CONGRATULATION ON YOUR SUCCESS SO FAR! It is now time to register for your AMCA certification exam. AMCA is here to help with everything needed to register and prepare for your national certification exam. To get started **click here** to create a candidate's account. Continue with your new account credentials to log in, check your exam eligibility, and register.

ELIGIBILITY CHECKPOINT

Click **Ready To Register** on your dashboard
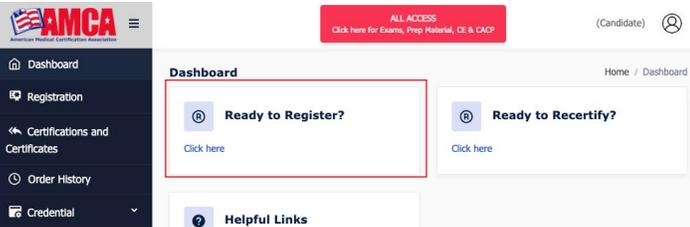
Check your Exam Eligibility by clicking on the **Eligibility Checkpoint**
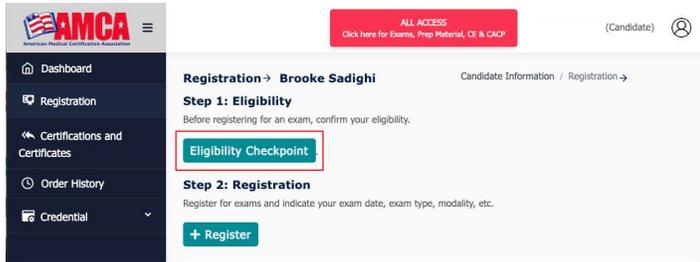
1. Section 1: Select Your Exam
2. Section2: Choose your Eligibility Pathway
3. Section 3: Select Test Site, Enter Name of Course Completed, and Course Completion Date.

The course completion date is when all requirements for the training program are/will be satisfied. If the certification exam is part of your training program requirements, please use the date on which all requirements have been met except for the certification exam.
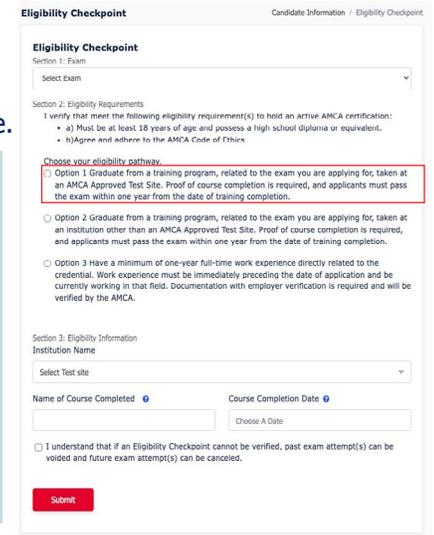
4. Click **SUBMIT**

REGISTRATION

Once your eligibility status for the certification exam you wish to register for is marked **Approved** under the **Status** column, proceed to Step 2, Registration.

Click on **+ Register** on the Registration page

Once on the Exam Registration page, select **Test Site**

Exam Date (exam date is selected by test site)

Select exam that is marked **Eligible**
(Exam modality and proctor are pre-selected by Test Site)

Hit **NEXT**

Agree to AMCA's Terms of Agreement, refund, cancellation, reschedule policy, and **Opt-in** or **Opt-Out**
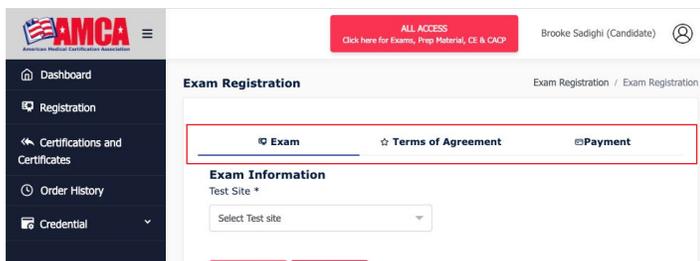
Proceed to **Payment Information**: Payment Option is pre-selected by the Test Site when scheduling the exam date. If the exam date is **Candidate Pay**, full payment must be submitted in order to complete your registration. **THANK YOU FOR YOUR EXAM REGISTRATION!**

You now have immediate access to your AMCA Prep Material. To access, login. Then click the red **All Access** button in the top right corner of the dashboard. You can access your prep material at any time from now until 11:59 PM the night before your scheduled exam.

LIVE REMOTE PROCTORING (LRP) ONLY

Your registration is not complete:
You must book your Live Remote Proctoring appointment (exam date and time) in order to complete this registration.

Please follow the necessary steps in order to select your time zone, exams date and exam time.

