



What is Happening? - PRONTO, ICC Credentialing's online testing platform, will be temporarily unavailable due to a scheduled system upgrade.

When Will This Occur? - The downtime will take place from Tuesday, June 25 to Thursday, June 27, 2024.

Why is This Happening? - The upgrade will introduce new features, including the option for candidates to select between Online Remote testing and In-Person testing at Meazure Learning test centers. Additionally, remote proctored exams will now feature an integrated chat function within the Guardian browser, streamlining the proctoring process.

Where Will Testing Be Available? – This will occur over 550 test centers across the U.S.

FAQs

- **Will paper and pencil exams be offered at test sites?**
 - No, all exams at test centers will be computer-based.
- **What if my exam authorization expires during the system downtime?**
 - We encourage you to take your exam before the maintenance period begins. If this is not possible, ICC Credentialing will contact you via email with further instructions.
- **Where can I find more information?**
 - The Code Council and Meazure Learning are collaborating to provide comprehensive details, including visual guides on how to book and schedule exams, and what to expect at in-person test centers. Stay tuned for updates on the Code Council website and through email communications.

For additional inquiries, please contact customer support at customersuccess@iccsafe.org.