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Policy

The *Manage Test Appointments* page displays all open test enrollment windows for associated mortgage loan originators.

An individual has an open test enrollment window when the test payment has been submitted. Once an open window exists, the following actions become available:

- Awaiting Candidate Agreement
- Schedule
- Reschedule/Cancel

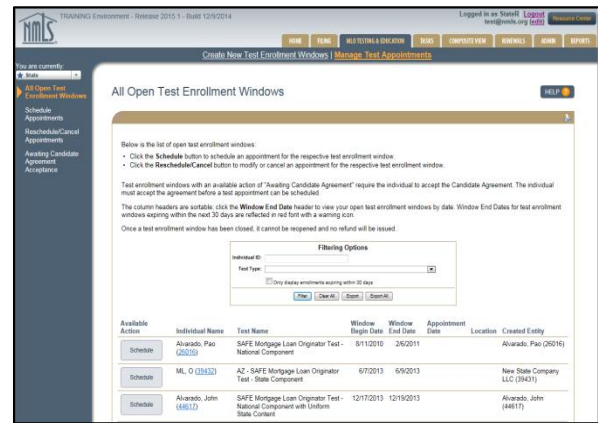


Figure 1: Manage Test Appointments

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.
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: All Open Test Enrollment Windows – Column Headers

How to Use the Filtering Options

1. Enter an Individual ID and/or select a Test Type from the drop-down menu.

NOTE: Using only one criterion displays broader search results; not using either criterion displays all open test enrollments for associated individuals.

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

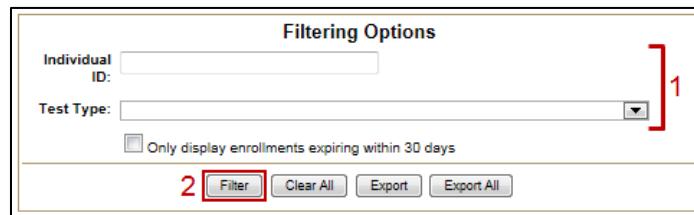


Figure 3: All Open Test Enrollments Filtering Options

How to Export Enrollments

Export

1. Click the **Export** button to export a CSV file containing enrollment windows based on the filtering criteria entered (see *Figure 4*).

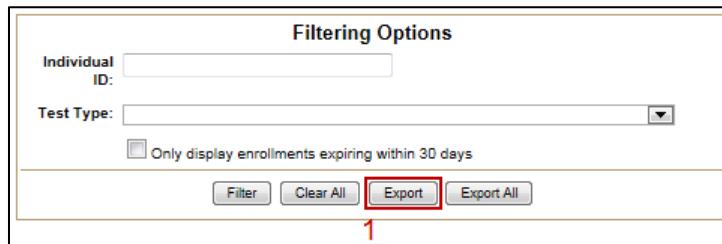


Figure 4: Filtering Options – Export

Export All

1. Click the **Export All** button to export a CSV file containing all open enrollment windows, regardless of the filtering criteria entered (see *Figure 5*).

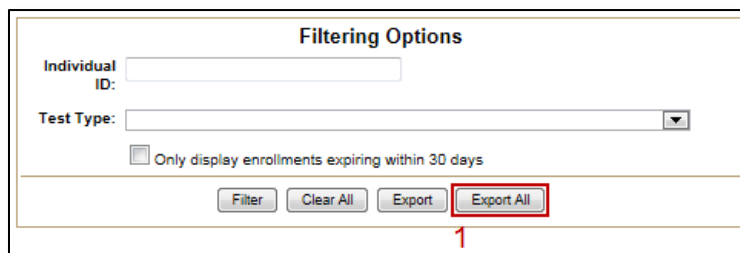


Figure 5: Filtering Options – Export All

How to Schedule a Test Appointment

1. Enter the desired filter criteria as described in [How to Use the Filtering Options](#) above.
2. Click the **Schedule** button for the corresponding testing window (see *Figure 6*).

All Open Test Enrollment Windows

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. Window End Dates for test enrollment windows expiring within the next 30 days are reflected in red font with a warning icon.

