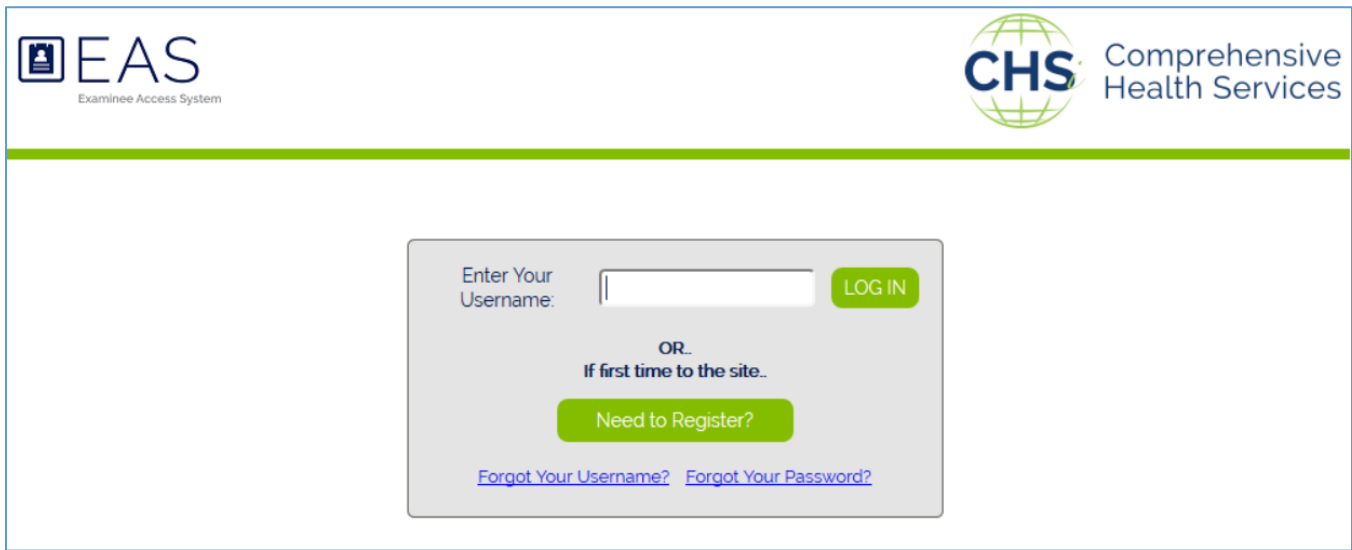


Login/Logout



Enter Your Username: **LOG IN**

OR.
If first time to the site..

Need to Register?

[Forgot Your Username?](#) [Forgot Your Password?](#)


Content Links

- [Examinee Login Purpose](#)
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Examinee Login Purpose: Use the Login page to do the following:


- Login to the Examinee Access System.
- Register with the Examinee Access System.
- Recover your username.
- Recover your password.

Examinee Login Quick Steps: How to use the Login page:

- **Login to the Examinee Access System.**
 - In the **Enter Your Username** field, enter your username. Click the **LOG IN** button.
 - Enter your password. Click the continue icon . The Examinee Access System Welcome window appears with your demographic information.
 - You may be prompted to answer one of your three security questions.
 - Enter the answer to the question and click the **Submit Answer** button.
 - Or click the **Change Question** button to change the question; then answer the new question and click the **Submit Answer** button.



You have three attempts to correctly answer a security question before your account is locked. If you are locked out of your account, follow the instructions in the [Locked Out](#) section below.


- Review your examinee demographic information.
 - If your information is correct, click the **Confirm** icon. The Exams page appears.
 - If your information is not correct, click the **Edit** icon. The My Information page appears. Click the Help icon on the My Information page for additional information on that page.
 - You can change your information at any time by selecting the **My Information** menu item.

