

SCHEDULING YOUR EXAMINATION APPOINTMENT

Beginning as early as 11 weeks prior to the beginning of the testing period, Professional Testing Corporation will email a Scheduling Authorization to registered candidates. Scheduling Authorizations are emailed from "Test Administration (PTC) notices@ptcny.com." The Scheduling Authorization includes instructions on how to schedule your examination appointment as well as the dates during which testing is available. Appointment times are first-come, first-served, so schedule your appointment as soon as you receive your Scheduling Authorization to maximize your chance of testing at your preferred location and on your preferred date.

Any candidate not receiving a Scheduling Authorization at least six (6) weeks before the beginning of the testing period should contact Professional Testing Corporation at 212.356.0660 or online at ptcny.com/contact for a duplicate.

During the course of the online application, candidates can also expect to receive notices from the automated processing system from support@ptcny.com or eforms@ptcny.com. Applicants should add the "ptcny.com" domain name to their safe list. Subject lines for eligibility notices are displayed in this format: "Exam Abbreviation - [PTC ID] - Scheduling Authorization Notice" for example: "CPC-CPO - [P21855134] - Examination Scheduling Authorization."

After you make your test appointment, Prometric will send a confirmation email with the date, time, and location of your examination to you. Please check this confirmation carefully to be sure it is correct. Contact Prometric at 800.741.0934 if you do not receive this email confirmation or if there has been a mistake with your appointment.

View the details of what to expect on the Prometric website : <https://www.prometric.com/what-expect>

You must present your current (unexpired) driver's license, passport, U.S. military ID, or other government-issued ID at the test center. Expired, temporary or paper driver's licenses will not be accepted. The name on your scheduling authorization must exactly match the name on your photo ID. *Fees will not be refunded for exams missed because of invalid ID.*

Arrival at the testing site at the appointed time is the responsibility of the candidate. Please plan for weather, traffic, parking and any security requirements that are specific to the testing location. Late arrival may prevent you from testing.

CHANGING YOUR EXAMINATION APPOINTMENT

If you need to cancel your examination appointment or reschedule to a different date within the two-week testing period, you must contact Prometric at 800.741.0934. See the handbook for details.

Candidates unable to take the examination during their scheduled testing period may request a one-

time transfer to the next immediate testing period. Candidate must submit a new application for the next testing period by the application deadline and pay the \$200 application transfer fee when your application has been approved for transfer. See the handbook for details.

NOTE: Prometric does not have the authority to transfer applications from one testing period to another, to issue refunds, or to make any other decisions or promises regarding the candidate's examination status.

*Student—An applicant who is currently enrolled or has graduated within the past five (5) years from either a CPC or ACOE approved program. Documentation will be required. A list of programs may be found in the candidate handbook.

FIND A TESTING LOCATION - <https://www.prometric.com/CPC>