

Rule #1

IDENTIFICATION REQUIRED

FAILURE TO BRING APPROVED FORM OF ID WILL RESULT IN BEING REFUSED ENTRY TO EXAM
- NO REFUND OR RESCHEDULING OPTIONS WILL BE PROVIDED DUE TO FAILURE TO ADHERE TO
POLICY -

It is the individual candidate's responsibility to bring with them, and provide to the test center proctor for inspection, identification in the form of ONE VALID (non-expired) ORIGINAL GOVERNMENT-ISSUED PHOTO ID WITH SIGNATURE. You will not be admitted to the examination without proper identification, and there will be no refund of your test fee. The first and last name on the identification must be the same as the first and last name that appears in your MyNCIDQ Record. If you need to change the name shown in your MyNCIDQ Record, SEE RULE #2.

PRIMARY IDENTIFICATION REQUIREMENTS

Primary identification must be from the following list and must include your signature and a recent recognizable photograph. This ID must be current (not expired).

- Valid driver's license with photo
- Military identification card with photo
- National identification card with photo
- Valid passport with photo

ALTERNATE IDENTIFICATION REQUIREMENTS

If you cannot present one of the primary IDs listed or your primary ID does not contain both a photo and your signature, you must present two forms of identification from the following list (not expired), ONE of which must contain a recent recognizable photo and ONE of which must contain your signature.

- Valid driver's license
- Military identification card
- National identification card
- Valid passport
- Student identification card
- State/province identification card
- U.S. passport card

UNACCEPTABLE FORMS OF IDENTIFICATION

- ID with no photo (unless accompanied by another form of ID with photo)
- Expired driver's license or passport
- Draft classification card
- Letter of identity from a notary
- Social Security card
- Credit card or bank card of any kind
- Employee identification

If the test center administrator questions the ID presented, you may be asked for additional proof of identity. You may be refused access to an examination if the test center staff believes you have not sufficiently proven your identity. You will not be admitted to the examination without proper

identification and there will be no refund of your test fee. Admittance to the test center and completion of your examination does not imply that your identification is valid or that your score will be reported.

Rule #2

NAMES MUST MATCH: EXAM RESERVATION <>> GOVERNMENT- ISSUED ID

CANDIDATES MUST COMPARE ID NAME TO NAME IN YOUR MyNCIDQ ACCOUNT TO ENSURE
THEY MATCH

- DIFFERENCE IN NAMES WILL RESULT IN CANDIDATE BEING BE TURNED AWAY AT TEST CENTER

Prometric exam appointments are issued using the legal name each candidate has provided in their MyNCIDQ Account Profile. Compare your ID to your registered name, to ensure the name listed in your MyNCIDQ Account Profile matches the first and last name on your valid government-issued photo ID, FAR ENOUGH PRIOR to exam appointment to resolve appropriately, or you will not be granted access to the scheduled exam, nor will you be provided with a refund or other remedy.

If your first and last name does not match exactly the name on your reservation, you will need to request CIDQ make a revision for you, at least one business day prior to your scheduled exam, to allow time for change your name to be processed in the system. To request a change to your name, fill out a [Name Change Form](#) and email it (at least one business day prior to exam) to: inquiries@cidq.org

CIDQ staff cannot provide changes on the Day of Exam!
Name Change requests can only be processed during CIDQ office hours:
Monday - Friday, 9:00 am - 4:30 pm ET
CIDQ offices are closed: Saturdays, Sundays, and holidays

Rule #3

VERIFY APPOINTMENT INFORMATION

When you book your exam appointment, you receive a confirmation email from Prometric with your exam appointment details. You can also verify your exam appointment details by logging into your [MyNCIDQ Account](#), clicking on the Dashboard tab, and clicking on the details link next to the scheduled exam. Alternatively, you may visit [Prometric's website](#) and enter your exam Confirmation Number and first 4 character of your Last Name to review your appointment details. In both cases, you will be able to confirm the exam, date, time, and location of that specific exam appointment.

