

# Exam Reservations

## Phone Reservations

**Walk-in examinations are not available.** Candidates may call Promissor at (800) 274-5993\* to make an examination reservation.

Call Center Hours	
Monday - Friday	4 am – 7 pm
Saturday	4 am – 1 pm
Sunday	6 am – 12 pm

*Alaska time*

**Before calling, candidates should have the following:**

- Legal name, address, Social Security number, daytime telephone number, and date of birth
- The name of the examination(s)
- The preferred examination date and test center location (a list of test centers appears on the back cover of this handbook)
- A failing score report (if retaking an examination)

Candidates are responsible for knowing which examination they need to take. A call center representative will help candidates select a convenient examination date and location, and will answer questions. The reservation will be made based on the next available examination date.

Candidates who wish to make a phone reservation should do so at least one (1) business day before the desired examination date.

## Online Reservations

Candidates may make an examination reservation online by visiting the Promissor Web site ([www.promissor.com](http://www.promissor.com)). First-time users must obtain a check-in code and will be asked to provide name, email address and phone number, as well as a personal password. Candidates will receive a check-in code immediately upon submitting the requested information.

### \*Telecommunication Devices for the Deaf

Promissor is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired candidates. TDD calling is available 8:00 am to 5:00 pm (EST) Monday through Friday, toll-free at (800) 274-2617. This TDD phone option is for individuals equipped with compatible TDD machinery.

Candidates will be prompted with step-by-step instructions on completing the online *Reservation Request Form*. Once the online request has been submitted, Promissor will send via email a confirmation of the examination date, time and location, or will contact candidates whose choices are not available. Candidates may also review, change or even cancel an existing reservation after the *Reservation Request Form* has been submitted by following the instructions.

Candidates who wish to make an online reservation should do so at least four (4) business days before the desired examination date.

## Fax Reservations

Candidates may make a reservation by fax using the Fax Reservation Form found in this handbook. Promissor will send by fax a confirmation within twenty-four (24) hours of receipt of the reservation form.

Candidates who wish to make a reservation by fax should do so at least four (4) days before the desired examination date.

## Confirmation Number

Candidates will be provided with a confirmation number, which should be written down in the space provided below. This number should be used for any contact with Promissor.

Confirmation Number:
Examination Date:
Promissor Test Center:
Call Center Representative:

## Exam Fees

Candidates must pay \$104 the first time they take an examination of a specific level, and \$89 for each subsequent attempt. This fee must be paid by credit card, debit card, voucher or electronic check when a reservation is made. **Payment will NOT be accepted at the test center.** A list of available examination combinations appears on the back cover of this handbook. Examination fees are non-refundable and non-transferable, except as detailed in *Change/Cancel Policy*.

## Electronic Checks

Candidates who choose to pay the examination fee by electronic check must have a personal checking account, and must be prepared to provide to Promissor at the time of reservation:

- Bank name
- Routing number
- State ID number or driver's license number
- Name and address on the account

## Vouchers

Candidates may pre-pay examination fees and receive a voucher to use when they contact Promissor to make an examination reservation. The number listed on the voucher will be accepted by Promissor as payment for the examination fee. Vouchers may be purchased for one fee or many.

Those who wish to purchase a voucher should send a *Voucher Request Form* (found in the back of this handbook), along with proper payment. Promissor will process voucher requests within one (1) week of receipt. Vouchers are valid for one (1) year from the issue date, and may be renewed or refunded.