



CERTIFICATION FREQUENTLY ASKED QUESTIONS

How do I know if my application was accepted?

Once your application is accepted, you will receive to your email an Authorization to Test (ATT) letter. This letter will include instructions on how to schedule your exam. If you do not see this letter in your email within 5 business days of submitting your application, please check your junk mail and contact our offices. We will reach out directly if your application was not accepted.

Does VACC offer study materials?

VACC offers several study materials on our [How to Study page](#). There are several other study materials available online and elsewhere. Please use discretion when selecting courses that claim or imply direct knowledge of specific VACC examination content.

How do I schedule my exam?

Once you have received your ATT letter which includes your Eligibility/Certification Number, go to Prometric's site: www.prometric.com/vacc. There, select "Schedule" on the left side of the page, then enter your Eligibility/Certification Number when prompted.

I'm supposed to be taking my remotely proctored exam right now, but I'm having technology issues.

Contact Prometric at 1-800-899-3985 (additional links: <https://www.prometric.com/contact-us> or <https://ehelp.prometric.com/proproctor>) and make sure your computer has [these settings](#) as required by Prometric.

My testing date doesn't work for me anymore. Can I cancel my exam or transfer my application it to the next window?

We understand that life events can come in the way of scheduled appointments. If that is the case, we offer candidates the chance to either [receive a refund](#) for their exam or [transfer their application](#) to the next testing window. Please keep in mind that for either choice, you must cancel any existing exam appointments with Prometric and notify VACC's offices of your intent to refund/transfer your exam **at least 5 calendar days** before your scheduled test appointment.

See pages 12-14 of the [Candidate Handbook](#) for complete details on these processes.

Prometric emailed me my test results, but it would be nice to know what my score was. Can I see the questions I missed?

Unfortunately, for test security, we do not give out test answers or scores.

* If you have additional questions or concerns, please don't hesitate to [contact our staff](#) at (414) 231-8222 or info@vacert.org. You can also visit our [complete FAQ page](#) to find the specific question you're looking for.