



**CERTIFIED PAYROLL  
PROFESSIONAL**

**Certification FAQ**  
**Certified Payroll Professional Exam and Certification**

*Click on the appropriate question*

**Note: Most of these answers can also be found in the CPP Candidate Handbook**

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## **Q1. What is the CPP exam registration process?**

**A.** Follow these steps:

Step 1: Complete and submit the CPP Examination Application

Step 2: Receive confirmation of your approved application

Step 3: Pay the examination fee to receive a paid exam authorization when the exam registration window opens

Step 4: Schedule your exam when the exam registration window opens

Step 5: Take the CPP exam on the date, time, and location of your scheduled appointment

## **Q2: How do I submit a CPP Examination Application?**

**A:** Complete the [CPP Examination Application](#) online. You must fill out all the information and sign before submitting using the **Submit** button at the top of the page.

## **Q3: Will I get an email once my exam application is approved?**

**A:** Yes. Once PayrollOrg's Certification Department has approved your application submission, you will receive an email to the address provided confirming that your application has been approved. This email will also include instructions on how you may pay for the exam if you have not previously done so. Once your exam payment is received by PayrollOrg, you will receive an email with your exam authorization.

You can log into the [Certification Dashboard](#) to view **exam payment confirmation** and **exam application approval** emails in Check My Email.

\*Please note: You should check spam/junk email folders and add [certification@payroll.org](mailto:certification@payroll.org) to your safe list to be sure you receive all important communication regarding your exam.

## **Q4: What is the expected response time for me to receive approval?**

**A:** Please refer to the CPP Candidate Handbook under "THE APPLICATION." The handbook can be found in Student Resources.

## **Q5: Whom do I contact if I have not heard from the PAYO Certification department regarding my application status?**

**A:** Check with PayrollOrg's Certification Department by emailing [certification@payroll.org](mailto:certification@payroll.org).

## **Q6: How do I schedule my exam?**

**A:** You must have received a paid exam authorization from PayrollOrg to schedule the exam. Once the exam registration opens, you can schedule the CPP exam by logging into your [Certification Dashboard](#).

**Q7: How do I pay the examination fees?**

**A:** Once your application is approved, you can pay for your CPP exam through the PAYO store when the exam registration opens. You must pay for your exam before receiving a paid exam authorization, which will allow you to schedule your exam. You may pay the exam fees online with a credit card. Fees are also listed on page 5 of the CPP Candidate Handbook found in your Student Resources.

**Note:** The North America exam fees are available for selection only during specific Spring and Fall registration timeframes – please see the [Certification Page](#) or Candidate Handbook for current dates.

**Q8: Is it possible to test from home or my office?**

**A:** Yes. North America residents can register and test using [OnVUE](#), Pearson VUE’s online proctoring exam delivery system, from the comfort of their homes or offices. Ensure you meet the system requirements and policies before signing up.

**Q9: Can I find out where there is a Pearson VUE testing center near my home or office?**

**A:** Yes, you may look up Pearson VUE testing centers [here](#).

**Q10: Can I view test center availability prior to purchasing or scheduling the exam?**

**A:** No. Test center availability varies on the test center location, hours, space, and other factors as payroll exams are not the only exams given at the Pearson VUE Testing Centers. Test center availability is on a first-come-first-served basis. You must have a paid exam authorization from PayrollOrg prior to scheduling the exam.

**Q11: Where can I get more detailed information about the application process; what happens before, during, and after exam day?**

**A:** All detailed information about the CPP certification program and examination can be found in the CPP Candidate Handbook found in your Student Resources. The handbook includes information such as exam dates, fees, the exam application process, cancellation/rescheduling policies, scoring information, certificate ordering, recertification process, and much more. The PayrollOrg Certification Department strongly recommends that CPP candidates read the Candidate Handbook as part of their preparation for the examination. This information can also be found on the [PayrollOrg Certification Page](#).

**Q12: How long is my application valid?**

**A:** Your application for the CPP exam is good for one year after its date of approval.

**Q13: After passing the exam, how soon do I receive my certificate and how can I order my lapel pin?**

**A:** Within two weeks, PayrollOrg will receive notification that you passed the exam. You will then receive a congratulatory email and instructions on how to order your certificate. While ordering your certificate, you may order your lapel pin. Instructions about how to order your certificate and lapel pin are also located on the [PayrollOrg Certification Page](#), near the bottom of the webpage.

For further certification questions, please email [certification@payroll.org](mailto:certification@payroll.org)

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