

Whom to call, when to call, and why?

| BEFORE the exam date | AFTER the exam date |
|---|--|
| <p>Call ARC for questions about:</p> <ul style="list-style-type: none">• Exam application process• Application deficiencies• Exam scheduling date and/or status• Test sites and availability• Name and address changes• Obtaining an exam application• Obtaining candidate handbooks | <p>Call PEARSON VUE for questions about:</p> <ul style="list-style-type: none">• Duplicate score report requests• Name and address changes before or after being placed on the Wisconsin registry• The exam content |
| <p>AMERICAN RED CROSS Phone: 1-866-257-5425</p> | <p>PEARSON VUE Phone: 1-877-329-8760</p> |
| <p>Hours: 8:30 AM – 6:30 PM (EST) Monday – Friday</p> | <p>Hours: 8:00 AM – 5:00 PM (EST) Monday – Friday</p> |