

Managing your test centre place

How will I know where I have been booked to sit the assessment?

You will receive an email from Scheduler, the scheduling portal that Surpass use to book test centre appointments, two working days before it opens. This email will contain your log in details for your account (whether you have an account from a previous sitting or are sitting for the first time). You will not have access to the site before you receive this notification.

For further details of the booking window dates for this sitting, please [see the *Applying to sit the assessment* section of the assessment web page.](#)

Will I be guaranteed a place in my preferred test centre location?

We have reserved seats in centres for all candidates approved to sit.

Your place was allocated to you using the address and postcode that was on your myGPhC record when you applied to sit this assessment. All candidates were allocated the closest available test centre to them - in some cases, this may mean that there is a test centre closer to you than the one to which you have been allocated. This is because the spaces in this centre will have been taken up by other candidates, who would otherwise have had to travel much further than you to another centre.

How do I change my test centre place?

If you would like to change your test centre location, follow the steps below.

Changing location is subject to availability, and this may be limited in many test centres. If you can't find another test centre you want to move to, your place will remain at the test centre that we have booked for you.

You can only change your test centre location from **10.00 am on 22 May** until **12.00pm on 26 May**.

If you are looking for a particular centre, you can check the portal regularly during this time to see if a place at the centre becomes available, but we can't guarantee that you will be able to change your booking to a preferred location.

Please be aware that if you choose to move locations and then decide to move back to the test centre that you were originally allocated, you may find that space is no longer available. If you have been granted adjustment(s), to ensure the necessary arrangements are put in place for you, you will not be able to move test centre locations.

If you have formally withdrawn from the assessment with the GPhC, and you have received confirmation that your withdrawal has been processed, you do not need to cancel your test centre appointment on the system.

How can I check my place?

If you want to check the details of your test centre place at any point in the process, whether you have changed your place or not, you should log in to your Scheduler account and select the 'my bookings' tab at the top middle of the screen.

You will receive an email on **31 May** with the final booking details from your Scheduler account.

Instructions for your test centre booking

Email communications

You will receive a welcome email from Scheduler two working days before you will be able to view your booking. The email will come from noreply@schedulemytests.com.

This email will provide you with a link to Scheduler (the test centre booking portal) and your log in details to access your account.

To help make sure that you receive your booking email on time, add this email to your address book, or mark as safe. Please check your junk folder if you do not receive your confirmation booking email.

If you have a Scheduler account from the November sitting, your log in details will remain the same.

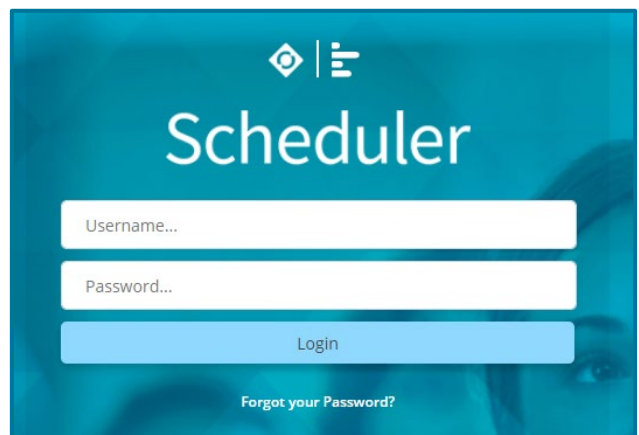
On 22 May, you will receive a second email to confirm the test centre you have a place at which will include the address details of the test centre.

The email will explain that you have an opportunity to change your test centre, if you wish to. You will be able to make changes to your booking until **12.00pm on 26 May**.

You will receive a final email on 31 May which will include the details of the test centre you are sitting at. Please take this with you on exam day to locate your test centre.

Logging into your account

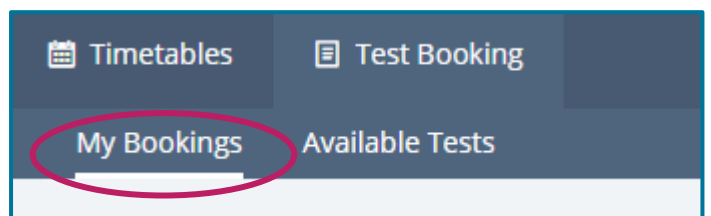
Use the username and password login details from your welcome email to access your account.



If you are logging in for the first time, you must change your password.

