



CCMS - Candidate Management System Quick Start Guide

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Overview

This is a Quick Start Guide to the Certification Candidate Management System (CCMS).

CCMS Technical Requirements

- CCMS is designed to operate in a browser environment. The supported browsers are:
 - Chrome
 - Firefox
 - Edge
- Printers: Any standard printer configured to the candidate's computer will work to print a receipt.
- Internet Connection: A regular internet connection will suffice in order to access the CCMS portal.

Getting Started

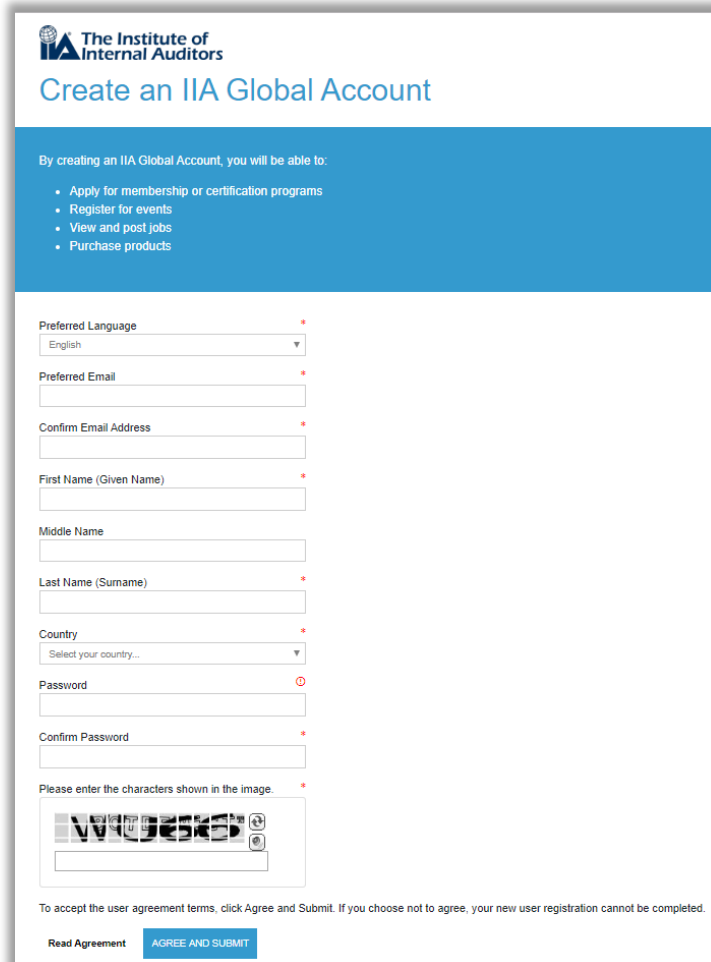
Account Creation

To sign in to CCMS, create an account.

- Access www.theiia.org/ccms and click **Create Account**.

<p>Sign In</p> <p><input type="button" value="SIGN IN"/></p>	<p>Don't have an account yet?</p> <p><input type="button" value="CREATE ACCOUNT"/></p>	<p>Forgot your password?</p> <p><input type="button" value="RESET"/></p>
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Create an IIA Global Account page is displayed. Populate the information below:



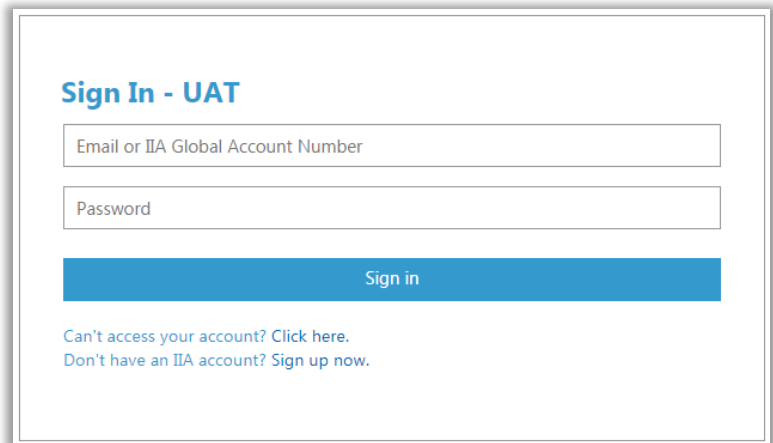
The screenshot shows the 'Create an IIA Global Account' page. At the top, it features the IIA logo and the title 'Create an IIA Global Account'. Below the title, a blue banner contains the text: 'By creating an IIA Global Account, you will be able to:' followed by a bulleted list: 'Apply for membership or certification programs', 'Register for events', 'View and post jobs', and 'Purchase products'. The main form area contains several input fields, each with a red asterisk indicating a required field: 'Preferred Language' (dropdown menu with 'English' selected), 'Preferred Email' (text input), 'Confirm Email Address' (text input), 'First Name (Given Name)' (text input), 'Middle Name' (text input), 'Last Name (Surname)' (text input), 'Country' (dropdown menu with 'Select your country...' selected), 'Password' (text input with a strength indicator), 'Confirm Password' (text input), and a CAPTCHA field with the instruction 'Please enter the characters shown in the image.' At the bottom, there is a 'Read Agreement' link and an 'AGREE AND SUBMIT' button. A small disclaimer at the bottom reads: 'To accept the user agreement terms, click Agree and Submit. If you choose not to agree, your new user registration cannot be completed.'

- Click **Agree and Submit**.
- Click *You may now continue with your certification application* link.

Login

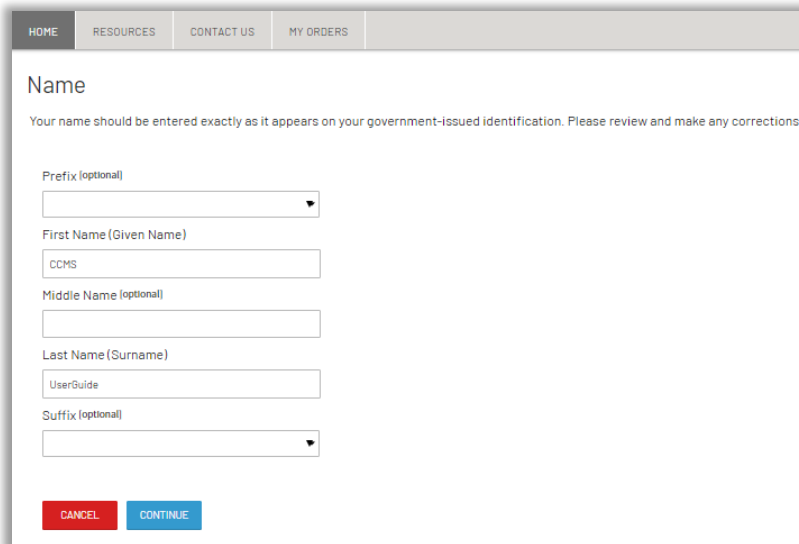
Perform the following steps to login to CCMS:

- Click **Sign In** on the CCMS Login page.
- Enter your Email or IIA Global Account Number.
- Enter your Password.
- Click **Sign In**.



The screenshot shows the 'Sign In - UAT' page. It features two input fields: 'Email or IIA Global Account Number' and 'Password'. Below these fields is a blue 'Sign in' button. At the bottom, there are two links: 'Can't access your account? Click here.' and 'Don't have an IIA account? Sign up now.'

Complete Profile



The screenshot shows the 'Complete Profile' page. It has a navigation bar with 'HOME', 'RESOURCES', 'CONTACT US', and 'MY ORDERS'. The main heading is 'Name', followed by a note: 'Your name should be entered exactly as it appears on your government-issued identification. Please review and make any corrections.' Below this are several input fields: 'Prefix (optional)' (a dropdown menu), 'First Name (Given Name)' (text box with 'CCMS'), 'Middle Name (optional)' (text box), 'Last Name (Surname)' (text box with 'UserGuide'), and 'Suffix (optional)' (a dropdown menu). At the bottom are 'CANCEL' and 'CONTINUE' buttons.

- Once logged in, complete your profile.
- Populate the following fields and click **Continue**.

- Continue to Privacy Statement page, Phone Number page, and Billing Address Page.
- Click **Continue**.

NOTE: The Billing Address field requirements are dependent on which Country is entered during Account Creation.

If United States is the Country selected, the following Billing Address fields are required:

- Address Line 1
- City
- State/Province
- Postal Code

If a different Country is selected (i.e. Japan) only the following Billing Address fields are required:

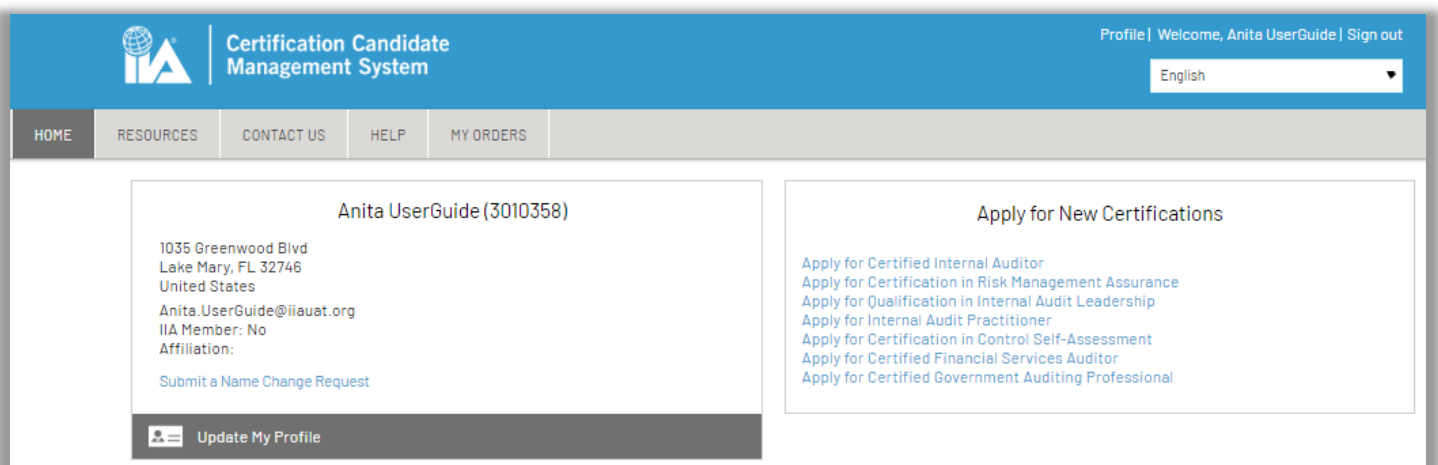
- Address Line 1
- City

Shipping Address page is displayed.

- Select **Enter Address** to enter a Shipping Address that is different from the Billing Address or Select **Same as Billing Address** to populate Shipping Address with the same address as Billing. Click **Continue**.

CCMS Home Page

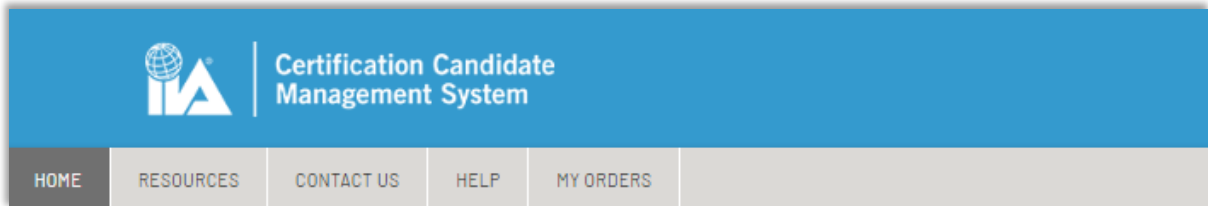
Certificate Candidate Management System (CCMS) Home page is displayed.



