

# WA Department of Health Home Care Aide Candidate Portal

## Webinar Q&A

### Exam Registration and Scheduling

#### **What website will candidates use to register for the Examination?**

A link to the candidate portal is posted on <https://www.prometric.com/wadoh> in the "Candidate Resources" section

#### **What login information does a candidate use to access the portal?**

Candidates will receive a welcome e-mail containing a User ID and password along with instructions on how to sign in and complete the application

#### **When and how does a candidate schedule an exam?**

After completing the application, candidates will receive two e-mails with instructions on how to schedule the exams. Candidates can also go to the "Exam Activity" tab in the Candidate portal to schedule

#### **Will candidates receive a confirmation e-mail once my exam is scheduled?**

Yes, The Exam Admission Letter will be sent to the e-mail address in the candidate's portal profile

#### **Can a candidate save the Admission Letter on their phone to show at the time of the exam, rather than printing, if they don't have access to a printer?**

Yes, the letter can be printed or saved as an electronic copy

#### **Can a candidate reschedule an exam in the candidate portal?**

Yes, a candidate can also reschedule their exam in the "Exam Activity" tab

## Payments

### **What forms of payment can be used in the Candidate Portal?**

Payments can be made by Credit Card (Visa, MasterCard, American Express) or by Voucher

### **Who purchases the voucher used to schedule the exam?**

Vouchers can be purchased by training programs/facilities or the WA Dept of Health. The vouchers can then be assigned to candidates