- **Logout of Examinee Access System:** From any page, click **Log Out** at the top of the page. If you have pending tasks, a message appears reminding you that you need to complete the tasks.
 - To return to the Examinee Access System and complete the tasks, click the **No – Complete Tasks** button.
 - To complete your logout, click the **Yes – Logout** button.
- **Register:**
 - From the Login page, click the **Need to Register?** button.
 - Enter the contract ID and click the **Next** button to begin the registration process.
 - If you received a registration email, fill out the fields in the registration pop-up window using the information provided in the email you received.
 - If you did not receive a registration email, fill out the fields in the registration pop-up window with the information that your employer or prospective employer has on file for you.
 - If you are not able to register after several attempts, contact CHSi at **1-800-638-8083** and ask for a Customer Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.
 - Click the **Find My Record** button. The Create Account pop-up window appears.
 - Complete the fields in the Create Account window and click the **Create Account** button.
 - Select and answer three security questions. You may need to answer these questions when logging in.
 - Click the drop-down arrow at the end of the **Select a Question** field, select the question you want to answer.
 - Enter the answer in the **Enter the security question answer** field. Click the **Continue to question** icon .
 - Select and answer three questions.
 - The Terms and Conditions window appears. Read the terms and conditions and click the checkbox to accept them. The Communication Preferences window appears.
 - Select one or more communication preferences. Click the **Submit Selections** button. The Examinee Access System Welcome window appears with your demographic information. You can change this information at any time by selecting the **Preferences** menu item.
 - Review your examinee demographic information.
 - If your information is correct, click the **Confirm** icon. The Exams page appears.
 - If your information is not correct, click the **Edit** icon. The My Information page appears. Click the Help icon on the My Information page for additional information on that page.
 - You can change your information at any time by selecting the **My Information** menu item.

Examinee Login Details: How to use the Login page

- **Password Requirements:**
 - At least 8 characters.
 - One number
 - One special character.
- **Recover Username:**
 - Click the **Forgot Your Username?** link on the Login page. A window appears requesting your email address.
 - Enter the email address associated with your username. Click the **Next** button.

- If you enter an email associated with more than one username, you will be prompted to enter in your First Name, Last Name and provide one personal identifier that was created when you registered.
- If incorrect information is entered more than 3 times, a message appears indicating that you should contact CHSi for assistance. Contact CHSi at **1-800-638-8083** and ask for a Customer Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.
- If you enter an invalid email, an error message appears indicating that the email does not exist. Re-enter a valid email or contact CHSi at **1-800-638-8083** and ask for a Customer Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.
- A message appears indicating that an email has been sent to the email address you entered. Click the **Close** icon  to close the message window.
- Go to your email inbox and open the message from Examinee Access System; it contains your username.
- **Forgot Your Password:**
 - Click the **Forgot Your Password** link on the Login page. A window appears requesting your username.
 - Enter your username. Click the **Next** button. If you enter a username that is not valid, an error appears requesting that you enter a valid username. Once you enter a valid user name:
 - You will be prompted to answer one of your 3 security questions that you created when you registered your account.
 - If you answer all 3 questions incorrectly, the account associated to your username will be temporarily locked. Try logging in again after 5 minutes.
 - A message appears indicating that an email has been sent. The email is sent to the email address associated with the username you entered. Click the **Close** icon  to close the message window.
 - Go to your email inbox, open the message from Examinee Access System, and follow the instructions to recover your password. **Note:** This password reset link is valid for only 1 hour from the time the message is sent. If you do not change your password within 1 hour, you will need to repeat the forgot password process again.
- **Locked Out:** If you enter your password incorrectly five times in a row, you will be locked out of your account. Contact CHSi at **1-800-638-8083** to unlock your account. Ask for a Customer Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.
- **Timeout:** If you are inactive in the Examinee Access System for 20 minutes, your session will timeout, and you will need to login again.
- **Register if you have a registration email:**
 - **Contract ID:** The contract ID is found in the registration email that you received.
 - **Examinee ID or Employee number:** Your examinee ID or employee number is found in the registration email that you received.
 - **Personal Identification Item:** Click the down-arrow at the end of the field and select one of the following items for identification: birthdate, 5-digit zip code, last four digits of home phone, house number of home address. Enter the value of the identification item in the bottom field. The value must match the value in the Examinee Access System. If the value does not match, try using a different identification item or contact CHSi at **1-800-638-8083**. Ask for a Customer



Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.

- **Register if you do not have a registration email:**
 - **Contract ID:** The contract ID should have been provided to you by your current or prospective employer.
 - **Examinee ID or Employee number:** Your employee ID is the ID issued to you by your current or prospective employer.
 - **Personal Identification Item:** Click the down-arrow at the end of the field and select one of the following items for identification: birthdate, 5-digit zip code, last four digits of home phone, house number of home address. Enter the value of the identification item in the bottom field. The value must match the value in the Examinee Access System. If the value does not match, try using a different identification item or contact CHSi at **1-800-638-8083**. Ask for a Customer Service Representative. Make sure you provide the receptionist with the name of the employer or agency that you are working for or applying to.
- **Terms and Conditions:** Once you accept the Terms and Conditions, you will not be asked to review them again unless CHSi publishes an updated Terms and Conditions Agreement.