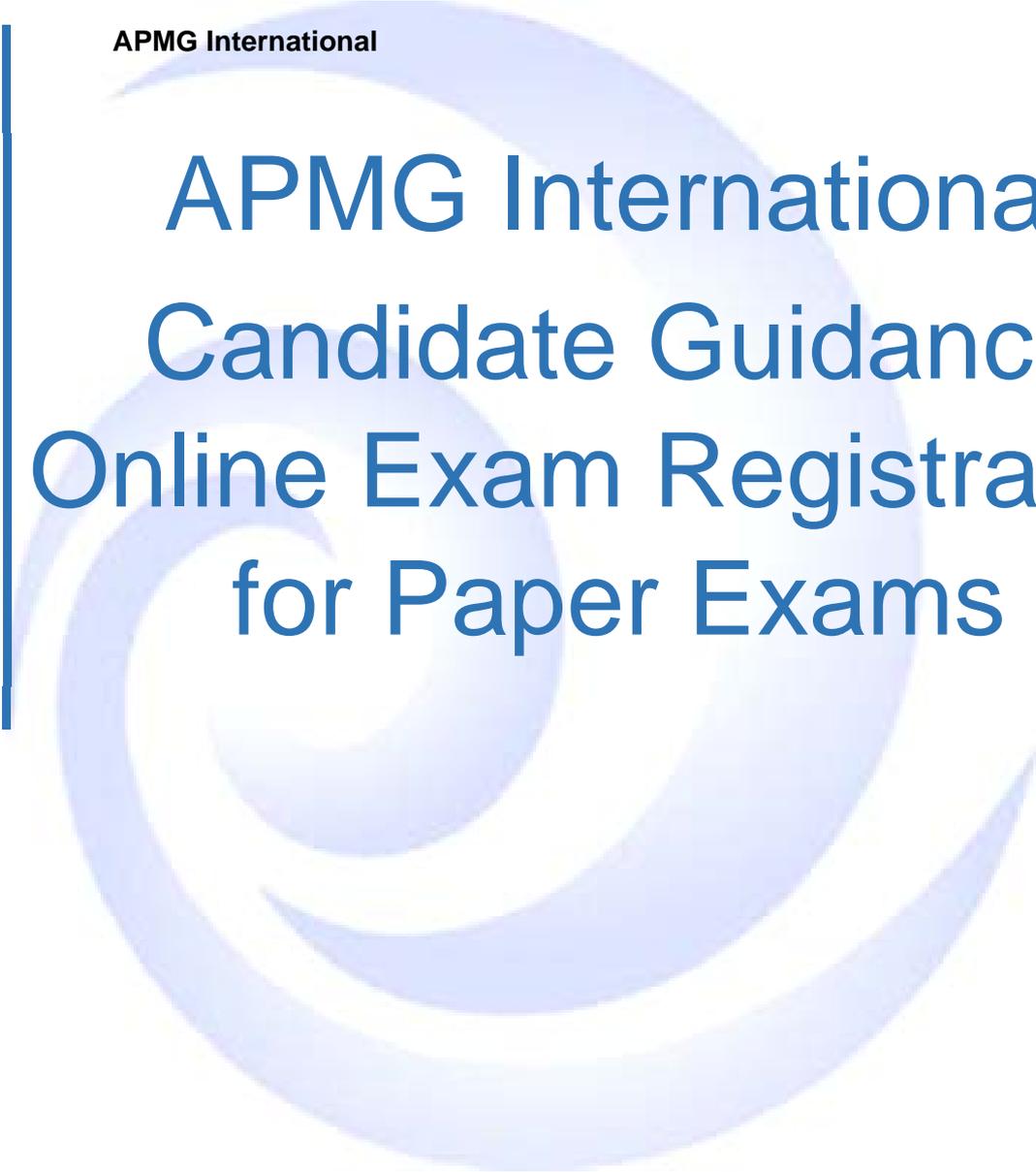APMG International

APMG International Candidate Guidance Online Exam Registration for Paper Exams

Contents

Overview

These instructions are relevant to candidates who have been booked to take an APMG International paper exam through their Training Provider.

For all paper exams taken through APMG International you may register on the APMG International candidate portal prior to the exam session, as well as enrol for the actual exam session.

Your results will also be published to your Candidate portal for all exams taken through APMG International.

This document describes the process and steps required to register and enrol for your paper exam.

APMG International's contact information is provided at the end of this document.

Candidate Registration Process

Once your exam is booked and confirmed by your Training Organisation you will be sent a registration email from APMG Support Donotreply@apmg-international.com

NOTE: If you did not receive the registration email, please ensure you have checked your junk email or spam.

