



# In-Facility FAQs

- **What are my responsibilities as an IFT site?**

- Provide all applications and roster **10 business days** prior to test event
- Lockdown browser installed on all testing computers (minimum 4) [Lockdown Browser Installer](#)
- Ensure students are aware of their exam date and have their ATT letter
- Review the [Candidate Information Bulletin](#) with students
- Must have all required supplies and equipment necessary for written and clinical testing
- Have a minimum of 4 of candidates up to a maximum of 8
- Making Prometric aware of **ANY** changes to the date or roster by using: [Site Request Form](#)

- **When do I need to request my event?**

Please request all test dates using the following form [Online Request Form](#) at least 30 calendar days in advance. Please ensure you provide alternate dates, at least one to two weeks out from your preferred date.

- **How can I find out if anything has changed with the application process?**

You can always check online at [New York Nurse Aide](#). If there are ever any updates coming, we will post it online prior to the changes being made. Always print out new applications for each class as they are updated frequently.

- **When do I need to send in my applications?**

Applications for your In-facility Testing event must be submitted and received at **least a full 10 business days** before your event. If you have candidate with accommodations, the application must be received **15 business** days in advance. We recommend sending all applications and rosters using a certified mail service that includes tracking information, such as UPS, FedEx, or USPS. If applications are not received in the necessary time frame, your event will be rescheduled to a future date once the applications have been received.

- **Paper applications: what will be mailed in with my applications?**

- Completed application
- Cover page for In-facility testing
- Payment for applications: Visa/Mastercard/American Express or Certified check or Money order
- Accommodations Packet if applicable
- Name change documents if applicable
- Mail applications to ATTN: NY Nurse Aide Program, 7941 Corporate Dr, Nottingham, MD 21236

- **Online Applications: What is the process?**

Your students can apply online at [Online Application](#) after creating an account, please ensure they are running an up to date version of Google Chrome. If your students apply and pay online you will be able to e-mail your roster **10 business days** before your event to [opsserviceteam@prometric.com](mailto:opsserviceteam@prometric.com). The subject should be your IFT tracking number, i.e. ift-12345, along with your site code and date. The roster must include **names and Prometric ID numbers**. If online applications are utilized, no other type of personal information can be taken over email due to Personally Identifiable Information policies of Prometric and New York.

- **What if my student has applied/tested with Prometric previously for any exam?**

If your student was unsuccessful and needs to retest only fees are required. They will not need to send in a new application. Their name and Prometric ID number must be included on your roster.

If one of your students has applied with Prometric previously for any exam, and has changed names, your student may have to include proper name change documentation. Such documents can include copies of identification cards or marriage certificates/divorce decrees. Please note, due to security and privacy policies these documents **can only be mailed and can NOT be accepted through fax or email.**

- **What if my student requires accommodations?**

If your student requires accommodations, please include the accommodations packet with their application completed by the student and their doctor or health professional that is located on [Prometric New York Nurse Aide](#). Please note; candidates' application and ADA packet must be sent together **at least 30 business days** before the event.

If your student is retaking the exam and has **been approved for accommodations already** a new packet is not needed if it has been within one year of the approval.

- **What is a roster and who provides it?**

There are two types of rosters.

1. The first roster we refer is the IFT cover letter you receive after requesting your date. It is a form that will have your site code, test date, and 8 empty boxes for you to place the students you wish to test at your facility for that test day. This will be mailed in with the students' applications.
2. The second roster is generated from Prometric. It includes the students we have scheduled for you for a specific day and the exams they are scheduled for. It will be sent in an automated email to you **5 calendar days** before your event. You should verify the students on that roster are correct.

- **How can I make changes to a roster?**

Please fill out a request form here: [Roster Changes](#). Note: NY has a \$25 rescheduling fee if **greater than 5 business days** before the event. If within 5 business days or less, you will be held responsible for the rescheduling fee.

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***Rescheduling  
a Test  
Appointment***

Rescheduling fees will apply as follows:

- **\$25 fee** if you reschedule **at least 5 business days** before your test.

If you reschedule **less than 5 business days** before your test you will lose your test fee and be considered a no show for the exam. In order to reschedule you will need to pay the entire test fee again.

**If Absent or Late**

If you miss your test, or are late and are not allowed to test, you will be considered a "no show" and will need to reschedule your exam. You will be required to pay the exam fee of the exam(s) in order to be scheduled to test.

- **When will I receive my roster?**

You will automatically receive a roster **5 calendars days** prior to your event. If candidates are scheduled or removed less than **5 calendars days** prior to your event and a new roster is needed, you will be sent an updated roster within **48 business hours**. Rosters will **only** be sent to the email of the main point of contact. It is important the point of contact is the employee in charge of scheduling. If changes are required, please use the [Site Request Form](#)

- **How can I request to update my site information?**

To change any information you have on file with us please submit a form using the [Site Request Form](#)

- **How can I cancel a date that is no longer needed?**

You must use the [Site Request Form](#). **If an emergency has occurred and a test date must be cancelled within 48 business hours, please call 1-866-794-3497 Option 2 Option 1.** If an event is cancelled **5 business days or less**, you are responsible for the rescheduling fees.

- **What happens if a nurse does not show for the exam?**

If a nurse does not arrive on time, please reach out to 1-866-794-3497 Option 2 Option 1. Nurses should be at your site **45 minutes prior** to your exam. You are expected to be there as well to open the doors.

- **What happens if my student does not show for the exam?**

- If your student is late for the exam, they will not be able to start the written exam and will have to repay to schedule the written exam. They will still be allowed to participate in the clinical skills portion.
- If your student does not show for the entire exam, they will be required to repay the full exam fee to reschedule.
- If your candidate had an emergency occur and cannot make the exam, they have the option to apply for a hardship. They can complete this by faxing proof of their hardship, i.e., doctor's note obituary report, police report if in a car accident, to our Candidate Care department at 1-800-853-6781 and **calling approximately 3 hours after the fax** to 1-800-853-6769.
- During the exam it is at the discretion of the nurse if a student is not able to take the exam due to health.

- **Who is my main point of contact?**

The Operations team for New York is open Mon-Fri 8am-6pm EST.

E-mail: [opsserviceteam@prometric.com](mailto:opsserviceteam@prometric.com)

Phone: 1-866-794-3497 Option 2 Option 1

If you have any questions that were not covered, please do not hesitate to contact us at [opsserviceteam@prometric.com](mailto:opsserviceteam@prometric.com). To ensure a smooth process for your students please adhere to all information provided in this document. While we understand emergencies may occur, our goal is to make this a seamless process for everyone involved, especially your students. Thank you from your Operations Team.