



## Registration Guidelines Canada, USA & Latin America

### What is Thomson Prometric's contact information?

#### **Canada and USA:**

Prometric, a part of The Thomson Corporation  
3110 Lord Baltimore Drive  
Suite 200  
Baltimore, Maryland 21244  
USA

#### **Latin America:**

Prometric, a part of The Thomson Corporation  
3110 Lord Baltimore Drive  
Baltimore, Maryland 21244  
USA  
c/o Latin American Department

#### **E-Mail**

**Latin America** : LAMREGS@prometric.com  
**Canada & USA** : webmaster@prometric.com

**Telephone** : +1 443-751-4300 or +1 888 244 3729 (Toll free)

**Fax** : +1 443-751-4971 (Latin America)  
+1 443-843-4931 (Canada & USA)

#### **For up-to-date information and, or scheduling information:**

[www.prometric.com/contactus/contactinfo/default.htm](http://www.prometric.com/contactus/contactinfo/default.htm)

## How do I schedule an exam?

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### **Latin America:**

You may schedule through the Prometric web site [www.prometric.com](http://www.prometric.com) or call our Regional Registration Center (RRC) located in Baltimore, Maryland, USA.

If Internet access is unavailable to you, you may contact the Prometric Latin America RRC.

The Prometric RRC cannot schedule you for an exam, but will be happy to assist you in locating a test center near you.

### **Canada & USA:**

You may schedule your exam with the Regional Registration Center (RRC) by telephone, through the local testing center in person or by telephone, or through the Web site.

You may schedule by telephone by contacting the RRC or local testing center at least two (2) business days prior to your desired test date. Some testing programs may require scheduling prior to (2) business days prior to your desired test date. If your exam requires payment at the time of scheduling, then you must pay by credit card, check (if program accepts), or voucher when scheduling by telephone. Your appointment time and location will be confirmed at the end of the phone call.

## What information do I need to register?

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You will need to provide the information listed below:

- Your ***name*** as it appears on your photo identification.
- Your ***Prometric Testing ID***: A unique ID number assigned by Prometric to each candidate the first time they register. You **MUST** use it each time that you schedule a new test. Failure to use the same Prometric Testing ID each time you test can lead to delays in receiving your certification.
- ***E-mail address***: This is our preferred means of contacting you and is required by many of our clients.
- ***Contact phone numbers***. If there is a problem, we will use these numbers to reach you.
- ***Mailing Address***: Please list the address at which you would like your certificate to be mailed.
- ***Exam Details***: Client, exam name and exam number of the exam(s) that you wish to register for.
- ***Method of payment***: Payment options will vary based on the method of registration. In most cases you will be required to provide a valid credit card or voucher number. In all cases **PAYMENT MUST BE MADE IN FULL** when you register.

## What payment options do I have?

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- Online: Candidates have the option to pay by credit card or voucher when registering via [www.register.prometric.com](http://www.register.prometric.com).
- Test Site: Payment methods for registrations made at your local Test Site vary by Test Site. These *may* include cash, bank transfer, voucher, cheque, money order and credit card. Please contact the Test Site in advance to find out what payment options are available.
- Contact Centre: Candidates have the option to pay by credit card or voucher.

### **PAYMENT CONDITIONS:**

- Paid registrations are only valid for one year from the date of payment. No refunds will be processed after one year.
- Credit Card payments for currencies will be debited in local currencies.
- We accept American Express, Mastercard and Visa.

### **VOUCHER & PROMOTION CODE CONDITIONS:**

All voucher numbers and promotion codes are verified at the time of registration. Exams paid for by Voucher must be sat before the voucher expiry date. Exams paid for, in full or part, by a promotion code must be sat before the promotion ends. Vouchers are not refundable.

## What are the scheduling, test taking and cancellation policies?

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It is your responsibility to understand and adhere to the following policies. Failure to adhere to any of the policies may lead to the loss of your test fee:

- Tests may be *scheduled* up to twelve weeks in advance if scheduling via the contact centre and six weeks in advance if scheduling via [www.prometric.com](http://www.prometric.com) or at the Test Site.
- You should *arrive at the Test Site at least 15 minutes before your test* is scheduled to begin.
- You are required to *bring two forms of identification* to the Test Site. Both must have a signature. At least one must be a *government issued photo ID*, such as a valid passport or driver's license. If you do not bring valid identification you will not be allowed to test and you will forfeit your test fee.
- The *cancellation and reschedule deadline* can be done up to one business day prior to the scheduled test day. If you fail to give adequate notice you will forfeit your test fee and, if you wish to take the test in the future, you will need to make a new registration and pay again.
- Cancellations and reschedules can be done via [www.prometric.com](http://www.prometric.com).