



DATABASE TRANSITION

Frequently Asked Questions

What is a MyNCIDQ Account?

Your MyNCIDQ Account is your online account to apply for and pursue NCIDQ Certification. Through your MyNCIDQ Account, you can:

- Apply for the NCIDQ Exam
- Register for and schedule exams
- View exam history
- Access your NCIDQ Certificate information
- Stay informed on important information from CIDQ

When does the transition take place?

The transition will take place from October 22, 2018 – October 29, 2018. During this time, you will be unable to access your MyNCIDQ Account. Full functionality and access to your MyNCIDQ Account will be available on October 29, 2018.

Will the transition impact my exam scheduled for this October?

No. Individuals who are scheduled to take an exam this October will proceed as normal. When final score reports are available, they will be posted to your MyNCIDQ Account approximately 6-8 weeks following the end of the exam administration.

Will the transition affect access to my record?

Yes. You will be unable to access your MyNCIDQ Account from October 22, 2018 – October 29, 2018. No transactions or changes will occur during this time. Full functionality and access to your MyNCIDQ Account will be available on October 29, 2018.

Will the transition carry over all information, including previously submitted educational transcripts and work verification forms?

Yes. The transition will carry over all information that CIDQ currently has electronically on file for you. This may include demographic information, educational transcripts, work verification forms, and exam results.

Is there any required action prior to the transition?

No. Your information will be automatically and securely transferred to your new MyNCIDQ Account.

Is there any required action after the transition?

Yes. You will need to reset your password. Visit certmetrics.com/cidq and click on the "Forgot your password or login ID?" link to reset your password. You may login with your email address or your NCIDQ Exam Control Number. If you do not know this information, please contact CIDQ at inquiries@cidq.org.

How will I login to the updated MyNCIDQ Account?

Visit certmetrics.com/cidq. You may also visit your new MyNCIDQ Account by visiting myncidq.org. You may need to clear the cache on your internet browser for the page to properly redirect.

How do I retrieve a copy of my score report(s)?

Prior to October 22, 2018, you may download a current copy of your score report through your MyNCIDQ Account. Once logged in, click on Results from the menu on the left hand side. Click on the Download Full Score Report button to download and save a PDF copy of your full score report.

For the fall (October) 2018 exams, final score reports will be posted to your MyNCIDQ Account approximately 6-8 weeks following the end of the exam administration. The score report format for all exams will be updated with the fall 2018 exam administration. If you have taken an exam prior to this date, it is highly recommended that you download a current copy of your score report using the instructions above.

How do I access my verification letter and/or wallet card?

Prior to October 22, 2018, active NCIDQ Certificate Holders may download a current copy of their verification letter and wallet card through your MyNCIDQ Account. Once logged in, click on the My Certifications button from the menu on the left hand side. Under Actions, click on the Download arrow and select Yes to download a copy of your verification letter and wallet card.

What if I need to change my demographic information?

If you need to change your profile information, you may do so prior to October 22, 2018. Otherwise, you may not make any changes until after the transition to your improved MyNCIDQ Account on October 29, 2018.

What do I do if my NCIDQ Certificate is set to expire October 31, 2018?

It is highly recommended that you login now to process your renewal. CIDQ will be unable to process any changes or transactions during the transition period. To process your renewal, login to your MyNCIDQ Account. Click on the Renewal button from the menu on the left hand side and follow the steps. Once the renewal has been processed, you will receive two separate emails: a payment confirmation and notice of your successful certificate renewal, which will include the new expiration date.

Who do I contact if I have question about my new MyNCIDQ Account?

CIDQ is available to answer any questions about accessing and navigating the system. Please do not create a new account if you are unsure about your login details.

Questions?

Please email inquiries@cidq.org.