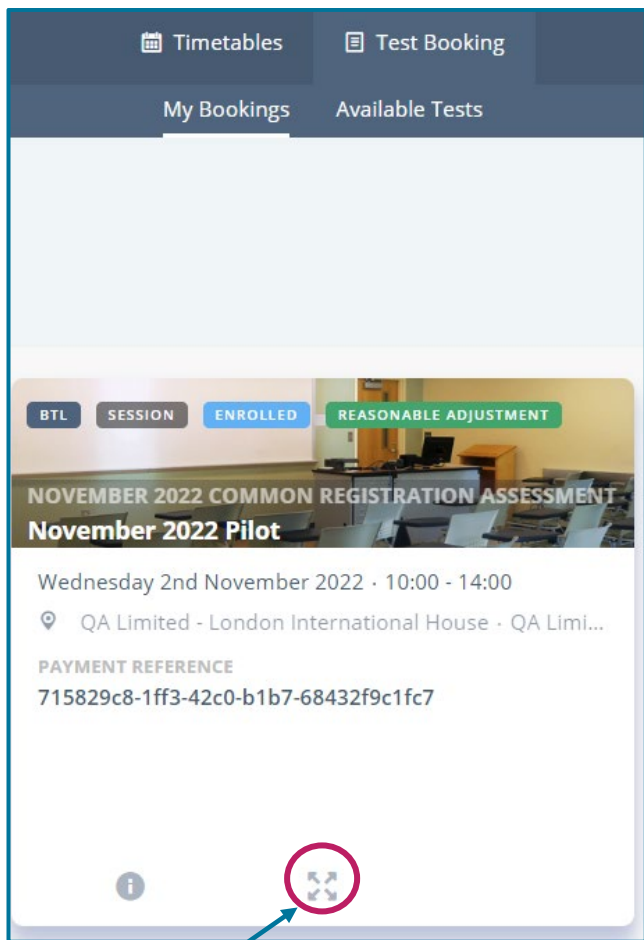
Viewing your test centre booking

Select 'my bookings' tab at the top middle of the screen to view the test centre you have been booked into.



Changing your booking – Step one

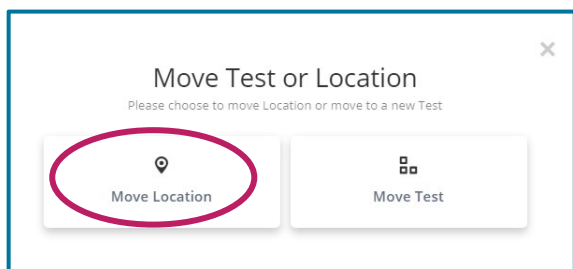
You will then be directed to a page with a booking card for the assessment, which includes all the details of the sitting.



To move your booking, you must click on the move symbol.

Step 2

Click on 'move location'.

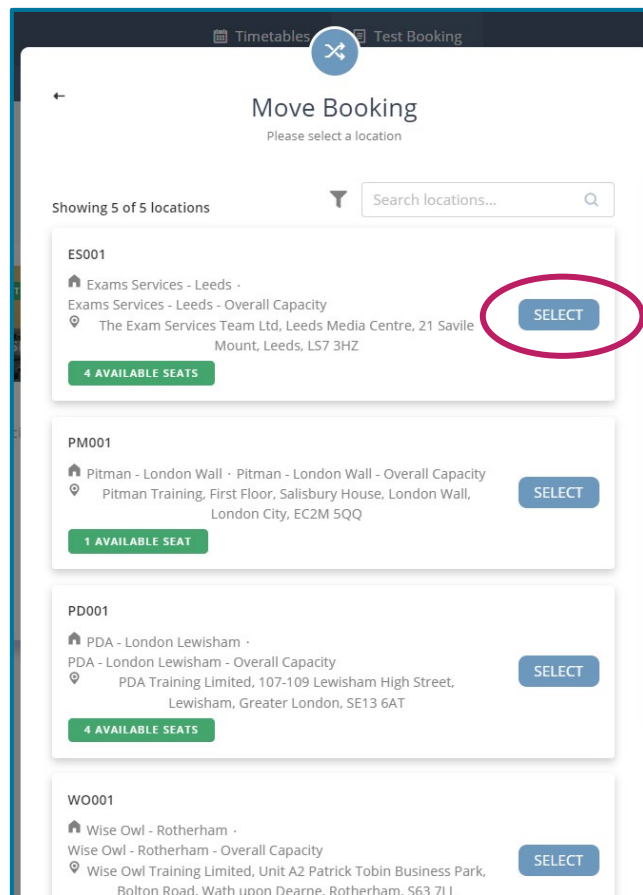


Step 3

You will then be presented with a list of centres that have availability where you can move to, including address details.

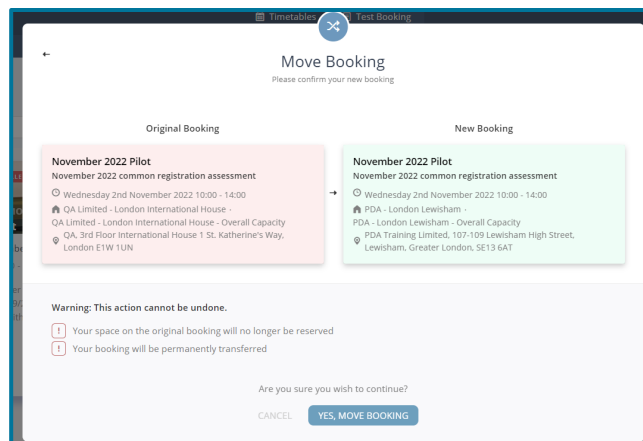
You can use the search and filter function to find a centre with availability.

