



User Guide

5. Checking and Changing Personal Information

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5 Checking and Changing Personal Information

This guide explains how to check or change your personal information as entered when you registered for a Prometric ID.



If you enter your sex, date of birth, or nationality incorrectly when you make a test reservation, please cancel your reservation immediately and make a new reservation with the correct information. Please note that after the Schedule/Reschedule/Cancel period ends, rescheduling or cancellation request will not be entertained. As a result, the incorrect information you registered will remain incorrect and will not be able to be corrected.

5.1 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

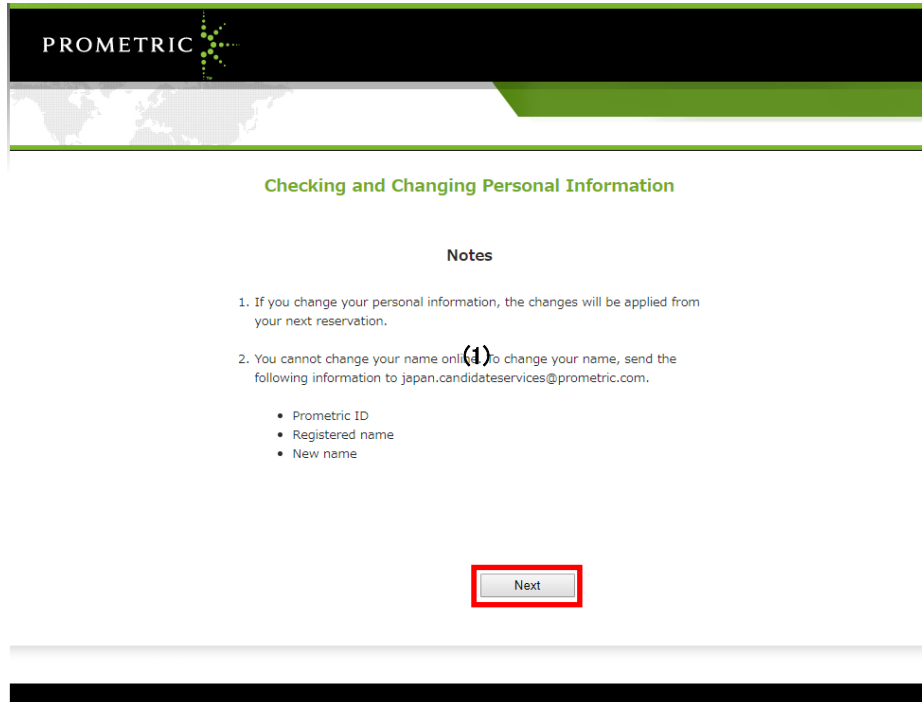
Introduction This test measures the level of Japanese language proficiency needed by foreign nationals about to reside in Japan mainly for work, to communicate in everyday life situations.

Click **[Confirm and change registered information]**.



- 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.

5.2 Guidelines for Changing Personal Information

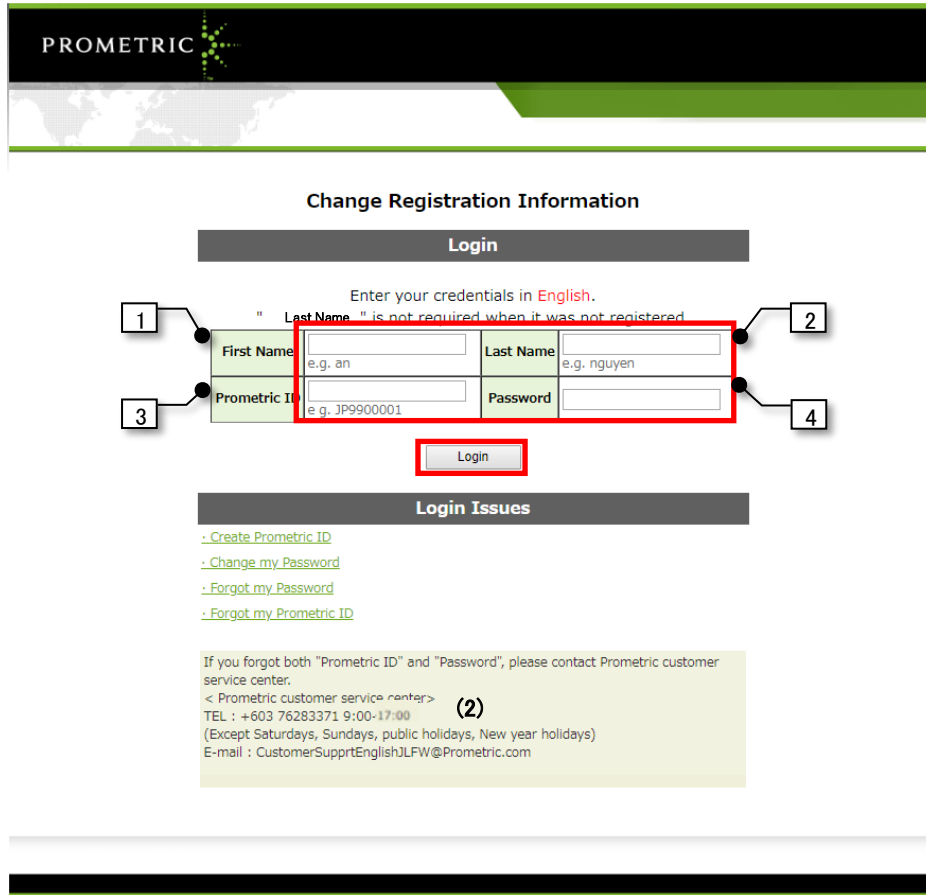


The following guidelines will be displayed for changing personal information. After confirming, click [Next].

