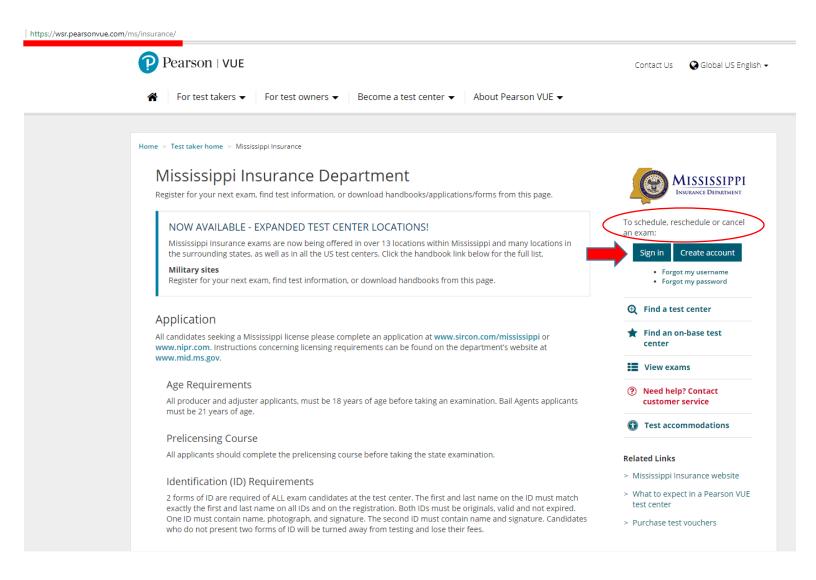The best way for a candidate to change their appointment is through the web.

If a candidate wishes to reschedule or cancel an exam, they would go back to the web landing page and sign into their account:

https://wsr.pearsonvue.com/ms/insurance/

As long as they are more than 48 hours from exam time, they can cancel or change without losing their fees.