CAPS EXAM SCHEDULING INSTRUCTIONS

Please read this document carefully. It contains all the necessary information for taking the exam.

You will need:
- Your NAA ID:
- Your CAPS eligibility code:
- One of the following forms of acceptable identification: valid driver’s license, valid passport, government-issued identification, school identification. Your ID MUST have a photo and a signature.
- You may bring a basic calculator with no memory if you choose.

Please note: Exam date availability varies, and you must schedule your test at least four days in advance. Please schedule your exam as soon as possible to ensure that the test site or proctor can accommodate your schedule.

First time candidates: If you are taking the exam for the first time, you are required to take both portions of the exam timed for a total of four hours, two hours for each part.

Retake candidates: If you are retaking the exam, you will be required to retake only the portion(s) that you failed. One retake of either portion is timed for two hours; retaking both portions of the exams will again be timed for a total of four hours, two hours for each part. Your eligibility code will give you access to the portion of the exam that you are required to take.

NOTE: The CAPS exam will become a one-part exam beginning January 7, 2019. If you have not successfully passed both parts of the exam by January 3, 2019, you will need to take the entire one-part exam to earn the CAPS credential. If you take your exam on or after January 7, 2019, you will take a one-part exam.

Please go to https://www.castleworldwide.com/tds_v5/asp/naaei_scheduling.asp to schedule your exam.

This is how the screen will appear:

- Log in with the NAA ID and eligibility code referred to above.
• Review your demographic information and make any necessary corrections. **It is very important that your email address is correct.**
• Under “site type” select “NAAEI Affiliated Association” to test at an affiliate site or “Castle” to test at a Castle site or to test via live online proctoring (LOP).

![Image of NAAEI Online Scheduling System]

**Testing at an NAAEI Affiliated Association**

• After selecting NAAEI Affiliated Associations, there will be drop downs for your site selection and test date. Choose the appropriate selection.

<table>
<thead>
<tr>
<th>Home Phone:</th>
<th>Work Phone (NR)</th>
<th>(703) 510-6141</th>
</tr>
</thead>
</table>

**Site Type Selection**
Choose carefully! This cannot be revised after clicking the Submit Form button.

- NAAEI Affiliated Associations
- Castle: Click [here](#) to see existing Castle availability.
  Note: When scheduling at a Castle site, you must submit your scheduling request at least 4 business days prior to the date that you wish to take your test.

**Location / Date / Time Selection:**

- Site: Please select a site
- Test Dates: Choose Site First

• Click Submit Form. A pop up message will appear asking to confirm that you want to test at an NAAEI affiliated site. Click OK.
If you are registering to take the exam for a date in the future you will receive a message on the screen confirming your submission. You will receive an email confirmation with your exam appointment details (including exam password.) If you are registering to take the exam the same day (i.e. at the test site immediately prior to the exam) you will receive a message on the screen with your exam password and a link to begin the exam. Please note your exam password before having the Proctor begin your exam.

Testing at a Castle Site or via Live Online Proctoring (LOP)

- If you select to test at a Castle site or on your own via Live Online Proctoring, choose Castle as the test site. Click Submit Form and the following screen will appear:

- Read the Exam Admission Requirements, click the “I attest” button at the bottom of the page and then click Continue.

- A list of Your Unscheduled Exams will appear. Click “Schedule” for the exam you wish to take.
You will be given a choice between scheduling at a Castle testing center or via live online proctoring.

You have a choice between a live online proctoring exam and an exam administered at a testing center.
If you choose live online proctoring, you will be asked to test your system to ensure that it complies with the system requirements for testing.

After testing your requirements, click “Schedule a live online proctoring exam” to choose your exam date and time.

Your exam dashboard will appear, with areas to confirm your account information, make or change an appointment and begin your exam. You must complete a Profile before scheduling an exam.
If you choose to test at a Castle testing center, choose that option from the dropdown arrow.

- Follow the screen prompts to choose your testing site and date.

- Enter your location information to preview available dates and times in your area.
You MUST be 100% sure of your choice(s) before clicking on the Submit button on the bottom of the screen or the $50.00 rescheduling fee will be required in order to change the state, city, testing center, date, and/or time.

A Notice to Schedule (NTS) email will be sent to your email address. This notice is sent in case you want to complete the scheduling process at another time and/or to reschedule their exam. This is an example of what the NTS will look like:

**CAPS Part I & CAPS Part II - Castle Exam Eligibility Notice**

To: AMY ALLEN  
Date: 10/4/2018

Thank you for accessing the website for scheduling your CAPS Part I & CAPS Part II - Castle exam at a Castle testing center. If you have already selected your test site and date, you will receive a Confirmation Notice via your email shortly. Please note the Rescheduling Policy below if you need to reschedule your examination.

If you have not yet completed scheduling of your exam you must submit your rescheduling request at least 4 business days prior to the date you wish to take your test. To submit your scheduling request, go to www.castleworldwide.com/registration/asp/login.asp and enter your username and password.

(If the above link is not functioning properly, please copy and paste the address into your web browser address bar.)

Your username is: 2015000  
Your password is: wgko706k

Please note: the password contained in this email is not the password needed to access your certification exam at the testing center.

You are registering to take: CAPS Part I & CAPS Part II - Castle exam.

Be sure to complete all the information required on the scheduling pages. You will receive confirmation of your examination date and site by email.

**RESSCHEDULING POLICY:** You may reschedule a testing appointment up to four (4) business days in advance of your testing appointment. Reschedule requests are not accepted within four (4) business days of your scheduled testing appointment. The reschedule request can be submitted through Castle's online scheduling system (link above). A $50 fee will apply; the fee must be paid online at the time of the request. If you do not reschedule your exam at least four (4) business days prior to your exam and you miss your exam, you will be considered a NO-SHOW and forfeit your exam and exam fees.

**Testing Center Transfer:** If you scheduled your exam at one of Castle's testing centers and want to transfer to an approved NAAEI site you MUST pay the $50.00 rescheduling fee to Castle and contact NAAEI for a new eligibility code.

If you have any issues scheduling your exam, please call Castle Worldwide directly at 919-572-6880.

Thank you and good luck on your exam!