

## Kryterion Testing Network – Expanded Hours

The Kryterion Testing Network (KTN), Kryterion's world-wide network of testing centers, is excited to announce that we are expanding our hours of support for your candidates. While we have always provided 24/7/365 support to our testing centers and Kryterion Certified Proctors, candidate support has been limited to business hours, five days a week. Until now.

**Effective May 23<sup>rd</sup>, 2016**, the KTN Team will begin providing candidate support services from 7 AM Mondays through 7 AM Saturdays (PDT)\*. During those hours, our staff will be available to take candidate calls and respond to emails from your candidates.

### What We Provide

The KTN Team will provide the following services to your candidates:

- Finding a convenient testing center
  - Scheduling assistance: Scheduling an exam, rescheduling an exam, cancelling a testing appointment\*\*
- Complaints (and compliments) about a testing center or its staff
- Answering questions about the general KTN testing process
- Technical support for unproctored exams
- Other support as appropriate

### What We Cannot Provide

The KTN Team is not able to answer questions that are specific to your programs or your exams. These types of inquiries will be directed back to you.

For those of you who also use our Online Proctoring (OLP) services, the KTN Team will refer questions about those services to the appropriate OLP support team or back to you, depending on the nature of the issue.

We cannot provide support for equipment, software or services not provided by Kryterion.

Please let us know if you have any questions!

\*Candidate support is not available on the following US holidays: New Years Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving (Thursday and Friday), and Christmas.

\*\*The KTN Team will not reschedule or cancel exams when less than 72 hours before the existing appointment.