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## CHANGES TO CBT SCHEDULING COMING SOON!

The NACE Institute Certification Portal is being upgraded in August 2020!

With the upgrade, some scheduling procedures will change, including the elimination of exam vouchers. From now until August 12, 2020, exam vouchers will continue to be used to schedule CBT exams. From August 12th through August 17th, the ability to schedule or change exam times will not be available online or by phone.

If a CBT exam has already been scheduled to be taken between August 12-17, 2020, those exams times will not change and you will still be required to show up for the exam or forfeit both the voucher and one attempt to sit for the exam.

If you have not scheduled your exam or used a valid voucher code prior to August 12, 2020, the process for scheduling the CBT exam will change slightly. Beginning August 18, 2020, your voucher, if unused and still valid, will be converted to a credit on your certification account and will be recognized when you schedule your exam through your NACE profile under the 'My Certification Portal' link. The credit will be valid through the original expiration date (i.e. one year from the end of the course date), unless special considerations have been made due to the Covid-19 pandemic.

The upgrade will be easy and intuitive but please know that the NACE Institute will make every effort to assist in making this a smooth transition.

## Exam Vouchers & Scheduling

Would you like to receive an email when we are back online?

*Please email [Certification\\_Exams@nace.org](mailto:Certification_Exams@nace.org) and request a launch email*

I have registered/attended a course and scheduled the CBT exam, am I still able to sit for the CBT exam?

*Yes, all NACE Institute exams will continue to be delivered throughout the launch of the new system.*

*Please note you must have scheduled the exam prior to the system outage on the 12th August 2020*

I have registered a course but have not scheduled a CBT exam. How do I schedule the CBT exam during the system outage period?

*Unfortunately, you will not be able to schedule the exam between 12th - 17th August 2020, during this period the system will be down to complete necessary transfer and migration tasks. Please log into your [Certification Portal](#) after 17th August to schedule your exam.*

I have scheduled a CBT exam using a voucher but had to cancel. I now no longer have a voucher number to re-schedule. What do I do?

*If you cancelled your CBT exam prior to the 12th August 2020, but did not re-schedule, you will need to log into your [Certification Portal](#) on your profile page.*

*Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam. For further details, you can reference our [step by step guide on the NACE Institute Resource page](#).*

I am scheduled to take an exam during the system outage (12th-17th August 2020) but need to cancel or reschedule.

*Unfortunately, you will not be able to make any changes or cancel an exam between 12th - 17th August 2020, should you need to re-schedule or cancel during this period, please contact the certification dept [Certification\\_Exams@nace.org](mailto:Certification_Exams@nace.org)*

*Please ensure you include your exam authorization and reason for cancelling.*

How do I register for a CBT exam in the new system?

*Log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam.*

*For further details, you can reference our [step by step guide on the NACE Institute Resource page](#).*

I have attended a course and received a voucher; how do I redeem the voucher in the new Certification Portal?

*All vouchers have been converted to exam credits in the new portal. You will no longer need a voucher to schedule your exam. Simply Log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam.*

*For further details, you can reference our [step by step guide on the NACE Institute Resource page](#)*

I have attended a course and received a voucher/authorization to test. When does the voucher/authorization expire?

*All vouchers have been converted to an eligible exam attempt in the new portal. You will no longer need a voucher to schedule your exam. However, you will need to have completed the exam 1 year from the end of the course date*

I have attended a course with NACE International but have not received/have lost my voucher.

*If you attended the course prior to the 17th August and the exam was included in the price of the course, you should have received an email with a voucher number. However, the voucher number is no longer required to schedule your exam and will be converted to an exam credit in the new 'My Certification Portal'. Simply Log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam.*

*For further details, you can reference our [step by step guide on the NACE Institute Resource page](#)*

I registered for a class after the new Certification Portal launched. How soon can I register for the CBT exam?

*You will receive an email with instructions on how to log-in and schedule your exam. You will be given access to schedule your exam upon registration, however your scheduling window for appointments won't start until the last day of your course.*

*Alternatively, simply log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam.*

*For further details, you can reference our [step by step guide on the NACE Institute Resource page](#).*

I registered for a course, but I don't have access to schedule my CBT exam

*If you registered through a 3rd party partner NACE International may not have received the course registration details. You should receive exam scheduling details by the end of the course. Please call the partner you originally registered with*

## Course Transfers/Cancellations and Exams

I transferred courses (to the same course, but a different date), I have already scheduled the CBT exam. What do I need to do to take the CBT exam?

*Go to your [Certification Portal](#) and cancel your exam. Once you have cancelled the exam you can go to the [NACE International website](#) and cancel or reschedule the course*

I transferred courses (to the same course, but a different date), I have NOT scheduled the exam. What do I need to do to take the CBT exam?

