Ryan answers your FAQs

Question: How do I register for an exam?

Answer: When registration for a session opens, click the registration link, complete the online form, and pay the auto-generated invoice. We recommend paying by credit card to expedite your receipt of the study guide. You'll receive a confirmation email once the form is submitted—at that point, your registration is complete.

Question: What is the cost of a certification exam?

Answer: ACI certification exam rates can be found **[here]**.

Question: How do I receive the WACA member rate for certification registration?

Answer: To access the WACA member rate, you must log in using your username and password and be an active WACA member at the time of registration. If you do not have your login credentials, please contact your company's Key Contact or Certification Manager.

If your company is a WACA member, use the credentials associated with your member profile. For any membership-related questions, please contact Mary Bauer at mbauer@warocks.org.

Question: How can I receive a notification when a session opens for registration?

Answer: Email Ryan Matteson at **ryan@warocks.org** and request to be added to our notification list. Please specify your preferred location (Seattle, Spokane, or both).

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Question: When will I receive my study guide?

Answer: Study guides are sent via 2-day priority shipping to the address provided at registration, once payment is received and the 48-hour cancellation period has passed. Our goal is to send out the guides at least two weeks before the scheduled session. Please note that late registrations or payments made by check may delay delivery.

Question: I failed the written or performance portion of the exam. What should I do?

Answer: You'll need to register for a written-only or performance-only retake. This must be completed within one year of passing the other portion in order to become certified.

Question: How long does it take to receive my exam results?

Answer: Exam results are typically emailed within 2 to 4 weeks after your test date. Results will be sent to the email address you provided on your demographic form. If you pass, credentials will be mailed to the physical address provided on that same form.

Question: I need to reschedule or postpone my exam. Who should I contact?

Answer: Please email Ryan at **ryan@warocks.org** for all rescheduling requests. Please review our **cancellation policy**, as advance notice is required. No-shows on exam day will not be eligible for refunds or rescheduling.

Question: I haven't received my results or credentials. What should I do?

Answer: If more than 4 weeks have passed since your exam, your email or mailing address may be incorrect. Please email Ryan at **ryan@warocks.org** to verify your contact information.

Question: When does my certification expire?

Answer: Certifications are valid for 5 years. You can check your certification status and expiration date **[here]**.

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