



*IMA's Certification for  
Accountants and  
Financial Professionals  
in Business*

## **Instructions to Candidates**

**As a reminder, if you do not test in the assigned testing window for any active exam authorization, your exam fee will be forfeited. No Extensions.**

These instructions are for your authorization to schedule the examination part(s) with Prometric. Please note that you have a separate authorization number for each part that you registered to take. Questions regarding your registration with ICMA should be directed to 800-638-4427, or (201) 573-9000. You should contact Prometric for your appointment(s) **at your earliest convenience**, as ICMA is not responsible if you delay scheduling and there are no longer appointments available within your authorization period. **Please be sure that your name as it appears on your authorization letter is the same as your name on the documents that you will use for identification at the testing center. If they are not the same, please request ICMA to issue a new letter with the corrected name.**

### **Scheduling with Prometric**

The interval dates shown on your authorization letter represent the time/authorization period during which you are authorized to take CMA examination part(s).

- Before contacting Prometric, select two or three dates during your authorization period that are convenient for you to take the examination in case your first choice is not available. Please be aware that Saturdays fill quickly and you may not be able to get a Saturday appointment.
- Choose a Prometric Center by checking the listing of sites at [www.prometric.com/ICMA](http://www.prometric.com/ICMA) or ask the Prometric Call Center representative to suggest a center close to your home or office.
- Be sure you have your authorization number(s) from the accompanying letter handy, as you will be required to provide this information.
- To schedule your examination, you can log onto the Internet 24 hours, 7 days a week by visiting [www.prometric.com/ICMA](http://www.prometric.com/ICMA). You can also call Prometric's Candidate Service Call Center at 800-479-6370 or the local Prometric Testing Center of your choice. Online is the recommended choice to schedule your test. For International candidates you should also contact the appropriate Regional Registration Center (see the Regional Registration Contact Center Information list) for initial scheduling requests by telephone (please note, using regular mail, email, or fax is not a valid scheduling option). Requests made by telephone must be made at least 7 days prior to the desired testing date.
- Once you have scheduled your appointment, it is strongly suggested that you confirm the date and time of your appointment by visiting [www.prometric.com/ICMA](http://www.prometric.com/ICMA) and selecting the View/Print Appointment option.

### **Reschedule or Cancellation of a Scheduled Appointment**

If you find that you are unable to keep a scheduled appointment at Prometric or wish to move your appointment to another date, you must do so **72 hours** before your appointment.

To cancel or reschedule your appointment, please have your confirmation number ready and visit [www.prometric.com/ICMA](http://www.prometric.com/ICMA) or call **800-479-6370** and select option 1 to be directed to the automated system. International candidates can visit Prometric web site or call the Regional Registration Contact Center. Both options are available 24 hours, 7 days a week. If you do not comply with the **cancellation** policy, you will be considered a "no-show" and you will need to reregister with the ICMA and REPAY the examination fee.

**Refunds:** After 30 days from the date of registration, examination fees are **NOT REFUNDABLE**. Within 30 days of the registration date an examination fee may be refunded IF NO TEST APPOINTMENT HAS BEEN SET. A \$25 processing fee will be deducted from the refund.

### **General Instructions**

- You should arrive at the Prometric Testing Center **30 minutes** before the time of your appointment. If you are more than 15 minutes late for your scheduled appointment, you may lose your scheduled sitting and be required to reschedule at a later date at an additional cost.
- You will be required to sign the Prometric Log Book when you enter the center.

### **Identification Requirements**

For admission to a Prometric Test Site, you must present proof of your identify. Only the following are acceptable forms of valid identification.

1. Valid, **signed**, non-expired Government-issued Passport.

OR

2. Two original forms of non-expired identification, one with a photograph, both with your signature. Acceptable forms of ID include a drivers' license, military ID, credit card or bank debit card with photo and signature, bank debit card with signature, or company ID.

OR

3. A Government-issued National country ID Card with a photograph (with or without a signature), and another acceptable valid form of ID with a signature as defined in #2 above.

### **Student IDs and Social Security cards are not acceptable.**

You will NOT be permitted into the examination without proper identification. If you are not granted access to the exam, you will be required to register again for the exam and pay the full fee. Without the above listed identification- you will not be able to test.