The screenshot shows the CCMS Home Page. The header is blue with the IIA logo and the text "Certification Candidate Management System". On the right, it says "Profile | Welcome, Anita UserGuide | Sign out" and has a language dropdown menu set to "English". Below the header is a navigation bar with links: HOME, RESOURCES, CONTACT US, HELP, MY ORDERS. The main content area is divided into two columns. The left column is titled "Anita UserGuide (3010358)" and contains contact information: "1035 Greenwood Blvd, Lake Mary, FL 32746, United States", email "Anita.UserGuide@iiauat.org", "IIA Member: No", and "Affiliation:". There is a link "Submit a Name Change Request" and a button "Update My Profile". The right column is titled "Apply for New Certifications" and lists several options: "Apply for Certified Internal Auditor", "Apply for Certification in Risk Management Assurance", "Apply for Qualification in Internal Audit Leadership", "Apply for Internal Audit Practitioner", "Apply for Certification in Control Self-Assessment", "Apply for Certified Financial Services Auditor", and "Apply for Certified Government Auditing Professional".


Menu Bar

At the top of CCMS a menu bar or ribbon bar is displayed that contains a choice of functions such as Home, Resources, Contact Us, Help, and My Orders.



Candidate Profile

On the Home Page under menu bar, the following is displayed for candidate profile:

- Candidate's First Name Last Name and GAN (Global Account Number) → Anita UserGuide (3010358)
- Candidate's Address → 1035 Greenwood Blvd
Lake Mary, FL 32746
United States
- Candidates' Email Address → Anita.UserGuide@iiauat.org
- IIA Member: Yes/No → IIA Member: No
- Affiliation: (if applicable) → Affiliation:
- Submit a Name Change Request → Submit a Name Change Request
- Update my Profile →  Update My Profile

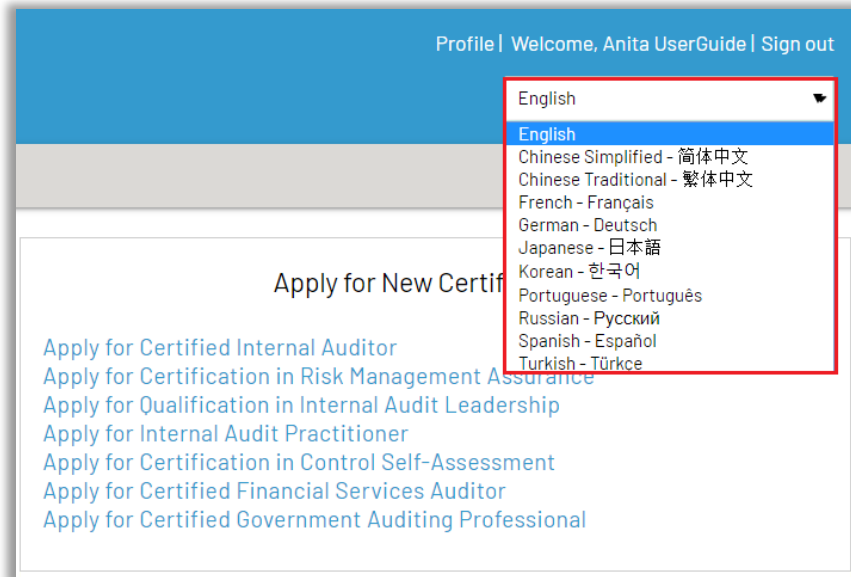
Apply for New Certifications

[Apply for Certified Internal Auditor](#)
[Apply for Certification in Risk Management Assurance](#)
[Apply for Qualification in Internal Audit Leadership](#)
[Apply for Internal Audit Practitioner](#)
[Apply for Certification in Control Self-Assessment](#)
[Apply for Certified Financial Services Auditor](#)
[Apply for Certified Government Auditing Professional](#)

To the right under the menu bar are the links to **Apply for New Certifications**.

Language

At the top right of your browser window is the Language drop-down. Default is English unless a different language was chosen during [Account Creation](#).

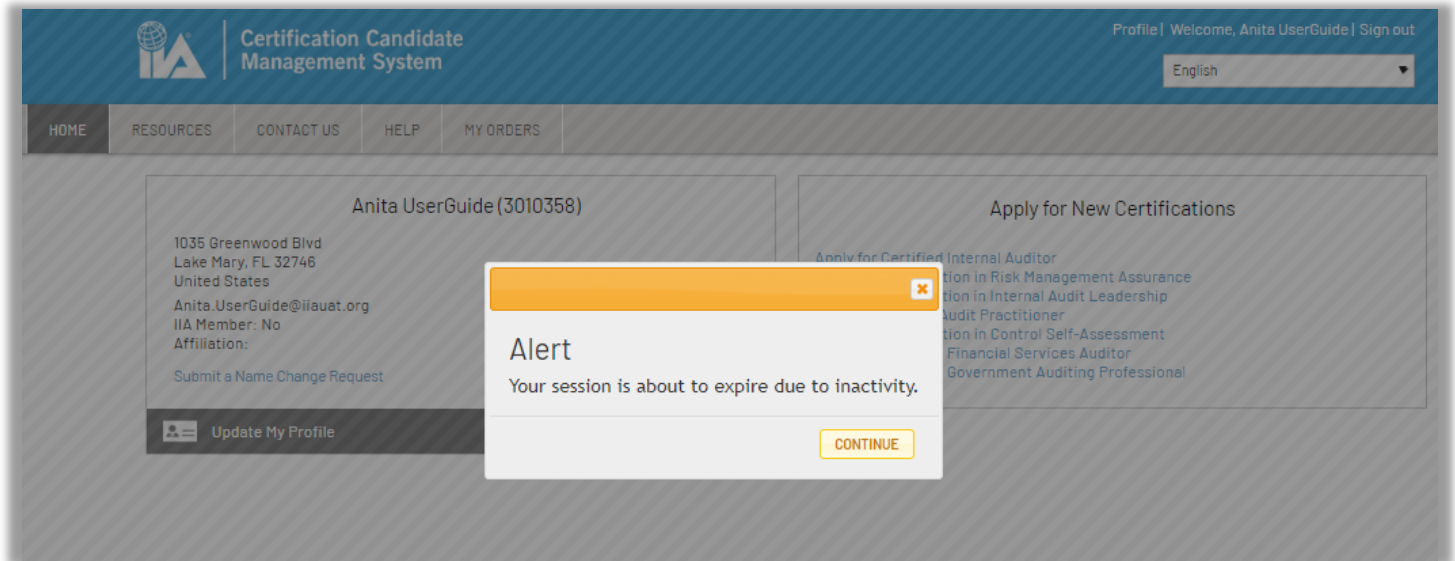


To select a Language preference, simply select an applicable language from drop-down and the page will translate to the selected language.



System Timeout

If CCMS has been idle for 15 minutes, the system will display the following Alert message within the browser window. Click **Continue** to continue working with your session.



If you do not click **Continue**, the system will automatically log you off security purposes.

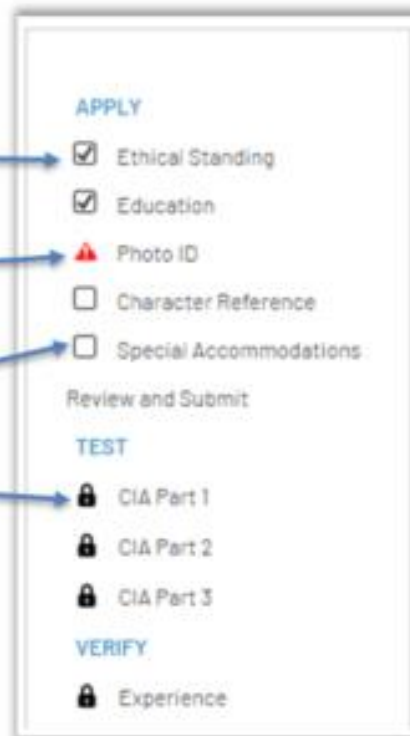
Sign out

You have successfully signed out.

Left Navigation Checklist

Throughout the application process, during the examination period and completing a program's exit requirements, you will interact with the left navigation checklist. The following icons indicate the status of a step in the program:

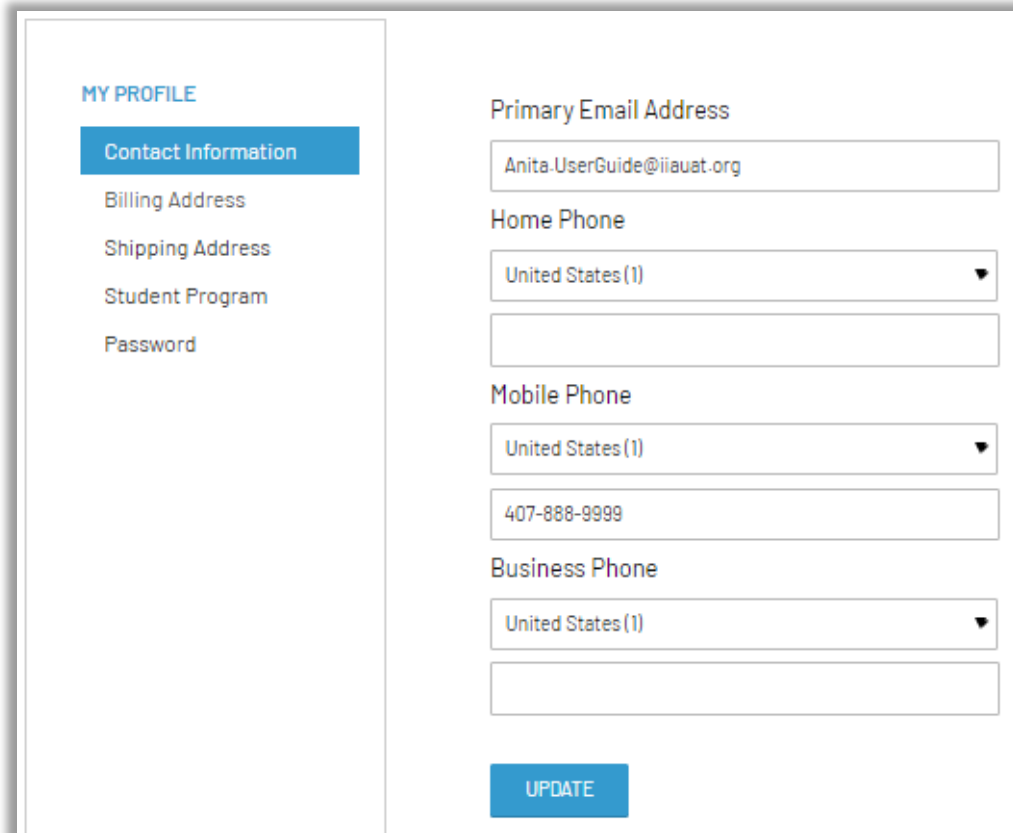
- **Checked Box** = Step complete but in pending status.
- **Alert** = Requires candidate attention.
- **Open Checkbox** = Enabled step.
- **Lock** = Step not enabled or approved.



