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@abdsm.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@abdsm.org or 630-686-1478.

Can't find proctor availability on a preferred date?
Contact the Kryterion Technical Support with assistance in finding a testing 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).

Scheduled for the exam but want to make a change?
You may change the date, time, and location at any time up to 24 hours prior to your scheduled exam. If you'd like to make changes to your scheduled exam within 24 hours of the start time, there is a fee to do so. Please contact the ABDSM at info@abdsm.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 Diplomate 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 24 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 login for my exam?
You should plan to log in at least 15 minutes prior to your scheduled exam time. If you log in more than 20 minutes after your scheduled exam time, you will be counted as a no-show.

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).