🔟 Help Document

RESCHEDULE/CANCEL APPOINTMENTS

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Policy

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

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<u>]]]]</u> _	Ount	HOME	ING MLO TESTING & EDUCATION	TASKS COMPOSITE VIEW	RENEWALS ADMIN REPORTS
fou are currently:	Create	New Test Enrollment Windows Ma	nage Test Appointments		
All Open Test Enrollment Windows Schedule	Reschedule/Cancel Appoin	tments			
Appointments					277 HELP
Appointments Awaiting Candidate	Click the Reschedule/Cancel button to modi	ly or cancel an appointment for the respectiv	e test enrollment window.		
Agreement Acceptance		Filtering	Options		
		Fiter Clear Al	Export All		
	Available Action Individual Name	Test Name	Window Window Appo Begin Date End Date Date	intment Location Cr	eated Entity
	Reschedule / auto, David Cancel (1216)	AZ - SAFE Mortgage Loan Originator Test - State Component	7/25/2014 7/27/2014 7/	127/2014 Rockville, au (12	no, David (16)
	Reschedule / Thompson, Andrew (10266) Cancel	AZ - SAFE Mortgage Loan Originator Test - State Component	8/7/2014 9/6/2014 8	MD (19	at, Dieter 1515)
	For additional int	40214 SRR All Rights Reserved SRR is a trademark of the Sa termation, please visit the <u>NMLS Resource Center</u> For help with a	te Regulatory Registry <u>Divercy Policy</u> <u>Divercised</u> avigation please contact the NMLS Call Center at 85	55-NML5-123 (855-665-7123).	

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.		

- How to Reschedule/Cancel a Test Appointment

Additional Resources

	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*).

Filtering Options					
Individual ID: Test Type:]1			
	2 Filter Clear All Export Export All				

Figure 3: All Open Test Enrollments Filtering Options

How to Reschedule/Cancel a Test Appointment

- 1. Enter the desired filter criteria as described in <u>How to Use the Filtering Options</u> above.
- 2. Click the **Reschedule/Cancel** button for the corresponding testing window (see *Figure 4*).

All Open Test Enrollment Windows						
						👌 🥐 HELP
Below is the list of open test enrollment windows:						
Click the Schedule button to schedule an appointment for the respective test enrollment window. Click the Reschedule/Cancel button to modify or cancel an appointment for the respective test enrollment window.						
Test enrollment windows with an available action of "Awaiting Candidate Agreement" require the individual to accept the Candidate Agreement. The individual must accept the						
agreement before a test appointment can be scheduled. The column headers are sortable; click the Window End Date header to view your open test enrollment windows by date. Once a test enrollment window has been closed, it control to represent the properties of the						
Individual ID:						
	Test Type:			•		
Filter Clear All Export All						
Available Action Individual Name	Test Name	Window Begin Date	Window End Date	Appointment Date	Location	Created Entity
Reschedule / Cancel (110416)	AZ - SAFE Mortgage Loan Originator Test - State Component	7/25/2014	7/27/2014	<u>7/27/2014</u>	Rockville,	auto, Vivian (110416)
Reschedule / Cancel Thompson, Andrew (2106)	AZ - SAFE Mortgage Loan Originator Test - State Component	8/7/2014	9/6/2014	<u>8/12/2014</u>	Rockville, MD	Grat , Jason (12515)

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

- <u>Testing Page on NMLS Resource Center</u>
- MLO Testing Handbook
- UST Implementation Information Page
- <u>View Testing Information</u>