The screenshot shows a vertical list of navigation items. At the top is the word "APPLY" in blue. Below it are four items: "Ethical Standing" with a checked box, "Education" with a checked box, "Photo ID" with a red triangle warning icon, and "Character Reference" with an unchecked box. Below these is "Special Accommodations" with an unchecked box. A "Review and Submit" button is located below the checkboxes. The next section is "TEST" in blue, followed by three items: "CIA Part 1", "CIA Part 2", and "CIA Part 3", each with a black lock icon. The final section is "VERIFY" in blue, followed by "Experience" with a black lock icon.

Update My Profile

- On the CCMS Home Page, click **Update My Profile** to update your profile.



The screenshot shows a web interface for updating a profile. On the left is a sidebar with a 'MY PROFILE' section containing five menu items: 'Contact Information' (highlighted in blue), 'Billing Address', 'Shipping Address', 'Student Program', and 'Password'. The main content area is titled 'Primary Email Address' and contains a text input field with the value 'Anita.UserGuide@iiauat.org'. Below this are three phone number sections: 'Home Phone' with a dropdown menu set to 'United States (1)' and an empty text input field; 'Mobile Phone' with a dropdown menu set to 'United States (1)' and a text input field containing '407-888-9999'; and 'Business Phone' with a dropdown menu set to 'United States (1)' and an empty text input field. At the bottom of the form is a blue 'UPDATE' button.

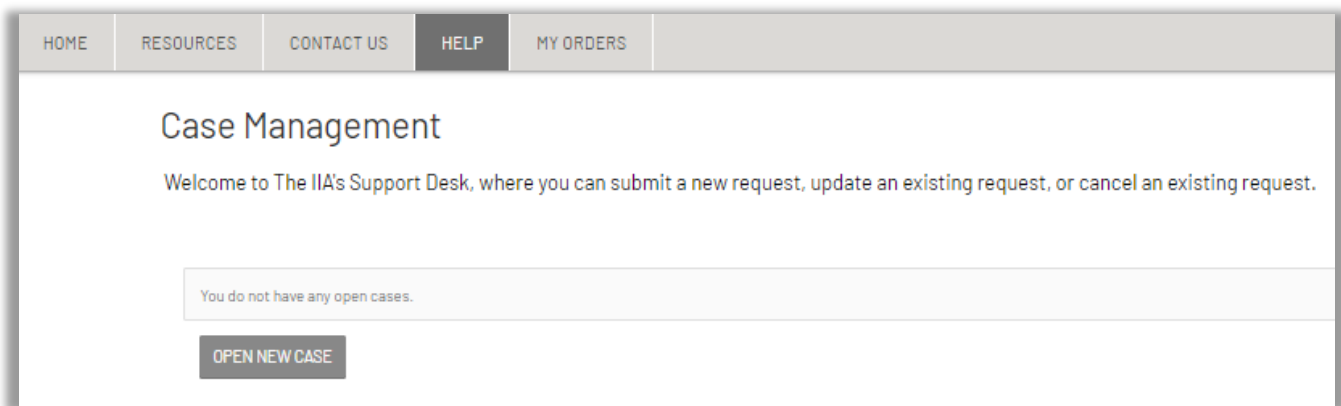
My Profile allows you to update contact information, billing address, and shipping address, apply for student program, and reset your password.

Help/Case Management

The Help function allows you to connect to The IIA's Support Helpdesk. You will be able to submit help requests, update existing requests or cancel an existing request.

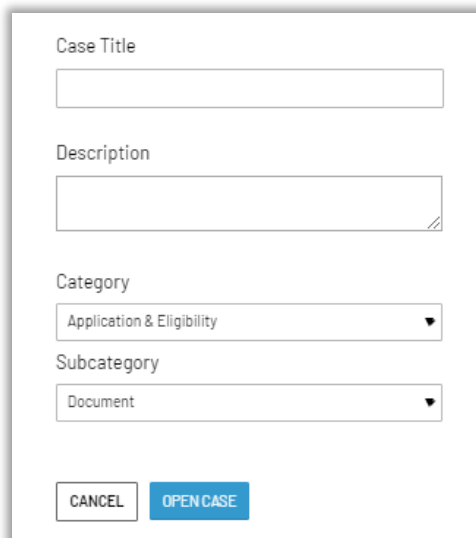
To access Case Management:

- Click **Help** from top navigation/menu bar. The Case Management page will display.



The screenshot shows the Case Management page with a navigation bar containing HOME, RESOURCES, CONTACT US, HELP, and MY ORDERS. The main heading is "Case Management" with a sub-heading: "Welcome to The IIA's Support Desk, where you can submit a new request, update an existing request, or cancel an existing request." Below this is a message box stating "You do not have any open cases." and a button labeled "OPEN NEW CASE".

To open a new case: Click **Open New Case**.



The screenshot shows the "Open New Case" form with the following fields:

- Case Title:
- Description:
- Category:
- Subcategory:
- Buttons: CANCEL and OPEN CASE

Candidate Suppression


Candidates from specific countries are restricted from making purchases through CCMS:

- Czech Republic
- Indonesia
- Korea
- Japan
- Thailand

These candidates make their purchases through their local institutes who then initiate the order through a separate B2B application system. A voucher is placed on the candidates' record to proceed with this request.

Suppression Alert

On the Home page, under Apply for New Certifications, click **Apply for Certified Internal Auditor**.

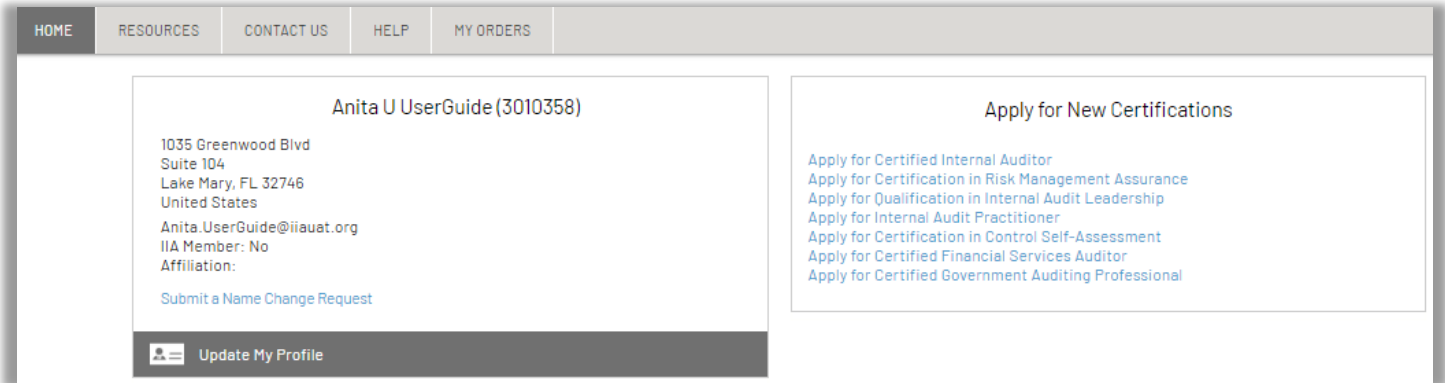
<p>Anita Smith (4017438)</p> <p>37-11 Kamiyama-cho Shibuya-ku Tokyo, Tokyo 150-0047 Japan Anita.Smith01@iiauat.org IIA Member: No Affiliation:</p> <p>Submit a Name Change Request</p> <p> Update My Profile</p>	<p>Apply for New Certifications</p> <ul style="list-style-type: none">Apply for Certified Internal AuditorApply for Certification in Risk Management AssuranceApply for Qualification in Internal Audit LeadershipApply for Internal Audit PractitionerApply for Certification in Control Self-AssessmentApply for Certified Financial Services AuditorApply for Certified Government Auditing Professional
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The following suppression Alert will display:

<p>Alert</p> <p>You must contact your local affiliate to initiate this transaction. Once payment has been processed, you will receive an email communication with instructions to complete this transaction.</p> <p>Czech Republic cifa@interniaudit.cz +222 263 761 Indonesia info@iia-indonesia.org +62 21 8378 2174 Korea gyjin@iiaukorea.or.kr +82 02-3487-1952 Japan cia-mailassistance@iiajapan.com +81 (3) 6214-2232 Thailand auditor@theiiat.or.th +66 2 712 9124</p>

Applying for a New Certification

- On the Home page, under Apply for New Certifications, click **Apply for Certified Internal Auditor**.



- Agree to Terms and Conditions. Click **Continue**.
- Pay for Application and Checkout.

The following payment methods are available:

Credit Card

- Select **Credit Card**.
- Populate the following fields and click **Confirm Order and Purchase**.

Quote Me

Quote Me is a payment option that allows candidates to get an initial price of the Certification and a document suitable for submission to a supervisor for approval. Once candidates decide to proceed with the transaction, the quote can be converted to an order and paid for.

Wire Transfers

Wire Transfers is a payment option used to electronically transfer funds across a network of banks or transfer agencies around the world. Senders pay for the transaction at the remitting bank and provide the recipient's name, bank account number, and the amount transferred.

Ethical Standing

Ethical Standing page will display.

- Select **No** if you not been convicted of a federal offence, felony or indictable offense. Click **Continue**.
- Select **Yes** if you have been convicted of a federal offense, felony, or indictable offense.

Selecting **Yes** will prompt for a description of the nature of the conviction.

- Enter a description and click **Continue**.

Proof of Education

Proof of Education page is displayed and is required for selected certifications. Populate the fields, upload the required documentation and click **Continue**.

Proof of Education

Certification candidates must meet the education requirements outlined in the Certification Candidate Handbook*. Please submit one of the following documents as proof of your education:

- Copy of your degree or official transcript.
(If your name has changed since you earned your degree, you must also submit proof of your legal name change.)
- Letter from a university confirming your degree.
- Letter from an evaluation service confirming your degree level.

*If you do not meet the minimum education requirements, but your experience qualifies you for eligibility (according to the exemption rule outlined in the Certification Candidate Handbook), please select "Other" from the Education Level option below.

For Name of University/Institution below, please enter the name of the university/institution as it appears on your degree, transcript, or diploma.

APPLY

Ethical Standing

Education

Photo ID

Character Reference

Special Accommodations

Review and Submit

TEST

CIA Part 1

CIA Part 2

CIA Part 3

VERIFY

Experience

Education Level

Date Awarded

Name of University/Institution

Proof of Identification

Proof of Identification page is displayed and is required for selected certifications. Populate the fields, upload the required documentation and click **Continue**.

Proof of Identification

Please provide identification in the form of a current government-issued photo ID. Expired IDs will not be accepted. All IDs must be scanned in a manner that ensures the ID is legible and your photo is clearly visible.

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

Photo ID Type

Choose File

ADD FILES...

BACK **SAVE AND EXIT** **CONTINUE**

Character Reference

The Character Reference page is displayed. A character reference is required for applicable certifications. Populate the fields, click **Send Verification** and click **Continue**.

Character Reference

IIA certification candidates must exhibit high moral and professional character and agree to abide by The IIA's Code of Ethics. As part of the certification application process, you are required to obtain a character reference from one of the following:

- An individual holding an active IIA designation.**
 - Your current supervisor.
 - A professor (for students only).

Please identify an appropriate person to serve as your reference and complete the information below. The IIA will email a character reference request to the person you selected, which will include your name and email address.