To resend the registration email you can navigate to the following website – https://candidateportal.apmg-international.com, input your email address and click "Send a Link". This will send the registration email to the e-mail address that was used by your Training Organisation when booking you onto the exam session. Once you receive the registration email, click the link to register.
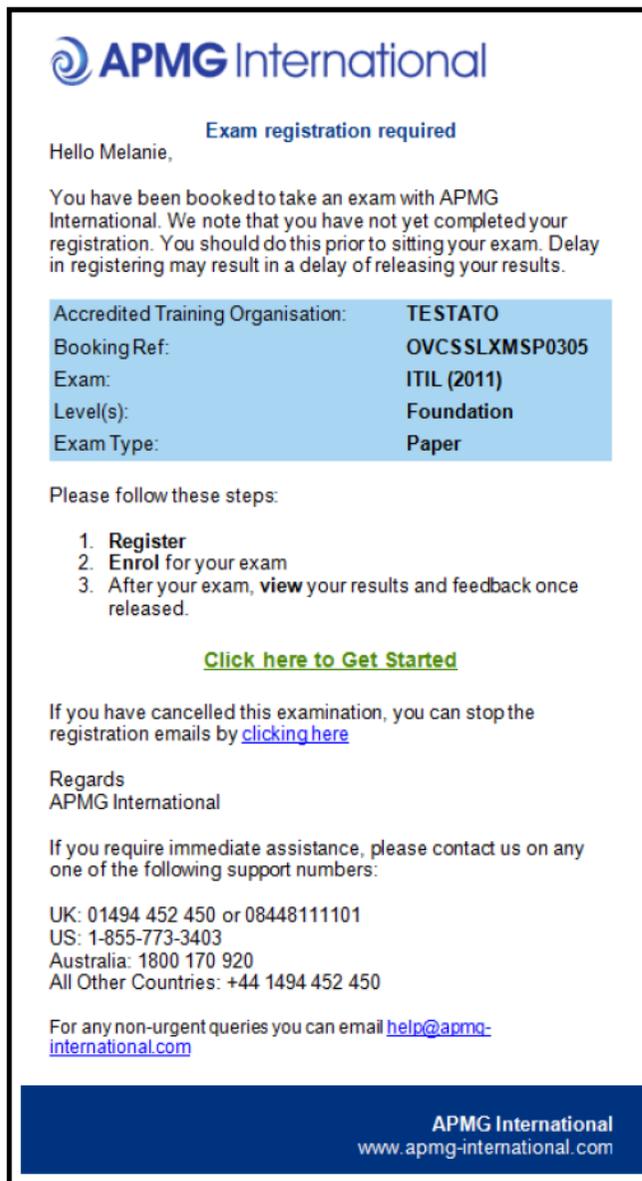
Should you not receive the registration email, please contact our support team using:

UK (24/7) - **0844 8111 101** or **01494 452 450**
US (24/7) - **1-855-773-3403**
CAN (24/7) - **1-855-898-0575**
Aus (24/7) - **1800 170 920**
All Other Countries (24/7) **+44 (0) 1494 452 450**

Press option 1 for Technical assistance.

If you are calling from outside of these countries, simply dial **+44 (0) 1494 452 450**.
Our Technical Helpdesk is available 24 hours a day, 7 days a week, and 365 days a year.

1. Click the link in the email to Get Started and *Register* on the Candidate Portal as requested.

APMG International

Exam registration required

Hello Melanie,

You have been booked to take an exam with APMG International. We note that you have not yet completed your registration. You should do this prior to sitting your exam. Delay in registering may result in a delay of releasing your results.

Accredited Training Organisation:	**TESTATO**
Booking Ref:	**OVCSSLXMSP0305**
Exam:	**ITIL (2011)**
Level(s):	**Foundation**
Exam Type:	**Paper**

Please follow these steps:

1. **Register**
2. **Enrol** for your exam
3. After your exam, **view** your results and feedback once released.