UNDERSTANDING THE ELIGIBILITY CHECKPOINT

WHAT IS THE ELIGIBILITY CHECKPOINT?

The AMCA offers three eligibility pathways for qualification to challenge an AMCA certification exam. The Eligibility Checkpoint verifies that a candidate meets the requirements of the chosen pathway. Candidates must be *Approved* through one of the eligibility pathways in order to register for an exam.

WHO NEEDS TO PASS THROUGH THE ELIGIBILITY CHECKPOINT?

All candidates must pass through the Eligibility Checkpoint.

HOW DO I KNOW WHICH OPTION TO CHOOSE ON THE ELIGIBILITY CHECKPOINT?

The three eligibility pathways are as follows:

Option 1: Graduate from a training program, related to the exam you are applying for, taken at an AMCA Approved Test Site.

Option 2: Graduate from a training program, related to the exam you are applying for, taken at an institution other than an AMCA Approved Test Site.

Option 3: Have a minimum of one-year full-time work experience directly related to the credential. Work experience must be immediately preceding the date of application.

WHAT INFORMATION DO I NEED TO SUBMIT AN ELIGIBILITY CHECKPOINT?

For **Option 1**, you will need Name of Exam, Test Site Name/School attended, Name of Course Completed, and Course Completion Date.

- If approved, the Test Site name will determine where you can register to test.

- The course completion date is the date in which all requirements for the training program are/will be satisfied. If the certification exam is part of your training program requirements, please use the date in which all requirements have been met except for the certification exam.

- If approved, the course completion date will determine your "Approved from" and "Approved to" dates. Candidates are approved for 1 year from the date of course completion. Candidates can only register for an exam date that is inside the approval window.

For **Option 2**, you will need Institute Name, Name of Course Completed, Course completion date, and Proof of Course Completion.

- Because candidates are not associated with an AMCA approved test site, candidates who take this pathway must test with Live Remote Proctoring.

- There is a $25 Application Fee for this pathway.

- Proof of course completion must be uploaded to submit the eligibility checkpoint.

- If approved, candidates will have 60 days to register for the exam.

For **Option 3**, you will need Employer's Company Name, Employers Address, Employers Contact Information, Proof of Employment; Verification Letter on company letter head signed by employer. The Verification Letter must include the following information; job title, date of hire, and a description of your daily job duties.

- Because candidates are not associated with an AMCA approved test site, candidates who take this pathway must test with Live Remote Proctoring.

- There is a $25 Application Fee for this pathway.

- Proof of employment must be uploaded to submit the eligibility checkpoint. **See a Sample Employer Verification Letter here.**

- If approved, candidates will have 60 days to register for the exam.
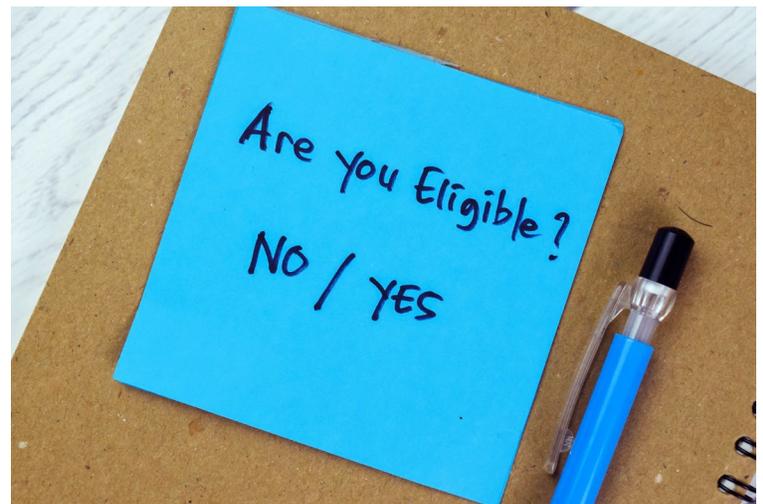
UNDERSTANDING THE ELIGIBILITY CHECKPOINT

WHAT HAPPENS AFTER I SUBMIT AN ELIGIBILITY CHECKPOINT?

An eligibility status will be listed. Some checkpoints are approved instantly while others require review. See the possible eligibility statuses below.

STATUS	MEANING
PENDING	Your eligibility checkpoint is under review. This could take up to 21 business days.
APPROVED	You can now register for the exam!
DENIED	You are not eligible for the exam. Please apply again when all eligibility requirements are met.

WHAT DOES *APPROVED FROM* AND *APPROVED TO* MEAN?

The *Approved from* and *Approved to* determines the window in which you are/were able to register for an exam. You will be restricted on the registration form to only choose an exam date that falls within the approval window. The approval window can be in the past, current, or future. If the approval window is in the past, unfortunately, you must pass through the eligibility checkpoint again once all requirements can be met.