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

Character Reference Full Name

Character Reference Title

Character Reference Email Address

Character Reference Preferred Language

Character Reference Company

Special Accommodations

Special Accommodations page will display. The IIA offers testing accommodations if you have a documented disability that could possibly limit your ability to read or otherwise complete an exam. Upload your forms and any other supporting documentation. Click **Continue**.

Special Accommodations

The IIA will make reasonable testing accommodations for certification candidates when appropriate and consistent with legal requirements, such as for candidates with a documented disability that substantially limits their ability to read or otherwise complete the examination.

If you require testing accommodations, please download The IIA's official [Accommodations Application](#). By selecting Yes below, you will be instructed to upload your completed form and any other relevant supporting documentation.

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

Do you require special accommodations for testing?

- No
- Yes

BACK

SAVE AND EXIT

CONTINUE

Review and Submit

The Review and Submit page is displayed with a summary of the program requirements. Click **Submit**.

You will be taken back to the CCMS Home page. Programs in Progress tile is displayed with the applicable certifications in progress.

- Programs in Progress tile is displayed with the applicable certification in progress.
- The Certification Program will have a status of *Applied*.
- Status Expiration date is populated.
- Payment status is populated.
- Proof of Identification, Education and Character Reference will have a status of *Pending* until approved.



Rejected/Approved Documents and Notifications

In order to move on the next step of registering and scheduling exams, Proof of Identification, Proof of Education and Character Reference must be approved (as well as Felony and Special Accommodations – *if applicable*). Once the email notifications are received, log into CCMS. Programs in Progress tile is displayed with new updates:

- Program status is *Approved*.
- Proof of Experience has been added to tile.
- Exams are added to tile and candidate is now eligible to register and schedule the exams.
- Extend My Program* link is now available.



Proof of Experience

Proof of Experience is based on the certification program's maximum level of education that you have received. It is a two-step process that includes:

- Entering the details of your work experience.
- Obtaining verification of your work experience.



Enter Work Experience

- On the CCMS home page, click **Manage My Program**.
- Under Verify on left navigation, click **Experience**.
- Proof of Experience is available.

Proof of Experience

Your certification program's experience requirement is based on the maximum level of education you have achieved. Work experience must be in internal auditing or a related field. Providing proof of your experience is a two-step process:

1. Enter details of your work experience.
2. Obtain verification of your experience.

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

The minimum required experience for Bachelor's Degree is 24 months.

No valid experience records found.

Months Required	24
Months Entered	0
Months Remaining	24

ADD

Click **Add**. Experience Verification page will display. Populate the fields and click **Save**.

Experience Verification

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

This is my current position

Start Date

End Date

Employer

Job Title

Primary Activity

Internal Audit Quality Assurance Risk Management
 Audit/Assessment/Disciplines Compliance External Audit
 Internal Control

City

Country

State/Province

Verification of Experience

- Enter the name and email address of your current supervisor or an IIA designation holder who will receive an email to verify your experience. Click **Send Verification**. If your Experience Reference is approved, you will receive an email notification and no further action is needed.

Verification of Experience

Please enter the name and email address of your current supervisor or an IIA designation holder who will receive an email to verify your experience.

APPLY

- Ethical Standing
- Education
- Photo ID
- Character Reference
- Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

VERIFY

- Experience

Experience Reference Status

Experience Reference Full Name

Experience Reference Preferred Language

Experience Reference Email Address

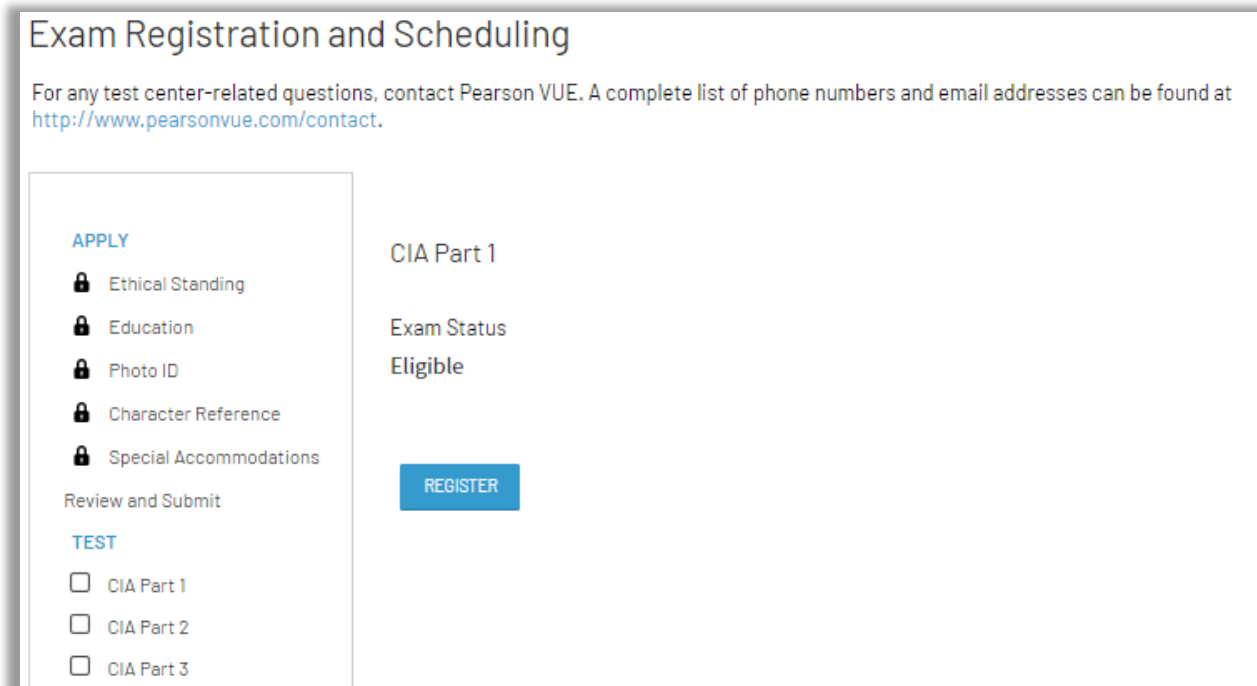
Confirm Experience Reference Email Address

Exam Registration and Scheduling

Registration

On the CCMS home page, click **Manage My Program** to register and schedule exams.

- Click **CIA Part 1**. Exam Registration and Scheduling for CIA Part 1 will display with a status of Eligible.

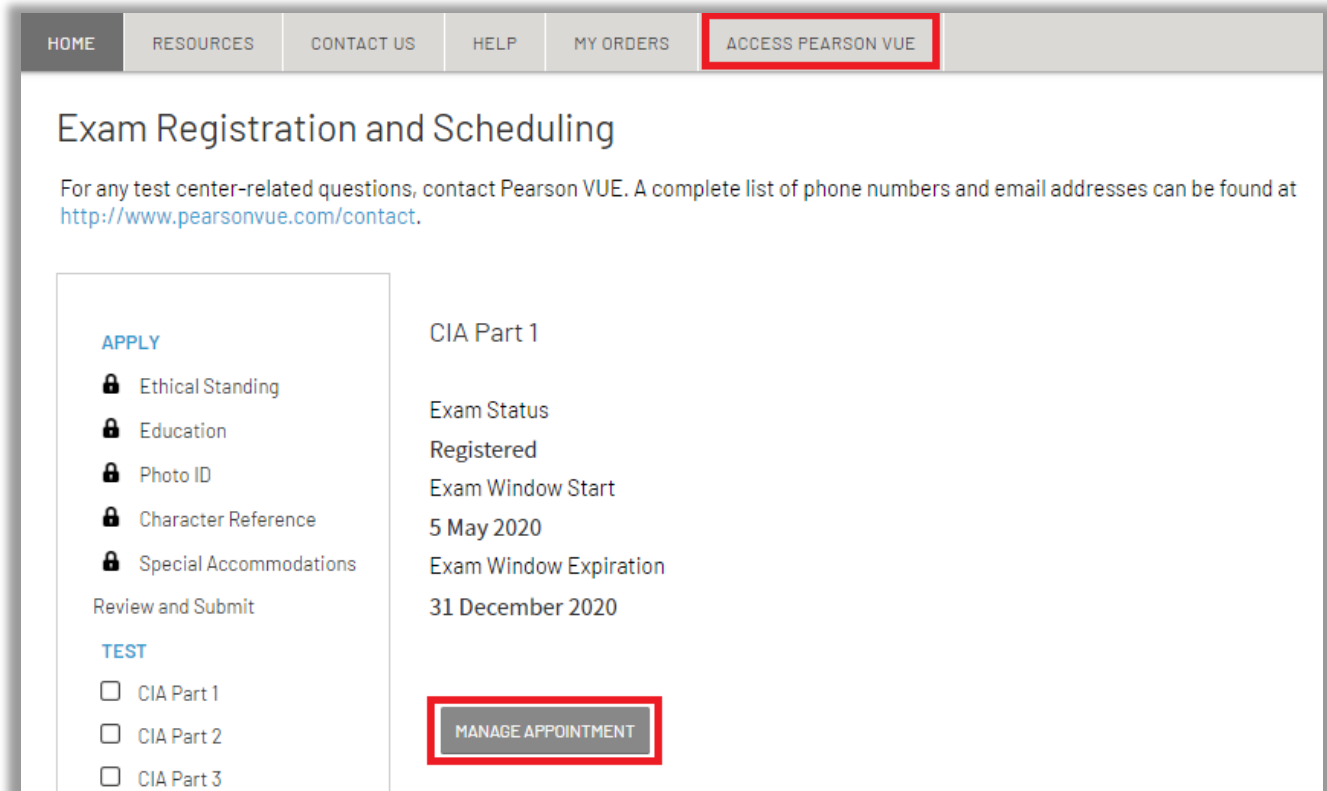


The screenshot shows the 'Exam Registration and Scheduling' page for CIA Part 1. At the top, it says 'Exam Registration and Scheduling' and provides contact information for Pearson VUE. Below this, there are two main sections: 'APPLY' and 'TEST'. The 'APPLY' section includes a list of requirements: Ethical Standing, Education, Photo ID, Character Reference, and Special Accommodations, each with a lock icon. Below these is a 'Review and Submit' button. The 'TEST' section includes three checkboxes for CIA Part 1, CIA Part 2, and CIA Part 3. To the right of the 'APPLY' section, the status is shown as 'CIA Part 1', 'Exam Status', and 'Eligible'. A blue 'REGISTER' button is located below the 'Eligible' status.

- Click **Register**. Non-Disclosure Agreement and General Terms of User page will display. Click Accept and **Continue**.
- The Cart Checkout page will display with the Program Registration fee. Pay and **Continue**.

Schedule an Exam

To complete the scheduling process once registered and authorized, select **Manage Appointment** or **Access Pearson VUE** to schedule an exam:








HOME RESOURCES CONTACT US HELP MY ORDERS **ACCESS PEARSON VUE**

Exam Registration and Scheduling

For any test center-related questions, contact Pearson VUE. A complete list of phone numbers and email addresses can be found at <http://www.pearsonvue.com/contact>.

