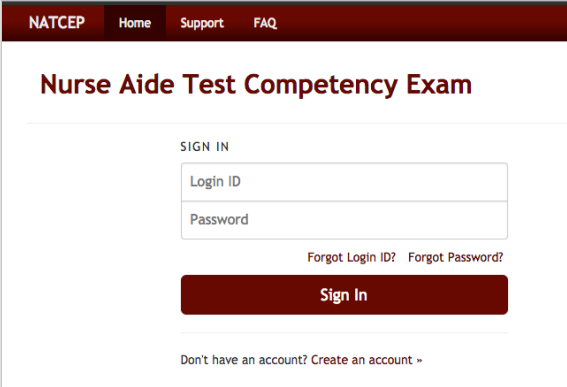


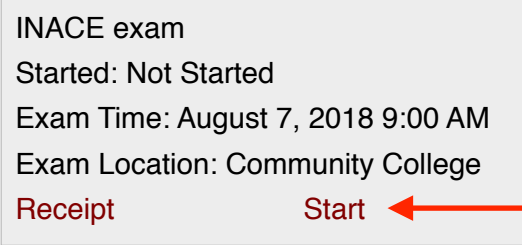
1. **You must have your login ID*, password* and a signed photo ID to take the exam.**
Your login name is included in your Eligibility Confirmation mail.

2. 

When told to do so, enter your **login ID** and **password***. Click the **Sign In** button.

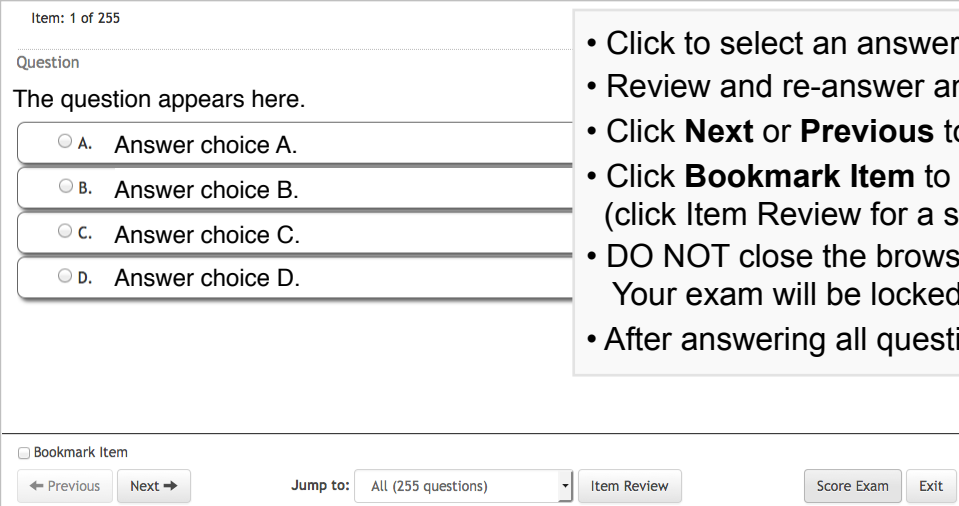
If you need your login ID and password:

- * Click **Forgot Login ID?** Enter your email. Click Retrieve. Your login name is sent to your email.
- * Click **Forgot Password?** Enter your login ID. Click Reset. A link will be sent to your email. You have one hour to click the link and create a new password.

3. 

Your Home screen opens.
Your exam is listed in a grey box.

DO NOT click the **Start** link until told to do so.
Click through the message boxes to open the exam.

4. 

- Click to select an answer.
- Review and re-answer any question as often as needed.
- Click **Next** or **Previous** to navigate among questions.
- Click **Bookmark Item** to mark questions for review (click Item Review for a summary of all questions.)
- DO NOT close the browser until you complete the exam. Your exam will be locked.
- After answering all questions, click the **Score Exam** button.

- Exam locks at 30 minutes of inactivity.
- Exam is scored after 90 minutes whether or not you answer all questions.

5. 

Conditional exam results will be emailed to you.
- Computer-based exam: Allow 3 business days.
- Paper-based exam: Allow 10 business days.

Official results are posted at
<https://hcwrpub.dph.illinois.gov/Search.aspx>
10 business days after conditional results are received.

If you do not pass, you may **Schedule a Retest**. NOTE: The 'Retest' link does not indicate 'pass' or 'fail'. You may select another exam any time prior to your exam. Log in and click **Reschedule** in the grey box.
On exam day, you must have your login ID*, password* and a signed photo ID to take the exam.