

FAQ for New Exam Inventory and Access Key Launch

Updates to Exam Payment Options

How is NHA changing exam inventory management?

Customers who currently use discount codes to manage their online exam inventory for on-site exams will directly manage their inventory in Cert Portal starting on February 11, similar to our existing inventory experience for prep and learning resources. With this update, we will remove the opportunity to pre-purchase discount codes. This payment method used to be referred to as Bulk Pre-Pay or Code/Org Pay.

- Institution users will be able to see inventory counts and receive alerts when inventory is low or out.
- Candidates will receive notifications when an exam they are trying to enroll in is out of inventory.
- The institution account will no longer automatically switch to Candidate Pay when an institution is out of inventory.
- Third party exam discount codes will also be migrated to Cert Portal and managed as inventory

Will exam registration be impacted at all?

Yes, all learners will be unable to register for on-site and third-party exams during a blackout period from February 8 until February 11, regardless of payment method. New exam creation will also be unavailable during this time. Exams scheduled prior to these dates will not be impacted, this is only for new exam registrations.

Are existing exams impacted by the blackout?

No. Exams already scheduled and applications already submitted are **not impacted**. Testing, roster approvals, and third-party scheduling proceeds as scheduled.

Can NHA create exams on behalf of customers during the blackout?

No. Exam creation is blocked for everyone. Customers will need to wait until the blackout period is complete.

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What are the different ways to pay for our exams?

- **Institution Pay:** The institution account pays for candidates as rosters are confirmed/approved for an exam, and the account is billed in real time once the roster is approved using a single invoice.
- **Candidate Pay:** Learners pay for the exams that are affiliated with their institution using a credit card during the application process.
- **Inventory:** Historically, the institution account buys exam codes for candidates in advance using pre-paid discount codes. This payment method used to be referred to as Code/Org Pay. With this update, we will remove the opportunity to pre-purchase discount codes. Now, an institution purchases exam licenses in advance for learners who may be testing. The inventory is shown as “used” after the application and then finalized as consumed once the exam roster is approved by the institution or automatically when the exam is finalized. Clients can monitor available inventory through their login.

If I use Candidate Pay or Institution Billing, how will I be impacted?

If you currently use our True Candidate Pay or Institution Billing models, you will see no changes to inventory management other than clearer messages for candidates regarding payment options based on your payment method.

Are there expiration dates for preexisting discount codes? And what happens with codes that are going to expire between now and the migration date in February?

Any outstanding discount codes will be migrated to inventory during the blackout period occurring between February 8 and 11. There are no expiration dates for inventory at this time. For codes with existing expiration dates between now and February 11, those codes will expire if they are not used.

If I use inventory pay and for some reason need a candidate to "candidate" pay, can they be approved and go to payment?

If you have a candidate who needs to pay out of pocket, you can work directly with the candidate to have the payment occur between your institution and the candidate.

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Impacts to Exams

What happens if there are pending candidates and no inventory or not enough inventory is purchased by the time the exam is closed?

The candidates will be auto-rejected. The student will be notified via email and the administrator will be notified via a banner message within Cert Portal.

If multiple students apply at the same time and inventory runs out, what happens?

Applicants are processed in order of completion. Once inventory is exhausted, remaining applicants will be gated from proceeding and will be directed to their institution.

How does this impact Same Day registrations?

Starting January 1, 2026, we no longer accommodate same-day exam registrations or any exam registration request that is less than 8 days from the desired exam date. Please note that NHA requires exam application deadline dates to be at least 8 days prior to a selected exam date to ensure proctors, students, and our staff are all properly prepared for your exam day.

Who do I contact if I need more inventory?

