



# User Guide

## 3. Changing Reservations

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## 3 Changing Reservations

This guide explains how to change the reserved test date/time and test center (venue) for your application.

### 3.1 Access the Top Page for the Registration Website

Access the top page for the Registration Website.

<http://ac.prometric-jp.com/testlist/jfe/index.html>

PROMETRIC  Cambodia Select the country ▼

JAPAN FOUNDATION 国際交流基金 JFT Basic

Japan Foundation Test for Basic Japanese

Obtain your Prometric ID Login

[Confirm and change registered information](#)

**About the Test**

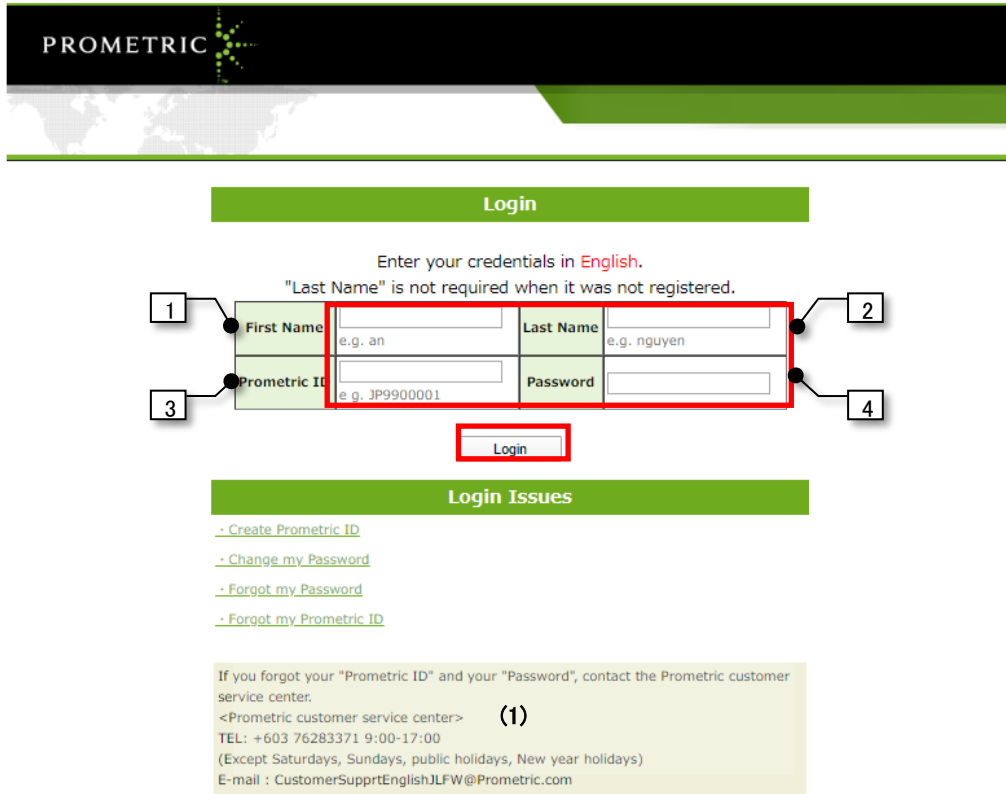
**Introduction** This test measures the level of Japanese language proficiency needed by foreign nationals about to reside in Japan mainly for work, to communicate in everyday life situations.

Click [Login].



- Please note that if you close the browser by clicking “×” on the upper right of the browser window while logged in to the Registration Website, you cannot log in again for 20 minutes. Please use the “Logout” button when you leave the Registration Website.

3.2 Login



Enter the information required for login and click **[Login]**.

1	<b>First Name</b>	Mandatory	Enter the name for the examinee in English (must be the name registered for "Prometric ID")
2	<b>Last Name</b>	(see ->)	Last Name is required if you registered it for "Prometric ID"
3	<b>Prometric ID</b>	Mandatory	Enter your Prometric ID (case sensitive)
4	<b>Password</b>	Mandatory	Enter the password set when your Prometric ID was created (case sensitive)

(1)  
 If you forgot your Prometric ID or Password, contact the Prometric customer service center.  
 <Prometric customer service center>  
 TEL: +603 76283371 9:00-17:00  
 (Except Saturdays, Sundays, public holidays, New Year holidays)  
 E-mail: CustomersupportenglishJLFW@prometric.com  
 Note: Support can only be provided in English.

