Requesting Accommodations for Certiport Exams

FOR TEACHERS

What to Know Before Beginning a Request for Accommodations

Teachers may complete and submit an accommodations request through the **Reasonable Adjustments Request System** on behalf of their Test Candidates.
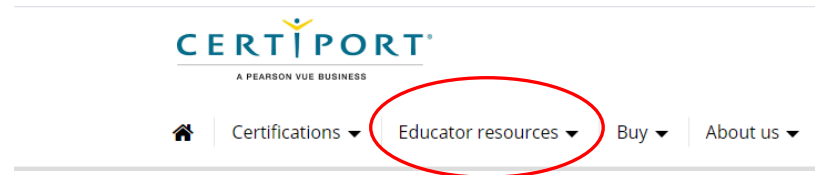
Parents must complete the separate Guardian Consent form if the Test Candidate is under 18 years of age.

Information you will need about the Test Candidate in order to complete process:
- The Test Candidate's **Certiport Username** (NOT PASSWORD)
- Test Candidate's date of birth
- Test Candidate's email, home address and phone number

How to Find the Accommodations Request Process

1. From the Certiport.com website click on **Educator resources** at the top and select **Exam policies** from the drop-down menu.

CERTIPORT
A PEARSON VUE BUSINESS

Certifications ▾ | Educator resources ▾ | Buy ▾ | About us ▾

Home > Educator resources > Exam policies

Exam policies

As part of our ongoing effort to enhance the value of Certiport certification, certain security measures are in place to protect the integrity of the exams. Please familiarize yourself with the following policies.

- Get started as a test center
- Exam details ▾
- Exam policies ▾
- Resource library
- CERTIFIED
- Competitions
- Badging
- CATC Newsletter: Subscribe!

- Exam administration policies
- Test candidate exam policies
  - Non-disclosure agreement (NDA) and general terms of use for certification examinations
  - Retake policies
  - Voucher policies (including retake)
  - Grievance policy (challenging an exam item)
- Exam scoring policy
- Accommodation of disabilities
- Parental consent form 🗎
- Security procedures for Microsoft Office Specialist exams

2. Select **Accommodation of disabilities** link.

*Please note: If the Test Candidate is under 18 years of age, you must click **Parental consent form**. Save the file and email it or send a printed copy home with the Test Candidate for the parent to sign and return to you.*

How to Find the Accommodations Request Process

Certiport test accommodations

Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport is committed to providing access for all individuals with disabilities.

Certiport and its Authorized Testing Centers require advance notification of requests for accommodations as well as a reasonable amount of time to review and implement such requests. Certiport and its CATC's are not obligated to accommodate examinees with language limitations unrelated to a documented disability (e.g., English as a second language, literacy) nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge, but also efficiency in the use of computers.

Accommodations may include:

- Extended testing time
- A separate testing room
- A reader and/or recorder

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of test accommodation would necessarily be appropriate for all individuals with disabilities.

- Process to apply
- Documentation guidelines
- Use of a reader/recorder

How to apply for accommodations

- Accommodations can be requested online using the Reasonable Adjustments Request System. This is a secure, online system for requesting accommodations and submitting your supporting documentation.
- If you are a first-time user of the Reasonable Adjustments Request System, you will need to create a new account. When creating an account, please use the **same username** as your Certiport profile and then establish a password. If you do not have a Certiport profile yet, please do that first ⬀.
- Both the Certiport profile and the Reasonable Adjustments Request System account must be created with the Test Candidate's name and only one application per Test Candidate can be submitted. Please note that the system also requires that you have an active email account.
- Visit the Reasonable Adjustments Request System ⬀ to create your account and log in.
- Once you have logged in to the system, you may request accommodations by clicking on the "Start A New

The **Certiport test accommodations** page provides good detail about accommodations, documentation guidelines, and applying for accommodations.

3. Click on **Reasonable Adjustments Request System** to create your Test Candidate's accommodation account and begin their accommodation request.

Hint - Bookmark this link for future use:
https://certiport.onhgcloud.com/asp/HgPortal.asp

Welcome to the Reasonable Adjustments Request System

The Reasonable Adjustments Request System link brings you to
https://certiport.onhgcloud.com/asp/HgPortal.asp.
Please bookmark this link – you will return here frequently.

On the next slides, we will walk you through setting up a Test Candidate account and submitting a request for accommodations.

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 Test Candidate's username and password.

CERTIPORT
A PEARSON VUE BUSINESS

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:
United States

*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.

