

Requesting Accommodations for Certiport Exams

FOR TEST CANDIDATES & PARENTS

What to Know Before Beginning a Request for Accommodations

Test Candidates must have a Certiport account.

If you don't, please go to: <https://www.certiport.com/portal/SSL/Login.aspx> and click the "Register" button under New Users.



Login

Please enter your username and password to login to the Certiport website.

Username:

Password:

Passwords are case sensitive.

I cannot access my account

New Users

To create a user account with Certiport, you must register.



Welcome to the Reasonable Adjustments Request System

Next, all Test Candidates must create an accommodations account in the Reasonable Adjustments Request System. On the next slides, we will walk you through setting up your Test Candidate account and submitting a request for accommodations.

Go to <https://certiport.onhqcloud.com/asp/HqPortal.asp> to begin.
(Please bookmark this link – you will return here frequently.)

Reasonable Adjustments Request System – Registration & Login

To create a new account, click **New Candidate Registration** under **First Time Request**.

If you are returning, please enter your username and password.

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A PEARSON VUE BUSINESS

ALWAYS LEARNING

Sign Out

Candidate Login

Welcome Back

If you have an existing accommodations account, please start here

Username:

Password:

[Forgot Password](#) [Sign In](#)

[Resend Email Verification](#)

First Time Request

If this is the first time making an accommodations request, start here

[New Candidate Registration](#)

Reasonable Adjustments Request System – Account Registration

Please enter all required information.

*Please Note: Your **Username** should be the same as your Certiport username.*

Primary Email will receive all account and request related emails. Please consider who (Test Candidate or parent) is best equipped to receive and respond to these emails. Their email should be Primary Email.

Candidate Account Registration

*Required

*First Name: *Last Name:

*Certiport Username:

*Certiport Username Confirmation:

*Password:

*Password Confirmation:

*Primary Email:

The primary email address will receive initial account set-up emails and forgot password emails in addition to communication about the accommodation request. Additional emails listed will only receive communication about the accommodation request.

Alternate Email 1 (Optional):

Alternate Email 2 (Optional):

*Birthday:  MM/DD/YYYY

*Street Address:

*Country: *State/Territory:

*City: *Zip/Postal Code:

*Phone: Extension:

*Please click here if you are under 18 or have a legal guardian:

*I agree to the Pearson VUE [Terms of Service](#) and [Privacy Policy](#).

*I agree to the Reasonable Adjustment Request System [Terms of Service](#).

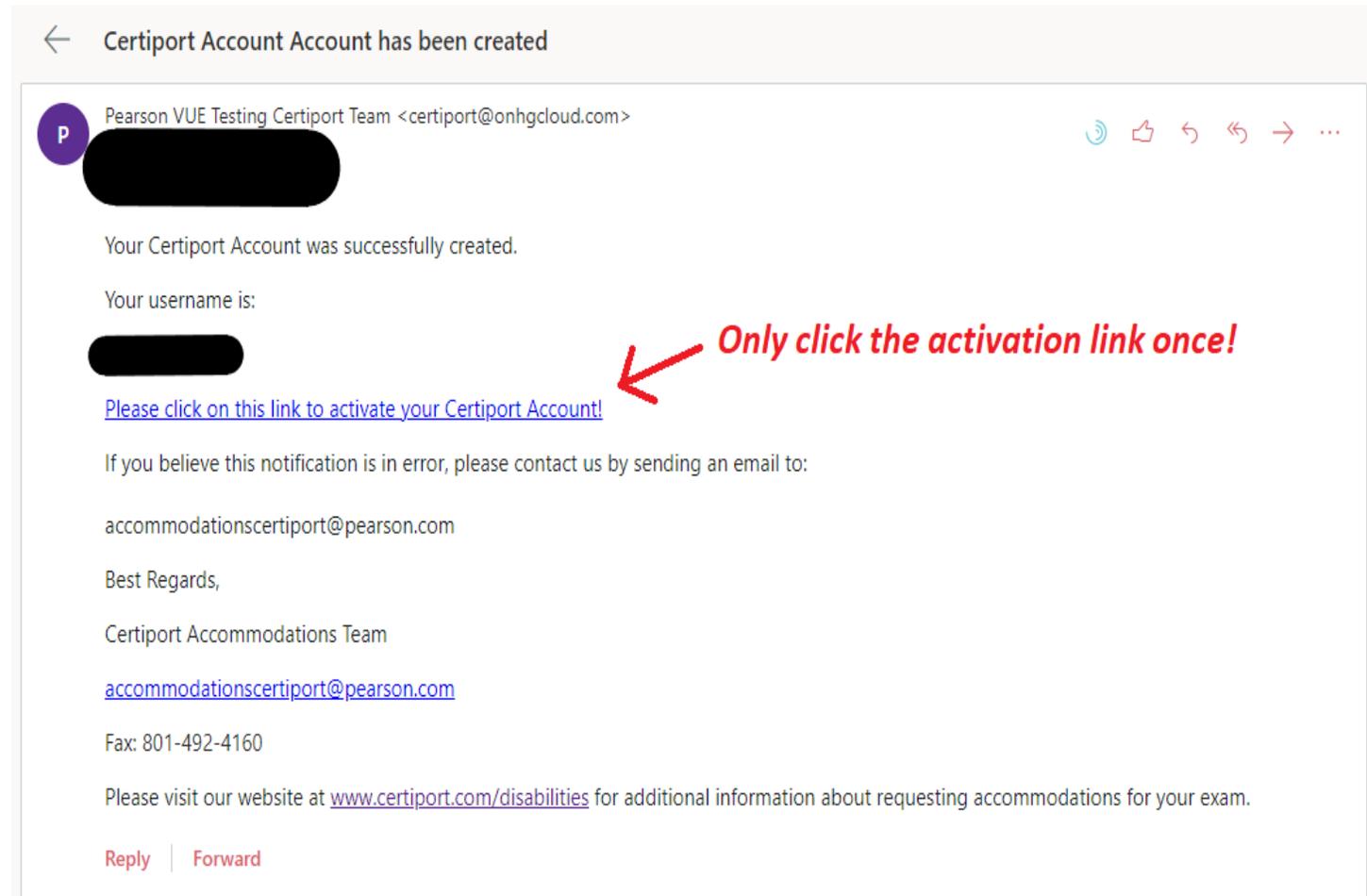
← Username should be the same as your Certiport username

