

# NCIDQ Examination

## 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.

## **Rule #2**

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

CANDIDATES MUST COMPARE ID NAME TO NAME IN THEIR 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

Breaks are permitted during both in-person and remotely proctored exams. Please note:

- Candidates must alert the Proctor to initiate a break.
- After a break, any questions previously viewed will no longer be accessible — including flagged or unanswered questions.
- The exam clock will continue to run during breaks.
- You may not access your mobile device or study materials during breaks.

While you can take a break at any time during any of the three exams, the **exam clock will continue to run** during the break time. Make sure you have answered and reviewed all questions you viewed prior to taking a break, as you **will not** be able to go back and access those questions after coming back from your break.

If you wish to take a break, you will want to click on the “take a break” button in the upper right-hand corner of the screen. This will take you to the Review Screen where you will want to make sure you have answered all the questions you have viewed. Once you are ready to take a break click on the “take a break” button again and you will be asked whether you are sure you want to take a break. If you answer “yes” an “On Break” screen will appear.

You must notify the test center administrator if testing in-person that you are taking a break and the proctor via chat if testing remotely before leaving the camera view. **Failure to inform the proctor prior to taking a break, or failure to return on time from a 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](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	\$30 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" 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 at [inquiries@cidq.org](mailto:inquiries@cidq.org) using the official form and received no later than 10 days following the 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.