



To Our Distance Testing Customers,

We are happy to announce that Prometric will be opening their testing centers on May 1, 2020 for essential workforce candidate exams. Your students meet this criteria and will be allowed to schedule appointments now, for testing dates beginning on May 1, 2020.

In accordance with the changing local and federal governance and advice from the CDC and WHO surrounding the COVID-19 pandemic, Prometric will be implementing and adhering to global safety guidelines and legislative policies in their testing centers. The select testing centers will open with limited 50% capacity to allow for social distancing and require candidates to bring and wear a face mask/covering while at the test center. Note that local government social distancing guidelines apply to each step in the process.

Testing Candidate Highlights:

- Social Distancing of 6 ft. required
- Testing Centers will be operating at 50% capacity
- Candidate must bring and wear face mask or cloth face covering the entirety of the time the candidate is at the test center (**Arriving without a face mask will be considered a no-show and will not be eligible for a refund or free reschedule**)
- Scratch paper will be used in place of note boards
- Three is the maximum number of test takers in the waiting room at any time
- IDs with expiration dates from February 1, 2020 forward will be acceptable for testing (**Confirm that this policy is in effect on the Prometric website prior to your appointment date**)

Prometric has updated their home page [website](#) to ensure all COVID-19

response information is front and center for visitors. They are also constantly reviewing and updating the [COVID-19 tab](#) and [Test-Taker FAQ](#) sections to provide the most up-to-date information on operation status and safety measures. Please provide these [testing center guidelines](#) and the information within this email to your candidates.

Next Step for faculty:

- Active Exam – No action required
- Expired exam dates – If you would like to extend your exam dates, please email your exam information and new end test date to your Elsevier Customer Success Consultant or Gilda Parrish (parrish@elsevier.com)

Next Step for student:

- Students that require assistance with resetting the dates on their candidate eligibility can submit a support ticket through their Evolve account
- Students that need to schedule or reschedule can visit the prometric.com/elsevier

We thank you for your patience, support and continued partnership as we work together to ensure the safety, health and well-being of your candidates and the Prometric staff. Please reach out if you have any questions or need additional assistance.

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