

Computer Based Testing FAQs

Website links will be available October 1, 2009

What is Computer Based Testing?

Students test at vendor owned and authorized, secure locations. Questions, delivered via computer, are multiple choice and can include graphics. BOMI's exams include 100 multiple choice questions.

How much is the Testing Fee?

The Testing Fee is \$60 (USD) for US students, \$75 + GST (CND) for Canadian students and \$65 (USD) for students outside the US and Canada.

When do I pay the Testing Fee?

The Testing Fee is paid at the time of course registration. Once the course and testing fees are received, BOMI will notify Pearson VUE that you are eligible to schedule your exam appointment. You will receive a letter, via email or mail, from BOMI notifying you of your eligibility period and provide instructions on how to schedule your appointment.

How long do I have to take my exam?

Students have a six-month eligibility period to schedule and take their exam. For self-study students the eligibility period begins on the date of registration and for classroom students the eligibility period begins as of the first day of class. If a student does not take the exam within the eligibility period, they must pay an Exam Administration Fee of \$100 to begin a new six-month eligibility period.

When will I be able to schedule my exam?

BOMI will distribute a confirmation via email or mail with Pearson VUE scheduling options within 48 hours of receipt of registration and payment.

How long is the exam session?

Students will schedule a 2 ½ hour exam session. This includes 30 minutes for the pre-test items and 2 hours for the examination.

What is included in the pre-test items?

The pre-test items include BOMI's Non-Disclosure Agreement and Code of Professional Ethics and Conduct, a course and/or instructor evaluation, and a tutorial. Prior to your exam appointment, please access www.bomi.org to review BOMI International's Non-disclosure Agreement (NDA) and Code of Professional Ethics and Conduct. All candidates will be required to accept these agreements during the pre-test session in order to access the exam.

Because of a special need, I require extra time to complete my test. Will Pearson VUE be able to accommodate a time extension?

Yes, Pearson VUE and BOMI may allow time extensions and other accommodations to those who are identified as having special needs. If you need additional time to complete your test, we ask that you please speak with a Pearson VUE agent at the time you schedule your test appointment. At that point, a decision will be made whether your appointment time can be extended for your specific situation, based on the test program's policies.

How do I schedule an exam appointment at a Pearson VUE Test Center?

To schedule a test appointment through Pearson VUE, contact a Pearson VUE agent by calling 866-998-2664 or go to www.pearsonvue.com/bomi/ and select the following from the navigation on the right portion of your screen.

- **Schedule a Test** — to schedule using Pearson VUE's website

After you sign in, you can schedule/change your test appointments, view your testing history and view/modify your personal information. Please note, it may take up to 24 hours to confirm a username and password after you create your account.

Why does it take up to 24 hours to confirm a username and password?

This allows Pearson VUE to ensure that test results are associated with the appropriate student profile. The waiting period allows us to avoid creating duplicate profiles within the database. Many username and password requests are fulfilled instantly and most are processed within a few hours. However, there are instances when additional time is needed to properly create a test taker profile.

How can I find a test center in my area?

For a list of Pearson VUE Test Centers, go to www.pearsonvue.com/bomi/ and select **Locate a Test Center** from the navigation on the right portion of your screen.

How can I get directions to a Pearson VUE test center?

When you schedule a test, you will receive a confirmation letter via email or mail that includes directions. For information about a test center, such as its address, telephone number or directions, access www.pearsonvue.com/bomi/. Once you are on BOMI's webpage, select **Locate a Test Center** from the navigation on the right portion of your screen.

What days are the test centers available?

Availability varies from test center to test center. As a general rule, Pearson VUE test centers are open Monday through Friday. The majority of test centers are open during normal business hours and some have evening and weekend hours.

I would like a confirmation for my exam appointment. How do I get one?

A confirmation letter is automatically sent via email or mail after you schedule your test appointment. You may print this email for your receipt. If you did not receive the automated email, please contact 866-998-2664.

I need to reschedule or cancel a test. What should I do?