Cancel   Reset   Continue

Input the Test Candidate's name, and the Test Candidate's **Certiport test-candidate username.**

Create a password for this Test Candidate's accommodation request account. *(Please remember this password. Only you know it.)*

Primary Email = TEACHER'S email address (not the Test Candidate's)

Alternate Email 1 = Test Candidate'S email address

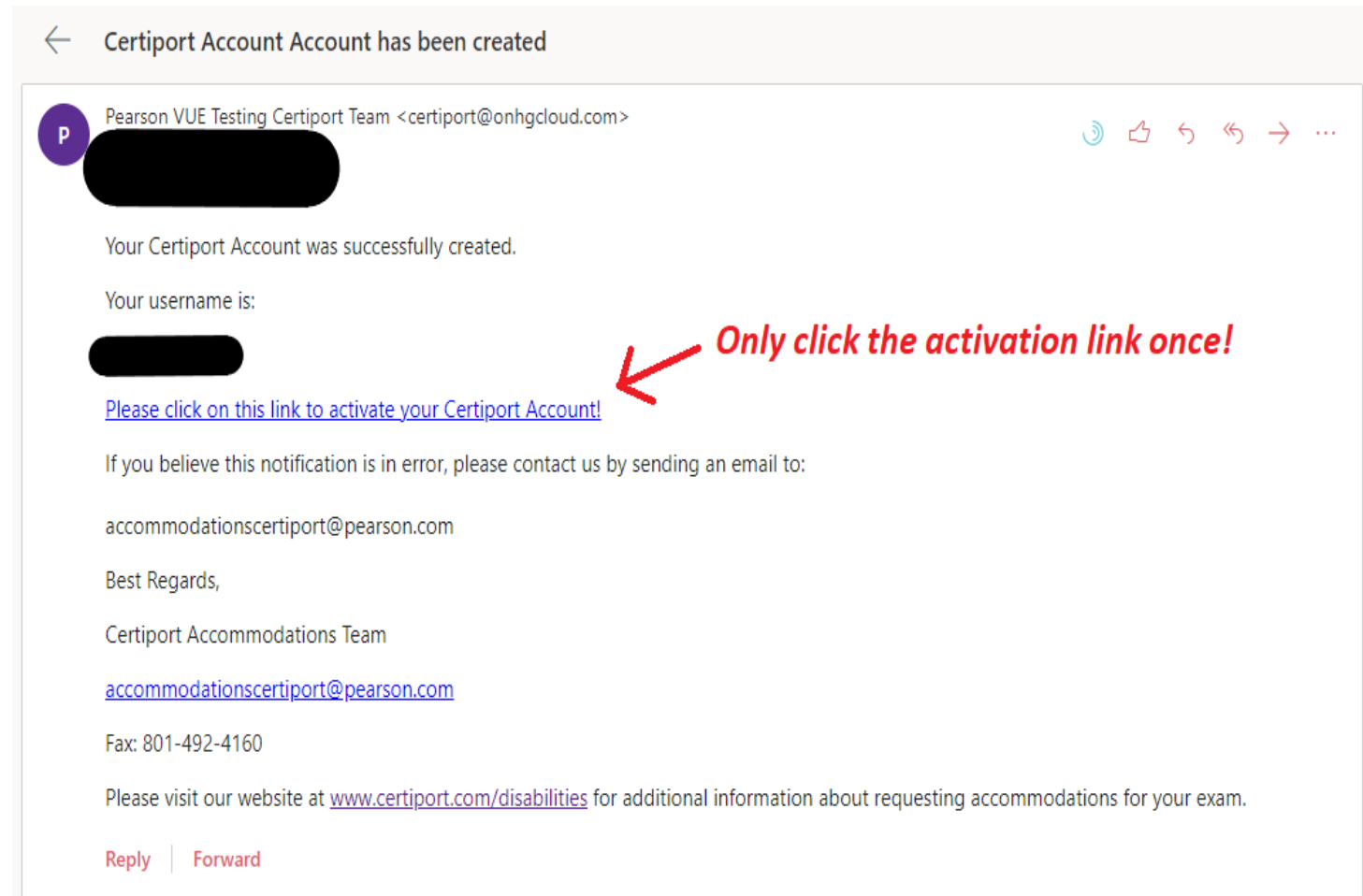Only select if Test Candidate is under 18

Complete all remaining information on this form and click "Continue" button at the bottom of the page.

