



ABDSM Exam FAQs

Having trouble creating an account?

Contact Kryterion Technical Support by creating a support ticket here: [Kryterion Technical Support](#). Kryterion Technical Support is available 24 hours a day, 7 days a week, 365 days a year (with the exception of US Federal Holidays).

Forgot your password?

Click on the "Forgot Password" link in the top right-hand corner of the landing page.

Forgot your login?

Email the ABDSM at info@abds.org and we can send you an email with a reminder of the login you used to create your account.

System won't allow you to register for an exam?

You probably don't have access yet. We suggest following these steps:

1. Make sure that you have created an account.
2. Has it been fewer than 5 days since you created your account? If yes, you can expect to receive email confirmation from the ABDSM soon.
3. Has it been more than 5 days since you created your account? If yes, check your spam/junk folder for the confirmation email from the ABDSM.
4. Contact the ABDSM at info@abds.org or 630-686-1478.

Can't find availability at a testing center near you?

Contact the Kryterion Technical Support with assistance in finding a center with available dates and times by creating a support ticket here: [Kryterion Technical Support](#). Kryterion Technical Support is available 24 hours a day, 7 days a week, 365 days a year (with the exception of US Federal Holidays).

1. Some testing centers release their availability about 6 months before the exam. Other centers do not release their availability until 30, 60, or 90 days before the exam. Kryterion Technical Support can tell you if a center you are interested in is full or if it just hasn't released its availability yet.
2. Not every testing center is open every day of the week. Some centers are open on the weekends, others aren't. Kryterion Technical Support can help you identify centers near you that are typically open on the days of the week you prefer to test.

Scheduled for the exam but want to make a change?

You may change the date, time, and location at any time up to 72 hours prior to your scheduled exam. If you'd like to make changes to your scheduled exam within 72 hours of the start time, there is a fee to do so. Please contact the ABDSM at info@abds.org or 630-686-1478.

Do I need to pay a fee to schedule my exam?

There is no additional cost associated with scheduling your exam. Please view the [ABDSM 2020 Diplomat Guidelines](#) for important dates regarding withdrawal and cancellation prior to the exam.

Important: A mandatory fee of \$110 is charged to those who fail to show for their scheduled exam, or for rescheduling or canceling 72 hours prior to their scheduled exam time. If you need to cancel or reschedule your exam within this time frame, please contact info@abdsm.org or 630-686-1478 for assistance.

When should I arrive for my exam?

It is strongly recommended that you arrive at least 15 minutes prior to your scheduled exam time. If you arrive late, it will be at the testing center's discretion as to whether or not they have the availability to accommodate you.

What should I bring to the exam?

1. Test Taker Authorization Code

The test taker authorization code is required to launch your exam at the testing center.

Your authorization code is located in the exam confirmation email that you received after you scheduled your exam. Print a copy of this email and bring it with you to the testing center on the day of the exam.

2. Two Forms of Identification

Primary identification must be a government-issued photo ID such as a driver's license. Secondary identification may be a credit card, bank debit card, or employee identification card. NOTE: In the United States, a social security card is not an acceptable form of identification.

- If you have any questions about what forms of ID will be accepted at your testing center, please contact Kryterion Technical Support at 866-579-8374 or 602-659-4666 (International) or send an email to support@KryterionOnline.com.

Day of Exam Problems

If you arrive for your exam and experience any problems with the site or proctoring process, please contact Kryterion Technical Support at 866-579-8374 or 602-659-4666 (International) or send an email to support@kryteriononline.com. Kryterion Technical Support is available 24 hours a day, 7 days a week, 365 days a year (with the exception of US Federal Holidays).