Click here to Get Started

If you have cancelled this examination, you can stop the registration emails by clicking here
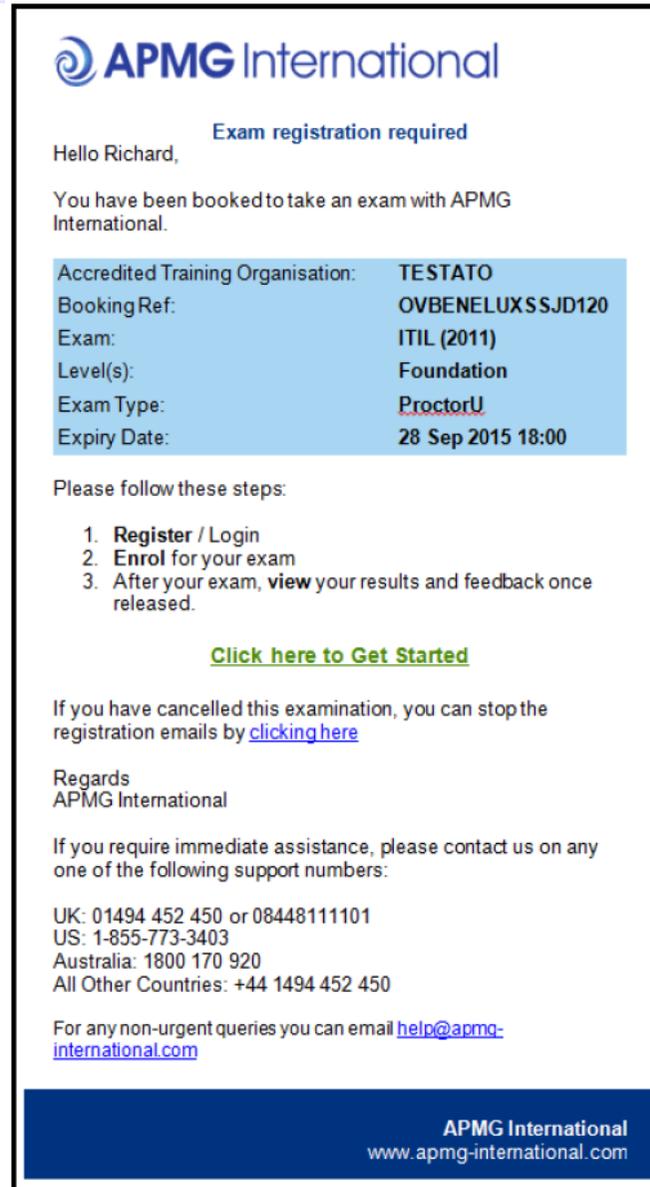
Regards
APMG International

If you require immediate assistance, please contact us on any one of the following support numbers:

UK: 01494 452 450 or 08448111101
US: 1-855-773-3403
Australia: 1800 170 920
All Other Countries: +44 1494 452 450

For any non-urgent queries you can email help@apmg-international.com

APMG International
www.apmg-international.com

APMG International

Exam registration required

Hello Richard,

You have been booked to take an exam with APMG International.

Accredited Training Organisation:	**TESTATO**
Booking Ref:	**OVBENELUXSSJD120**
Exam:	**ITIL (2011)**
Level(s):	**Foundation**
Exam Type:	**ProctorU**
Expiry Date:	**28 Sep 2015 18:00**

Please follow these steps:

1. **Register** / Login
2. **Enrol** for your exam
3. After your exam, **view** your results and feedback once released.

Click here to Get Started

If you have cancelled this examination, you can stop the registration emails by clicking here
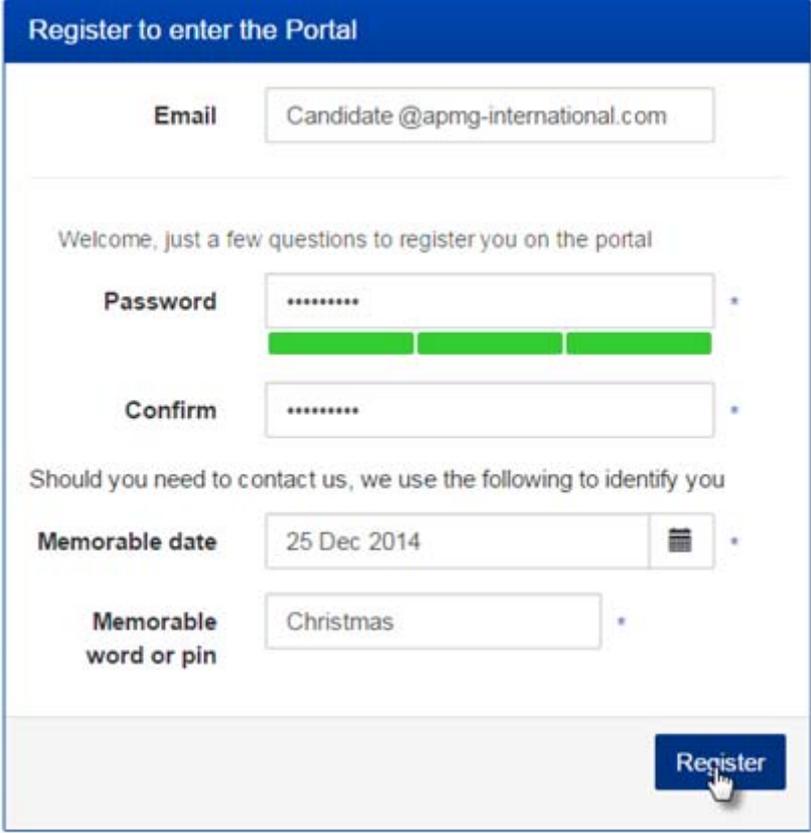
Regards
APMG International

If you require immediate assistance, please contact us on any one of the following support numbers:

UK: 01494 452 450 or 08448111101
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For any non-urgent queries you can email help@apmg-international.com

APMG International
www.apmg-international.com

Complete the registration process by entering a password, memorable date and memorable word or pin then select the "Register" button.