WHAT IF NONE OF THE OPTIONS ON THE ELIGIBILITY CHECKPOINT APPLY TO ME?

All candidates are required to meet one of the three eligibility options. If none of the options apply to you, please review our Eligibility Requirements and pass through the eligibility checkpoint again once all requirements can be met.

WHAT DOES A *DENIED* ELIGIBILITY STATUS MEAN?

If eligibility status says "Denied", please review our Eligibility Requirements and pass through the eligibility checkpoint again once all requirements can be met.
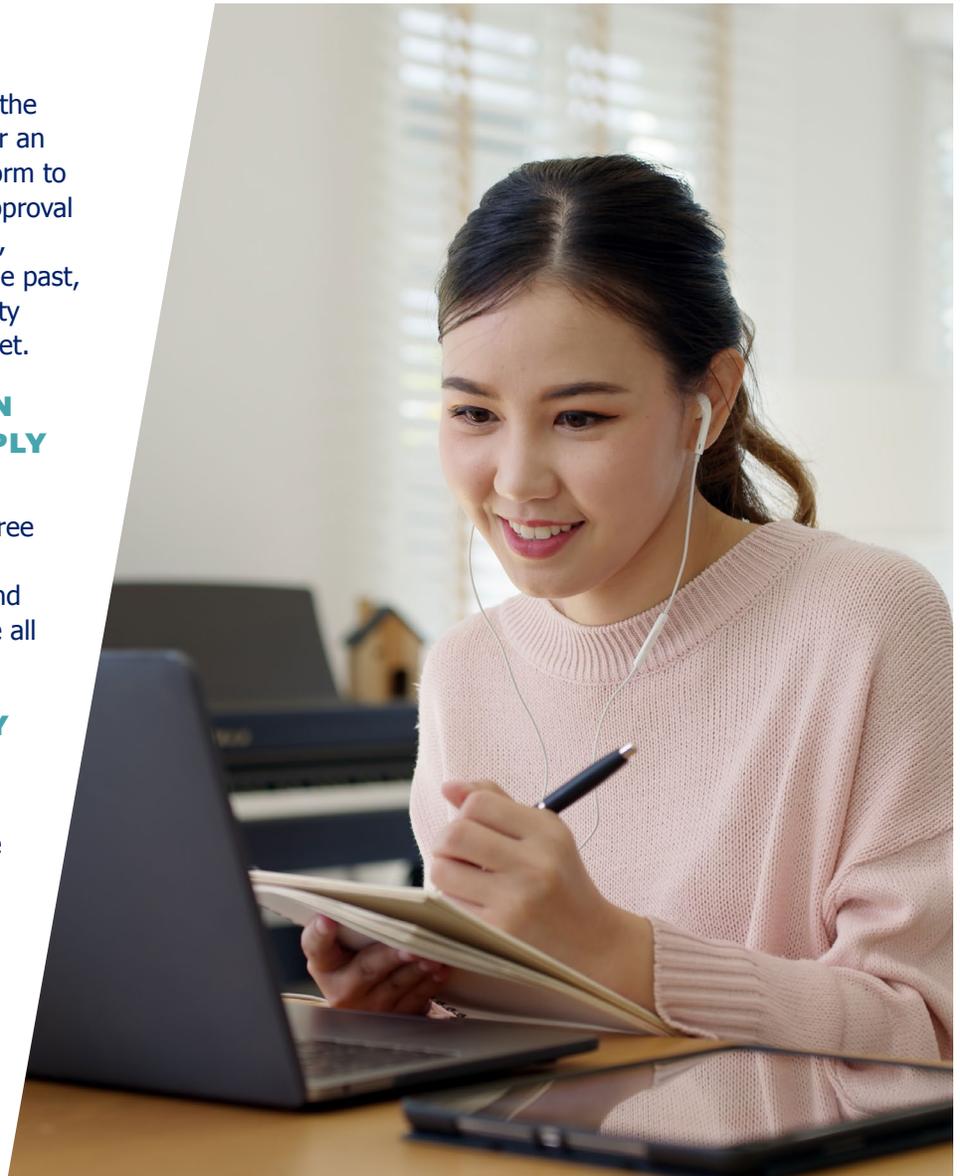
LIVE REMOTE PROCTORING (LRP) TEST CANDIDATES
WELCOME TO AMCA AND LIVE REMOTE PROCTORING

Thank you for scheduling your AMCA national certification exam. Your exam will be administered through AMCA's online platform, while being proctored with Live Remote Proctoring provided by ProctorU.

