Policy

The Reschedule/Cancel appointments screen displays open test enrollments that have a scheduled appointment.

Figure 1: Reschedule/Cancel Appointments

Definitions and Charts

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available Action</td>
</tr>
<tr>
<td>Individual Name</td>
</tr>
<tr>
<td>Test Name</td>
</tr>
<tr>
<td>Window Begin Date</td>
</tr>
<tr>
<td>Window End Date</td>
</tr>
<tr>
<td>Appointment Date</td>
</tr>
</tbody>
</table>
How to Use the Filtering Options

1. Enter an Individual ID and/or select a Test Type from the dropdown.
   
   **NOTE**: Using only one criterion will display broader search results and not using either criteria will display all open test enrollments for associated individuals.

2. Click the Filter button (see Figure 3).

How to Reschedule/Cancel a Test Appointment

1. Enter the desired filter criteria as described in How to Use the Filtering Options above.

2. Click the Reschedule/Cancel button for the corresponding testing window (see Figure 4).
3. Continue through the Prometric website by following the prompts (see Figure 5).

![Prometric Website]

*Figure 5: Prometric Website*

**Additional Resources**

- Testing Page on NMLS Resource Center
- MLO Testing Handbook
- UST Implementation Information Page
- View Testing Information