

## **Frequently asked questions (FAQs)**

### **Registration**

- **My choice of password is not accepted when I try to register.**

Passwords must be at least 7 characters in length and must contain at least one digit, one non-alphanumeric character (full stop, comma etc.) and both uppercase (A-Z) and lowercase (a-z) letters.

### **Result Verification**

- **A test-taker does not have their ID number and/or secret number. What can we do?**

Please ask the test-taker to contact the approved examination centre where the examination was originally taken. The centre should be able to provide the required information.

- **I cannot view the Statement of Results PDF.**

1) Ensure that you have the latest version of Adobe Reader installed. This may be downloaded from the following web page:

<http://www.adobe.com/products/acrobat/readstep2.html>

2) Ensure that you have turned off the pop-up blocker, or configured it to allow pop-ups from the Results Verification site. The option to do this may be found in the "Tools" menu of most browsers.