

What Could Go Wrong While I'm Testing?

- If you accidentally close the browser, your device crashes, or you temporarily lose internet access, you can quickly **click your exam e-ticket again to return to the exam**.
 - Continue the exam, and if you feel at the end of the exam that the temporary disruption negatively impacted your performance, you can request approval to take the makeup exam at cb.org/requestmakeup.
 - Tip: During the exam, don't refresh your browser or hit the back arrow.
- Don't call: Customer service centers won't be open due to the pandemic. If you lost too much time to a technical problem, aren't able to connect to your exam, or experienced some other serious disruption, you can request a makeup exam.

Requesting a Makeup Exam

- If you have any issue on exam day that prevents you from testing successfully, you'll be directed to an online **AP Makeup Testing Request Form** where you can describe what happened and request an e-ticket for a June makeup exam.
- You can also access the form at cb.org/requestmakeup.
- You **must** have your original e-ticket when filling out the form.
- Submit the form within 48 hours of your original exam date.
- We will review your form and send you an email approving or denying the request the week of May 25. If approved, your makeup e-ticket will be sent two days before the makeup test.
- Do not call AP Services; the pandemic has closed call centers and you will simply hear a message directing you to fill out the form and await the approval email.
- Rest assured that you will receive approval for any of the following types of issues you encounter, or similar ones: sickness; significant interruptions from family members; battery failures; power outages; technical disruptions. **Note:** simply running out of time to submit a response on exam day is not a valid reason to request makeup testing.