Please review our **LRP Candidate Experience** video, so you are fully prepared for your exam session. **Please be aware that Chromebooks, ipads and other tablets are not compatible**.

TO TEST YOUR EQUIPMENT, PLEASE DO THE FOLLOWING:
We highly recommend that you use the Test It Out feature for your equipment prior to your exam date. This feature will allow you to test your equipment, learn about what to expect during your proctoring session, and ask any questions you may have about the proctoring process with a ProctorU representative.

1. Go to **www.AMCAexams.com** and log in using the email and password you created upon registration.

2. Click the red **All Access** button in the top right corner of the dashboard. You will be redirected to the exam delivery portal.

3. Click the **Test It Out** link at the bottom of the screen.

4. For additional technical services needed before your exam, you can click on the button that says, **connect to a live person**.

NOTE: While support is available through ProctorU 24/7 when taking your exam with LRP, AMCA STRONGLY recommends scheduling your exam during AMCA's hours of operation which are as follows: Monday through Friday 8:30 AM EST-7:00 PM, EST; Saturday - 8:30 AM EST-4:30 PM EST.

HOW DO I ACCESS MY EXAM ON TEST DAY?
Go to **www.AMCAexams.com** and log in using the email and password you created upon registration.

1. Click the red **All Access** button in the top right corner of the dashboard. You will be redirected to the exam delivery portal.

2. Click **Write Exam** for the exam you are scheduled to take. This will connect you directly to ProctorU.

3. A countdown timer will be visible until your exam appointment time. You cannot launch the exam until the clock hits **Zero**

4. At your appointment time, your exam status will change to **Launch Exam**. Click this to begin the exam setup process.

5. You will be redirected to the ProctorU platform. You will run through a series of steps:
   - Complete computer system checks.
   - Download the LogMeIn extension.
   - Connect to a proctor.

6. Once you are connected to your proctor, they will ask you to show your government-issued photo ID, pan the exam room, and use a front-facing (selfie) camera on your phone or mirror to show your desk and monitor.
   - Once the room pan is complete, the proctor will release the exam, and you can begin testing.
   - Please note: This process does NOT count towards your examination time!
   - You are permitted to have a beverage in a clear, spill-proof container. No food is allowed.
   - Breaks are not permitted during your exam.

RESCHEDULE YOUR EXAM DATE WITH LRP

Exam Reschedule Policy
If a candidate wishes to reschedule an exam date, it must be done by the candidate using the Reschedule Form in their AMCA account. An exam can be rescheduled any time before, during or after an exam date.

- If a candidate reschedules an exam up until at least 14 days before the scheduled exam, no Reschedule Fees will be incurred. Additional fees will only be incurred if there is a change in exam modality from the original exam date.

- If a candidate reschedules an exam within 14 days but before the exam date, there will be a $25 Reschedule Fee. Additional fees will only be incurred if there is a change in exam modality from the original exam date.

- If a candidate reschedules an exam on or after the exam date, there will be a $25 Reschedule Fee. Additional fees will be incurred based on exam modality ($0 for CBT, $35 for LRP, 5% Processing Fee for PBT).

THANK YOU AND GOOD LUCK!

PREPARING FOR YOUR AMCA NATIONAL CERTIFICATION EXAM

EXAM PREP EMAIL

PREP MATERIAL

Once your exam registration is complete, you can access your prep material by logging into your AMCA account at **www. AMCAexams.com**. Click the red *All Access* button in the top right corner of your dashboard.

COMMON QUESTIONS

WHEN DO I FIND OUT MY EXAM GRADE?

Computer-based scores are immediately displayed after submitting your certification exam. Your grade will automatically be added to you AMCA account where you can generate a transcript.

Paper-based scores will be uploaded into candidates AMCA portal within 21 days of receipt back at AMCA headquarters. An email will be generated letting the candidate know when exam scores are available.

All score reports by domain are now available for your review. To access, go to **www.AMCAexams.com** and login using the email and password your created upon registration. Click the red *All Access* button in the top right corner of the dashboard. You will be redirected to the *Exams and Courses* page. Then, select the *History* button to review your score reports for all past exam attempts.

HOW DO CANDIDATES ACCESS THEIR EXAM RESULTS IN THE AMCA?

1. Go to **www.AMCAexams.com**.

2. Candidates should log into their candidate account to view, exam results under *Step 2: Registration* on the right-hand side or *View Details* under the Action column.

3. BONUS: Use the *Transcript* tab under Credentials to print, download, and email an official transcript.

AMCA CUSTOMER SERVICE

Call: **888.960.AMCA (2622)**
Email: **info@amcaexams.com**
Website: **amcaexams.com**

f **Facebook**
in **Linkedin**

GOOD LUCK!