

Reporting Examination Concerns

Please consult the “Uniform CPA Examination Candidate Bulletin – Information for Applicants” for complete instructions and contact information regarding reporting examination concerns. A copy is available on our web site at www.ilboa.org under the heading “Candidate Bulletin.”

If you arrive at the exam with proper documentation and your Notice to Schedule and you are turned away by the testing staff for some reason and cannot test, call the Board of Examiners office immediately at 217-531-0950 or toll free (U.S.) 866-782-7230 to see if we can assist you. We are open from 8:30 a.m. to 5:00 p.m. Monday-Friday, excluding holidays.

During the exam, report equipment/functionality issues to test center staff without delay. If you encounter a problem in a simulation, be sure to identify the TAB in which it occurred. Do not wait until the on-line questionnaire at the end of exam to report hardware/software difficulties.

After completing your examination if you feel that the circumstances surrounding your test administration prevented you from performing at a level consistent with your knowledge and skills, or, if you have a questions or concern about the test, you must notify NASBA at candidatecare@nasba.org AND the Illinois Board of Examiners at help@ilboa.org no later than ten business days from the date of your examination to document your concern. Any information received after scores have been released may not be considered. This includes any problems reported to Prometric during the exam if they meet the above criteria.

Possible errors in exam content should be faxed to the AICPA Examination Team within four days of completing the referenced examination section. That fax number is 609-671-2922. Your fax should include the precise nature of your concern, the rationale and if possible, references. Mention the testlet in which it was found and the topic. Also email or fax exam content concerns to the Illinois Board at help@ilboa.org, attention Susan Welch, or fax to 217-531-0960. Please be advised that the AICPA will review your concerns if received within the four-day deadline, however they are unable to respond directly to candidates.

If you have questions throughout the scheduling and testing process, please contact us at the address above or by phone. We can assist you only if you keep us informed of any concerns you have.