

CORONA VIRUS UPDATE

Special Notice from Prometric regarding COVID-19 (coronavirus)

Updated 3/17/2020

Within the past 24 hours, the US Centers for Disease Control (CDC) have issued updated guidance on measures to be taken to reduce the spread of the COVID-19 disease. In particular, the CDC lowered the number of people that should be able to congregate in the same space from 50 to 10 in the United States.

Given this new guidance, Prometric has determined it is necessary and appropriate to **temporarily close our test centers in the United States and Canada for a period of 30 days, starting March 18**. This step is being taken to further protect the health and well-being of the individual test takers and our staff. We anticipate re-opening our test centers effective April 16.

If you have an existing appointment with Prometric, you will receive email instructions on how to reschedule your appointment to a future date once it is safe to resume testing. No rescheduling fees will be applied. We are working with your exam sponsor to ensure all program requirements are met. Please note that if you choose to contact Prometric for assistance, hold times may be extended due to the volume of individuals we are attempting to support. We thank you for your patience.

If you are looking to schedule a new appointment, you can search for available appointments on our website, www.prometric.com. Note that appointments in the US and Canada will not be available until April 16 at the earliest.

We will update this website each time new information is available. The operating status of test centers in other locations can be found at this location.

Test Center Actions

Candidate Safety

Candidates will be permitted to use medical masks and gloves while they are testing. Please note these items will be subject to visual inspection upon entry to the test center. For a full list of permissible items please [check here](#)

Test Center Cleanliness

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We have fully reviewed all test center operations and continue to reinforce expected actions at all test centers around the world that will mitigate the risk of spread of the virus at these locations. These procedures include regularly cleaning high-touch surfaces (ex. test station keyboard keys, mouse, biometric touch chip device) and providing disposable wipes so that common surfaces can be wiped.

Test Center Closures

Test center closures are being evaluated on a case-by-case basis with a close eye on specific government actions, including closing local offices, public spaces, and university campuses, along with building closures where the test centers are located.

All test center closures will be posted on our website at www.prometric.com/closures as closure decisions are made. If you are testing in one of the below countries your test center may be impacted by COVID-19 actions. Please check the site closure page often to see the status of your test center.

- China
- Italy
- Belgium
- Poland
- Slovakia
- Bahrain
- United Arab Emirates
- Saudi Arabia
- Cyprus
- Qatar
- Kuwait
- United States
- France

Candidate Support

As a global company, Prometric relies on the expertise and commitment of professionals in offices around the world to provide quality, value-added services to our test takers and sponsoring organizations. One such location is Kuala Lumpur, Malaysia, where we host many of our registration and scheduling capabilities. Just today the Malaysian government mandated public movement restrictions from March 18-31 in an effort to mitigate the risk of further exposure to COVID-19.

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In response to this edict, Prometric is enabling our Malaysian workforce to work from home in conformance with our documented Business Continuity Plan. This will require one full business day to implement, meaning that our phone-based customer service support from this location will be off-line on March 17. We will re-route as many calls as possible to other global locations, however, we expect that there will be an impact to response time as a result of this transition. We appreciate the impact that this may have on individuals seeking personalized support for their testing appointment, and we are committed to having our full capability on-line by March 18. In the meantime, many of these candidates may be able to complete their transactions using our on-line scheduling services at www.prometric.com.

Thank you for your understanding and support.

Candidate Reminders

Protect Yourself!

- Wash your hands frequently with an alcohol-based hand sanitizer or soap & water for at least 20 seconds.
- Cover your mouth and nose with your elbow or a tissue while coughing or sneezing
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Review the [CDC's Steps To Prevent Illness](#)

Check Frequently for Updates

- Confirm the status of your test center by visiting www.prometric.com/closures.



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