

RETAKE Exam Schedule and Instructions with Emailed Certiport Retake Voucher Numbers **ONLY**

This is for MS Office Certification for 2003 and 2007 versions only

Elevate America Business Worker Certiport testing will be offered at the following:

2003 Version (MOS)-ONLY Schedule:

Location: Arlington Heights Illinois workNet Center/One-Stop,
723 West Algonquin Rd, Arlington Heights, IL.

Reserve a seat: Call Susan Badame, 847 437-9663 or email: sbadame@worknetncc.com

Month	Day	Dates	Times
November 2009	Weds	25 th	1pm and 3pm
November 2009	Friday	6 th , 13 th , 20 th	9am, 11am, 1pm

2007 Version (MCAS)- ONLY Schedule:

Location: Center for Professional Development, 2nd FL, Illinois workNet Center,
Westfield Old Orchard Mall, 4999 Old Orchard Ctr., Skokie, IL
(Note, **NOT** in the Tall Professional Bldg or Evanston One-Stop)
Near Lord&Taylor, next to Mario Tricoci Salon
Park in Northeast parking garage/lot near Macy's

Reserve a seat: Call Michele Curran, 847 864-3530 ext 223 or mcurran@worknetncc.com

Month	Day	Dates	Times
November	Mon	16 th , 30 th	5:30pm, 6:30pm and 7:30pm
November	Tues	10 th , 24 th	5:30pm, 6:30pm and 7:30pm
November	Weds	11 th	11am, 12:30pm, 2pm and 3:30pm
November	Thurs	19 th	11am, 12noon, 1pm, 2pm and 3pm
November	Sat	21 st	9am, 10am, 11am, 12noon, 1pm, 2pm

Another Area Testing Site for 2007 version (MCAS)

Harper College Testing Center located at 650 E. Higgins Rd., Ste., 9S, Schaumburg, IL
(West of Plum Grove Road on the North side of Higgins Rd.)

Call to schedule a seat for an exam at 847-925-6066 or 847-925-6078

Month	Day	Dates	Times
November	Tues	3 rd , 10 th , 17 th	9am, 10:30am and 12noon
November	Thurs	5 th , 19 th	9am, 10:30am and 12noon

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Time allotted for each **exam is 50 minutes**, so plan accordingly if you have more than one exam scheduled over the course of a day.

Your exam will be taken on line, but you must come to an approved Certiport testing site in order to take the Retest exam. You cannot take a certification exam at home on your own computer and you cannot “walk in” to a testing center and take an exam without an appointment. Call or email:

2003 Version: Susan Badame, 847-437-9663 or sbadame@worknetncc.com

2007 Version: Michele Curran, 847 864-3530 ext 223 or mcurran@worknetncc.com

****Elevate America ReTake exam candidates – PLEASE READ AND COMPLY WITH THE DIRECTIONS BELOW BEFORE sitting for your exam(s).**

- Please make a careful note of the date and hour of your Retake exam time. Arrange to sign in 15 minutes before the test is scheduled to begin. **NO ADMITTANCE ONCE EXAM STARTS.**
- You will be required to present a **picture ID** before being admitted to the Exam area.
- You will need present your email sent by Certiport with the **Retake Voucher Number** to take/activate the exam. It will also state for which Course the voucher is good for.
- Note, the Retake Voucher Number email will state an **expiration date which is 30 days from the time you took your first exam date. You need to take the Exam prior to this date.** For example, if you took your first exam on Oct 16, 2009 you have until Nov 15, 2009 or sooner. Watch your expiration for the dates even though we offer Exam dates through the end of November 2009.
- No additional books or paper allowed.
- Cell phones, must be turned off for the duration of the 50 minute exam.
- All test candidates must have a **Certiport user name and password to take the exam.** (This is the same user name and password as the first exam)
- If you have any questions, you may contact Certiport, Inc direct at: Customer Support department at 888-999-9830, Voucher Operation Specialist at 801-847-3100 or access eSupport at <http://www.certiport.com/support>
- www.illinoisworknet.com does not have any information on the Retake Vouchers. This is issued through Certiport, Inc.

Test scores will be available through your Certiport account directly after the exam is completed.

Cancellation policy:

Due to the high volume of retake exams requested throughout the month of November 09, we cannot guarantee that you will be re-scheduled at a later date if you miss your scheduled time.