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BIOMETRIC-ENABLED CHECK-IN – Prometric Test Center Network

CANDIDATE FAQs

Biometric-enabled check-in is designed to protect candidate privacy and improve the integrity and security of the testing process. Use of the enhanced biometric-enabled check-in procedures for candidate authentication and identification are performed by Prometric*.

NOTE: The decision to implement biometric-enabled check-in for a particular testing program is that of the testing program sponsor, not Prometric. Please consult with your testing program sponsor should you have any questions or concerns.

How does biometric-enabled check-in work?

As the test taker, you must first present a valid form of government-issued photo identification at the testing center. The Test Center Administrator (TCA) will electronically verify your identification information. Once the information is accurately captured, you must then provide a fingertip pattern template. You will place your fingertip on the scanner, providing three swipes from one finger on each hand (finger closest to thumb) to create a digitized representation template (this version of creating a template is for enrolling first time testers only). When you test as a return tester, one finger from either hand may be used to capture the fingertip pattern. This template is an algorithm which represents the pattern from the fingertip. The system stores a highly secured and encrypted fingertip pattern template. An image of the fingertip pattern is also encrypted and stored. This image is not accessed and exists only to rebuild the fingertip pattern template in the event of a corruption event in the database.

The template will be stored with other personal information that you may have already provided to the testing program sponsor, including identification document picture and information from identification documents. All of the information collected allows the TCA to accurately identify you during the testing process. Even as you move throughout the testing center, you will be able to use your fingertip pattern to authenticate yourself at the scanners located in the testing center, along with presenting identification information to supervisory personnel.

How will biometric-enabled check-in enhance my experience at the test center?

Biometric-enabled check-in creates a smooth, stress-free process for you. Whether you are testing for the first time or have previously tested at Prometric and completed the initial biometric-enabled check-in, the process will safely and accurately capture your personal data. It generally takes 3-5 minutes for first time testers to complete the biometric-enabled check-in enrollment process. If you are a returning candidate, the process is even faster with the use of biometric-enabled check-in – your information is easily found in the system each time you return to test.

What information is collected during the biometric-enabled check-in process?

* Prometric Inc., with offices at 1501 South Clinton Street, Baltimore, MD 21224, USA

Biometric-enabled check-in captures an image and a digitized representation of your fingertip pattern, along with your name, address, telephone number (if provided), date of birth, identification document number, and a scanned copy of your government-issued photo identification document (driver's license, passport, etc.), which will include a digitized photo image.

How is the information, captured during biometric-enabled check-in, used?

Personal information captured during biometric-enabled check-in is used by Prometric to: (1) administer tests and verify your identity on an ongoing basis as you participate in this test by positively identifying you as you move in and out of the testing lab during the examination, (2) create a smoother check-in process for an already biometrically-enabled candidate, by positively identifying them as a returning Prometric candidate, (3) identify and prevent testing fraud by protecting your privacy, (4) maintain the integrity of the testing process by detecting and preventing test taking by unauthorized candidates, (5) improve security of test centers by detecting and preventing unauthorized access of candidates to secure areas, and (6) if needed, for legal compliance. For example, when a candidate presents for an exam, Prometric's biometric-enabled software is able to determine if another individual returned after a break and posed as another candidate, in order to access the test content.

When is the information, captured during biometric-enabled check-in, disclosed to third parties?

Please keep in mind that the fingertip pattern template provided is secured and encrypted throughout all data transmission points. Prometric will not disclose the demographic information to any third party except as required by law, by the testing program sponsor in accordance with notices to you as the candidate, or as necessary to complete a fraud investigation directly related to a testing incident.

How is the biometric information, captured during biometric-enabled check-in, secured?

Prometric has implemented appropriate technical, physical and administrative safeguards to help protect your personal information against unauthorized access or loss. Prometric's workers who access the information are trained on these procedures and bound by appropriate confidentiality obligations. All personal data captured at any point during the check-in process is encrypted and transmitted to a secure site.

Am I required to provide my biometric data at the time of biometric-enabled check-in?

You are required to present valid identification documents on the day of your examination. All candidates are required to provide identification documents and individuals who fail to provide valid identification will be refused admission to test. You are encouraged to provide a fingertip pattern as that provides a higher level of security during the testing experience and is more efficient during check-in/check-out throughout breaks. If you do not wish to provide a fingertip pattern, your rights will be governed by local law at the location of the testing center. If permitted by local law, the Test Sponsor may refuse testing on that day and require you to arrange for a test at another time. If local law requires, you generally will not be refused an examination. However, your program will be informed should you refuse to comply with providing a fingertip pattern.

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How long is my personal biometric information retained?

The information from the identification documents and the fingertip pattern templates are stored in a centralized and secured database, for an allotted period of time, governed by local law. The information from the identification documents, the digitized photo image from the identification, and the fingertip pattern template are retained for fraud investigation or other legal purposes for a reasonable period of time required for potential legal or fraud investigations. That period will not exceed five (5) years, and in some cases according to local privacy laws, may be retained for a shorter period of time.

Is my identity at risk once I've provided my biometric information?

The quality of the fingertip pattern template collected at the site, for admittance in and out of the testing room, is NOT associated with the FBI (14-point print) or matched against any other government database of prints. The prints taken at the test sites create a 2-point template image, stored to track movement within the test center – while increasing the level of security at the test site to prevent one candidate from attempting to test on behalf of another candidate.

Contact Information:

If you have questions or concerns about privacy and the biometric-enabled check-in procedures you can contact Prometric at:

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If you have general questions regarding the testing program, please contact your testing program sponsor.