

NLN TESTING SERVICES



Student FAQs



What is the web address for the NLN Testing Services portal?

www.nlnonlinetesting.org or
<https://ondemand.questionmark.com/400030/ext/nlnesting/>

TIP: Download or print the Student Guide to NLN Testing Portal at the links above . The guide has step-by-step instructions with screenshots. It is listed under Resources on the Dashboard.

Testing Services Contact Information:

800-732-8686 or studenthelp@nln.org

How do I register for an exam?

1. Create an account and login.
2. Click on Exam Sessions and find the session(s) for your school.
3. Locate the session date and time and click Register.
4. Click Save Registration.
5. Click View to read information regarding that session.

NOTE: If no sessions appear, your school may not have upcoming exam dates, or you may have selected the incorrect school. Email studenthelp@nln.org for assistance.

NOTE: Click cancel if you do not want to register for this date or do not plan to pay at that time.

How do I verify that I am registered?

Once you have registered, click Dashboard and scroll down to My Upcoming Exams. If you do not have any information under My Upcoming Exams, you are not registered. Send an email to studenthelp@nln.org with your request for rescheduling; and include your username, name of school, original test date and the test date you want to reschedule to.

How do I reschedule?

Reschedules are allowed up to 14 days prior to your scheduled test date. The new

date must be available for registration at the time of the reschedule. Email studenthelp@nlm.org to request a Rescheduling Request Form. Complete the form as directed and submit to studenthelp@nlm.org

NOTE: **There is a Rescheduling Fee of \$25.00.** If Registration is closed, you no longer have the option to reschedule. In this case, must cancel your registration; register for a new exam date; and pay the full exam fee.

How do I cancel an exam?

Email studenthelp@nlm.org and state that you want to cancel your registration and that you understand you will not be receiving a refund.

NOTE: In your email, include your username, name of school, and cancelled test date.

Can I take the exam at home?

Most NLN exams, with the exception of practice exams, are secured and are taken at the school with a proctor.

I live out of the area of the school I am applying for, how can I take the exam?

Contact the school that you are applying for and a proctored exam will be coordinated for you at a school of nursing in your area.

How do I request a Refund?

NLN exams are non-refundable.

Where do I print my admission ticket?

The NLN no longer offers admission tickets.

What information do I need to bring the day of testing?

Please see the exam description or contact your school.

How do I get my score?

Reports are available 4 hours from completion of exam in your NLN account on the Reports Tab. Read the text on the screen to find the link to your exam type. The NLN will never provide a score over the telephone.

How do I know if I passed?

Contact your school/institution. The NLN does not make that determination.

If I fail one section in the Pre-Admission Exam (PAX), can I just take that section again?

To insure reliability and validity, you will have to take the entire exam again.

Where can I get the NACE Bulletin?

The NACE Bulletin is available in your NLN account on the Resources Tab. The NLN provides no other study material for the NACE exams at this time.

How do I get accommodations for my test?

The school of nursing where the test is being administered will need to submit the **Request for Special Testing Accommodations** form to NLN Testing Services for approval. The form can be found on the Dashboard under Resources or in your NLN account on the Resources Tab.

Can I use a calculator?

The school administering the test indicates whether calculators may be used.

How can I have my name changed in my account?

First and last names cannot be changed on a student account. All exam reports will reflect the name of the individual listed on the account under which the exam was taken. Be sure to create your account with your legal name that matches the information on your photo and secondary IDs.

How do I receive/send a copy of my old score report?

Email a completed Request for Duplicate Score Report (found on the Dashboard under Resources or in your NLN account on the Resources Tab) to orders@nlm.org

How do I send a copy of my scores to another school?

Email a completed Request for Duplicate Score Report (found on the Dashboard under Resources or in your NLN account on the Resources Tab) to orders@nlm.org

I purchased an exam in the store and I cannot find it.

Click on the “My Exams” tab. The Launch button should appear under Practice Exams.
Note: It may take up to 24 hours for your order to complete in the system.

I did not see the link to the Content PDF in my PAX Prep Product.

The link appears on the first screen after clicking the launch button. If you skipped reading the directions page, click to submit the current exam and the product will start over.

What do I need to do if I receive an error message that says “Sorry there has been more than 5 attempts for this account. It is temporarily disabled. Try again later or request new password” ?

You will need to wait 10-15 minutes before attempting to log in again. If you do not remember your password, click on **Request New Password**. Do not create a new account.

I cannot remember my Password.

Click on Request New Password or call Testing Services at 800-732-8656. Do not create a new account.



National League
for **Nursing**
Testing Services