

# **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 TURNED AWAY AT TEST CENTER -

Prometric exam appointments use the 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 update your name in your MyNCIDQ account , at least three business days prior to your scheduled exam, to allow time for the update to be processed in the system. To request a change to your name, complete a [Name Change Form](#) and email it (at least three business days prior to exam) to: [inquiries@cidq.org](mailto: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](#). 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 for the IDFX & IDPX exams, CIDQ has added a **10-minute optional break** during those exams. 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 once 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.

There is no break built into the PRAC exam. Candidates can, however, take a break as needed, recognizing that the exam clock will continue to run.

## 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](mailto: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

Exam appointments can only be rescheduled for the **current exam administration period**. Log into your [MyNCIDQ Account](#), and click on the current application link and then 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**: Exam appointments will need to be cancelled with Prometric by clicking on the cancellation link in [MyNCIDQ account](#) no later than five days prior to a scheduled exam appointment. While no cancellation fee will be collected by Prometric, a cancellation fee will apply for any exam that is cancelled after purchase and up to five days prior to a scheduled exam appointment. A \$100 cancellation fee per cancelled exam section will be deducted from the refund CIDQ processes. Exam fees will be forfeited if the exam is cancelled within five days of a scheduled exam appointment, unless it is an emergency cancellation, as noted below.

**EMERGENCY CANCELLATIONS** are medical or personal emergencies that are unplanned events affecting the candidate and arise within five days of a scheduled exam appointment and prevent the candidate from taking an exam. They must be sent directly to CIDQ using the official form and received no later than 10 days following scheduled exam appointment. Requests are considered on a case-by-case basis and must be accompanied by proper 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. If approved, candidates will receive a refund of the exam fee(s) paid minus the \$100 cancellation fee per exam being cancelled.