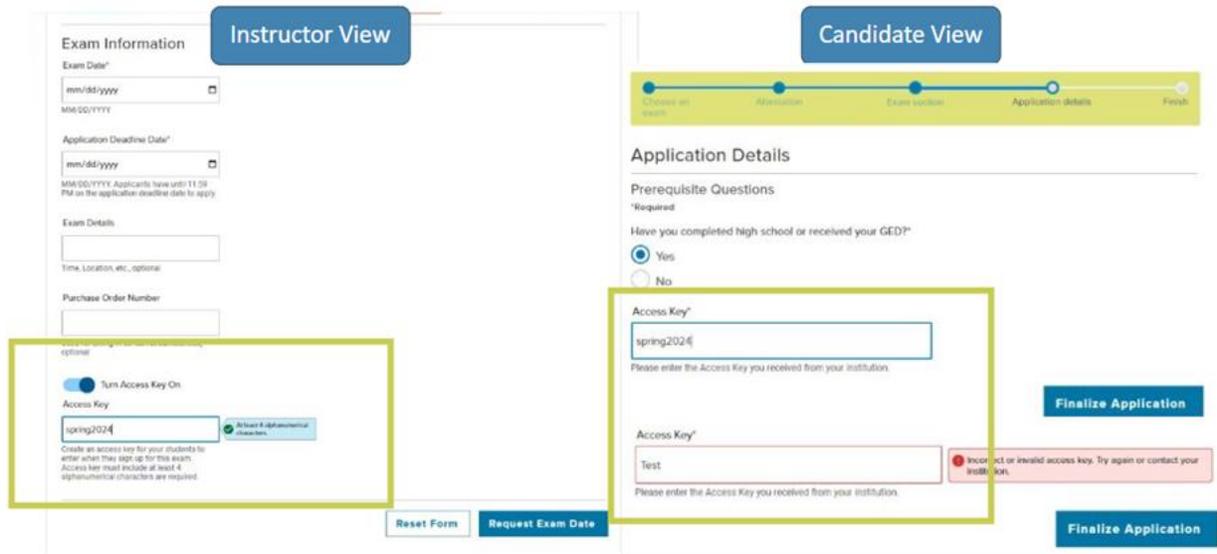
Contact your Account Manager to purchase more inventory for your exams and course materials

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New Access Keys

Is there a way to gate who is registering for exams?

For all users regardless of payment option, you will now have the ability to create an Access Key for exams as an extra step to ensure your learners are applying for the right exam.



The image shows two side-by-side screenshots of the NHA application interface. The left screenshot is titled 'Instructor View' and shows a form for 'Exam Information'. It includes fields for 'Exam Date*', 'Application Deadline Date*', 'Exam Details', and 'Purchase Order Number'. A yellow box highlights the 'Turn Access Key On' toggle, which is turned on, and the 'Access Key' field containing 'spring2024'. A green checkmark icon indicates the key is valid. Below the form are 'Reset Form' and 'Request Exam Date' buttons. The right screenshot is titled 'Candidate View' and shows the 'Application Details' section. It includes a progress bar at the top with steps: 'Choose an exam', 'Application', 'Exam location', 'Application details', and 'Finalize'. Below the progress bar is a 'Prerequisite Questions' section with a question: 'Have you completed high school or received your GED?'. The 'Yes' radio button is selected. A yellow box highlights the 'Access Key*' field containing 'spring2024'. Below this field is a red error message: 'Incorrect or invalid access key. Try again or contact your instructor.' At the bottom right of the candidate view is a 'Finalize Application' button.

Access Keys can be created for each scheduled exam date. It does **not** impact pricing, billing, discounts, or payment in any way. Think of it as a password required to submit an exam application.

The exact variation depends on the institution, but we suggest minimizing the amount of variation because NHA Customer Support will NOT be able to provide access keys to candidates. Any issues the candidate has will be directed back to the customer.

Instructors can change or review their access key when editing their exam. The access keys must include at least four alphanumeric characters and are not case sensitive.

For online exams, access keys are specific to an exam roster. For third party exams, access keys are specific to a certification type.

Who creates and manages access keys?



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Access keys are created, viewed, edited, and managed by **institution users** within the Cert Portal. NHA Support will not provide access keys over the phone, though they will help administrative B2B users with locating how to review and update within their login.

Can I go back and add an access key to an exam that I already scheduled?

Yes you can. Just know that some learners may get into the exam if you don't have the key in place right away.

Will the same candidate be able to use the same access code twice?

NHA prevents candidates from applying for the same exam twice, so they will only be able to redeem the access code for a single exam once. An instructor may use the same access code for different exams and the candidate would be able to use that access code for different exams. There are no limits to how many times an access key can be used or redeemed for a specific exam.

Will there be a special key for re-takes? If it is the same access key couldn't a candidate automatically schedule exams if they know the key and pull inventory freely?

The Access Key is per scheduled exam, so it will depend on whether the customer changes those access keys per exam or retakes. Exam retakes can always be set up with a different payment method than the initially scheduled exam. The "default" for secondary attempts will be candidate pay unless otherwise noted.

If the Retakes are setup as inventory pay, both the first take and retake will pull from the same inventory. The "Retake" inventory you see on the exams page is only going to be used for "Free Retakes" offered through the ExCPT bundles.