## **Miscellaneous Information**

- Small lockers are available at the test centers for personal belongings. Items such as purses, briefcases, and jackets will not be allowed in the testing room.
- Small battery or solar powered electronic calculators restricted to a maximum of six functions - addition, subtraction, multiplication, division, square root, and percent - are allowed. The calculator must be nonprogrammable and must not use any type of tape. OR Candidates can use the Texas Instrument's BA II Plus, OR the Hewlett-Packard 10BII calculators when taking the exams. Candidates will not be allowed to use calculators that do not comply with these restrictions.
- Candidates will receive ONE scratch paper booklet initially during their examination. However, if you require more sheets during the exam in order to complete calculations, you should raise your hand and ask the test center personnel for ONE additional booklet. Candidates are able to keep one used booklet in case they need to refer back to previous calculations. Candidates will be permitted to trade in ONE or TWO used booklets for ONE or TWO new booklets. Candidates are only permitted to have TWO booklets at any given time. The test center personnel will then collect and destroy ALL booklets from each candidate at the end of their testing session.
- The test center will provide pencils for use in making calculations, etc., on the provided scratch paper booklet(s).
- The staff at the Prometric Testing Center is not involved in the development of the examination or the procedures governing the evaluation of your performance. Questions or comments on the examination content or performance evaluation should be directed only to the ICMA, as this is a nondisclosed examination.
- At the beginning of your test administration, you will be given the opportunity to take a tutorial that introduces the testing screens; the tutorial is not part of your testing time and may be repeated if the candidate wishes, however, total tutorial time is limited.
- Upon completion of each examination part, your performance results will be displayed on the screen, and you will also receive a printed and embossed copy of your results before leaving the testing center. (Part 4 - Business Applications is graded offline and there is no immediate performance feedback. Grades are mailed to candidates approximately six weeks after the end of each testing window.)
- Immediate results for the two part CMA examinations will not be provided because the essay questions will be graded offline. The scores for the multiple-choice section will be added to the scores of the essay section for a total weighted score of pass/fail reflected in a scaled score for the entire part.

**Regional Registration Contact Center Information**

**You can also schedule 24 hours a day, 7 days a week on [www.prometric.com/ICMA](http://www.prometric.com/ICMA)**

<p>1. Regional Registration Center Prometric Attn: PTC Registrations Africa PO Box 2024 8203 AA Lelystad The Netherlands <b>Tel:</b> 31 320 239 593 Botswana, Ghana, Kenya, Mauritius, Nigeria, South Africa, Tanzania, Uganda, Zimbabwe</p>	<p>6. Regional Registration Center Li Ye Building Tsinghua Science Park Haidian District Beijing 100084 People's Republic of China <b>Tel:</b> 86 10 6279 9911  China</p>
<p>2. Regional Registration Center Prometric Attn: PTC Registrations Europe PO Box 2024 8302 AA Lelystad The Netherlands <b>Tel:</b> 31 320 239 540  Armenia, Bulgaria, Croatia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Israel (Tel Aviv), Italy, Kazakhstan, Lithuania, Netherlands, Portugal, Romania, Russia, Spain, Switzerland, Turkey, Ukraine, United Kingdom, Uzbekistan</p>	<p>7. Regional Registration Center -Prometric 160-A, Senior Plaza, 3rd Floor Gautam Nagar, Yusuf Sarai Behind Indian Oil Building New Delhi 110049, India <b>Tel:</b> 91 11 26511649/26531442 <a href="http://www.prometricindia.com">www.prometricindia.com</a>  India</p>
<p>3. Regional Registration Center - Prometric 3110 Lord Baltimore Drive Suite 200 Baltimore, MD 21244 USA <b>Tel:</b> 1 443 923 8160  Argentina, Bolivia, Brazil, Colombia, Dominican Republic, Guatemala, Mexico, Panama, Peru, Venezuela</p>	<p>8. Regional Registration Center R-Prometric K.K. Kayabacho Tower 15F 1-21-2 Shinkawa Chuo-Ku Tokyo 104-0033, Japan <b>Tel:</b> 03 5541 4800 <a href="http://www.prometric-jp.com">www.prometric-jp.com</a>  Japan</p>
<p>4. Regional Registration Center Prometric Attn: PTC Registrations Middle East PO Box 2024 8203 AA Lelystad The Netherlands <b>Tel:</b> 31 320 239 530  Egypt, Israel (Ramallah), Jordan, Kuwait City, Lebanon, Saudi Arabia, Syria, United Arab Emirates</p>	<p>9. Regional Registration Center Korean-American Educational Commission (KAEC)/Prometric M.P.O. Box 112 Seoul, 121-600 Republic of Korea <b>Tel:</b> 82 2 3211 1233  Republic of Korea</p>
<p>5. Regional Registration Center - Prometric PO Box 12964 50794 Kuala Lumpur Malaysia <b>Tel:</b> 60 3 7628 3333  Bangladesh, Hong Kong, Indonesia, Malaysia, Nepal, Pakistan, Philippines, Singapore, Taiwan, Thailand</p>	<p>10. Regional Registration Center Prometric - Sydney 50794 Kuala Lumpur Malaysia <b>Tel:</b> 612 96405899  Australia and New Zealand</p>