

A guide to booking an external exam

1. Pay the exam-sitting fee (\$125+GST) at our Office of the Registrar (tel # 780-791-4801). You will need the payment confirmation #, when you book an exam.
2. New Users must create an account, for our online booking system.
3. Log in with your username and password, for all future bookings.
4. In the online booking system, select or fill in the relevant details
 - **Select test taker type:** External Student
 - **Select Add-on Services:** Written exam or Online exam
 - **Select Schedule (Room):** RM Bob Lamb 154 for paper exams
RM Bob Lamb 141 for online exams
 - **Select your preferred date** on the calendar. Greyed days are unavailable (If your preferred day is unavailable, you can email testing.services@keyano.ca)
 - **Student advisor/ Instructor name:** Name of the institution
 - **Course name:** Course Name or code
 - **Length of exam:** Allowed time as per institution
 - **Payment Reference:** Payment confirmation #
 - **Student Notes:** Any additional information, such as software or technical requirements

Cancelling a booked exam: Log in to your account to cancel your bookings.

Cancellation Policy: Requests for cancellations and refund must be received by the office of the registrar five (5) working days prior to exam booking. A \$25.00 administration charge will not be refunded. For cancellations dated less than five working days prior to booking date, no refund will be granted. In exceptional circumstances, the Coordinator or Dean of the program may overrule this policy

Rescheduling a booked exam: To reschedule your exam, first cancel your booking and then re-book the exam for the changed date. If not, contact Testing Services by email or phone.

Rescheduling Policy: Requests for rescheduling received less than 2 days prior to the booked dates will be charged a \$25 administration charge.

On the test day

Bring a valid Government issued photo ID

Parking is available for a fee of \$2.00 a day