Rule #4

ARRIVE FOR YOUR EXAM 30 MINUTES PRIOR TO YOUR START TIME

LATE ARRIVALS WILL NOT BE ACCOMMODATED AND NO REFUND OR RESCHEDULING WILL BE OFFERED

It is the responsibility of the exam candidate to allow sufficient time for the security check-in process, which can take up to 30 minutes.

Rule #5

BIO BREAK POLICY

With the introduction of Remote Proctoring, CIDQ has added a **10-minute optional break** during the exam. This is the **ONLY** break that will be allowed unless you have been approved for testing accommodations. The exam will be broken up into 2 sections as noted below:

IDFX exam

Section 1	65 questions	180 minutes
Break	Optional	
Section 2	60 questions	

IDPX exam

Section 1	90 questions	240 minutes
Break	Optional	
Section 2	85 questions	

While you are allowed an optional 10-minute break after you have answered the questions in Section 1 of the exam, the **exam clock will continue to run** during the break time. Make sure you have answered and reviewed all the questions in Section 1 prior to taking your break or moving on to Section 2, as you **will not** be able to go back and access the questions in Section 1 one you have moved on. If you wish to take a break, you must notify the proctor before leaving the view of the camera. **Failure to inform the proctor prior to taking a break, or failure to return on time from the break, will result in the termination of your exam.** Upon your return from break, a full security scan will be conducted before the exam can be resumed.

Rule #6

TESTING CONCERNS

In addition to letting the Prometric test center staff know of any issues/concerns that you may experience while taking the NCIDQ Exam, candidates must also submit any testing issues, comments, or complaints to CIDQ via email at inquiries@cidq.org within 10 days of a candidate's exam appointment in order for them to be reviewed for consideration.

Rule #7

RESCHEDULE POLICY

To reschedule an exam appointment for the **current exam administration only** log into your [MyNCIDQ Account](#), click on the Dashboard tab, and click on the reschedule link for the exam and exam delivery option you wish to change.

A candidate may reschedule an exam appointment for the current exam administration only as per CIDQ's reschedule policy below:

Time Frame	Reschedule Permitted	Stipulations
Reschedule more than 30 days before a scheduled exam appointment	Yes	No fee applicable
Reschedule five (5) to 29 days before a scheduled exam appointment	Yes	\$45 fee paid to Prometric
Reschedule less than five (5) days before a scheduled exam appointment	No	Candidate will be considered a "no show" and will forfeit all exam fees

**Exam appointments cannot be rescheduled for a future exam administration period.*

You may reschedule an exam appointment between exam delivery methods without first cancelling your existing appointment. To change your exam appointment from a test center to remote proctoring log into your MyNCIDQ account and click on the "Reschedule Remotely Proctored Exam" for the IDFX or IDPX exam you wish to reschedule. To change your exam appointment from a remotely proctored to a test center click on the "Reschedule at Test Center" link.

Rule #8

CANCELLATION POLICY

NO REFUNDS - NO RESCHEDULING WILL BE GRANTED FOR "NO SHOWS" / EXAMS CANCELLED WITHIN FIVE DAYS OF EXAM APPOINTMENT

EXAM CANCELLATIONS (*cancellation fee will apply*) must be made thru Prometric Testing Centers, via <https://www.prometric.com/en-us/clients/ncidq> at least five (5) days prior to scheduled exam, for any exam registration refund to occur, and an \$100 fee per cancelled exam will be applied.

EMERGENCY CANCELLATION REQUESTS May be sent directly to CIDQ using the [official form](#) and must be received no later than 10 days following scheduled exam appointment. Requests are considered on a case by case basis, and must be accompanied by appropriate documentation such as emergency medical or accident verification (i.e. hospital documents, police report, death certificate). Emergency Cancellations are subject to review for approval or denial and penalty fees do apply.