

Phase I/Castle Testing Centers Frequently Asked Questions

Is there anything I need to do to insure I receive timely information from Castle regarding the testing center registration process?

Yes. Please add Testing@castleworldwide.com to your list of acceptable email addresses. We recommend you do this since some e-mail programs have spam filters that may intercept e-mail from an unknown address.

When and how do I register for a testing center near my location?

You will receive a notice by email to schedule at a testing center for the Phase I examination. The notice to schedule will provide you with a unique username/password and the URL address to access Castle's online test scheduling system to select a testing location, based on seating availability within Castle's network of test sites.

What happens if I can't find a site near my location?

We believe candidates living in North America (United States and Canada) will be successful in finding a testing site near their locations. For international locations, if there are no openings at the preferred international location during the designated testing period, candidates may submit a request for the preferred location(s). Through the online scheduling system, candidates may submit three preferred international sites/dates for test scheduling on the day of the test. Castle cannot guarantee availability of the preferred sites/dates during the designated testing period.

What is latest date I that I can submit a scheduling request?

Four business days prior to the test date.

Can I reschedule a testing location or time?

Yes, but it has to be at least four business days prior to the test date. There is a \$50 charge for rescheduling.

What happens after I register online?

You will receive an email confirmation notice that you will need to take with you to the test site on the scheduled test date.

What items do I need to bring to the testing center in order to be admitted?

- The email confirmation notice you received from Castle.
- A current, government-issued photo identification card with signature. (Driver's license, immigration card, passport, State ID card, or military ID card). NOTE: You will NOT be admitted without proper identification.

Does the name on the Confirmation Notice have to exactly match the name on the photo identification I bring with me to the testing center?

Yes. Your first and last name on the notice must match the first and last name on your identification exactly. Also:

- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted.
- Presenting name change documentation (marriage license, etc.) at the testing center is not acceptable. Name change documentation may be submitted to Castle at least one week prior to your testing appointment if needed.

What happens if I am late?

You won't be able to take the test. **Recommend you arrive early.**

Can I smoke in the testing center?

No.

Can I bring food/drink into the testing center?

No.

Can I bring any personal items into exam room?

No. This includes books, notebooks, papers, electronic equipment (i.e. cell phones, cameras, etc.), book bags, watches, writing utensils, calculators and coats. Personal items will NOT be allowed in the exam room and must be left outside of the exam room at your own risk.

Can I bring/wear a sweater or sweatshirt into the exam room?

Yes, but only if doesn't have a hood or pockets.

Can I bring scratch paper with me?

No. The proctor will provide a dry erase board for making notes or 2 pieces of scratch paper and a pencil.

Can I bring friends, relative, children with me into the testing center?

No.

Can I bring ear plugs with me into the exam room?

Yes, though they will be subject to examination by testing center staff.

How do I communicate with Castle Worldwide if I have questions or problems related to the registration process?

You can call Castle Monday through Friday between 8:30 a.m. and 5:30 p.m. EST at (919) 572-6880 for assistance.

What do I do if my testing center is not open at the designated reporting time?

If during a weekday between 8:30 and 5:30 p.m. EST, call (919) 572-6880 for assistance.

If at a time other than these hours, once it is more than 20 minutes past the reporting time provided you by Castle in the Confirmation Notice call the following number and leave a message: (919) 657-6901. Be sure to include your call back number and your call will be returned within 10 minutes. (This number should only be used for this purpose; messages left at this number for any other situation will not receive a call back.)

Are there exceptions to the cancellation/reschedule policy in the event of a substantiated medical emergency or death in the family?

Yes, contact Castle directly at (919) 572-6880 for assistance.

Is there anything I can do to find out if inclement weather will cause a testing center to delay opening or close?

Yes, go to http://www.castleworldwide.com/mainsite/ibtsites/site_closings.aspx for information on testing site closures or delays.

Is there any way I can familiarize myself with the on-line testing system prior to taking the test?

Yes. There is an [online tutorial](#) for candidates so that they may familiarize themselves with Castle's Internet-based test delivery system prior to the scheduled test date. You may access the online demonstration free of charge through Castle's website.