

# The Menopause Society – Commonly Asked Questions

## **Question: When will I receive my Notice to Schedule?**

Answer: Your Notice to Schedule will be sent via email to the email address listed on your Connect application 30 days before the first date in the upcoming examination window. If you have not received your Notice to Schedule by June 2<sup>nd</sup> for the June exam or October 2<sup>nd</sup> for the October exam, please contact Meazure Learning at [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com).

## **Question: Where do I find my password for logging in to take the exam?**

Answer: Passwords are in your confirmation email sent by [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com). Do not contact The Menopause Society for your password. If you cannot find your confirmation email, please contact [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com).

## **Question: How do I go about rescheduling my examination appointment?**

Answer: Please use the login information found within your examination confirmation email to reschedule your appointment during the current examination window. Requests must be submitted no less than 24 hours in advance of your scheduled testing appointment. There is no fee for Live Remote Proctor rescheduling. You may not reschedule your testing appointment less than 24 hours in advance. Failure to attend your examination appointment will result in your application fee being forfeited and a new application with fees will need to be submitted for the next testing window.

## **Question: How do I cancel my examination appointment?**

Answer: Please use the login information found within your examination confirmation email to cancel your appointment during the current testing window. Requests must be submitted no less than 24 hours in advance of your scheduled testing appointment. There is no fee for Live Remote Proctor cancellation. You may not cancel your testing appointment less than 24 hours in advance. Failure to attend your examination appointment will result in your application fee being forfeited and a new application with fees will need to be submitted for the next testing window.

## **Question: I have an emergency and cannot attend my examination appointment; what are my options?**

Answer: All emergency reschedules will require documentation meeting the below criteria:

*Meazure Learning must receive appropriate documentation no later than five (5) calendar days after the scheduled testing appointment. Failure to submit documentation meeting one of the below criteria within 5 business days of your missed examination appointment will result in your appointment being marked as a no-show with application fees being forfeited. If you wish to test in a future window, a new application and fees will need to be submitted.*

**Medical Emergency** – Documentation should be a note from your doctor’s office on letterhead (for yourself, or in some circumstances, immediate family members). HIPPA compliance asks that documentation not contain identifying medical diagnoses.

**Death in the Family** – Documentation should be an obituary, death certificate, or funeral notification. The following relationships are standardly accepted: spouse, parent, child, sibling, grandparent, uncle/aunt, mother or father-in-law, or stepchild. Other relations will be reviewed on a case-by-case basis.

**Military Call-up** – Documentation should be official paperwork.

**Court Appearance** - Documentation should be official paperwork.

**Inclement Weather/ State of Emergency Related Events** – If you feel your safety is at risk, please submit a copy of a local news article supporting your reason for being unable to attend your examination. Common examples of documentation are a weather report(s) or news article(s) supporting your reason for this request.

**Disrupting Geopolitical Event** (e.g., War) - If you feel your safety is at risk, please submit a copy of a local news article supporting your reason for being unable to attend your examination. Common examples of documentation are a news article(s) supporting your reason for this request.

**Natural Disaster** - If you feel your safety is at risk, please submit a copy of a local news article supporting your reason for being unable to attend your examination. Common examples of documentation are a news article(s) supporting your reason for this request.

## **Question: I missed my examination appointment, and it doesn’t meet the emergency documentation requirement. What are my options?**

Answer: Missing a scheduled examination appointment for reasons not meeting the emergency criteria will result in you being marked as a no-show and your application fee being forfeited. If you wish to take a test in the future, a new application and fees will need to be submitted for eligibility to test in a future window.

## **Question: How can I find out if I passed the exam or obtain my score report?**

Answer: Six to eight weeks after the June exam, Measure Learning will send an email, advising you to log in to the Connect site to download your score report. After the October exam, results will be available immediately on the Connect site.

## **Question: Can I find out which questions I missed?**

Answer: No, we cannot release the questions. The score report shows how you did in each category on the exam.