



Frequently Asked Applicant Questions

1. I submitted everything but what's the next step?

Please visit your [AMT Portal](#) to verify that all documents have been received and processed. AMT recommends reviewing your:

- *Application Acknowledgement Letter* – provides you with a list of all documents still needed.
- *Application Summary* – provides you with an overview of what was entered in your application along with any notes from the Certification Department regarding documents that have been received or any actions completed.
- *Pearson VUE Authorization Letter* – provides you with information on how to schedule your exam.

For Transcripts:

- If you graduated within the last 4 years, contact your school and arrange for your school to provide the final, official and signed transcript to AMT by emailing it to documents@americanmedtech.org
- If you graduated longer than 4 years ago email a COPY of your transcript / diploma / certificate to documents@americanmedtech.org

For Work Experience:

- Contact your employer to see if they received the form and returned it to AMT at documents@americanmedtech.org. If they did not receive the form, please contact AMT and request the form be resent. If more than 30 days has elapsed, provide a business email address for your employer(s) and AMT will resend the information.

Once all required documentation has been received and processed (unless currently in school and exempted to test), your application will be marked as Approved / Exempt. At that time, you will also receive an email directing you to visit your [AMT Portal](#) to access your Pearson Vue Authorization Letter.

Your letter will contain:

- The dates your authorization is valid
- Information on how to schedule your exam
- What you will need to bring with you to the testing site

AMT recommends that you also print your authorization letter and bring it with you to the testing center.

2. My transcript has been submitted, what is next and how long does it take to hear back from AMT?

Please visit your [AMT portal](#) to verify that all documents have been received and processed. AMT recommends reviewing your:

- *Application Acknowledgement Letter* – provides you with a list of all documents still needed.
- *Application Summary* – provides you with an overview of what was entered in your application along with any notes from the Certification Department regarding documents that have been received or any actions completed.

In general, it takes 7 - 10 business days to process documents that have been received.

3. How long does it take to get my approval letter to take the test?

Once your application has been approved, or you have been authorized to test because you are still in school, you will receive an email within 48 hours asking you to visit your [AMT Portal](#) and download the Pearson VUE authorization letter. Clicking this link will open a PDF of your Pearson Vue Authorization Letter.

4. When/where can I take my test? I paid but haven't heard back?

You can find a testing location by visiting the [Pearson VUE website](#) and either creating an account or using your current login information if you already have an account with Pearson Vue. Once there, you can select a time, date and location that is convenient for you. If you have not received a communication from AMT related to your authorization to test, please visit your [AMT Portal](#) and check the status of your application.

5. How do I prepare for the test?

We encourage candidates to utilize [AMT's study resources](#) when preparing to take the exam. Each certification has an Exam Content Detail you can download as well as a list of Reference Materials.

Applicants who are looking to obtain the RMA, RPT, MT or MLT certification can also purchase a full-length [practice exam](#) from the [AMT Learning Center](#). Upon completion of the practice exam you will be provided with a detailed review of your results.

Additionally, AMT offers an [MA Review Course](#) consisting of 3 modules that cover each section of the exam in addition to a full-length [practice exam](#). Upon completion of each of the modules and practice exam, you will be provided with a detailed review of your results. Each module of the review course can also be purchased independently from the [AMT Learning Center](#).

6. Can I get an extension?

Applications are valid for one year from date of application, extensions are not offered.

7. Can I get a refund?

As explained in the [candidate handbook](#), and before you submit an application, the application fee is non-refundable.

8. How do I change my name?

To change your name, you will need two things:

1. The [Name Change Form](#)
2. Legal supporting documentation showing your current name
 - Examples: driver's license, marriage certificate (or divorce decree), passport, etc.

Once completed please email your form and supporting documentation to namechange@americanmedtech.org. Please keep in mind that this should be done before you take your examination because the ID presented must match the information sent to Pearson VUE as listed on your profile, or before your certificate is printed.

9. How do I retake the test?

If unsuccessful in your attempt, you must pay the retesting fee and wait 45 days before you can reschedule your test. You can contact AMT and pay the retesting fee over the phone at 847/823-5169 or you can complete the [Examination Retake Form](#) and submit it to documents@americanmedtech.org. You will be notified via email when your form has been processed.

If you missed your exam, or were turned away at the testing center, you will be able to reschedule your exam 24/48 hours after paying the rescheduling fee.

10. How do I cancel my examination?

If you find that you need to cancel a schedule examination, you can do so through the [Pearson VUE website](#) (preferred), or by calling 1-888-846-6941. All examinations must be cancelled 24 hours **BEFORE** the start of the testing window. For example, if your examination is scheduled for 10 am on Thursday, you must call to cancel your examination **BEFORE 10 am ON WEDNESDAY**. If your examination is scheduled for 10 am on Monday, you must call **BEFORE 10 am ON THE PREVIOUS FRIDAY**. If you do not cancel your examination within the guidelines a retesting fee will be required.

11. How do I get my certificate or member card?

- A. Once your application is completed and you have passed your exam, a new certificate will be mailed to you. You can also view your certificate online in your [My AMT Portal](#) by clicking on AMT Certificate for Print. Over the course of your first month of membership, you will also receive a series of welcome emails detailing what you need to do to maintain your certification, career tips and education highlights.

- B. You can access your digital membership card by logging into [My AMT Portal](#) and clicking on **AMT Membership Card for Print**.

A PDF of your AMT card/certificate can be viewed and download from the website anytime you need it. This card can also be saved as a PDF or printed and used as proof of certification for your current or prospective employer.