



Frequently Asked Questions

How do I create a profile?

Click on [Get started](#) - then a new page will open with our exam catalog. Click on the [Sign in](#) button in the top right corner then click on [don't have an account](#) and follow the steps to create a profile.

How do I find a course or exam?

Navigate to the exam catalog by clicking on [exams](#) and enter the name of the course you are looking for in the search bar.

How do I purchase a course or exam?

Locate the course you are interested in and then click on the [add](#) button to add to your cart. Once you add all the courses you need, click on your [cart icon](#) to proceed to the checkout and make the payment.

Must you complete the FSM before you can take the LTC FSM?

Successful completion of the FSM Exam is [required](#) in order to sit for the LTC-FSM exam.

How do I know if I passed and how do I receive my cert?

If you receive a passing score on your exam, your passing status and certificate will be sent to the [email address associated with your profile](#). This will be sent by Caveon via API to Accredible. Accredible is a third-party service provider to eLuminate.

What is a proctor and why do I need one?

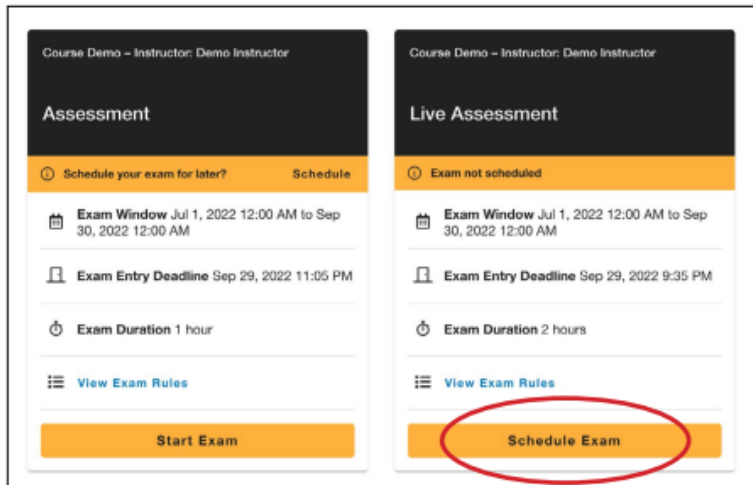
A proctor is a third-party professional who monitors students while they take an exam. Academic institutions hire these professionals to ensure the professional overseeing the test-taking process is unbiased and has no motivation to allow the students to use outside resources to pass the exam.

How do I schedule an exam with a proctor?

After you enroll in the exam you will receive an email from [Examiity](#), our proctoring partner. In this email there is a link that you can use to complete your profile and schedule your exam.

Frequently Asked Questions

The Examity dashboard is where you will schedule, reschedule, cancel, and start exams. In addition, your dashboard offers access to edit your profile information. For live proctored exams, you will need to schedule the date and time of the exam in advance. To schedule your exam, click on the **"Schedule Exam"** button and follow the process.



How long do I have to schedule my exam with a proctor?

All exams have a **30 day window** where you can schedule your exam. After 180 days from the date of purchase, your examination will expire.

Why are there no available sessions to schedule my exam with a proctor?

You may have passed your 30 day exam window. Please contact support@eluminatcertifications.com for assistance on getting this window extended.

I can't log into my profile to take my exam on Examity

If you need assistance logging into Examity to take your exam please contact Examity with the information below. They have 24 hour support and have a very receptive chat feature on the website.

Phone number: 855-392-6489

Email address: support@examity.com

Link to Examity: <https://on.ttui.examity.com/login>

I clicked on the link to schedule my exam with Examity and the page is blank

Please clear your browser cache, close and restart the browser and try again. If the problem persists please contact support@eluminatcertifications.com.