To reschedule or cancel a test appointment through Pearson VUE at least one full business day before your test, contact a Pearson VUE agent by calling 866-998-2664. If you prefer to use the web, go to www.pearsonvue.com/bomi/ and select one of the following from the navigation on the right portion of your screen.*

- **Reschedule a Test** — to reschedule using our website
- **Cancel a Test** — to cancel using our website

** Rescheduling and cancellation policies differ for each testing program. Please refer to your confirmation email for program specific information before attempting to reschedule your test appointment.*

Do **not** call or email BOMI to confirm, cancel, or reschedule your exam appointment.

I have rescheduled a test appointment using the Pearson VUE website. How can I be sure that my record has been updated?

Once you reschedule a test appointment, your profile is updated immediately. You will receive mail or email to the address in your profile confirming this change. To verify this change, go to www.pearsonvue.com/bomi/ and select **My Account** from the navigation on the right portion of your screen.

What is the Exam Administration fee?

Students who fail an exam, do not cancel a scheduled exam appointment, or require an additional six months to take the exam, will incur an Exam Administration fee allowing for an additional six-month eligibility period. This fee includes testing and administrative fees.

How much is the Exam Administration Fee?

The Exam Administration Fee is \$100 (USD) for US students, \$125 + GST (CND) for Canadian students and \$100 (USD) for students outside the US and Canada.

I missed my exam appointment. How do I become eligible for another testing appointment?

Students who cancel or reschedule an exam less than one business day in advance, or no-show the exam appointment forfeit the testing fee. Students must contact BOMI and pay an Exam Administration fee which allows for an additional six-month eligibility period.

I failed my exam. How do I schedule a retake?

When students do not successfully complete an exam and want to schedule a retake they must contact BOMI and pay the Exam Administration fee which allows for an additional six-month eligibility period.

I have forgotten my Pearson VUE username and/or password, what should I do?

If you have forgotten your password, please fill out your details in the [Forgot Password](#) section of Pearson VUE's website. Your password will automatically be reset and sent to the email account on record.

If you have forgotten your username, you will need to contact a Pearson VUE agent by calling 866-998-2664 and they will locate this information for you. The agent will also be able to reset your password at this time.

What materials do I need to take to the test center on the day of my test?

Students must bring two forms of identification, including one form of government-issued photo identification. Refer to the confirmation letter for additional program-specific information.

How early should I arrive at the test center on the day of my test?

Typically you are asked to arrive at the test center 15-30 minutes prior to your scheduled appointment time. This extra time will give you an opportunity to check-in and to relax prior to beginning your test. Refer to the confirmation letter for additional program-specific information. Please note that you will be required to leave your personal belongings in a secure location during your testing appointment.

When can I expect BOMI to receive my test results?

Students will receive an unofficial score report at the Test Center after the exam appointment is complete. In addition, Pearson VUE is required to submit test results to BOMI within 24-72 hours of its completion. BOMI will distribute an official score within five (5) business days of receiving the test results and reviewing the testing session data including any incident reports.

My name is misspelled on my score report. How do I change it?

To change your name on the unofficial score report, contact a Pearson VUE agent by calling 866-998-2664 or send an email with the following information via the website at www.pearsonvue.com/contact/americas/customerservice/. To email Pearson VUE, please send the following information to customer service:

- Your misspelled first and/or last name
- The correct spelling of your first and last name
- Testing program: BOMI
- Your mailing address
- Your candidate (student) ID

- Your email address

I have changed my email address. How do I update my records at Pearson VUE?

To update your email address, go to www.pearsonvue.com/bomi/ and select **My Account** from the navigation on the right portion of your screen or contact a Pearson VUE agent by calling 866-998-2664.

I have moved. How do I update my records at Pearson VUE?

To update your address, go to www.pearsonvue.com/bomi/ and select **My Account** from the navigation on the right portion of your screen or contact a Pearson VUE agent by calling 866-998-2664.

For more information, contact BOMI International at 800-235-2664 or email service@bomi.org. In Canada, contact BOMI Canada at 888-821-9319 or info@bomicanada.com.