Menu

- [Policy](#)
- [Definitions and Charts](#)
- [How to Accept the Candidate Agreement](#)

- [How to Schedule a Test Appointment](#)
- [How to Reschedule/Cancel a Test Appointment](#)
- [Additional Resources](#)

Policy

The Manage Test Appointments page displays all open test enrollment windows. An individual has a 180 day open test enrollment window once payment is submitted. From this page, the following actions can be taken:

- **Accept Candidate Agreement** – the agreement must be accepted prior to being able to schedule an appointment
- **Schedule** – this button provides the user with the ability to schedule an appointment directly through the Prometric website
- **Reschedule/Cancel** – this button provides the user with the ability to reschedule or cancel a previously scheduled appointment.
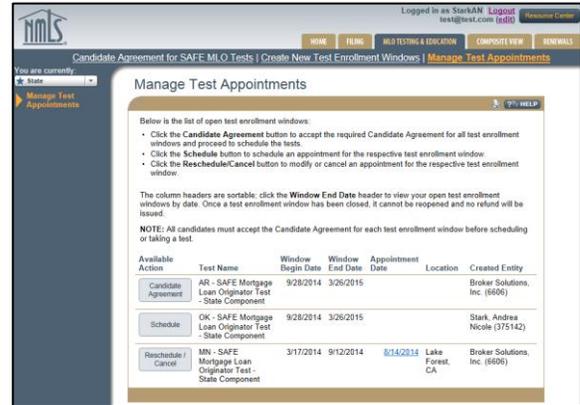

Figure 1: Screenshot of Candidate Agreement

Definitions and Charts

Column Header	Description
Available Action	The action that is available for the specific test enrollment. Three possible actions may display: 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.
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. The 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.

Column Header	Description
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.
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 window.

Figure 2: Key Terms

How to Accept the Candidate Agreement

1. Click the **Candidate Agreement** button (see *Figure 3*).

2. Read through the Agreement.

3. Click the **I Accept** button.

Figure 3: Example of How to Accept the Candidate Agreement

How to Schedule a Test Appointment

1. Click the **Schedule** button.

2. You will be redirected to the Prometric website to complete this action (see *Figure 4*).

Figure 4: Example of How to Schedule a Test Appointment

How to Reschedule/Cancel a Test Appointment

1. Click the **Reschedule/Cancel** button.

2. You will be redirected to the Prometric website to complete this action (see *Figure 5*).

Figure 5: Example of How to Reschedule/Cancel a Test Appointment

Additional Resources

- Testing Page of Resource Center
- MLO Testing Handbook
- Viewing Testing Information
- Individual Test Enrollment