Enterprise Data Management Support

Frequently Asked Questions

Language: Support is only available in English language at this time

Support hours:

• Support: M-F from 9:00 GMT to 5:00 GMT (20 hr. / day)

Support requests:

- Candidate or Authorization import query (unknown error/missing confirmation)
- Missing candidate, exam, Appointment information or biometric record
- Trouble importing an exam result
- Resend of candidate or exam result
- ATT fulfillment inquiries
- CDI (Client Data Interchange) format support

Response guidelines

Priority 1	Issue with import/export transactions	6-8 hours
Priority 2	General information	24 hours

Out of scope support items: The following items are not in scope for this escalation method and should continue with alternative methods such as the Program Manager, directly with the Test Publisher, or Client Application Support.

- Exam content
- Scoring System testing (i.e. CTT)
- Score reports (printed or web based)
- Ad-hoc reporting
- Intellivue
- Exam result holds & revokes