You can see how many seats are available at each centre.

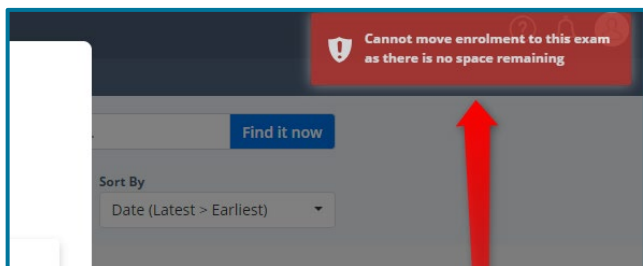


Once you have chosen the centre you want to move to, you should press the 'select' button.

Step 4



It will then show you a page with the details for your current and selected places. To confirm the move, select 'Yes, move booking' button.

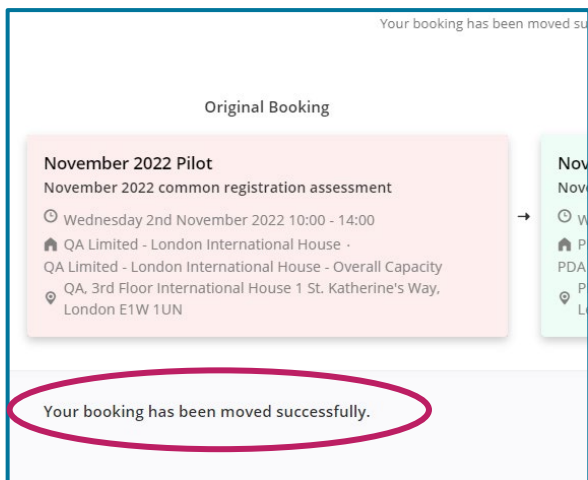


If you can't select the 'Yes, move booking' button, this means the place you have selected is no longer available. You will see the error message above.

Your original place will still be reserved and if you still want to change your place, you will need to go back to step one to select another centre to move to.

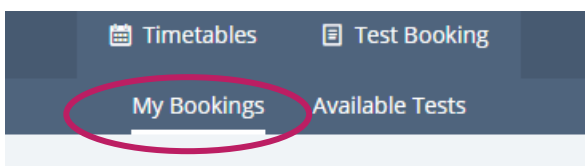
Step 5

If your change has been successful, you will see this message below on the screen appear.

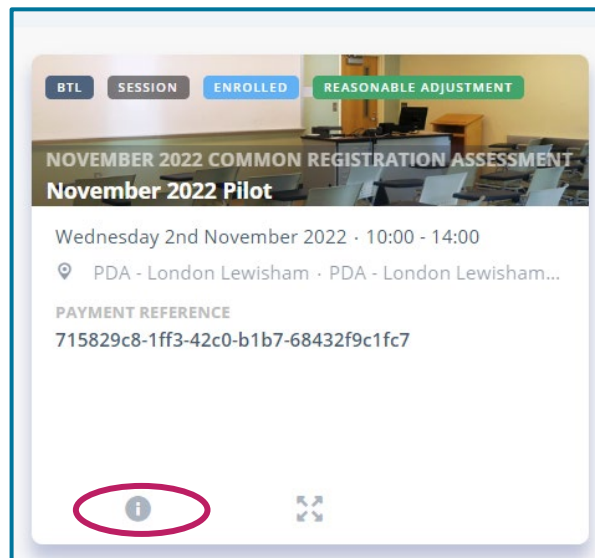


Step 6

To see or check your test centre booking confirmation, select the 'my bookings' tab at the top of the screen and select the booking card.

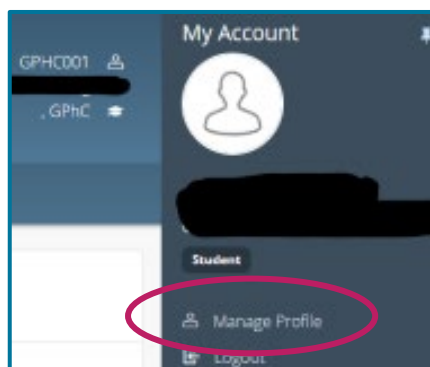


You can select the (i) button to find more information about the venue and a map to show where the venue is.



Changing your password

If you need to change your password, please select the 'my account' button at the top right of the screen and then select 'manage profile' from the drop down.



Having problems changing your test centre place?

If you experience any technical issues in changing your test centre, please contact Surpass by emailing support@schedulemytests.com. You can expect to receive a response within 2 working day. The mailbox will be monitored during working hours.

For other queries regarding the registration assessment, please contact us on **0203 713 8000** or email info@pharmacyregulation.org.