3.3 Reserved Tests List

PROMETRIC

Logs out and goes to the top page of the Registration Website

Reserved tests list

Goes to the Confirmation Letter page

Test Code	Test Name	Test Date	Reservation Time	Test Center	Confirm Reservation	Reschedule	Cancel	Score report
JLO-EN1J	Japan Foundation Test for Basic Japanese	2019/08/29	08:00	PHJ01/ATENEO DE MANILA UNIVERSITY	Check	Reschedule	Cancel	-

(2)

- Make sure you reschedule or cancel at least three business days prior to your scheduled test date (at least four business days if the test date falls at the weekend).
- The test and payment method cannot be changed. Cancel the current reservation and register a new one.

Goes to the Change Reservation page

Goes to the Change Reservation page

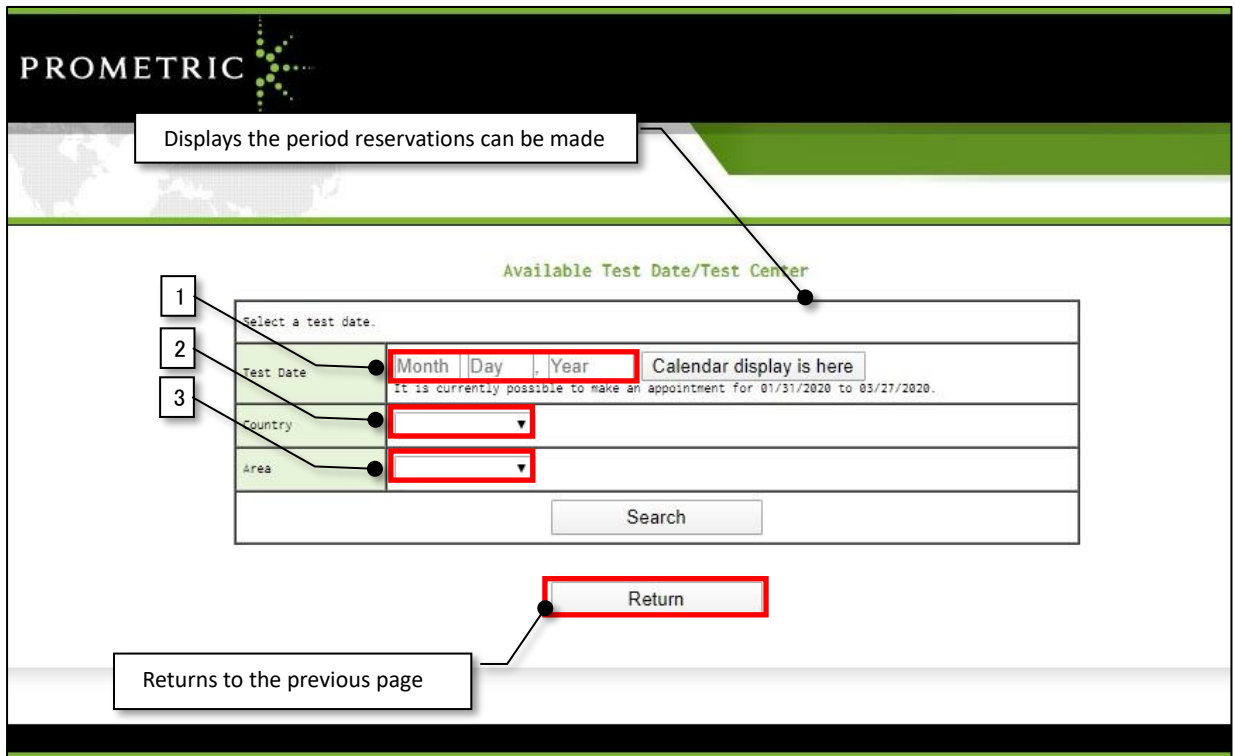
A list of the successfully registered tests will be displayed. Click **[Reschedule]** for the registration entry to be changed.

(2)

- Make sure you reschedule or cancel at least three business days prior to your scheduled test date (at least four business days if the test date falls at the weekend).
- The test and payment method cannot be changed. Cancel the current reservation and register a new one.


Please refer to User Guide #4 for cancellation.

3.4 Select a Test Date/Test Center (Venue)

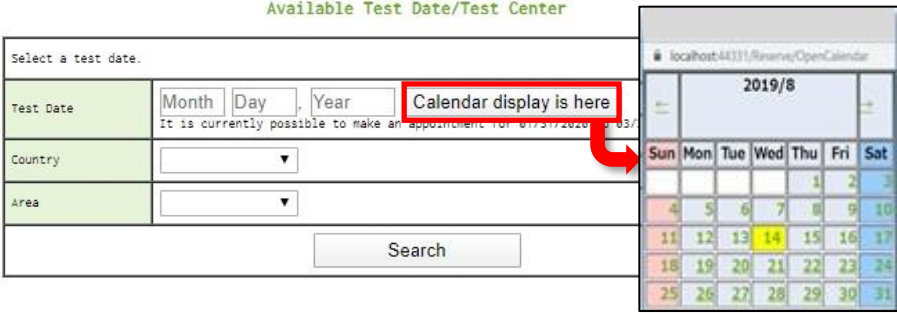


You can check the test date of the country which you want to take the test from the top page of the test Registration Website. Select your desired test date from the Test Date box and click [Search]. You can also narrow down your search by selecting the country and area. If you leave the country and area box blank, all the test centers that are available on the desired test date will be displayed.


