

BEFORE THE EXAM



I called the test center to inquire about my appointment but the test center is unable to confirm that I'm scheduled. What should I do?

Ask the test center to search for your appointment using your last name, candidate ID number and the name of the qualification examination (*i.e.*, Series 54). Your candidate ID number was assigned to you during the Test Enrollment Services System (TESS) registration process. If the test center is still unable to find your appointment, contact FINRA at 240-386-4040 for assistance.



If I need testing accommodations in taking the exam, how do I arrange such?

If you require testing accommodations, please call FINRA's Testing Accommodations Team at 800-999-6647. Note that any request to bring personal items into the testing room, such as prescription medications or medical devices also require FINRA approval prior to scheduling an appointment.

DAY OF THE EXAM



Do I need a form of identification to be admitted into the testing center?

You must present one valid form of state or government-issued identification (*e.g.*, driver's license, passport, military ID card) bearing both a photograph and a signature. Testing centers **will not** accept photocopies or faxed copies of identification, or of name-change documents.



What time must I arrive at the testing center?

You should plan to arrive *30 minutes* before the scheduled appointment to allow time for check-in. Late arrivals may not be allowed to take the exam or may not receive the allotted time.



How long will I have to take the exam?

Prior to the start of the exam, you will take a 30-minute tutorial. Once you have completed the tutorial, the exam will begin and you will have 180 minutes to complete the 100 scored and 10 unscored questions on the exam.



Will all test taking materials be provided?

Generally no materials are needed to take the exam. Should anything be required (*e.g.*, pens and scratch paper), the materials would be supplied by the testing center once you are admitted to the testing room.



Can I bring snacks and personal items to the exam?

No. Food or drinks, including coffee and water, are not permitted into the testing room. All personal items (*e.g.*, cell phones, watches, hats, coats, purses and wallets) must be kept in an assigned locker during the exam.



Will there be a scheduled break?

There will not be any scheduled break during the exam. You are, however, permitted to take an unscheduled break during the exam, however it will reduce the amount of time to complete the exam. In addition, you will be asked to show identification upon exiting and re-entering the testing room and test center staff will record the time in and out of the testing room.



What should I do in the case of inclement weather?

If severe weather or a natural disaster makes it unsafe to travel to the testing center, the exam session may be delayed or cancelled. You can check with the Prometric test center about closings and/or cancellation of exam sessions by visiting the [Prometric Site Status](#) page or by calling 800-578-6273. Prometric will contact you to cancel your appointment and reschedule for an alternative date.



COVID-19 Testing Center Updates

Most testing centers continue to require exam candidates to wear an approved face covering for the duration of their time at the testing center. Exam candidates who do not comply with the face covering policy will not be allowed to sit for their scheduled Series 54 examination. Please review [Prometric's COVID-19 webpage](#) and their [COVID-19 Frequently Asked Questions](#) for up-to-date information on test center protocols and impacted test center closures.