← Only select if you are under 18

Reasonable Adjustments Request System – Account Activation

Once you create an account, an activation email will be sent *to the Primary Email*. (It may take several minutes for the email to arrive.)

IMPORTANT: Only click the activation link one time!



Reasonable Adjustments Request System – Beginning the Request

After clicking the activation link, you will be asked to log in to the Reasonable Adjustments Request System using your Username and Password just created.



Candidate Login

Welcome Back If you have an existing accommodations account, please start here	First Time Request If this is the first time making an accommodations request, start here
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Username:

Password:

[Forgot Password](#)

[Resend Email Verification](#)

[New Candidate Registration](#)

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My Accommodation Requests



Upon logging in, click the “Start A New Request Here!” button to begin your accommodation request.

Reasonable Adjustments Request System – Steps 1 & 2

Both the exam program (Step 1) and test name (Step 2) auto-populate with *Certiport*. For both steps, please disregard the prompts and click the “Continue” button.

Accommodation Request - Step 1

Program Test Accommodations Contacts Guidelines Documents

Select your exam program from the dropdown list: ← **Disregard**

Certiport

Cancel Reset Save for Later Go Back to Dashboard **Continue** ← Click

Accommodation Request - Step 2

Program **Test** Accommodations Contacts Guidelines Documents

Please enter a test name before continuing. ← **Disregard**

Certiport

Cancel Reset Save for Later Previous Step Go Back to Dashboard **Continue** ← Click

Reasonable Adjustments Request System – Step 3

Select your disability category from the ***Request type** dropdown.

Select your desired accommodations from the ***Request Item** dropdown.

Explain why this accommodation will be helpful in ***Request Rationale**.



Accommodation Request - Step 3

Progress bar: Program (checked), Test (checked), **Accommodations** (active), Contacts, Guidelines, Documents

- Use the drop-down box to select your disability category.
- Use the Request Item drop-down box to select your requested reasonable adjustment.
 - If you do not see the accommodation you require in the drop-down menu, please select the "Other" option to indicate your requested accommodation.
- For each reasonable adjustment requested, please indicate your rationale for the request in the comment box.

To add additional requests click the **Add Row** button ← Click the Plus icon to Request more accommodations.

To remove an accommodation request click the **Delete Row** button

***Request Accommodations**

*Request type: *Request Item:

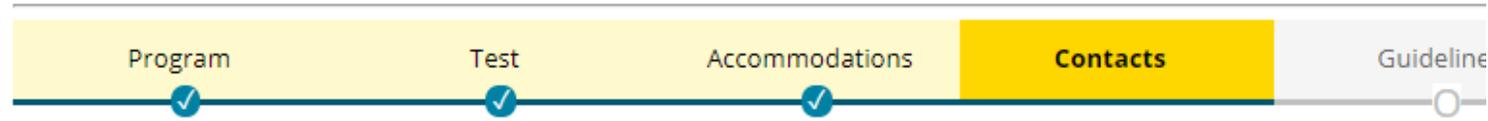
*Request Rationale:

Buttons: Cancel, Reset, Save for Later, Previous Step, Go Back to Dashboard, Continue

Reasonable Adjustments Request System – Step 4



Accommodation Request - Step 4



Please enter the names and contact info of any individuals Certiport may contact regarding your request. Parents and teachers are commonly added here.

Additional person(s) you permit Certiport - Reasonable Adjustment Request System Team to discuss/contact on your behalf regarding this request. This is not a required step.

- To add additional permitted contacts click the **Add Row** button
- To remove a permitted contact click the **Delete Row** button

Click the Plus icon to add additional contacts.

Permitted Contact List

Contact Name: Relationship:
Contact Email: Phone:
Authorizations are valid for a maximum of one year
*From: *To:

- Cancel
- Reset
- Save for Later
- Previous Step
- Go Back to Dashboard
- Continue

Reasonable Adjustments Request System – Step 5



Make sure your supporting documentation meets the documentation guidelines. Click “More Info” buttons for details specific to your selected disorder.

