

EDUCATION PROVIDER ROSTER SUBMISSION FAQ

Will the candidate ID be the same as eligibility number?

Yes, the candidate ID = eligibility number. The Candidate eligibility number is what it is referred to in Prometric's system. When a candidate registers for their initial Maryland Insurance exam, after they complete their pre-licensing course, they will be required to enter this number.

Who creates the eligibility number?

The eligibility number is created by the education provider in the ELG file that is submitted to the Prometric SecureShare2 folder along with the other required candidate demographics. The candidate eligibility number is the school ID followed by a numeric number assigned by the education provider (e.g. 212020-1, 212020-2). The same eligibility will be assigned for both parts of the eligible exam (General part and State part).

Who is responsible for providing the eligibility number to the candidate?

As the education provider you are responsible for providing this number to your candidates.

How quickly can my candidate schedule their exam?

Maryland does not have a required timeframe to upload pre-license education completions. We ask that they are uploaded promptly to avoid candidate registration delays. Please communicate to your candidates what your reporting timeframe is and to allow 24-48 hours after that time for processing.

Do I need a separate line submitted on the file for both parts of the exam?

Yes, the General and State portion of the MD Insurance lines of authority are separate exams that are scheduled together. A candidate will need to be eligible for both exam parts, but with the same eligibility number. This will require 2 lines on the course roster submitted file, each will have the EXACT same information EXCEPT the exam code will be different based on the General and State Prometric Exam codes.

What eligibility start date do I use if the exam isn't going live on October 1, 2020?

For exams going live on October 19, 2020, please use that date as the start date.

What is the eligibility end date?

Please leave the eligibility end date blank until the Maryland State of Emergency is lifted, at that time we will communicate the process for the 6-month business rule.

Do I only have to fill in the data and then upload the file?

No, you must follow all instructions on the ClientSetup tab to export the file to the .elg format.

What do I put in the client acronym field on the roster submission spreadsheet?

You would put your 6 – digit Sircon code in that field.

What if it says my file is created and I can't find it?

Please verify the Directory Path in cell C2 on the ClientSetup tab and also check there is a “\” at the end of the path.

What if I need to update a candidate's information?

To update a candidate record using the comma delimited format, you have to send two lines for one person: UO is the first line that contains the eligibility you are updating and UN is the second line that contains the change you are entering.

What internet browser works best to access SecureShare2?

Generally, Chrome will work best to access your SecureShare2 account and folder.

How often do I need to change my SecureShare2 password?

Your SecureShare2 password will need to be updated every 80 days.

What are common reasons why a roster file won't load?

Some of the most common issues for roster files not loading into the Prometric eligibility system are below:

- Exam Code is missing
- The uppercase "A" for Add is missing from the file
- Field length exceeds the maximum length
- Social Security # has dashes (it should not have dashes)
- File did not convert to ELG file
- Country = USA
- You don't have access to the directory path you noted in the file

What columns (demographics) are required in the roster submission?

- Action Type
- First Name
- Last Name
- Address
- Phone Number
- Date of Birth
- Social Security Number
- Candidate ID
- Eligibility Start Date (this is the date the candidate completed the pre-licensing course)
- Eligibility End Date (this will be blank until the State of Emergency is lifted in Maryland, after that time this date will be 6 months after the Eligibility Start Date)
- Exam ID (this is the 4-digit exam code, you will need a line for the General exam and a separate line for State Exam)
- Email address (last column on Data tab)

What are the Prometric exam codes?

Prometric Code	Prometric Exam Name
2003	Health Producer General
2004	Health Producer State
2007	Casualty Producer General
2008	Casualty Producer State
2009	Life Producer General
2010	Life Producer State
2011	Adviser Life and Health General
2012	Adviser Life and Health State
2015	Life and Health Producer Combo General
2016	Life and Health Producer Combo State
2013	Personal Lines General
2014	Personal Lines State
2021	Adviser Property Casualty General
2022	Adviser Property Casualty State
2019	Property Casualty Producer Combo General
2020	Property Casualty Producer Combo State
2017	Property Producer General
2018	Property Producer State

What are the field lengths and requirements for the spreadsheet?

Field Number	Field Name	Required Field	Description	Maximum Length
1	Action Type (UPPER CASE)	Yes	The Action Type defines the three possible results of the eligibility record. Action Types are noted as: A – Add; UO – Update Old; UN – Update New D – Delete	2
2	Last Name	Yes	Candidate last name, family name or surname	36
3	First Name	Yes	Candidate first or given name	24
4	Middle Name		Candidate middle name	1
5	Address1		Candidate address	32
6	City		Candidate city	16
7	Province		Candidate state or province	2
8	Postal Code		Candidate postal or zip code	10
9	Country		Candidate country. <i>Countries should be designated using the ISO alpha-3 character codes. – e.g USA</i>	3
10	Home Phone		Candidate day time telephone number	13
11	Work Phone		Candidate evening telephone number	13
12	Date Of Birth		Candidate date of birth	10
14	SSN	Yes	Candidate Social Security number, no dashes <i>This item is required if used as a scheduling identifier.</i>	9
15	CandidateID1	Yes	Client supplied candidate ID <i>This item is required if used as a scheduling identifier.</i>	16
17	Start Date		The first date the exam can be delivered	10
18	End Date		The last date the exam can be delivered	10
19	Exam ID	Yes	Identifies the specific exam within the program that the candidate is eligible.	5
26	Email Address		Email address of the examinee.	255