EC-Council

Exam Voucher Upgrade, Extension & Retake Instructions

Exam Voucher Types: There are three types of exam vouchers:

- ECC Exam Voucher (Onsite)
- Remote Proctoring Services (RPS-Online)
- Pearson VUE

Note: All exam voucher codes are valid for a period of 1 year from the date of release.

ECC Exam Voucher (Onsite):

a. To be used at authorised EC-Council test centre only.
b. The exam voucher is released to the student's ASPEN registered email address upon course evaluation submission.

Remote Proctoring Services (RPS-Online)

a. To be used online remotely.
b. The exam voucher is released to the student's registered email address upon course evaluation submission.
c. Exam to be scheduled at least 3 days prior to the date of exam.

Pearson VUE

a. Only for use at physical Pearson VUE test centres.
b. It is available for only specific titles (CEH(English/Japanese), CHFI, CND(English/Japanese), CCISO).

Exam Voucher Upgrade:

This can be requested within the validity period of the exam voucher by writing to examvoucher@eccouncil.org and/or at the training centre.

Please refer to the grid below for the available exam voucher upgrades and the applicable fee:

Exam Voucher Upgrade	Upgrade Fee	EC-Council Store Link
ECC Exam Centre voucher to RPS	$100	https://store.eccouncil.org/product/voucher-upgrade-ecc-to-rps/
ECC Exam Centre voucher to Pearson VUE	$100	https://store.eccouncil.org/product/voucher-upgrade-ecc-exam-to-vue/
RPS to Pearson VUE	$100	https://store.eccouncil.org/product/voucher-upgrade-rps-to-vue/
Pearson VUE to RPS	$100	https://store.eccouncil.org/product/voucher-upgrade-vue-to-rps/

Exam Voucher Downgrade:

This can be requested within the validity period of the exam voucher by writing to examvoucher@eccouncil.org only.

a. RPS to ECC Exam Centre voucher is allowed free of charge.
b. Pearson Vue to ECC Exam Centre voucher is allowed free of charge.

Exam Vouchers- Retake: (**Valid for all EC-Council programs, except CEH v12)**

In the event of an unsuccessful exam attempt, the student can be requested via the options listed below.

A. By writing to examvoucher@eccouncil.org with the following details:
1. Exam voucher used for last exam attempt.
2. Score transcript
B. Submit the request online using the link: https://cert.eccouncil.org/retake-exam-promo.html
C. Reach out to the respective EC-Council training centre.

Exam Voucher Retake -CEH v12:

1. Login to the ASPEN account.

2. Click on the **Exam Retake** icon on the CEH v12 **ASPEN** dashboard.

3. The student is redirected to the Request Retake voucher page.

4. Fill out the form to request a retake voucher.

5. Post validation and payment (if applicable), the retake voucher is released.

   Important Note*: *For CEH v12 only

1. For iLearn customers: an administrative fee of USD100 per retake is applicable.

2. For India, Middle East, SAARC, South Africa, Sri Lanka, ASC(Egypt)}: All the packages are bundled with RPS exam vouchers only, and an administrative fee of USD20 is applicable per retake voucher. All retake vouchers issued for these territories are RPS only.

3. For all Regions/Countries {Except the regions/countries on Point 2 above}: All the packages are bundled with ETC exam vouchers, and the retakes are also ETC exam vouchers only.

4. If a candidate wishes to upgrade to RPS/Vue retake exam voucher, the administrative fee of USD100 shall apply.

Exam Voucher Extension:

This can be requested within the validity period of the exam voucher.

1. Use the link https://store.eccouncil.org/product/extended-voucher-additional-fees/ to purchase a 3-month exam voucher extension.
2. For any queries regarding the exam voucher extension, write to examvoucher@eccouncil.org.