1	<b>Test Date</b>	Mandatory	Enter the desired test date.
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 Clicking on **Calendar display is here** to open the calendar window. You can enter a date by clicking on the date in the calendar. If the calendar freezes due to browser issues, please enter a date directly.


Available Test Date/Test Center



2	<b>Country</b>	Optional	Select the country where you are taking your test.
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 When you click on **Country**, a list of countries will be available for selection. You can also click [Search] first, then select the country in the drop down list and search Test Centers again. If the search result of the test date you have chosen does not show anything, it means no test is being carried out on that day, clicking [Search] again will not display anything.

3	<b>Area</b>	Optional	Select the area where you are taking your test.
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 By clicking [Area], the list of areas of the country you have selected will appear for selection. For selecting the areas, you will need to select **Country** first. If the area is not available it will not appear in the list. You can also click [Search] first, then select the country and then select area in the drop down list and search Test Centers again. If the search result of the test date you have chosen does not show anything, it means no test is being carried out on that day, clicking [Search] again will not display anything.



**Available Test Date/Test Center**

Select a test date.

Test Date:   2020   
It is currently possible to make an appointment for 01/31/2020 to 03/27/2020.

Country:

Area:

[Search Results]

Select a reservation time.

Test Date: 2020/02/05

Test Center:

■ : Available     
 ■ : Few vacancies     
 ■ : No vacancies

■	: Available	Places available (Reservable)
■	: Few vacancies	Limited availability (Reservable)
■	: No vacancies	No places available
■	: Unavailable	Not offered

Click on the reservation time you would like.

Reservation Time	09:15	10:00	10:45	11:30	12:15	13:00	13:45	14:30	15:15	16:00	16:45	17:30	18:15	19:00	19:45
PHJ01/PHJ01_placename															
Reservation Time	09:15	10:00	10:45	11:30	12:15	13:00	13:45	14:30	15:15	16:00	16:45	17:30	18:15	19:00	19:45
PHJ06/PHJ06_placename															

The test center (venue) information for the selected test date will be displayed. **Information of test center (venue) in other countries will also be displayed. Please be careful and select the correct test center (venue).** Click on the test time of your desired test center (venue).

4	<b>Reservation Time</b>	Mandatory	Please make sure your desired test center is displayed.
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Depending on your selection (**Test Date , Country , Area** - if any), multiple test center information may be displayed.

5	<b>Reservation Time</b>	Mandatory	Click on the test time of your desired test center (venue).
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At your desired test center, click at the **Available's** or **Few vacancies's** test time. You cannot change it to a test center at a different country. If you make a mistake, selected a wrong test center in a different country, you will have to cancel your reservation and register again.



3.5 Confirm Changes

**Confirm reservation** Logout

The following tests have been selected		Price (tax included)
JL0-Edum1	Japan Foundation Test for Basic Japanese (45 minutes)	-
<b>Total (tax included)</b>		<b>-</b>

Reservation details			
Test Date/Time	2019/9/23 09:15		
Test Center	ATENEO DE MANILA UNIVERSITY (Philippines)		
Payment Method	VOUCHAR		
Voucher Ticket Information	Test name	Voucher number	Expiration date
	Japan Foundation Test for Basic Japanese	1234567910	2019/12/1

Emergency contact number  1

(3) When you click "Change reservation" your confirmation letter is displayed and a reservation notification mail will be sent automatically.


Return
Change reservation

The reservation changes will be displayed. If there are no issues, enter an emergency contact phone number and click **[Change reservation]**. To make a correction, click **[Return]** to return to the previous page.

1	<b>Emergency contact number</b>	Mandatory	Enter an emergency contact phone number
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(3) When you click [Change reservation], your confirmation letter is displayed and a reservation notification mail will be sent automatically.

