

## Frequently Asked Questions for Online Registration

### What can I do through my SLS account online?

- Register for a test
- Select a test center
- Reserve a seat
- Provide demographic information about yourself
- Pay for the test
- Select recipients for your test scores (if applicable)
- View your order history
- Make changes to your registration
- Print a copy of your admission ticket for an upcoming test
- View your scores
- Order additional score reports
- Update your personal information or profile

### What browser does this site support?

The online registration system supports the latest versions of Google Chrome™, Internet Explorer®, Firefox® and Safari™ browsers.

### What are the hours of operation for online registration?

The online registration system is available 24 hours a day, seven days a week.

### Is this site secure?

We use several techniques to secure your visit with us.

- We authenticate you by using the unique username and password you have provided, and which you should keep in strict confidence.
- If you stop using the site (e.g., you step away from your computer), the system will close your connection.

- When we take your credit card we use standard secure-encrypted techniques to transmit your account numbers.

### What about my privacy?

See our [Privacy and Security](#) policy at the bottom of each page.

### What do you do with my credit card information when processing payment?

See [Security When Processing Payment](#).

### I forgot my username and password. What should I do?

On the [sign-in page](#), under “Returning Users,” click the “Forgot your username or password?” link. You will be asked to enter information about yourself, answer the security question you selected when creating your account, and create a new password.

### I forgot my username and password. Can I have them emailed to me?

No. For security reasons, we do not send usernames or passwords via email. Instead, on the sign-in page, under “Returning Users,” click the “Forgot your username or password?” link and follow the instructions provided on the screen.

### Can I reset my password on the web?

Yes. After signing in, click the “Change Password or Security Question” link on your home page and follow the instructions to change your password. If you forgot your password, on the sign-in page, under “Returning Users,” click the “Forgot your username or password?” link and follow the instructions provided on the screen.

### What do I need to register online?

You must create a profile and set up a username and password.

- If you have previously registered online, log in using your established username and password.
- A valid email address and mailing address are needed to complete your registration.
- An accepted form of payment (credit or debit card or PayPal® account)

### **Is there a service fee for registering online?**

There is no additional service fee for registering online.

### **Am I guaranteed a seat at a center if I register online?**

ETS provides real-time seat assignment. You will be advised of seat availability while you are online once you have selected a test center. You must complete the registration process, including payment, and check out to guarantee your seat assignment.

### **What if I can't find a test center that still has a seat for me?**

Many centers fill up quickly, so you may want to consider searching for test centers in neighboring states.

### **How is the biographical information that I submit used by the testing program?**

Your biographical information is used to gather information for research purposes and to further ensure the validity and fairness of the test questions.

### **I was taken back to the Sign-In page in the middle of my registration. Why?**

If you have not interacted with the **ETS.org** site for over 30 minutes, your session may expire, and you will be taken back to the Sign-In page.

### **Will I receive an admission ticket or do I need to request one?**

After you have successfully completed the check-out process, you must print your admission ticket. This screen is labeled "Admission Ticket" and contains your reporting address and other pertinent information about your registration order.

You can print it any time before the date of the test, but we encourage no more than three days before your test date to ensure that you have the most up-to-date reporting and check-in information at the test center location.

Please note that **you must** take the admission ticket with you to the test center. **This will be the only ticket that you will receive; printed admission tickets will not be mailed to test takers who register online.**

### **How long after I register online should I wait to call to confirm that my registration has been received by ETS?**

There is no need to call to confirm your registration. Once you have completed an online registration and checked out, your information has been received at ETS.

### **What should I do if I find an error on my online admission ticket after I have completed the registration process?**

You can make changes to personal information via your SLS account online, then reprint your updated admission ticket. For instructions on how to correct other types of errors on your admission ticket, please go to the [Cancel or Change Your Registration](#) page.

I spelled my last name incorrectly, or my name has changed. How do I correct this?

Only misspellings of your name can be corrected. **Name changes will not be made.** If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to test.

If you require further assistance, please [contact our Customer Service center](#).

### **What if I need to cancel or reschedule my test?**

Please refer to [Canceling or Changing Your Registration](#) for more information.