

## Guide Summary

The following is a condensed version of the Certiport test accommodation application process, and the frequently asked questions that may accompany the submission of a request. For a comprehensive explanation of policies and procedures related to our commitment to the Americans with Disabilities Act, as well as other global accommodations for disabilities, please review the complete [accommodations page](#) on the Certiport website or navigate to [www.certiport.com/ADA](http://www.certiport.com/ADA).

## How to Apply for Accommodations

Accommodations can be requested online using the “Reasonable Adjustments Request System”. The Reasonable Adjustments Request System is a secure, on-line system for requesting accommodations and submitting supporting documentation.

If you are a first-time user to the request system, you will need to use your Certiport username and create a password. If you do not have a Certiport username, please click [here](#) to create one. Please note that the system requires that you have an active email account.

- ✓ **Note:** *If you are under 18 years of age or have a legal guardian, you will need to have your parent/guardian complete the Guardian Consent Form and upload the document on step 6 of your request. This form is available in the “My Forms” section of step 6 of your request.*

## Process Guidelines

Certiport is committed to ensuring access to testing programs for all individuals with disabilities. Certiport provides accommodations to individuals with documented disabilities who demonstrate a need for such. For example, applicants with documented medical, sensory, motor, psychiatric or learning conditions may request extra testing time or a separate testing room. It is essential that the documentation provide a clear explanation of the current functional limitation and a rationale for the requested adjustments.

One or more of the following documents should be submitted with the applicant’s request form, but see our [ADA page](#) for a complete process description:

- Educational or psychological report
- Current or recent school-based special education plan
- Detailed letter from a qualified professional that describes the disabling condition, functional limitations, and rationale for the requested adjustments

### Frequently Asked Questions

**Q: What types of accommodations are available?**

**A:** *Test accommodations are individualized and considered on a case-by-case basis. As such, no single type of test accommodation would necessarily be appropriate for all individuals with disabilities. Please visit the [accommodations page](#) for more information.*

**Q: May I appeal my application?**

**A:** Yes.

**Q: Who do I contact with questions?**

**A:** Please contact Certiport [Customer Service](#).

---

### Contacting Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat. Support is available Monday through Friday 6am to 5pm MT

---