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.)
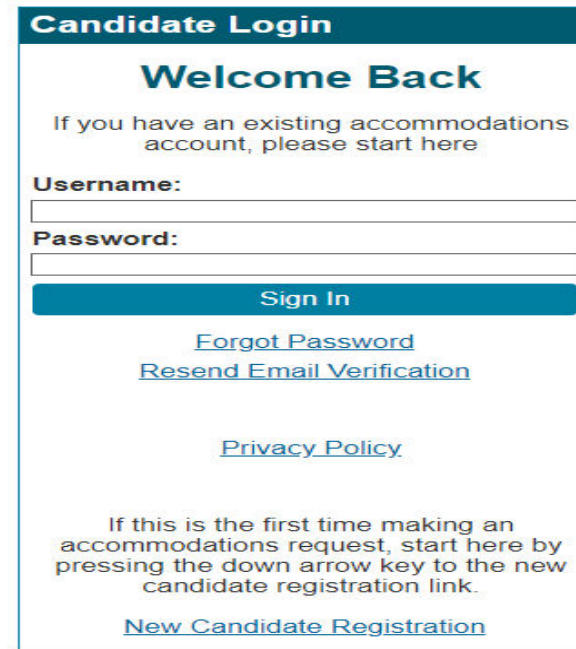
IMPORTANT: Only click the activation link one time!

If you click the link multiple times, you will receive an error. Please go directly to https://certiport.onhgcloud.com/asp/HgPortal.asp and try logging in.

← Certiport Account Account has been created

P   Pearson VUE Testing Certiport Team <certiport@onhgcloud.com>

Your Certiport Account was successfully created.

Your username is:

Only click the activation link once!

Please click on this link to activate your Certiport Account!

If you believe this notification is in error, please contact us by sending an email to:

accommodationscertiport@pearson.com

Best Regards,

Certiport Accommodations Team

accommodationscertiport@pearson.com

Fax: 801-492-4160

Please visit our website at www.certiport.com/disabilities for additional information about requesting accommodations for your exam.

Reply | Forward

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 the Test Candidate Username and Password just created.

Candidate Login

Welcome Back

If you have an existing accommodations account, please start here

Username:

Password:

Sign In

Forgot Password
Resend Email Verification

Privacy Policy

If this is the first time making an accommodations request, start here by pressing the down arrow key to the new candidate registration link.

New Candidate Registration

Upon logging in, click the "Start A New Request Here!" button to begin the Test Candidate's accommodation request.

My Accommodation Requests

Start a New Request Here!

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.

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**.

Reasonable Adjustments Request System – 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.

Click the Plus icon to add additional contacts.

Reasonable Adjustments Request System – Step 5

CERTIPORT
A PEARSON VUE BUSINESS

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

Accommodation Request - Step 5

Program	Test	Accommodations	Contacts	**Guidelines**	Documents
✓	✓	✓	✓		○

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

Yes ○ Was the documentation completed within the last 5 years? — More Info

Yes ○ Is your documentation printed on official letterhead, and signed and dated by the evaluator, doctor, or school official? — More Info

Yes ○ Does your documentation contain a clear diagnosis? — 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
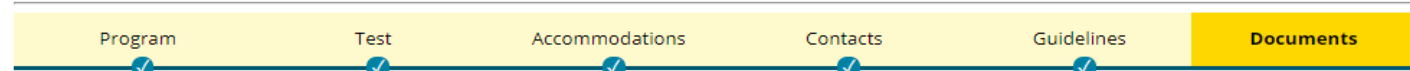- Provide a specific rationale for each requested accommodation

Detailed Documentation Guidelines can be found here:

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

Reasonable Adjustments Request System – Step 6

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

Program	Test	Accommodations	Contacts	Guidelines	**Documents**
✓	✓	✓	✓	✓	

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

← **Click**

Reasonable Adjustments Request System

Please allow 10 business days for us to review your Test Candidate's materials.

After the 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 the request in the **My Documents** section.

QUESTIONS? Please email us at AccommodationsCertiport@pearson.com

Troubleshooting: Resolving Lock out Issue

If the teacher used the Test Candidate's email address as the Primary Email, the Test Candidate will receive the Account Activation link, leaving the Test Candidate confused and the teacher unable to access the account and complete the registration.

If locked out, please send an email to AccommodationsCertiport@pearson.com.
    Subject Line: *Test Candidate Primary Email Address Change*
    Body of email: Please include the Test Candidate's username, full name and email address.

The Certiport Accommodations team will reassign the Primary Email for that candidate to the teacher's email address.

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.