



MEMO

FHC/CPO/BCD Exam Re-take Instructions

The FHC/CPO/BCD is a non-proctored online examination.

Please return the completed re-take application and write in the date you plan to take the exam.

The re-test form process takes 5 days to complete prior to receiving the exam voucher.

You will receive a voucher number to the email address provided on your form, in which should be used within 3 weeks of receiving the voucher. When you re-take the exam be sure to have your CPO, BCD or FHC course manual and writing implements (a calculator may be used for any of the exams)

The online exam can be accessed by going to <https://app.testrac.com/nahma-1/delivery>.

Register an account and complete the personal profile information. You will receive a prompt from Testrac with your log-in credentials, then enter your log-on ID and password. The next step is to click publicly available then choose and confirm the exam from the drop down list (Each exam is timed and the length of the exam is displayed next to your selection. After you have chosen your exam, click the voucher only option and enter the voucher number in the payment detail section---**no other payment options are available other than the voucher number.**

The online exam is compatible with Internet Explorer 9 and higher, and Safari web browsers, and can be accessed by computers, laptops or Ipad.

SHCM Online Exam Re-Take Instructions

The student will find a SHCM, NAHP, or NAHP-e certified person from within their company or even a manager or supervisor can act as a proctor or the online credential directory at <http://www.nahma.org/directory>. As an alternative, you may also contact your local AHMA for assistance in locating a proctor for your retake exam. To find your local AHMA visit <http://www.nahma.org/content/map1.html>.

Refer the proctor to contact Doug O'Dell at Testrac to sit through a 10 minute proctor webinar at (952-997-0641; dbodell@testrac.com). Upon completion of the proctor webinar, the proctor will contact Natasha at NAHMA and request a (voucher) which is needed to access the online exam. The student coordinates with the proctor the test date/time and location. The exam can be taken on a computer at the home office or even property. Desktop computer, laptop or even a tablet.

Please return your re-take application form **after** you have determined the day that you will be re-taking the exam, and be sure to include your proctor's name, address, phone number, and email address. SHCM is a closed book exam.

If you have any questions regarding your exam re-take, please contact Natasha Patterson at (703) 683-8630, x117 or npatterson@nahma.org.

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