*Your course and exam will be withdrawn in our system and a new course registration and exam authorization will be sent. When you receive your new course registration you will be then be able to schedule your exam within your eligibility window*

I transferred courses (to a different course) I have already scheduled the exam. What do I need to do to cancel the CBT exam?

*Go to your [Certification Portal](#) and cancel your exam. Once you have cancelled the exam you can go to the [NACE International website](#) and cancel or reschedule the course*

I transferred courses (to a different course) I have NOT scheduled the exam. What do I need to do to cancel my CBT authorization?

*Your course and exam will be withdrawn in our system and a new course registration and exam authorization will be sent. When you receive your new course registration you will be then be able to schedule your exam within your eligibility window*

What happens if my course is cancelled and I need to re-schedule my CBT exam?

*Go to your [Certification Portal](#) and cancel your exam. Once you have cancelled the exam you can go to the [NACE International website](#) and cancel or reschedule the course*

I transferred courses (to the same course, but a different date), I have already scheduled the exam. What do I need to do to take the Non-CBT exam?

*Your course and exam will be withdrawn in our system and a new course registration created. Your exam will be delivered at the end of the rescheduled course as per normal*

I transferred courses (to the same course, but a different date), I have NOT scheduled the exam. What do I need to do to take the non-CBT exam?

*Your course and exam will be withdrawn in our system and a new course registration created. Your exam will be delivered at the end of the rescheduled course as per normal*

## Exam Re-takes

What do I do to re-take a CBT exam?

*Log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Any re-take exams that are available to you (under our retake policy) will then be listed, select and pay for the retake exam and continue onto scheduling.*

For further details, you can reference our [step by step guide on the NACE Institute Resource page](#).

## Pricing for re-takes

*Please refer to our [NACE Institute Exam Fee Guide](#)*

### What is the CBT exam re-take policy?

*All exams – After the 1st retake candidates must wait 30 days before attempting the exam again. For any subsequent attempt's candidates must wait 4 months between each exam*

*CIP 1 & 2 - After the 3rd failed attempt, candidates will need to retake the full CIP 1 or CIP 2 course again. This will include the CBT exam authorization*

## New Certification Application

### How do I know if I need to complete an application?

*Go to the [NACE Institute Certification website](#). Click on the certification you want to pursue and follow the requirements*

### I previously started a new application with NACE Institute, how can I complete/finish the application?

*Unfortunately, previous application data was not transferred to the new certification portal. To submit your application, log into your [Certification Portal](#) and complete the appropriate certification requirements*

### How do I complete a new certification application?

*Go to the [NACE Institute Certification website](#), select the certification you would like to pursue and click on the application link on the requirements page*

## Renewing your certification

### How to I complete my renewal application?

*Log into your [Certification Portal](#) on your profile page. Once directed to the portal, you will see the certifications due for renewal. Add required PDH's until the system allows you to complete the renewal application details. You may also view our [step by step guide](#) for further information*

### I started a renewal application in the previous certification portal, what do I do now?

*Unfortunately, previous renewal application data was not transferred to the new certification portal. To submit your renewal application, log into your [Certification Portal](#) and complete the appropriate certification renewal requirements.*

How do I submit my references?

*You will submit your references during the application completion process. You will send an automated request for the reference and once the responses have been returned, and all required fields completed, you will be able to submit the application in full. You may also view our [step by step](#) guide for further information.*

How do I add PDH hours?

*Personal Development Hours can now be added into your Certification portal at any time during your certification cycle. Just go to your [Certification Portal](#) and click on Manage PDH's. Enter the details and click 'Add'.*

## Special Accommodations

What if I need special accommodations when I sit for course or exam?

*Log into your [Certification Portal](#) on your profile page. Once directed to the portal, select 'Schedule/Manage Exams'. Your pre-paid exams will then be listed, or you can choose to pay for an exam.*

*Once your exam has been selected and/or purchased you will be directed to the Terms and Conditions, once signed you will have the option to request special accommodations for the exam. Please allow 5-10 business days for response.*

*For further details, you can reference our [step by step](#) guide on the [NACE Institute Resource page](#)*

## NACE Institute Certification Program Rules

What is the timeframe to meet all my NACE Institute requirements?

*4 years to complete all requirements – from the date you completed your first requirement*

What are the Re-instatement fee's on NACE Institute certifications?

- *0 to 3 years after expiration - \$100 reinstatement fee in addition to the renewal fee*
- *4-5 years after expiration - \$500 reinstatement fee in addition to the renewal fee*