(1)
Notes:

1. If you change your personal information, the changes will be applied from your next reservation.
2. You cannot change your name online. To change your name, send the following information to Prometric Customer Service Center (customersupportenglishJLFW@prometric.com).
 - Prometric ID
 - Registered name
 - New name

5.3 Login



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

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

*Middle name is not required when you log into the Registration Website.

(2)
 If you forgot your Prometric ID and your 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.

5.4 Enter User Information Changes



Checking and Changing Personal Information

Notes

- 1) Changes will be applied from your next reservation.
- 2) Enter information using alphanumeric characters.
- 3) You cannot enter symbols other than the following: hyphens & () spaces.

First Name	JOHN
Middle Name	
Last Name	SMITH

Categories	Fill in the field you want to change	Current information
Phone	<input type="text" value="870-457-7183"/>	870-457-7183
Street Address1	<input type="text" value="1234 APPLE STREET"/>	1234 APPLE STREET
Street Address2	<input type="text" value="345"/>	345
City	<input type="text" value="SEATTLE"/>	SEATTLE
State / Province	<input type="text" value="USA"/>	USA
Postal / Zip Code	<input type="text" value="99800"/>	99800
E-mail address	<input type="text" value="johnsmith@example.com"/>	johnsmith@example.com
Do you want to receive notifications from Prometric?	<input type="radio"/> : Yes <input checked="" type="radio"/> : No	No

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

To change your user information, make the required changes to the input fields and click **[Next]**.
When you just check your user information without making changes, click **[Logout]**.

Number	Field Name	Requirement	Description
1	Phone	Mandatory	Enter a phone number
2	Street Address 1		Enter an address in English
3	Street Address 2	Mandatory	
4	City	Mandatory	
5	State/Province	Mandatory	Enter the state or province name in English
6	Postal/Zip Code	Mandatory	Enter the postal or zip code If you don't have postal/zip code, please enter "000"
7	E-mail address	Mandatory	Enter an e-mail address
8	Do you want to receive notifications from Prometric?	Mandatory	If you would like to receive test-related information (information on campaigns, seminars, events, etc.) that support taking tests, or information on the services offered by Prometric or accreditation bodies, select [Yes].

(3)
Notes:
1) Changes will be applied from your next reservation.
2) Enter information using alphanumeric characters.
3) You cannot enter symbols other than the following: hyphens & () spaces.

5.5 Confirm Input Information

PROMETRIC

Confirmation and change of personal information

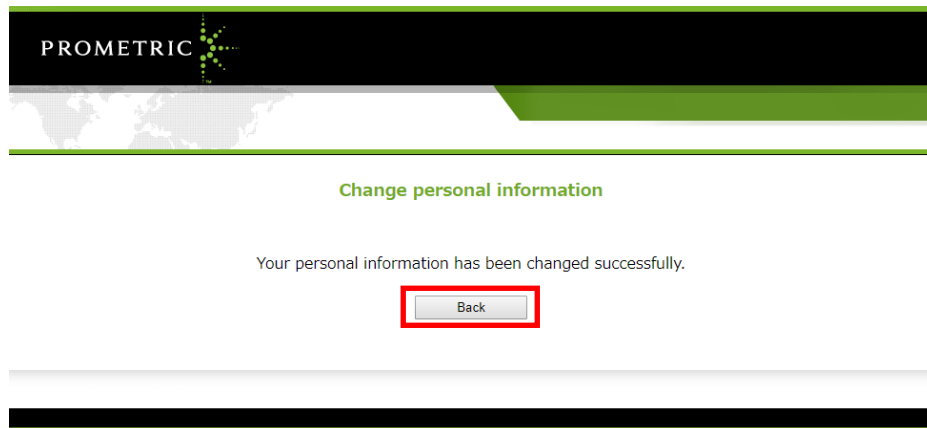
Check the following contents carefully as this will be used to create your ID.
(Changed categories are displayed in red .)

Categories	Contents of registration
First Name	JOHN
Last Name	SMITH
Phone	870-457-7183
Street Address1	1234 APPLE STREET
Street Address2	345
City	SEATTLE
State / Province	USA
Postal / Zip Code	99800
E-mail address	johnsmith@example.com
Do you want to receive notifications from Prometric?	Yes

Returns to the previous page

The details entered will display on the screen with changes shown in red. If there are no mistakes, click **[Register]**. To make a correction, click **[Return]** to return to the previous page.

5.6 Personal Information Change Complete



If the above page is displayed, your user information has been changed successfully. Click **[Back]** to move to the Test Overview page.