### 3.6 Changes Complete (Confirmation Letter of Changes Displayed)



**GERALD REYES BAUTISTA**  
4654463030  
SHELTAN MALOLOSO  
SILIGUAN  
Nationality: Philippines  
Date of Birth: 1993/12/05  
Sex: Male

**Confirmation Letter**

2020/02/14

(GERALD REYES BAUTISTA)  
Prometric ID : 898847365  
Confirmation Number : 1387543000000001

2020/02/14

Exam Date	Test Center	Contact
2020/02/14	Philippines Manila Makati	Prometric Test Center c/o Z/F ATENEO DE MANILA UNIVERSITY 120 HV Dola Costa St. Salcedo Village, Makati City 1227, Manila Philippines. Phone: -

Check in *	Appointment Time	Exam Code	Exam name	Approximate Test Length	Payment Method	Price
15:00	15:15	F10-FS03	Japan Foundation Test for Basic Japanese	80 minutes	VOUCHER F2020BEZJHQ2 2020020104	PH

\* You cannot take the test if you are late for the specified time.

**Please make sure that all the information in your confirmation letter is correct.** Nationality, Date of Birth, and Sex will be shown in your score report. If you have entered incorrect information, please cancel your reservation immediately and make a new reservation with the correct information.

**Required items for the day of the test:**  
Please note that you have to bring this confirmation letter and an acceptable form(s) of identification on the day of the test. One confirmation letter is issued for each test appointment. Please bring all required Confirmation Letters on the day of the test.

- Confirmation letter
- The following forms of identification are acceptable provided they have not expired.
  - In Cambodia
    - International Passport
    - Highway ID-Card
    - Official Drivers License
  - In China
    - PH Passport
    - PH PASSPORT/PHILIPPO Resident Identity Card
  - In Indonesia
    - KTP (Kartu Tanda Penduduk) Reader's Identification Card
    - Passport
    - Karta Pengemudi / SIM ( Surat Izin mengemudi) Driver's License
  - In Mongolia
    - Passport
    - Хүчингэжээний Зөвшөөрлийн Хувьцаа / Хүчингэжээний Зөвшөөрлийн Хувьцаа Citizen Identity Card of Mongolia
  - In Myanmar
    - Passport
    - နိုင်ငံခြားသို့ ခရီးထွက်ခွင့်ပြုခြင်း အမည်ပြုစာတမ်း ID with notarial seal and signature in English
    - နိုင်ငံခြားသို့ ခရီးထွက်ခွင့်ပြုခြင်း အမည်ပြုစာတမ်း Driver's License
  - In Nepal
    - Passport
    - Driver's License (with name in English alphabet only)
    - Legal citizenship certificate (with name in English alphabet only)
    - राज्य नागरिकता प्रमाणपत्र and National Identity Card
  - In Philippines
    - Passport
    - SSS ID
    - GDSE E-Card
    - Philippine Postal ID Card
    - Driver's License (I.D. The Land Transportation Office)
    - Professional regulation commission
  - In Thailand
    - International Passport
    - Consular/Embassy ID Card
    - ใบอนุญาตขับขี่ Driver's License
  - In Vietnam
    - Hộ Chiếu Ngoại Quốc
    - Chung minh thư ID Card
  - In Japan
    - パスポート
    - Residence card

**Rescheduling or Cancellation:**  
See our Reschedule or Cancel policy by [Items 16, 20, 25, 50 \(PH\)](#).


**Note:**  
Candidates will not be allowed to take the test under the following circumstances. You will still be charged for the test:

- If you do not bring an acceptable form of identification.
- If the name you registered is different to the name on your valid form of identification.
- If your identification has expired.
- If you bring photocopies of your form of identification. You must bring the original.
- If you do not bring this confirmation letter for each exam.

You cannot reschedule or cancel after the deadline. Payment is not refundable for late cancellations, late arrivals, or absence. Please refer our online policies for more details every Thursday from 18:00 - 22:00 (UTC), due to weekly system maintenance.

\*Prometric customer service center\*  
TEL: +602 70283376 Reception hours 9:00 - 17:00  
(Except Saturdays, Sundays, public holidays, New Year holidays)  
E-mail: CustomerSupport.ph@id.f@prometric.com

Philippines Manila Makati  
Prometric Test Center c/o Z/F ATENEO DE MANILA UNIVERSITY 120 HV Dola Costa St. Salcedo Village, Makati City 1227, Manila Philippines



Thank you for making a reservation.  
Make sure you bring this confirmation letter on the day of the test.

[Back](#)

A confirmation letter that confirms the change have taken place will be displayed and a registration notice email will be sent to the registered e-mail address.  
 Make sure you bring this confirmation letter on the day of the test.  
 Please refer to User Guide #2 for contents of the confirmation letter.

Click **[Back]** to go to the Reserved Tests List page