Register to enter the Portal

Email	Candidate @apmg-international.com

Welcome, just a few questions to register you on the portal

Password	••••••••	*
Confirm	••••••••	*

Should you need to contact us, we use the following to identify you

Memorable date	25 Dec 2014	*
Memorable word or pin	Christmas	*

Register

2. Afterwards or on the day of the exam you will need to log into the candidate portal using the email address and password you used when registering on the candidate portal. Once logged in please enrol for the exam.

If you do not provide your *memorable date*, *email address* and *memorable word*, your results will go ON HOLD until your identity has been confirmed by APMG!

Enrolling for your Exam:

Once you have logged into the candidate portal after completing the registration process, your exam session will be visible and listed with the status of "Not Yet Taken". You now need to enrol for this exam session to confirm your attendance.

Enrolling means you are signing up to take this specific exam – it is necessary to enrol for each of your exams separately as you are agreeing to the applicable terms and conditions for the examination and the examiner.

3. The 4 step enrolment process (This will need to be completed for all exams, however your registration information is saved for future reference) Mandatory fields are highlighted in Red

1

2

Exam Enrolment - Step 2 of 4

Address Details

Country * [▼] ✖

[house name, street or postcode] [lookup]

Address * [ ] [clear] ✖

[ ]

[ ]

Town/City * [ ] ✖

County/State [ ]

Postcode/Zip * [ ] ✖

Please check the highlighted fields   [Previous] [Next]

3

Exam Enrolment - Step 3 of 4

Industry

APMG monitor the take up and promotion of this product within our industry and for our internal use, it would be very helpful if you could confirm the sector in which you currently work.

Industry Sector * [▼] ✖

Preferences

Method of contact * [▼] ✖

Please note that APMG's preference will be to contact you via email for any issues or updates to your examination.

Name on certificate * ○ Last Name / First Name / Middle Name   ✖
○ First Name / Middle Name / Last Name
○ Last Name / Middle Name / First Name

Special Requirements

If you have special requirements, you will need to supply supporting documents for approval.

Special requirements * [None ▼]

Please check the highlighted fields   [Previous] [Next]

NOTE: The Name on certificate option controls how your details will appear on your certificate.

4

Exam Enrolment - Step 4 of 4

Confirmation of Successful Candidate Register Preference

If you do not want your name to be included on the online Successful Candidate Register (SCR) please place a tick in the box below.

☐ I do not want my results included on the online successful candidate register

Data Protection Statement

APMG run examinations on behalf of other organisations who hold the IP and have overall control of the examination scheme – known as the 'Scheme Owner'. Please note that APMG are obliged to provide information to the Scheme Owner on request so they may also hold records of the candidates who have passed their examinations.

APMG will never pass your information on to any other 3rd party or marketing organisations, apart from the relevant Scheme Owner.

APMG will only contact you with regards to the examination(s) that you have taken with us unless you give permission as per the indications below.

In some instances, the Scheme Owners and APMG would like to use this information to contact you with regards to offers or updates they believe will be of use to you. If you **do not** wish to be contacted unless it is to do with the examination(s) taken, please tick the box(es) below.

* ☐ I have read and agree to the terms within the Data Protection Statement

☐ I do not wish to be contacted by APMG unless to do with the examination(s) taken

☐ I do not wish to be contacted by the Scheme Owner unless to do with the examination(s) taken

Declaration

I apply today to sit the examination for which I have booked and for the associated certification upon achieving a pass in a relevant examination. I confirm that I will comply with the Terms and Conditions of certification as summarised with this form and shown in full on the APMG website or as requested from my invigilator.

I confirm that the information I have given on this form is correct and that I understand and agree to the use of my personal details described within the criteria for certification.

Signature * [(your full name)]

Date * [(todays date)] 🗓

* ☐ I have read and agree with the Terms and conditions

[Previous] [**Complete Enrolment**]

4. Finish the enrolment process by clicking on the button "Complete Enrolment". Afterwards, your exam will show as "Enrolled".

Contact APMG International

If you require any assistance with our online exams, please either call us using the relevant telephone number below or email help@apmg-international.com and we will call you back.

UK (24/7) - **0844 8111 101** or **01494 452 450**
US (24/7) - **1-855-773-3403**
CAN (24/7) - **1-855-898-0575**
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