



Registration Guidelines

Europe, Middle East and Africa

What is Thomson Prometric's contact information?

Thomson Prometric
PO Box 2024
8203 AA Lelystad

or

Noorderwagenplein 6
8223 AL Lelystad

The Netherlands

Main Phone Number : +31-320-239-800

Main Fax Number : +31-320-239-828

Fax Registrations : need to be directed to: +31-320-239825

Web Sites:

www.prometric.com for more information on Prometric and links to the registration page

www.register.prometric.com (for internet registrations)

www.prometric.com/prepare (for information on test preparation & links to self test Softwares)

www.etestme.com (for On-line testing)

How do I schedule an exam?

- **EMAIL REGISTRATIONS:** EMEAREGI@thomson.com

- **PHONE REGISTRATION NUMBERS**

The office is open Monday - Friday, 8:00 to 18:00 (GMT +01:00); unless otherwise noted.

COUNTRY	TOLL FREE No	DIRECT No
Austria	0800 298 582	+31 320 23 9893
Belgium	0800 1 7414	+31 320 23 9892
Denmark	802 40 830	+31 320 23 9895
Eastern Europe	N/A	+31 320 23 9895
Finland	800 93343	+31 320 23 9895
France	0800 807790	+31 320 23 9899
Germany	0800 1839 708	+31 320 23 9891
Ireland	1800 626104	+31 320 23 9897
Israel	800 9242007	+31 320 23 9895
Italy	800 878441	+31 320 23 9896
Netherlands	0800 0227584	+31 320 23 9890
Norway	800 30164	+31 320 23 9895
Poland	00800 4411321	+31 320 23 9895
Portugal	0800 203589	+31 320 23 9985
Russia	(+7 095) 580 9456	+31 320 23 9895
Spain	900 151210	+31 320 23 9898
Sweden	0200 117023	+31 320 23 9895
Switzerland	0800 556 966	+31 320 23 9894
South Africa	0800 575575	+27 11 7130605
Turkey	800 44914073	+31 320 23 9895
United Kingdom*	0800 592 873	+31 320 23 9895

* (Monday - Friday, 9:00 to 18:00 GMT)

If your country is not listed, a toll-free number is not available; please call +31 320 239 800.

What information do I need to register?

You will need to provide the information listed below:

1. Your **name** as it appears on your photo identification.
2. Your **Prometric Testing ID**: A unique ID number assigned by Prometric to each candidate the first time they register. You **MUST** use it each time that you schedule a new test. Failure to use the same Prometric Testing ID each time you test can lead to delays in receiving your certification.
3. **E-mail address**: This is our preferred means of contacting you and is required by many of our clients.
4. **Contact phone numbers**. If there is a problem, Prometric will use these numbers to reach you.
5. **Mailing Address**: Please list the address at which you would like your certificate to be mailed.
6. **Exam Details**: Client, exam name and exam number of the exam(s) that you wish to register for.
7. **Method of payment**: Payment options will vary based on the method of registration. In most cases you will be required to provide a valid credit card or voucher number. In all cases **PAYMENT MUST BE MADE IN FULL** when you register.

What payment options do I have?

- If you are scheduling through the Lelystad RRC or through the Web site, you will have the following payment options listed below.

In all cases, payment must be made in full before testing.

- **Voucher**: The voucher's validity is verified when it is entered into the scheduling system. For APTC scheduling, if the voucher is found invalid, the Customer Service Representative will contact the APTC, which will follow up with the candidate and verify the number.
- **Credit Card**: When paying by credit card with the Lelystad RRC you may schedule your appointment during that call. Please keep in mind, that it may take up to two business days to process your transaction, therefore you might experience a slight variance on price due to exchange rate fluctuations and the exchange rate used by your credit card company.

What are the scheduling, test taking and cancellation policies?

- Candidates should arrive at the testing center at least 15 minutes before the test is scheduled to begin.
- Candidates will be required to bring two forms of identification to the testing site. One form must be a photo ID such as a valid passport or drivers license. The other must have a signature. The test will not be delivered without the appropriate form of identification.
- Exams must be rescheduled or cancelled prior to 6:00 P.M. Middle European Time (GMT +01:00 Amsterdam, Netherlands), one day prior to the exam date. Cancellations made without proper notice will not be granted and you will lose the testing fee. In this case, you would need to schedule and pay again. E-mails and faxes are not acceptable for rescheduling or canceling your exam. Reschedule requests made without proper notice will not be rescheduled.