

Please Note:

1. NGA applies a 15% administrative fee that is added to all Prometric fees shown above.
2. All Prometric fees shall be increased by two percent (2%) per annum, beginning on January 1, 2019.
3. NGA will provide technical support for test sessions during the following days/times:
 - a. Monday – Friday: 7:00 am – 7:00 pm ET
 - b. Saturday: 7:00 am – 3:00 pm ET

What to Expect on Test Day**Prometric Test Center Security – Reminders for Test Takers**

In our global test center network, security is of equal importance. Test center procedures, from checking test taker IDs and locker storage, to launching exams at computer workstations and test center administrators walking through the testing room, are strictly managed to enforce the highest standards of security. It is our goal that every test taker, anywhere in the world, has a similar and fair experience, and this requires that our security standards be rigid, that our processes and procedures be well documented and standardized and that our staff be certified and professionally trained.

Prometric takes our role of providing a secure test environment seriously. During the check-in process, we inspect any and all eyeglasses, jewelry and other accessories to look for camera devices that could be used to capture exam content.

You will be required to remove your eyeglasses for close visual inspection. These inspections will take a few seconds and will be done at check-in and again upon return from breaks before you enter the testing room to ensure you do not violate any security protocol.

Jewelry outside of wedding and engagement rings is prohibited. Please do not wear other jewelry to the test center. Hair accessories and ties are subject to inspection. Please refrain from using ornate clips, combs, barrettes, headbands, tie clips, cuff links and other hair accessories as you may be prohibited from wearing them in to the testing room and asked to store them in your locker. Violation of security protocol may result in the confiscation of prohibited devices and termination of your exam.

Prometric is committed to being forthcoming and transparent about what you can expect on the day of your exam in order to help minimize anxiety. We understand that the more an individual knows about what to expect, the more confident and comfortable they will be on exam day; and the better they will perform! Please direct all employees and contractors to view the following video about “What to Expect on Test Day” prior to their appointment date. Please note that Prometric will not be collecting fingerprints or photos but NGA will require a valid government issued photo ID and will also require a photo within the ITS *OnBoard* system in order to test.

Planning for Test Day:

NGA Help Desk Support: NGA Help Desk Support is available Monday – Friday, 7 AM – 7 PM and Saturdays, 7 AM – 3 PM. It is strongly recommended that testing is scheduled within these time frames. The hours of operation of some Prometric test centers may extend beyond the NGA Help Desk support hours. Testing may be conducted during these incremental hours, but NGA support will not be available. NGA Help Desk Support is not available on Sundays and holidays.

Candidate Test Session Time Runs Out: Individual exams are not timed, but an estimated average time for each exam is noted on the candidate’s assignment page. If an exam is open and the appointment time expires, the exam result will reflect as a failure. If this occurs, the exam may be reset after confirming the invalid failure with the NGA/ITS Help Desk. Please note the entire exam will have to be taken again as no answers will be saved.

Scheduling Online: In order to schedule online, you must provide a valid e-mail address. This maybe your personal email or that of a scheduler within your company. Prometric will send you an e-mail confirming your appointment.

Training Restriction: Formal instructor-led or online training taken within 48 hours of testing for that task is prohibited. The ITS *OnBoard* system will lock-out an exam if online training is accessed within this 48-hour window.

Re-testing on a Failed Exam: An exam will not be available within the *OnBoard* system for re-testing after failure of that exam for 48 hours.

Payment: No payment is due during registration or at the testing center. Billing will be handled through Northeast Gas Association on a monthly basis for all Prometric activity.

Photo ID: You will be required to present one valid, government-issued photo ID with a signature (e.g., driver's license or passport). If you are testing outside of your country of citizenship, you must present a valid passport. If you are testing within your country of citizenship, you must present either a valid passport, driver's license, national ID or military ID. The identification document must be in English characters and contain your photograph and signature.

Photo within the ITS *OnBoard* System: You will be required to have a photo within the *OnBoard* system prior to testing. Examinees will not be allowed to test without a clear photo in the *OnBoard* system. This requirement is in addition to the Photo ID requirement above.

ITS *OnBoard* Username and Password: Candidates will be required to login to the ITS *OnBoard* system to test. Candidates will be allowed to bring one sheet of paper which contains their ITS user ID, password and a list of exams to the testing center. This information **MUST** be transferred to Prometric appropriate paper prior to entering the testing room.

Personal Effects: All other personal items must be locked in a locker for test security purposes, so please limit what you bring to the testing center.

What Time to Arrive at the Testing Center: Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. If you are 30 minutes late in arriving, you will not be allowed to test and will forfeit your exam fee.

Reschedule/Cancel Policy: If you wish to change your exam date or time, you must do so by 30 or more days prior to your appointment to avoid a reschedule/cancellation fee. A cancellation/rescheduling fee of \$25 applies with less than 30 days' notice. The full test delivery fee applies with less than 2 days' notice, if the candidate fails to appear or is more than 30 minutes late for the appointment. To cancel or reschedule, use the Reschedule/Cancel option on the Prometric web site or by contacting Prometric's automated voice response system at 877-370-4096; the Web is available 24 hours a day, 7 days a week.

Biometrics: Prometric staff will not be collecting fingerprints or taking photos of examinees. This is not required by the NGA Program.