Once a test enrollment window has been closed, it cannot be reopened and no refund will be issued.

Filtering Options

Individual ID:

Test Type:

Only display enrollments expiring within 30 days

Available Action	Individual Name	Test Name	Window Begin Date	Window End Date	Appointment Date	Location	Created Entity
3 <input type="button" value="Schedule"/>	Alvarado, Pao (26016)	SAFE Mortgage Loan Originator Test - National Component	8/11/2010	2/6/2011			Alvarado, Pao (26016)
<input type="button" value="Schedule"/>	ML, O (39432)	AZ - SAFE Mortgage Loan Originator Test - State Component	6/7/2013	6/9/2013			New State Company LLC (39431)
<input type="button" value="Schedule"/>	Alvarado, John (44617)	SAFE Mortgage Loan Originator Test - National Component with Uniform State Content	12/17/2013	12/19/2013			Alvarado, John (44617)

Figure 6: All Open Enrollment Windows

3. Complete the process using the Prometric website (see *Figure 7*).

PROMETRIC

English

NEW APPOINTMENT: INFORMATION REVIEW

Information Review

Privacy Policy Review

Eligibility Information

Appointment Selection

Test Center Selection

Information Review

How to Become Eligible

You must have registered for your test(s) with National Mortgage Licensing System and Registry (NMLS) prior to scheduling your testing appointment at a Prometric Testing Center. <https://www.statemortgageregistry.com/Public/Login.aspx>. You will need your NMLS ID number to schedule your testing appointment.

Figure 7: Prometric Website

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 8*).

All Open Test Enrollment Windows

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. Window End Dates for test enrollment windows expiring within the next 30 days are reflected in red font with a warning icon.

Once a test enrollment window has been closed, it cannot be reopened and no refund will be issued.

Filtering Options

Individual ID:

Test Type:

Only display enrollments expiring within 30 days

Available Action	Individual Name	Test Name	Window Begin Date	Window End Date	Appointment Date	Location	Created Entity
3 Reschedule / Cancel	auto, Vivian (110416)	AZ - SAFE Mortgage Loan Originator Test - State Component	7/25/2014	7/27/2014	7/27/2014	Rockville,	auto, Vivian (110416)
Reschedule / Cancel	Thompson, Andrew (2106)	AZ - SAFE Mortgage Loan Originator Test - State Component	8/7/2014	9/6/2014	8/12/2014	Rockville, MD	Grat , Jason (12515)

Figure 8: All Open Enrollment Windows

3. Continue through the Prometric website by following the prompts (see *Figure 9*).

PROMETRIC

English

SCHEDULE / RESCHEDULE RESCHEDULE OR CANCEL APPOINTMENT

Reschedule or Cancel Appointment

Please enter your Confirmation/Tracking Number

Figure 9: Prometric Website

How to Review Enrollments Awaiting Candidate Agreement

1. Enter the desired filter criteria as described in [How to Use the Filtering Options](#) above.
2. All test enrollments in an “Awaiting Candidate Agreement” status require the individual to log in and accept the agreement (see *Figure 10*).

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. Window End Dates for test enrollment windows expiring within the next 30 days are reflected in red font with a warning icon.

Once a test enrollment window has been closed, it cannot be reopened and no refund will be issued.

Filtering Options

Individual ID:

Test Type:

Only display enrollments expiring within 30 days

Available Action	Individual Name	Test Name	Window Begin Date	Window End Date	Appointment Date	Location	Created Entity
<input type="button" value="Schedule"/>	Alvarado, Pao (26016)	SAFE Mortgage Loan Originator Test - National Component	8/11/2010	2/6/2011			Alvarado, Pao (26016)
3 <input type="button" value="Awaiting Candidate Agreement"/>	Alvarado, Pao (26016)	AK - SAFE Mortgage Loan Originator Test - State Component	9/20/2014	3/18/2015			New State Company LLC (39431)

Figure 10: All Open Test Enrollments Windows

Additional Resources

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