In order to qualify for PTCB credentials, I must fulfill the requirements of all relevant certification (e.g., CPhT, CSPT®) or assessment-based certificate program policies and related directions of PTCB.
3. I will conduct my pharmacy technician activities consistent with the current PTCB Code of Conduct, PTCB Conduct Case Procedures, and other applicable PTCB policies, as they may be amended and revised.
4. I will report to PTCB any information pertaining to any charge, complaint, conviction, or other ethics-related matter concerning me, within sixty (60) days of receiving notification of the matter.
5. Any failure on my part to provide timely, accurate, and complete information to PTCB concerning my Application may result in sanctions or corrective actions by PTCB, including the rejection of my Application.
6. All materials submitted to PTCB, including my Application, become the property of PTCB upon receipt, and these materials will not be returned to me.
7. PTCB has the right to contact any person or organization concerning the information in my Application. I authorize the release of any information requested by PTCB with respect to the review of my Application. PTCB has the right to notify appropriate organizations if my Application contains false or inaccurate information.
8. I am pursuing PTCB credentials (i.e., certifications or certificates) and seek to take PTCB examinations for the sole purpose of benefiting my pharmacy career, and I will not use the PTCB credential I earn in such a manner as to bring PTCB into disrepute.
9. I will not attempt to copy or reproduce PTCB examinations in part or whole by any means whatsoever, including memorization.
10. I acknowledge that I will not contribute to any training activities designed to prepare individuals to sit for the PTCE® for the period of three (3) years after taking the PTCE.
11. I understand that I am prohibited from contributing to or profiting from the preparation, presentation, sponsorship, or ownership of any program, training, or publication primarily intended and/or marketed to increase others' performance on the CSPT Exam (e.g., sharing or replicating exam questions, providing exam strategies) for a period of three (3) years after taking the CSPT Exam.
12. I understand that any irregularity occurring during my examination, including but not limited to giving or obtaining unauthorized information or aid, statistically questionable results, or suspicious behavior as evidenced by observation or subsequent analysis, may result in the termination of my participation, invalidation of the results of my examination, or other appropriate action.
13. I expressly acknowledge that any sharing, discussion, or disclosure of the contents of PTCB examinations with any other person whether orally, in writing, or by any other means is strictly prohibited and that any violation of this prohibition may result in the immediate invalidation of my examination results and/or other appropriate action.
14. I understand that during my examination, I may NOT communicate with other candidates, refer to any materials other than those provided to me, assist or obtain assistance from any person, or take any action that generally constitutes cheating. Failure to comply with these requirements may result in the invalidation of my examination results as well as other appropriate action.
15. I agree that in the event my exam responses are lost, any claim I may have will not exceed the amount of the fee for the examination.
16. A PTCB certification or certificate does not represent licensure, registration, or other authorization to work as a pharmacy technician or to engage in any other occupational activities for a fee or otherwise.
17. A PTCB certification or certificate is awarded to me personally, and my certificate may not be transferred or assigned to any other individual, organization, or entity.
18. Data related to my participation in PTCB credential programs may be used by PTCB for research and statistical purposes.
19. In the event that my PTCB certification is subject to any disciplinary or corrective action, including suspension or revocation, I will comply with all decisions and requirements of PTCB, including decisions and orders authorized by the Conduct Case Procedures. If my certification is suspended or revoked, I will immediately stop all use of PTCB certification marks, credentials, or any other designation indicating an affiliation with PTCB.
20. In the event that my PTCB certification is revoked or I become uncertified for any reason, I will destroy any physical certificates and wallet cards.
21. I will indemnify and hold harmless PTCB and its Directors, Officers, agents, employees, representatives, and successors against, and release them from any and all third-party claims, suits, complaints, losses, or liability (claims), including attorney fees, arising out of, or related to my PTCB certificate; my use and/or display of PTCB credentials or designations, or other references to PTCB; my pharmacy technician activities and services; or, my other work-related activities.

Inclement Weather/Local or National Emergencies

In the event of inclement weather or a local or national emergency, please contact Pearson VUE at (866) 902-0593 or go to

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www.pearsonvue.com for appointment status. If appointments are canceled, candidates should wait two (2) business days before calling to reschedule their appointment.