APPLY

-  Ethical Standing
-  Education
-  Photo ID
-  Character Reference
-  Special Accommodations

Review and Submit

TEST

- CIA Part 1
- CIA Part 2
- CIA Part 3

CIA Part 1

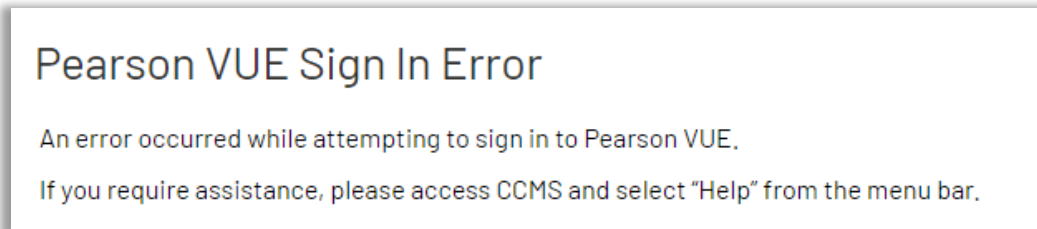
Exam Status
Registered

Exam Window Start
5 May 2020

Exam Window Expiration
31 December 2020

MANAGE APPOINTMENT

NOTE: If there is an error signing into Pearson VUE, the following message will occur:



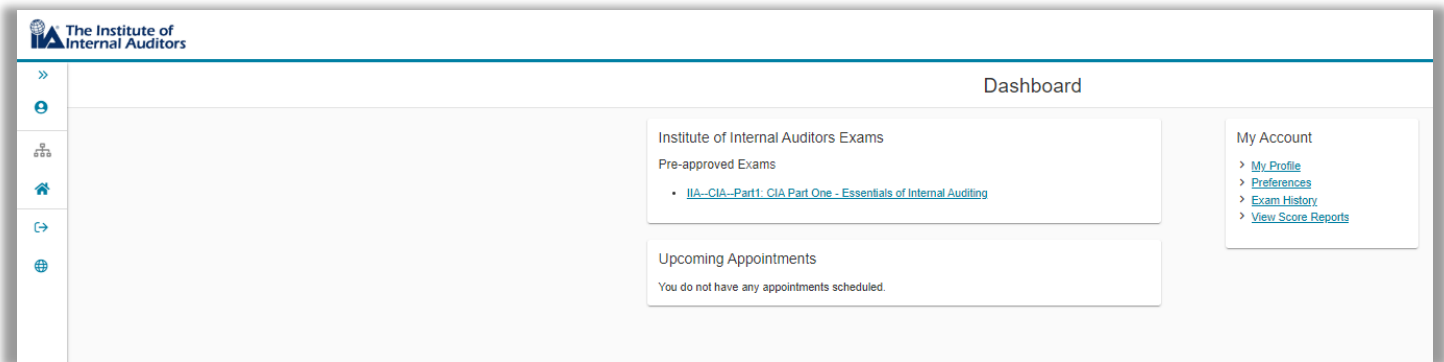
Pearson VUE Sign In Error

An error occurred while attempting to sign in to Pearson VUE.

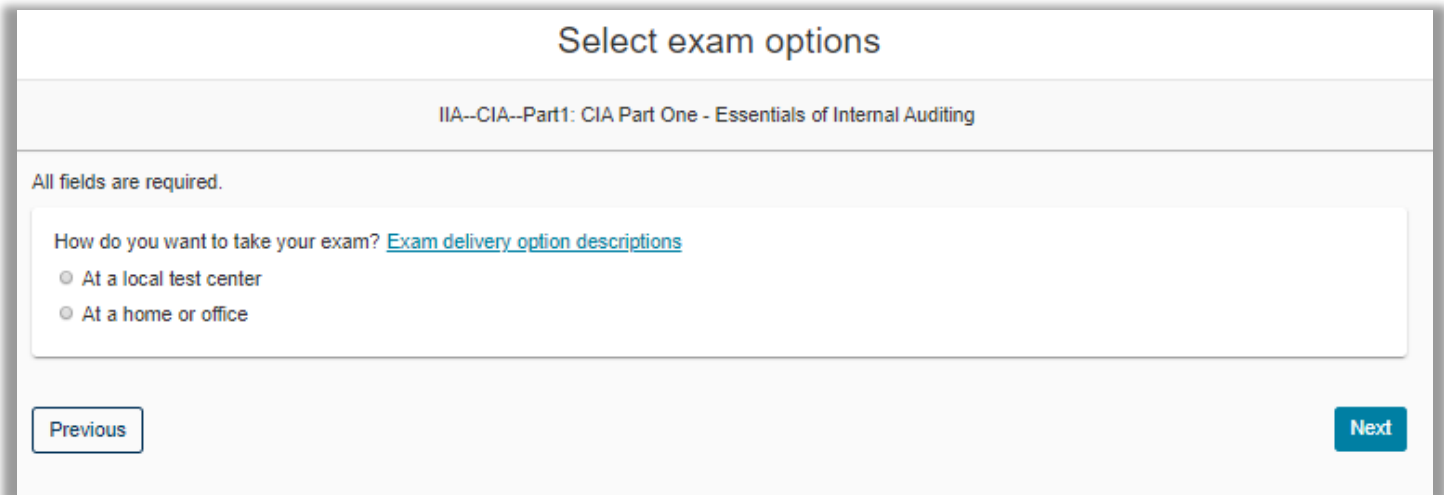
If you require assistance, please access CCMS and select "Help" from the menu bar.

CCMS will pass the candidate via Single Sign-on (SSO) to the Pearson VUE site where the candidate will complete the scheduling process. Pearson VUE Dashboard is displayed.

Click on the Pre-approved Exam link:



Select Exam Options page appears.



Local Test Center

- Select **At a local test Center**. Click **Next**.

Select Exam Language page appears. Select a language. Click **Next**.

Select exam language

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

What is your preferred language for the exam?

English
 Japanese

[Previous](#) [Next](#)

Exam Details page will display. Click **Next**.

Exam details

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

[View My Authorization Information](#)

Exam:
IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing
[View Testing Policies](#)

Price:
USD 0.00

Language:
English

⚠ Information:
PLEASE TAKE NOTE: Exam results will be emailed within 24 hours after ending your exam. A printed copy of your Score Report will be available immediately, but **ONLY** if your computer is connected to a printer at the end of the exam. Please use the "Chat" function, at the top of the exam screen, to contact a Proctor for assistance if a frozen, white screen appears after ending your exam.

[Previous](#) [Next](#)

Find a Test Center page will display.

Find a test center

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

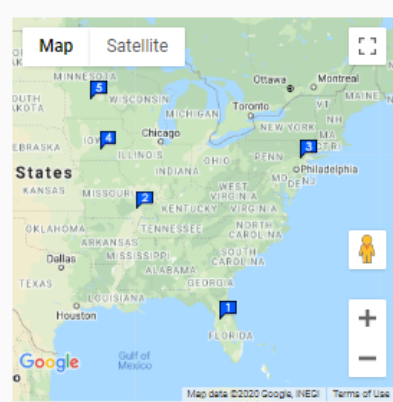
Search

You can select up to three test centers to compare availability.

Helpful hints:

- The test center information link may provide directions, parking, wheelchair support or other physical access considerations.
- Distance (mi/km) is a straight line calculated from the center point of your search criteria and does not reflect driving distance.

Test Center	Distance Show km
<input type="checkbox"/> zTest Lab - IIA CTT Lab The Institute of Internal Auditors 247 Maitland Ave Altamonte Springs, Florida 32701 United States Test Center Information	6.1 mi
<input type="checkbox"/> zTest Lab - Config 162 - ABE 314 Apple Street Monkeys Eyebrow, Minnesota 55437 United States Test Center Information	729.1 mi
<input type="checkbox"/> Testworld- Config 43 - Craig CTT 1697 Broadway New York, New York 10019 United States Test Center Information	929.0 mi
<input type="checkbox"/> VTS Lab 7 1 Pleasant VTSLAB 2nd Floor What Cheer, Iowa 50268 United States Test Center Information	1,070.8 mi
<input type="checkbox"/> zTest Lab - Config 10 - John Locke 123 Main Street Burnsville, Minnesota 55337 United States	1,285.5 mi



Candidate can search for test centers using the following search phrases such as the examples below and then clicking **Search**.

- E.g. “55437” or “5601 Green Valley Drive, Bloomington, MN” or “Paris, France”

Find a test center

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

- Click a checkbox to select a Test Center. A candidate can select up to three test centers to view availability.
- Click **Next**.

Choose Appointment page will display:

Find an appointment

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

zTest Lab - IIA CTT Lab
The Institute of Internal Auditors
247 Maitland Ave
Altamonte Springs, Florida 32701
United States

[Change Test Centers](#)

Select Date

[Why can't I find an available appointment?](#)

May 2020						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Select a date from the calendar. Only available dates can be selected.

- Select a Date from the Calendar. Available start times for exams will display.
- Select a Time.

Find an appointment

IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing

zTest Lab - IIA CTT Lab

The Institute of Internal Auditors
247 Maitland Ave
Altamonte Springs, Florida 32701
United States

[Change Test Centers](#)

Select Date

[Why can't I find an available appointment?](#)

May 2020						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Select a date from the calendar. Only available dates can be selected.

Available start times: Thursday, May 7, 2020 at zTest Lab - IIA CTT Lab

Times shown in: America/New_York - EDT [Show 24-hour](#)

