![eLUMINATE™ — Enhancing Career Opportunities]

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 dont have an account and follow the steps to create a profile.

How can I learn more about these exams and the content they cover

The Candidate-Certificant Handbook covers everything you need to know about the certification program and the exams. The handbook also contains other helpful information and privacy notices. Check out the Handbook by clicking on the link at the bottom of eLuminate's webpage!

COMPANY	OUR EXAMS	RESOURCES	SUPPORT
About Us	FSM-Exam	Candidate/Certificant Handbook	My Certificates
Our Team	LTC-FSM Exam	Impartiality Statement	Contact Us
Our Partners		FAQs	
		Helpful Study Resources	

How can I study for this exam?

In our resources section there is a document that gives information about the exam and where you can get information to study for these exams here.

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.

Frequently Asked Questions

**How do I know if I passed and how do I receive my certificate?**
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 Accredible, our third party certificate provider.

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 take my exam with a proctor?
After you complete the exam course in eLuminate you will receive the email below to the email address associated with your profile.
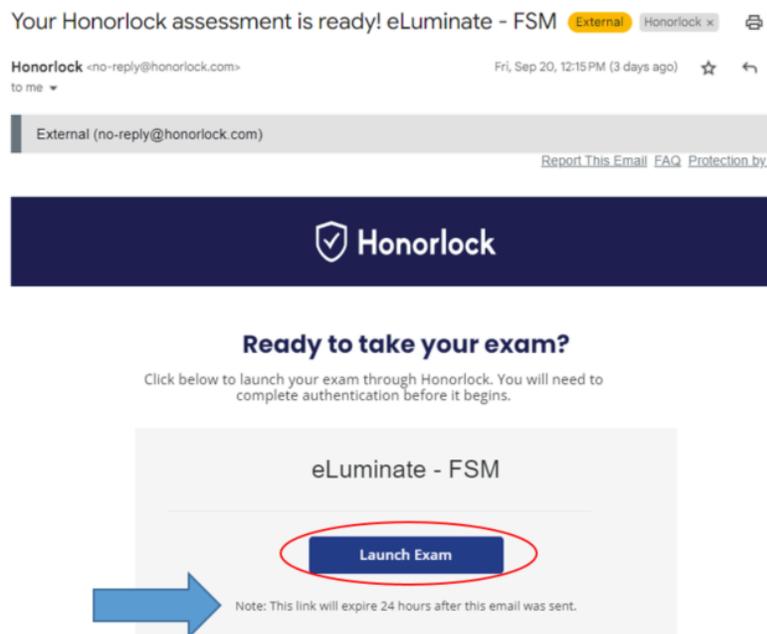
Click on Launch Exam when you are ready to take the exam

After you click on the link you will be sent to Honorlock, our exam proctor.

Updated 9/23/24

Frequently Asked Questions

I clicked on the link to access Honorlock 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@eluminatecertifications.com.
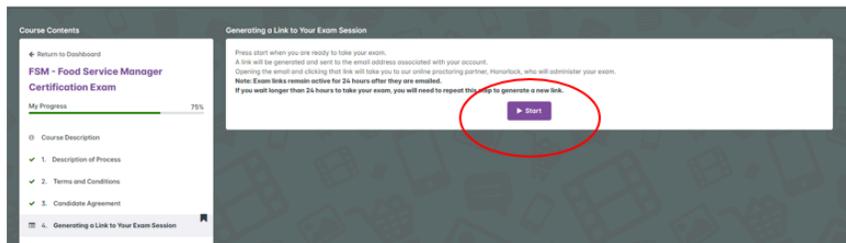
FSM EXAM LINK

A link to take your FSM Exam has been sent to your email address. Open your email and click on the link to begin your exam.

Please make sure that you are ready to take your exam before you click on the email link. All books, study materials, and electronic devices (including phones and smart watches) must be removed from the testing area before you begin.

You can take your exam at any time, but email link will expire after 24 hours. **If you need an updated link, return here and complete this step again.**

I did not receive my email with my certificate.

