

Questions Students May Have

Lincoln University School of Nursing

What information should I be prepared to provide when I schedule my appointment?

When you schedule your appointment, you should be prepared to provide any or all of the following information. Not all exam sponsors require all information, what you need to provide will vary depending on what exam you are taking.

Your name. The name used to schedule your appointment must EXACTLY match the name shown on your identification. At a minimum, the identification must be a valid, government-issued ID that shows your name in the English alphabet, your signature and your photograph.

Your Social Security, Social Insurance or Prometric Testing I.D. (SP#) Number

Contact phone numbers - If there is a problem, we will use these numbers to reach you

Mailing address - Please provide the address to which you would like any paper correspondence sent.

Exam number and title

Eligibility information, if required

E-mail address - Once again for contact purposes, this is often the fastest and most effective means of contact. Many test sponsors require e-mail contact information for registration.

Can I cancel and/or reschedule my test appointment via the Prometric Web site?

Yes. Many test appointments can be cancelled and/or rescheduled through the Prometric Web site. From the **Prometric.com home page, click on the button for what you'd like to do (either cancel or reschedule). Then, simply follow the on-screen instructions which will walk you through the process, step by step**

As part of the process you'll need to provide the confirmation number you received when you scheduled your exam initially, so please have it with you. If you do not have your confirmation number, please [contact our customer service center](#).

How long will it take for my eligibility or authorization to test to be downloaded into the system so that I can schedule an appointment to test?

Please note that not all test sponsors require eligibility, therefore, you may be able to test immediately. For those programs requiring eligibility, the files are downloaded and test appointment scheduling is available within 48-72 hours of receiving authorization from the test sponsor.

Why would my local test center tell me that they don't schedule appointments?

The testing centers' primary purpose is to administer exams. Some centers may schedule appointments if you call them directly, however, this is more the exception than the rule. Most will not. Test centers prefer to have all of their appointments scheduled online or through the Prometric Contact Center. It is fast and easy to schedule an exam **using Prometric's website.** [Click here](#) to get started.

How far in advance must you schedule an exam?

It really depends on the exam. Some exams are only available for a few dates per year; others are available every day. Depending on the exam, Prometric may administer same-day exams, Monday through Friday. Other examinations may require 45-day advance appointment scheduling to ensure that the testing center has availability. Your test sponsor may provide you with specific information for the examination you are trying to schedule.

I just want to make sure my exam is still on. How can I confirm it?

As part of the process you'll need to provide the confirmation number you received when you scheduled your exam initially, so please have it with you. If you do not have your confirmation number, please [contact our customer service center](#).

What payment methods may I use to pay for my examination?

Generally, we accept all major credit cards. For some exams programs we also accept certified bank checks, money orders or wire transfers.

When will my credit card be charged?

Credit card processing time varies depending upon the exam. Your credit card may be charged from the time you schedule your appointment up to the time you are scheduled to test.

If I cancel my exam, am I eligible for a refund?

Possibly. Whether or not you receive a refund for your cancelled exam depends on the exam you were scheduled to take, how far in advance you cancel your exam and the rules and procedures surrounding exam cancellation set forth by the organization whose exam it is. Each organization has its own rules surrounding how cancellations and refunds are handled, so please refer to the sponsoring organization for information specific to your exam.