Morning

08:00 AM

08:15 AM

08:30 AM

08:45 AM

09:00 AM

09:15 AM

Afternoon

12:00 PM

12:15 PM

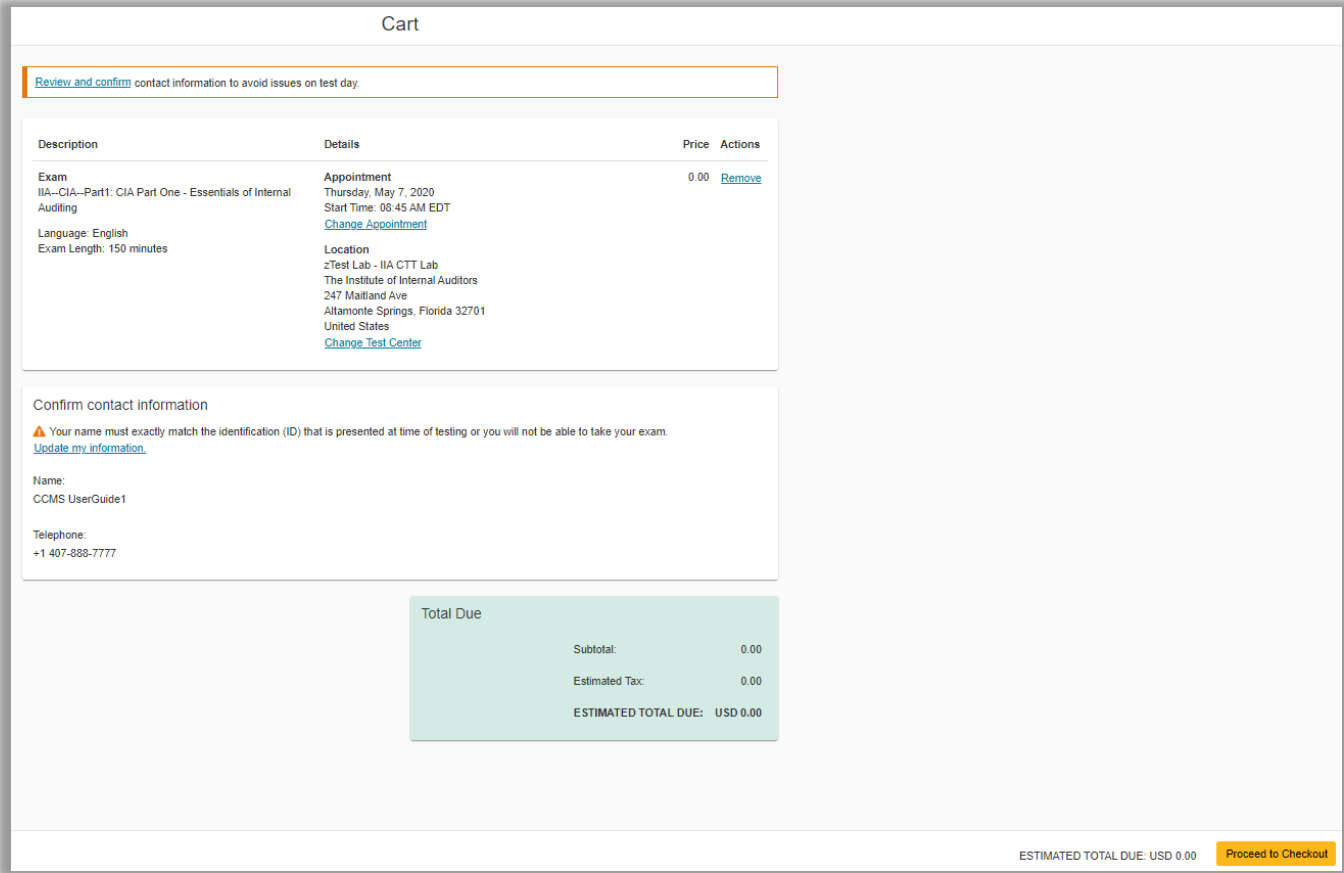
12:30 PM

12:45 PM

01:00 PM

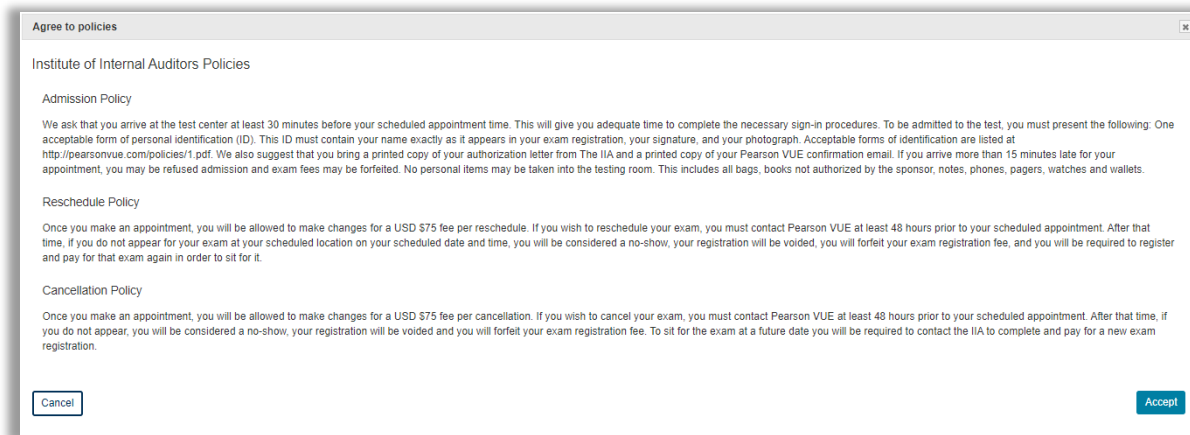
01:15 PM

Cart will display.



The screenshot shows a web browser window titled "Cart". At the top, there is a warning box: "Review and confirm contact information to avoid issues on test day." Below this is a table with columns: Description, Details, Price, and Actions. The table contains one row for an exam: "Exam: IIA-CIA-Part1: CIA Part One - Essentials of Internal Auditing". The details include the appointment date (Thursday, May 7, 2020), start time (08:45 AM EDT), language (English), exam length (150 minutes), and location (zTest Lab - IIA CTT Lab, The Institute of Internal Auditors, 247 Maitland Ave, Altamonte Springs, Florida 32701, United States). The price is 0.00 and there is a "Remove" link. Below the table is a section titled "Confirm contact information" with a warning icon and text: "Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam." It includes a link "Update my information" and shows the user's name as "CCMS UserGuide1" and telephone as "+1 407-888-7777". At the bottom right, there is a summary box for "Total Due" showing Subtotal: 0.00, Estimated Tax: 0.00, and ESTIMATED TOTAL DUE: USD 0.00. A "Proceed to Checkout" button is visible in the bottom right corner.

- Click **Proceed to checkout**. Agree to Policies pop up will display:



The screenshot shows a pop-up window titled "Agree to policies". The content is titled "Institute of Internal Auditors Policies" and includes three sections: "Admission Policy", "Reschedule Policy", and "Cancellation Policy". Each section contains detailed text regarding exam requirements and fees. At the bottom of the window, there are two buttons: "Cancel" and "Accept".

Click **Accept**. *Order Details* will display:

Almost there...

Description	Details	Price
Exam IIA-CIA-Part1: CIA Part One - Essentials of Internal Auditing Language: English Exam Length: 150 minutes	Appointment Thursday, May 7, 2020 Start Time: 08:45 AM EDT Location zTest Lab - IIA CTT Lab The Institute of Internal Auditors 247 Maitland Ave Altamonte Springs, Florida 32701 United States	0.00

Exams for	Order Total
Name: CCMS UserGuide1	Subtotal: 0.00
Candidate ID: 4015949	Tax: 0.00
	TOTAL DUE: USD 0.00
	USD 0.00

TOTAL DUE: USD 0.00

Click **Submit Order**. Confirmation page will appear.

You are booked!

Order #: 0000-1052-8951

An email confirmation has been sent to: CCMS.UserGuide1@iiauat.org

[Return to Dashboard](#)

Description	Details	Order Information	Price
Exam IIA--CIA--Part1: CIA Part One - Essentials of Internal Auditing Language: English Exam Length: 150 minutes	Appointment Thursday, May 7, 2020 Start Time: 08:45 AM EDT Location zTest Lab - IIA CTT Lab Test Center Information	Order Number/Invoice 0000-1052-8951 Registration ID 210390289 Status Scheduled	0.00

Exams for	Order Total
Name: CCMS UserGuide1	Subtotal: 0.00
Candidate ID: 4015949	Tax: 0.00
	TOTAL PAID: USD 0.00

Institute of Internal Auditors Policies

Admission Policy

We ask that you arrive at the test center at least 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures. To be admitted to the test, you must present the following: One acceptable form of personal identification (ID). This ID must contain your name exactly as it appears in your exam registration, your signature, and your photograph. Acceptable forms of identification are listed at <http://pearsonvue.com/policies/1.pdf>. We also suggest that you bring a printed copy of your authorization letter from The IIA and a printed copy of your Pearson VUE confirmation email. If you arrive more than 15 minutes late for your appointment, you may be refused admission and exam fees may be forfeited. No personal items may be taken into the testing room. This includes all bags, books not authorized by the sponsor, notes, phones, pagers, watches and wallets.

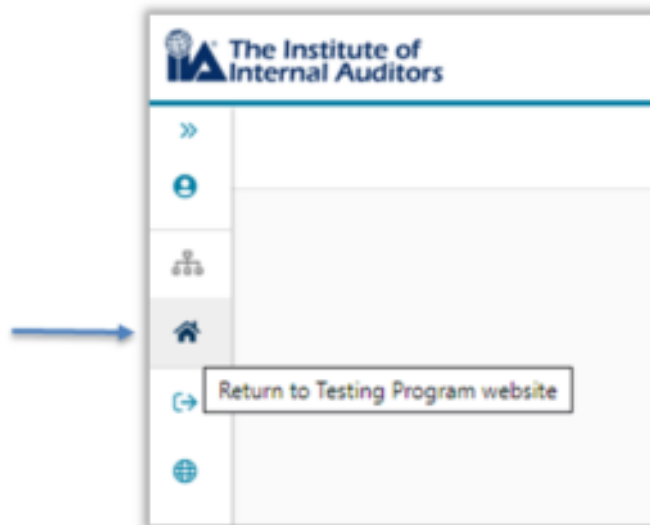
Reschedule Policy

Once you make an appointment, you will be allowed to make changes for a USD \$75 fee per reschedule. If you wish to reschedule your exam, you must contact Pearson VUE at least 48 hours prior to your scheduled appointment. After that time, if you do not appear for your exam at your scheduled location on your scheduled date and time, you will be considered a no-show, your registration will be voided, you will forfeit your exam registration fee, and you will be required to register and pay for that exam again in order to sit for it.

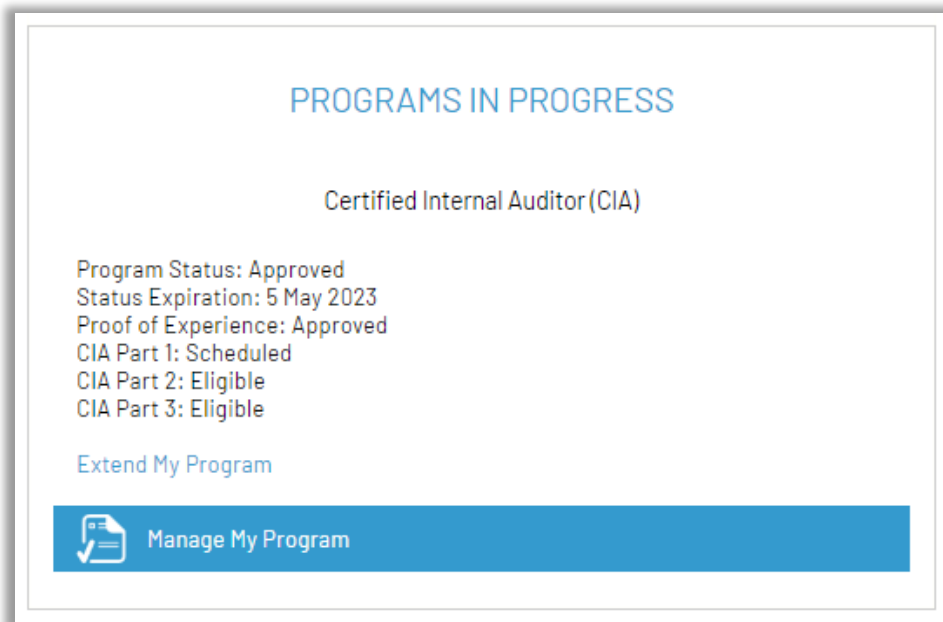
Cancellation Policy

Once you make an appointment, you will be allowed to make changes for a USD \$75 fee per cancellation. If you wish to cancel your exam, you must contact Pearson VUE at least 48 hours prior to your scheduled appointment. After that time, if you do not appear, you will be considered a no-show, your registration will be voided and you will forfeit your exam registration fee. To sit for the exam at a future date you will be required to contact the IIA to complete and pay for a new exam registration.

- The scheduling process is complete. The candidate can sign-out, **Return to Dashboard** or click **Return to Testing Program website** at the top left by clicking on the **Home** icon.



CCMS Home Page is displayed. Exam will have a status of *Scheduled*:



- Click **Manage My Program**.
- Click on the scheduled exam. Appointment Date, Time, and Location is displayed on Exam Registration and Scheduling page.

