

## IMPORTANT EXAM INFORMATION

Thank you for choosing IFSE Institute as your course provider.

You are now eligible to schedule your exam appointment with our computer-based testing partner, Pearson VUE.

### GETTING READY TO TEST

**\*\*You must present acceptable, valid, non-expired government-issued ID before your exam and the name on the IFSE student profile must match exactly the name on that government issued ID.**

Contact IFSE Institute at 1-888-865-2437 to make any corrections needed to your personal information **before** scheduling your exam appointment with Pearson VUE.

To prepare for your exam, visit the IFSE webpages on [Computer-based Test Centre Proctored Exams](#) and [Computer-based Online Proctored Exams](#).

### \*\* CRITICAL INFORMATION FOR COMPUTER-BASED ONLINE EXAMS

1. CORPORATE FIREWALLS & VPNS – Do not take your exam in a setting with a corporate firewall (including VPN) or alert your Network Administrator to the [network configuration requirements](#). We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. *Firewalls and VPNs cannot be detected by the systems test. Therefore, it is up to you to ensure you are in a FIREWALL & VPN free environment for your exam.*
2. CLEAN DESK – No objects are allowed on your desk during the exam except your computer. Your cellphone should be away from you but within reach in case the proctor needs to call you. A calculator and whiteboard are provided to you within the testing platform, **\*\*you cannot use your own\*\***.
3. RELIABLE INTERNET – The exam and proctoring are done online. A connectivity issue may lead to technical problems.
4. ENGLISH LANGUAGE FLUENCY – The check-in process and proctoring are only available in English. Fluency in English will ensure you are able to understand the instructions and communicate with your proctor.

5. QUIET AND PRIVATE ENVIRONMENT – The proctor will be monitoring your environment during the exam. Any suspicious sounds heard through your microphone, or persons visible through your camera other than you could lead to the proctor ending your exam early.

## TEST ACCOMMODATIONS

If you need special accommodations during your exam, please contact IFSE Institute for approval BEFORE scheduling your exam appointment with Pearson VUE.

IFSE will notify you when your special accommodations have been approved. Once approved, you may contact one of Pearson VUE's Accommodations Scheduling Specialists at 1-800-466-0450 to schedule your exam.

## HOW TO RESCHEDULE OR CANCEL AN EXAM

Exam appointments may be re-scheduled or cancelled by logging into your IFSE account and clicking through to the Pearson VUE scheduler and selecting the "Re-schedule a Test" or "Cancel a Test" button or contact Pearson VUE for assistance.

## MINIMUM NOTICE

You must reschedule or cancel a **Computer-based Test Centre Proctored** exam at least one business day (24 hours minimum) before your scheduled appointment time.

You must reschedule or cancel your **Computer-based Online Proctored** exam appointment **before** your scheduled exam time.

If you fail to provide sufficient notice of a reschedule or cancellation or you do not show up for your exam appointment, you will forfeit the exam attempt and any applicable fees. In addition, IFSE will charge you a no-show fee.

Pearson VUE sends you an email confirmation within 24 hours when you schedule, reschedule or cancel an exam appointment. If you do not receive an email, contact Pearson VUE (1-866-370-4698) for assistance.

Good luck on your exam!

Education Services  
IFSE Institute  
1-888-865-2437