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.
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.onhgcloud.com/asp/HgPortal.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.
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.
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!**
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.

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

Click the Plus icon to Request more accommodations.
Please enter the names and contact info of any individuals Certiport may contact regarding your request. Parents and teachers are commonly added here.

**Reasonable Adjustments Request System – Step 4**

<table>
<thead>
<tr>
<th>Program</th>
<th>Test</th>
<th>Accommodations</th>
<th>Contacts</th>
<th>Guideline</th>
</tr>
</thead>
</table>

**Accommodation Request - Step 4**

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.

**Permitted Contact List**

- **Contact Name:**
- **Contact Email:**
- **Relationship:**
- **Phone:**

*Authorizations are valid for a maximum of one year.*

- **From:** 03/02/2021
- **To:** 03/02/2022

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

Click the Plus icon to add additional contacts.
Make sure your supporting documentation meets the documentation guidelines. Click “More Info” buttons for details specific to your selected disorder.
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
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**.
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.)
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.