Go to eLuminate website and click on "My Certificates"
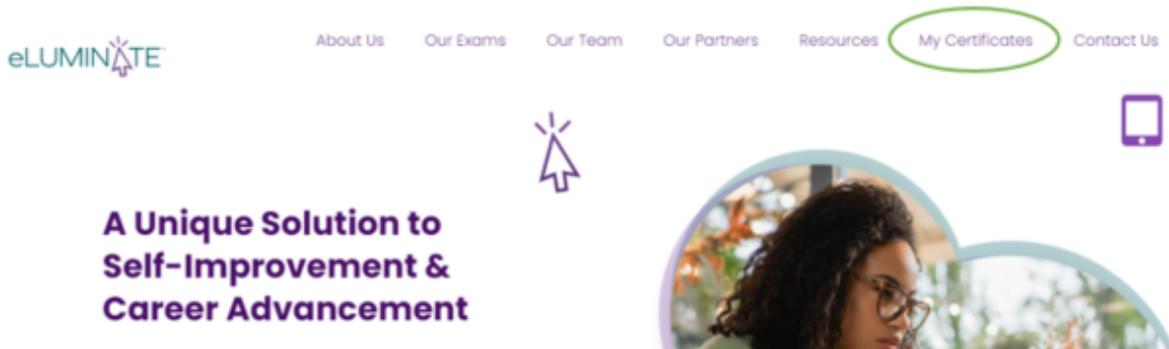
This will direct you to the following page.
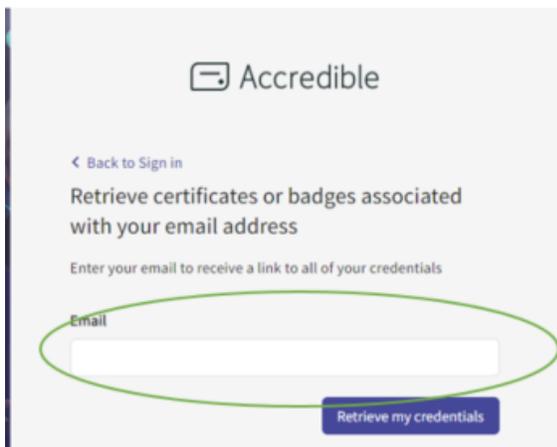
You can simply enter your email address and will get an email with a link that will direct them to your credential.

If you are looking to see what certificates you earned you can click on back to sign in and then enter your login information.
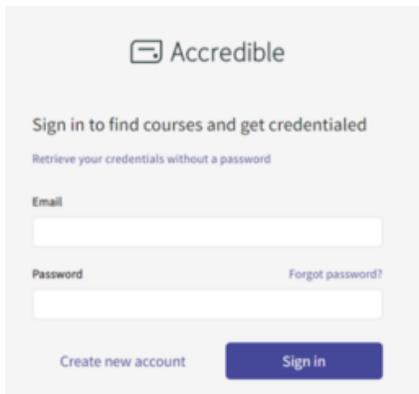
Frequently Asked Questions
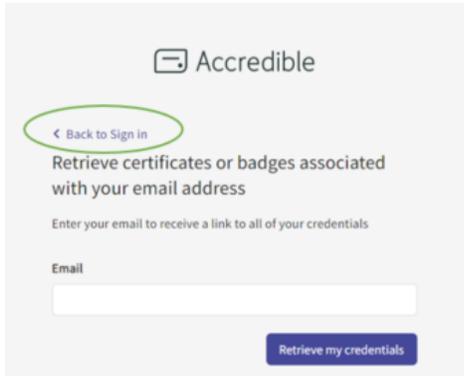
Once logged in go to "My credentials"