Exam Registration and Scheduling

For any test center-related questions, contact Pearson VUE. A complete list of phone numbers and email addresses can be found at <http://www.pearsonvue.com/contact>.

APPLY	CIA Part 1
Ethical Standing	Exam Status
Education	Scheduled
Photo ID	Exam Window Start
Character Reference	5 May 2020
Special Accommodations	Exam Window Expiration
Review and Submit	31 December 2020
TEST	Appointment Date
<input type="checkbox"/> CIA Part 1	07 May 2020
<input type="checkbox"/> CIA Part 2	Appointment Time
<input type="checkbox"/> CIA Part 3	08:45:00
VERIFY	Location
Experience	zTest Lab - IIA CTT Lab
	Test Center Address
	The Institute of Internal Auditors
	247 Maitland Ave
	Altamonte Springs, USA

Depending on the program, the candidate will repeat the steps above ([Registration](#) and [Scheduling](#)) until all exams for the program have been successfully completed.

PROGRAMS IN PROGRESS

Certified Internal Auditor (CIA)

Program Status: Approved
Status Expiration: 14 January 2024
Proof of Experience: Approved
CIA Part 1: Scheduled
CIA Part 2: Scheduled
CIA Part 3: Scheduled

 [Manage My Program](#)

Scheduling Test at a Home or Office

Click on the Pre-approved Exam link after registering:

Dashboard

Institute of Internal Auditors Exams

Pre-approved Exams

- [IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing](#)

Upcoming Appointments

You do not have any appointments scheduled.

My Account

- > [My Profile](#)
- > [Preferences](#)
- > [Exam History](#)
- > [View Score Reports](#)

Select Exam Options page appears. Choose **At a home or office**, [Run Pre-check](#) and click **Next**.

Select exam options

IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing

All fields are required.

How do you want to take your exam? [Exam delivery option descriptions](#)

At a local test center

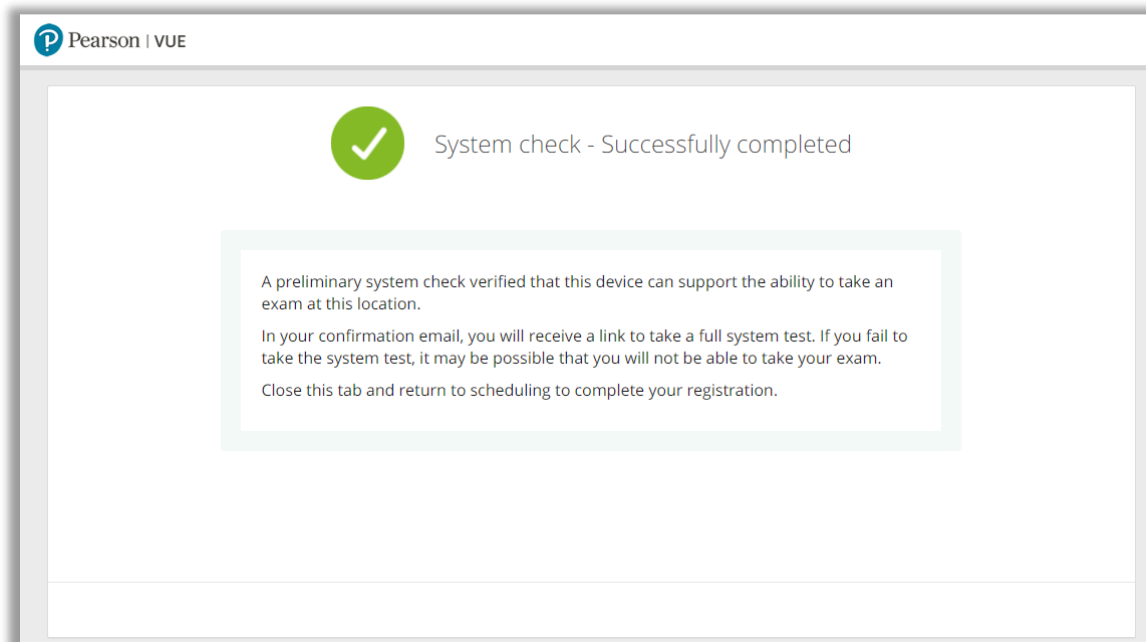
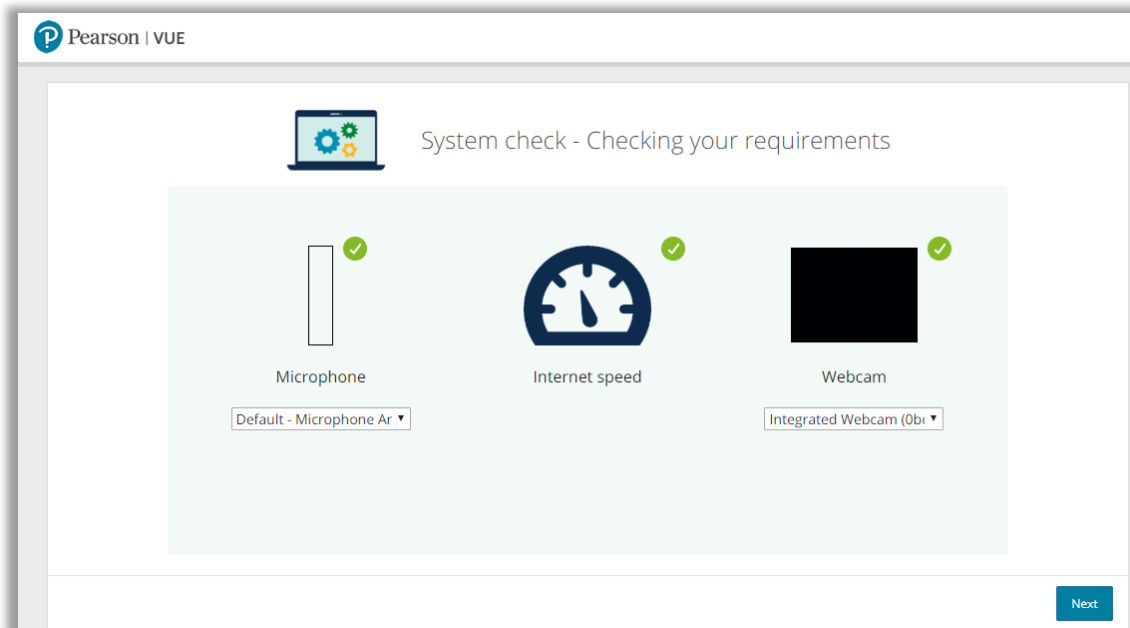
At a home or office

Are you going to be testing on this device and network?

If so, perform a quick pre-check to verify compatibility of your device and network before planning to take this exam in your home or office. If you skip, be sure to do a full system test before test day to avoid lost exam fees and launch delays.

Run Precheck

Running a Pre-check will open a new browser session. The system will check your requirements and make sure that your microphone, internet speed and webcam is approved. Click **Next** and close browser session.



Agree to online exam policies by clicking on each checkbox of the terms and condition. Click **Next**.

Agree to online exam policies

IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing

To take this exam in an online environment, please agree to the following terms and conditions.

- By accessing this website and ticking the box you indicate your acceptance of Pearson VUE's, a business of NCS Pearson, Inc., Privacy and Cookies Policy ("Privacy Policy"), Terms and Conditions and use of cookies to support your experience. You also understand, acknowledge and agree that the testing programme sponsor has its own, possibly different, privacy policy.

- By providing your personal information, as stated in this [Privacy Policy](#), for the purpose of registering for a licensure, certification or academic admission test, including the administration of such test, you acknowledge, agree and consent to the video and audio recording of your face image, voice, desk and workspace for the purposes of test quality, security and the integrity of the testing process, and you consent to the processing of such personal information and test data by Pearson VUE and to the transfer of such data to Pearson VUE's hub server, located in the USA, as the data processor, its authorized third parties, if any, both in the capacity as data processors for the processing of your personal information and test data on behalf of the testing program sponsor, as the data controller, located in the USA or elsewhere. Pearson VUE and other data processing entities, if any, are the recipients of your personal information and test data are located outside of the European Union and the European Economic Area; however, Pearson VUE will enter into reasonable data transfer agreements with such entities for the purpose of communicating and following the instructions of your testing program sponsor and for establishing reasonable security measures to protect the confidentiality and integrity of your personal information and test data.

- If you choose to take the test through our online proctoring function, which is not mandatory in the event that there are other ways of taking the test as determined by the testing programme sponsor, you will be monitored during the testing session in real time so that your face, voice, desk and workspace will be captured and possibly recorded during the testing session. You understand, acknowledge and agree that you have no right to privacy at your current location during the exam testing session and you explicitly waive any and all claims asserting a right to individual privacy or other similar claims. By accessing this website and ticking this box you signify your acknowledgement and agreement that any inappropriate or wrongful conduct, as determined in Pearson VUE's or the test proctor's sole discretion, witnessed while monitoring your testing session at your current location will be reported by Pearson VUE to the testing programme sponsor and may also be reported to the appropriate governmental authorities, including, but not limited to, any law enforcement officials.

- By accessing this website and ticking this box you signify that you understand, acknowledge and agree that if any third party is: 1) detected as being present in your physical location, whether visible or not; or 2) overheard in any manner, whether physically detected through movement and making of noise or through sounds irrespective of whether they are in your current location or not during your testing session, the test will be terminated and you will not receive any score or in the event you've completed the test and received a score your score may be invalidated or revoked. Further, you understand, acknowledge and agree that if your testing session is terminated for this or any other reason you will not receive a test fee refund, credit or voucher.

[Previous](#)[Next](#)

Select an exam language. Click **Next**.

Select exam language

IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing

What is your preferred language for the exam?

English

Japanese

[Previous](#) [Next](#)

Exam Details page will display. Click **Next**.

Exam details

IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing

[View My Authorization Information](#)

Exam:
IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing
[View Testing Policies](#)

Price:
USD 0.00

Language:
English

[Previous](#) [Next](#)

Find an appointment page will display. Select a Date and Time.

Find an appointment

IIA--CIA--Part2: CIA Exam Part Two: Practice of Internal Auditing

Select Date
[Why can't I find an available appointment?](#)

May 2020						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Select a date from the calendar. Only available dates can be selected.

Cart will display. Click **Proceed to Checkout**.