Accommodation Request - Step 5



Review the supporting documentation guidelines before proceeding to the next step.

All candidates who are requesting disability related reasonable adjustments should provide current supporting documentation of their condition and rationale for the requested adjustments. Reasonable adjustments are based on documentation of the current impacts of your diagnosis on your performance.

Attention Deficit Hyperactivity Disorder

- Was the documentation completed within the last 5 years?
- Is your documentation printed on official letterhead, and signed and dated by the evaluator, doctor, or school official?
- Does your documentation contain a clear diagnosis?

[More Info](#)
[More Info](#)
[More Info](#)

Before proceeding please check yes or no for each question above.

[Cancel](#) [Reset](#) [Save for Later](#) [Previous Step](#) [Go Back to Dashboard](#) [Continue](#)

A Note About Documentation...

Any documentation submitted must:

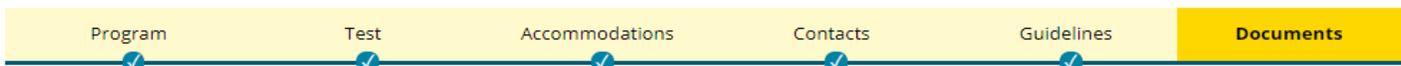
- Include a clear diagnosis
- Be printed on the evaluator's or school's official letterhead
- Be signed and dated by the evaluator, doctor, or school official
- Discuss current functional limitations likely to affect the candidate's ability to take the exam under standard conditions
- Provide a specific rationale for each requested accommodation

Detailed Documentation Guidelines can be found here:

<https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Accommodations.aspx#guidelines>

Reasonable Adjustments Request System – Step 6

Accommodation Request - Step 6



The last step in submitting your accommodation request is uploading supporting documentation.

- To upload your supporting documentation click on the  icon.
- To view your uploaded document click the  icon.

My Documents			
Status	Document Name	View	Upload
	Supporting_Documentation.pdf		
Upload Additional Documents			

Upload initial supporting document here first

← Press here for additional documents to upload

Optional: If you are unable to upload your documentation, click on the  icon in the **My Forms** section below for instructions on how to fax your documents.

My Forms	
Document Name	View
Supporting_Documentation.pdf	

*I agree to the Reasonable Adjustment Request System Terms of Service.

Secure Communication Log				
Created On	From	To	Subject	View

[Send Message](#)

After uploading your supporting document, click "Submit" below to send your request to the review team.

[Request an Appeal](#) [Request an Extension](#) [Cancel](#) [Previous Step](#) [Go Back to Dashboard](#) [Submit](#)

When uploading documents, be sure to click the **Upload icon** for your first document.

For any additional documents, click the "Upload Additional Documents" button.

*Please note: If you are under 18, a blank Guardian Consent Form can be found under **My Forms**.*

Reasonable Adjustments Request System – Step 6 (cont.)

After you have uploaded the necessary documents, click the “Submit” button at the bottom of the page.

You will receive an email notifying you that your request has been submitted. (This may take several minutes.)

Accommodation Request - Step 6



The last step in submitting your accommodation request is uploading supporting documentation.

- To upload your supporting documentation click on the **Upload**  icon.
- To view your uploaded document click the **View**  icon.

My Documents			
Status	Document Name	View	Upload
✓	Supporting_Documentation.pdf		

[Upload Additional Documents](#)

Optional: If you are unable to upload your documentation, click on the **View**  icon in the **My Forms** section below for instructions on how to fax your documents.

My Forms	
Document Name	View
Supporting_Documentation.pdf	

*I agree to the Reasonable Adjustment Request System Terms of Service.

Secure Communication Log				
Created On	From	To	Subject	View

[Send Message](#)

After uploading your supporting document, click "Submit" below to send your request to the review team.

[Request an Appeal](#) [Request an Extension](#) [Cancel](#) [Previous Step](#) [Go Back to Dashboard](#) [Submit](#)



Reasonable Adjustments Request System

Please allow 10 business days for us to review your materials.

After your request has been reviewed, you will receive an email to notify you that a determination has been made. The determination letter will appear on Step 6 of your request in the **My Documents** section.

QUESTIONS? Please email us at AccommodationsCertiport@pearson.com

Troubleshooting: Activation Error

If you click the activation link in the account activation email multiple times, you will receive an error. The error message looks like:

```
{"result":2021,"message":"The registration link sent has not activated. Please forward the error message you received when you tried to activate your account to accommodationspearsonvue@pearson.com to have an administrator activate your account manually. We will respond to your email when your account is activated so that you can login to submit your accommodation request. We apologize for the inconvenience and are working to resolve this issue.
```

Explanation:
"}
"

Before contacting the email address in the error message, try the following workaround:

Please go directly to <https://certiport.onhgcloud.com/asp/HgPortal.asp> and try logging in with the newly created username and password.

If this workaround does not work, then please send an email to accommodationscertiport@pearson.com explaining what happened and what you have tried.