You will then be directed to a page with your credentials

Frequently Asked Questions
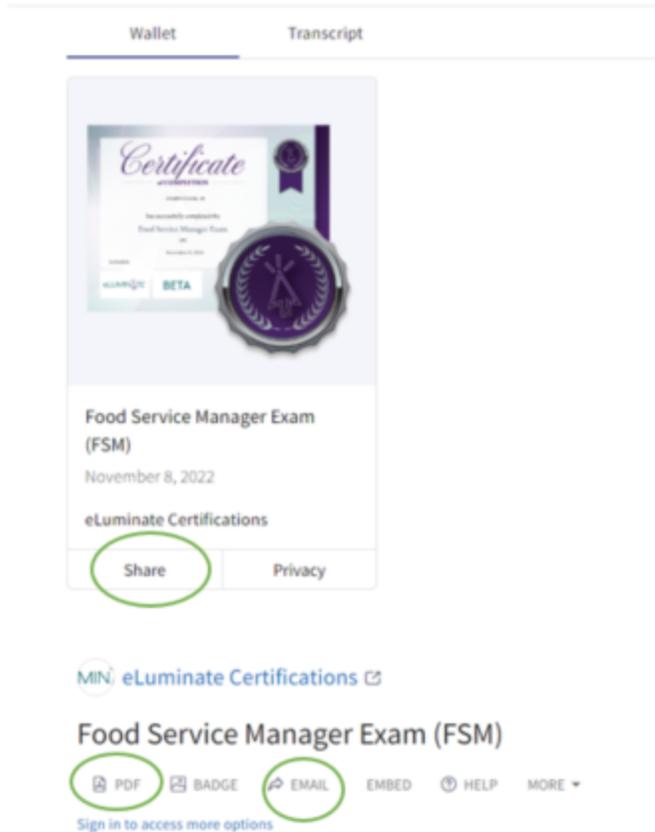
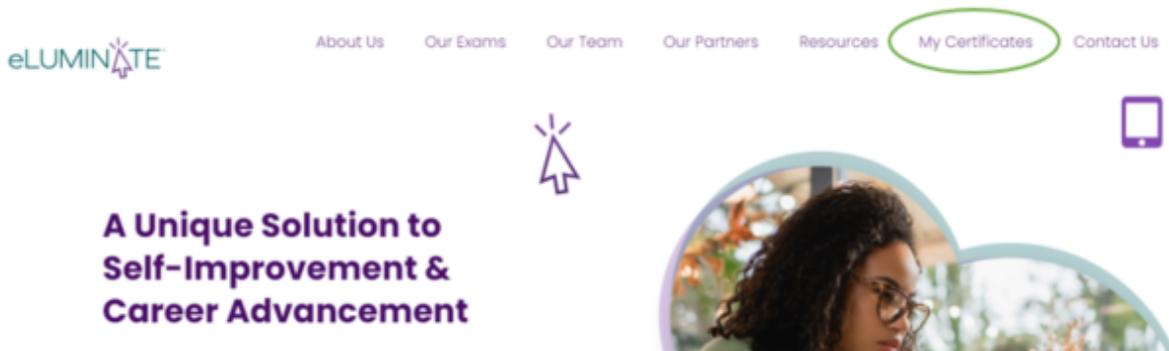You can click on the pdf to get the certificate to download, or email to email the link with the pdf.

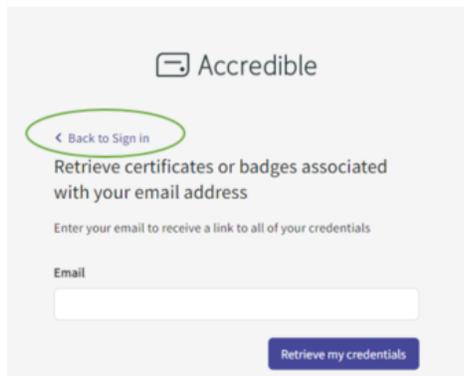You can also click on share to share this credential on many platforms

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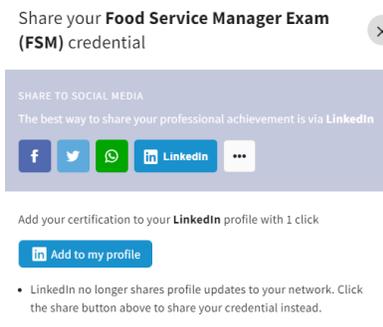
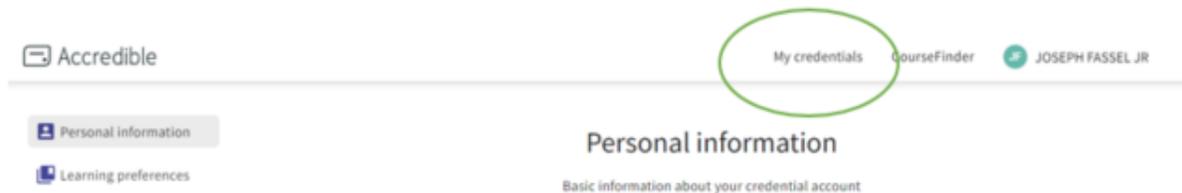**I need to change the name on my certificate after is is awarded**
Navigate to your certificate by clicking on "My certificates" on the eLuminate website.