Confirm contact information

⚠ Your name must exactly match the identification (ID) that is presented at time of testing or you will not be able to take your exam.
[Update my information.](#)

Name:

Telephone:

Correspondence Language:

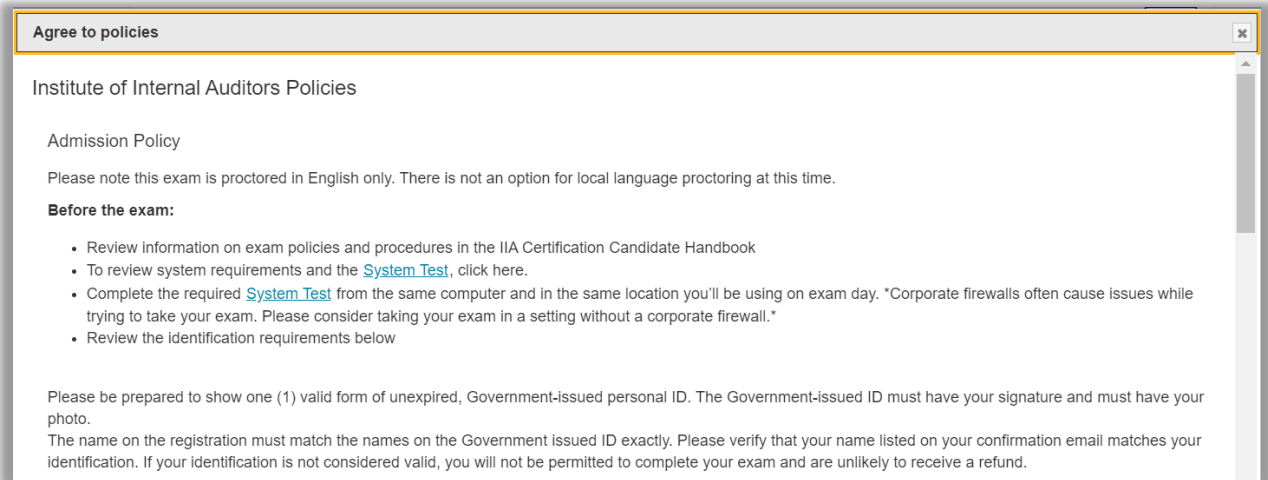
Confirmation Preferences:

Reminder Preferences:

Total Due	
Subtotal:	0.00
Estimated Tax:	0.00
ESTIMATED TOTAL DUE:	USD 0.00

ESTIMATED TOTAL DUE: USD 0.00

Agree to policies popup will display. Click **Accept**.



The screenshot shows a browser window titled "Agree to policies". The content includes the "Institute of Internal Auditors Policies" header, an "Admission Policy" section, and a list of instructions for candidates before the exam. The instructions include reviewing exam policies, system requirements, and the system test, as well as identification requirements.

Agree to policies

Institute of Internal Auditors Policies

Admission Policy

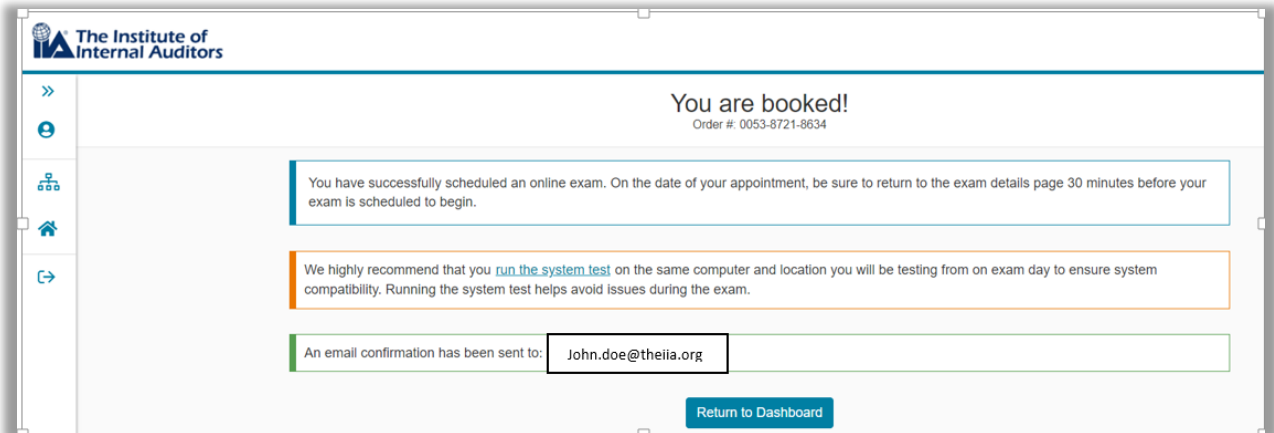
Please note this exam is proctored in English only. There is not an option for local language proctoring at this time.

Before the exam:


- Review information on exam policies and procedures in the IIA Certification Candidate Handbook
- To review system requirements and the [System Test](#), click here.
- Complete the required [System Test](#) from the same computer and in the same location you'll be using on exam day. *Corporate firewalls often cause issues while trying to take your exam. Please consider taking your exam in a setting without a corporate firewall.*
- Review the identification requirements below

Please be prepared to show one (1) valid form of unexpired, Government-issued personal ID. The Government-issued ID must have your signature and must have your photo. The name on the registration must match the names on the Government issued ID exactly. Please verify that your name listed on your confirmation email matches your identification. If your identification is not considered valid, you will not be permitted to complete your exam and are unlikely to receive a refund.

The online exam is booked and a confirmation is received. The candidate can sign-out, **Return to Dashboard** or click **Return to Testing Program website** at the top left by clicking on the **Home** icon.



The screenshot shows a confirmation page titled "You are booked!". It displays the order number "0053-8721-8634" and provides instructions for the candidate to return to the exam details page 30 minutes before the exam. It also includes a recommendation to run the system test and a confirmation that an email has been sent to "John.doe@theiia.org". A "Return to Dashboard" button is visible at the bottom.

 The Institute of Internal Auditors

You are booked!
Order #: 0053-8721-8634

You have successfully scheduled an online exam. On the date of your appointment, be sure to return to the exam details page 30 minutes before your exam is scheduled to begin.

We highly recommend that you [run the system test](#) on the same computer and location you will be testing from on exam day to ensure system compatibility. Running the system test helps avoid issues during the exam.

An email confirmation has been sent to:

[Return to Dashboard](#)

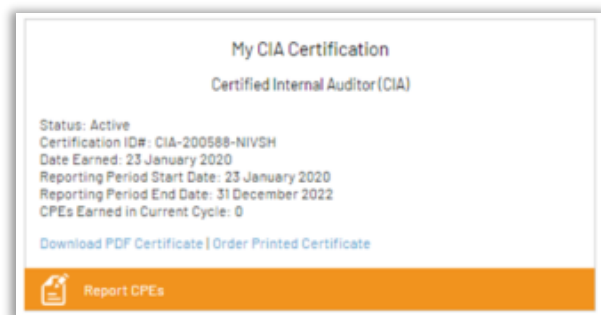
Exam Results

You will receive a preliminary score report at the test center. Approximately 48-hours after the completion of an exam the IIA receives the results from PearsonVUE. Once posted you will receive an email notification you're your official exam results.

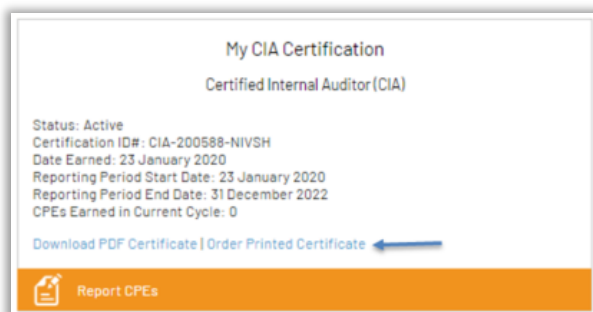
Certification Granted

Once you have passed all of your exams, you will receive a notification email.

In CCMS *My (Program Name) Certification* tile is now displayed on the right of browser window with certification information.



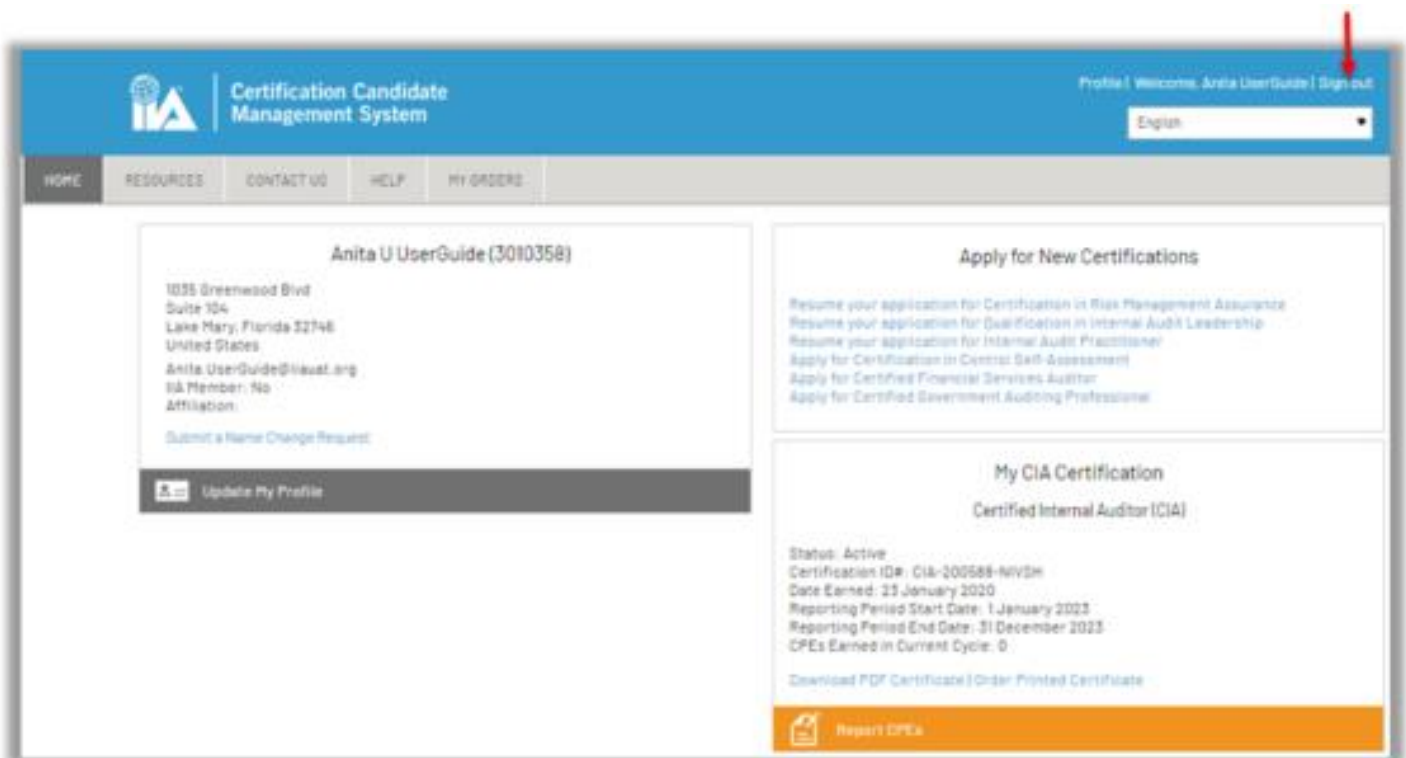
To download a certificate, click **Download PDF Certificate.**



To order a printed certificate, click **Order Printed Certificate.**

Sign Out

To exit CCMS, click **Sign Out** on top right of browser window:



Sign out message will appear and you will have successfully signed out of the system.

Sign out

You have successfully signed out.

Glossary

Term	Definition
CCMS	Certification Candidate Management System.
CIA	Certified Internal Auditor.
CPE	Continuing Professional Education.
CRM	Customer Relationship Management (software).
CRMA	Certification in Risk Management Assurance.
EBEs	Event Based Emails.
GAN	Global Account Number.
IIA HQ	Institute of Internal Auditors Headquarters.
PDF	Portable Document Format.

Revision History/Document Version

Date	Version	Updates	Name/Title
2/18/20	1.0	Document Creation	Anita Sukhraj/QA Engineer
7/29/20	2.0	Document Updates	Anita Sukhraj/QA Engineer
9/02/20	3.0	Document Updates/Revisions	Anita Sukhraj/QA Engineer