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Policy

The Reschedule/Cancel appointments screen displays open test enrollments that have a scheduled appointment.
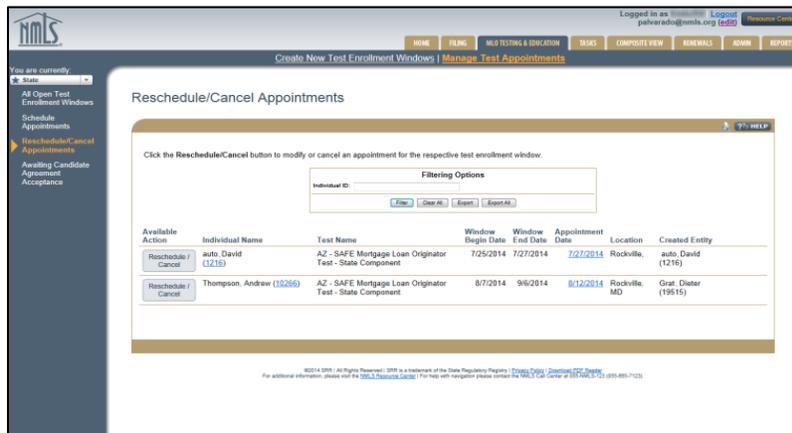

Figure 1: Reschedule/Cancel Appointments

Definitions and Charts

	Description
Available Action	The action that is available for the specific test enrollment. Three possible actions may display: Awaiting Candidate Agreement, Schedule, and Reschedule/Cancel. Company and individual users will have the Schedule and Reschedule/Cancel option. Individuals must accept the Candidate Agreement from his or her individual account prior to the individual or company being able to schedule an appointment.
Individual Name	Name of the individual.
Test Name	Displays the name of the corresponding test for the enrollment window.
Window Begin Date	Displays the first day of the 180 day enrollment window. This begin date displays regardless of the available action.
Window End Date	Displays the last day of the 180 day enrollment window for corresponding test. Test window will expire after this date.
Appointment Date	Displays the date of scheduled appointment; specific time will not display. The date displays as a hyperlink, and clicking on the hyperlink will take the user to an appointment confirmation page on Prometric's website with details of the appointment.

Description	
Location	Displays the city and state of the testing center where the specific test has been scheduled.
Created Entity	Displays the name and NMLS ID of the entity (company or individual) who opened the test enrollment.

Figure 2: Reschedule/Cancel – Column Headers

How to Use the Filtering Options

1. Enter an **Individual ID** and/or select a **Test Type** from the dropdown.

   NOTE: Using only one criterion will display broader search results and not using either criteria will display all open test enrollments for associated individuals.

2. Click the **Filter** button (see *Figure 3*).

Figure 3: All Open Test Enrollments Filtering Options

How to Reschedule/Cancel a Test Appointment

1. Enter the desired filter criteria as described in How to Use the Filtering Options above.

2. Click the **Reschedule/Cancel** button for the corresponding testing window (see *Figure 4*).

Figure 4: All Open Enrollment Windows

3. Continue through the Prometric website by following the prompts (see *Figure 5*).
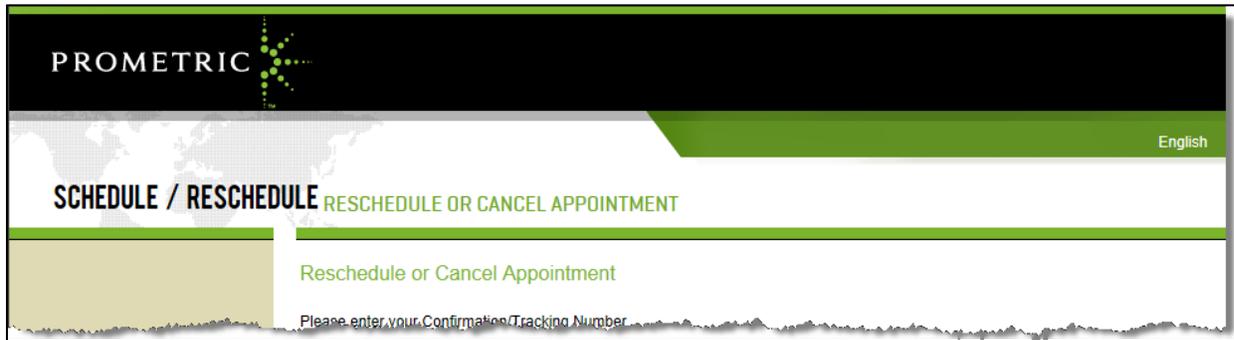

Figure 5: Prometric Website

Additional Resources

- [Testing Page on NMLS Resource Center](#)
- [MLO Testing Handbook](#)
- [UST Implementation Information Page](#)
- [View Testing Information](#)