On the next page click on "Back to sign in" and log into your profile.
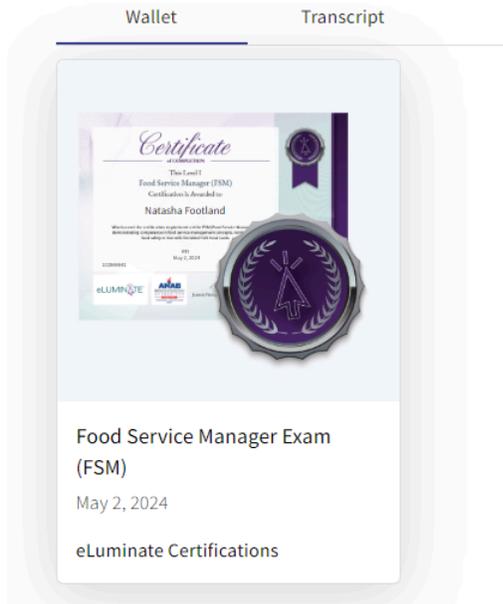
Once logged in go to "My credentials"

On the next page your credential will show, click on the credential you are looking to change.
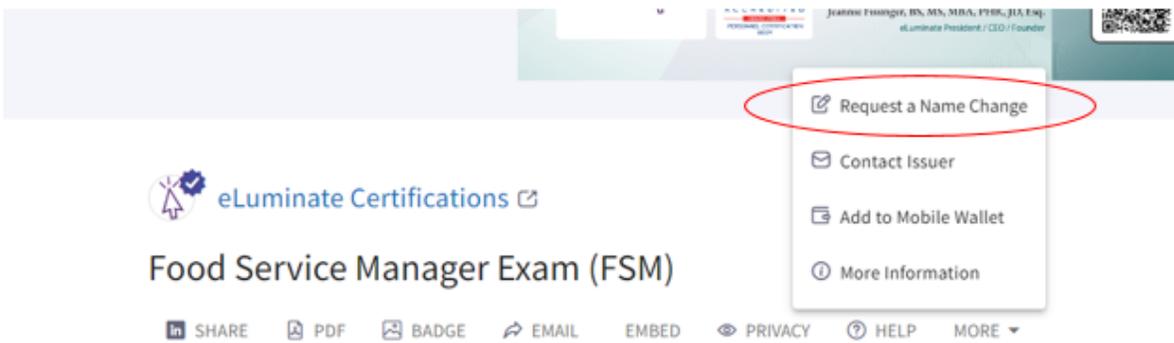
Frequently Asked Questions
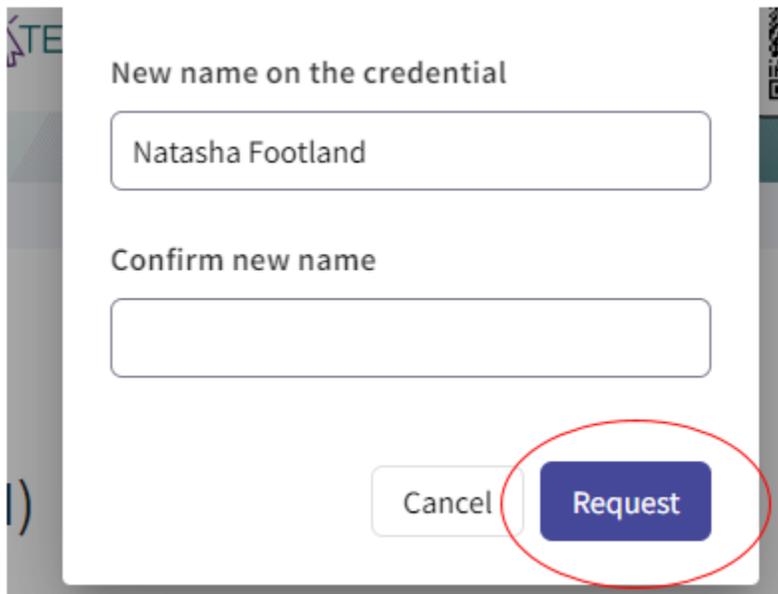

Scroll down and clock on more

Frequently Asked Questions

Select Request Name Change

Enter the name you want displayed in both fields and click request

Then a message will be sent to eLuminate to approve the request. Once approved you will receive an email with your updated credential.

What Happens Next

You've requested a major change:

If the name change you've requested is substantially different from the name that currently appears on your certificate, your request will be sent to your issuer (eLuminate) for them to approve or deny your request.

You've requested a minor change:

If the name change you've requested is to fix a small typo and your issuer has given us permission to approve small changes, the system will automatically correct and update your certificate.