



# Internet-Based Testing

## FREQUENTLY ASKED QUESTIONS

### ■ **What methods of payment are available to the student?**

Students may pay for the THEA IBT by credit or debit card. This may be done either in advance of the test session from a remote location, or at the test center. A confirmation e-mail is sent to the student upon receipt of payment. The student can also access the order information through the “Order History” link in his or her account.

Institutions may also elect to provide or sell authorization codes to students who do not possess a credit card. Institutions may purchase authorization codes directly from Evaluation Systems.

### ■ **Can the institution charge additional administration fees to defray test center costs?**

Some institutions charge an additional test administration fee in addition to the actual test fee. The level of this fee is set at the institution’s discretion and must be collected by the institution directly; it cannot be collected through the THEA IBT system.

### ■ **What is the THEA IBT refund policy?**

Refunds will generally not be granted as testing can take place at any time; normally a test can simply be rescheduled at a later date. However, exceptions will be handled on an individual basis by Evaluation Systems’ customer service center. A few examples of when a refund may be granted are:

- Relocation
- Military Deployment
- Severe illness/hospitalization

### ■ **What is the THEA IBT retest policy?**

The THEA IBT retest policy is 14 days. The retest policy is intended to permit examinees sufficient time to prepare and review the test material prior to their next test attempt.

### ■ **What type of identification is required from examinees?**

Two pieces of identification are required, in the name in which the examinee has registered, one bearing a photograph, and an additional, non-photo ID. Examples of acceptable forms of photo and non-photo identification are provided on the THEA Web site, [www.thea.nesinc.com](http://www.thea.nesinc.com).

### ■ **Where can I find more information about THEA IBT?**

For a comprehensive list of reference materials and more detailed information, please visit the THEA Web site at [www.thea.nesinc.com](http://www.thea.nesinc.com).

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## ■ How do I update my personal or contact information?

### SSN

If any of the last four digits of the social security number are incorrect, you must submit documentation by fax or U.S. mail to Evaluation Systems to correct the error. Submissions must include a written request including the incorrect number, the correct social security number, and your full name. Requests must be accompanied by a copy of a current photo ID from the THEA list of approved forms of identification and a copy of your social security card showing the complete social security number.

### Name

If your name is incorrect due to incorrect information entered at the time of registration (transposed letters or misspelling), you must submit documentation by U.S. mail to Evaluation Systems to correct the error. Submissions must include a written request with the incorrect name, the correct name, and the final four digits of the social security number. All requests must be accompanied by a legible copy of a photo ID from the THEA list of approved forms of identification. In addition, requests to change the entire first name, or entire last name, or the full name must be accompanied by a copy of legal documentation verifying the name change (e.g., marriage certificate, court order, divorce decree).

If your name needs to be changed because a parent or spouse created your profile and accidentally filled in his/her own information, you must send in a letter explaining what happened along with documentation (copy of driver's license or birth certificate). You must also include a letter from the person who did the registration explaining that they accidentally entered their own information.

### Date of Birth

If the date of birth is incorrect, you must submit documentation by fax or U.S. mail to Evaluation Systems to correct the error. Submissions must include a written request with the incorrect date of birth, the correct date of birth, and your full name. Requests must be accompanied by a copy of current identification showing the correct date of birth (e.g., driver's license, valid passport, birth certificate).

### Other Corrections

You may correct or update your mailing address, student ID number, or educational information directly by accessing [thea.starttest.com](http://thea.starttest.com). After login, you will select "My Profile" and make the necessary corrections.

For a complete list of THEA IBT forms of identification please check our website at [www.thea.nesinc.com/TA\\_IBTwhattobring.asp](http://www.thea.nesinc.com/TA_IBTwhattobring.asp).

Please note that SSN, Name, or Date of Birth corrections submitted to Evaluation Systems may take up to two weeks to process.