



User Guide

8. Confirm Prometric ID Request

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8 Confirm Prometric ID Request

This guide explains how to confirm a registered Prometric ID if forgotten.
When the confirmation process is completed, the Prometric ID information will be sent by e-mail.

8.1 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

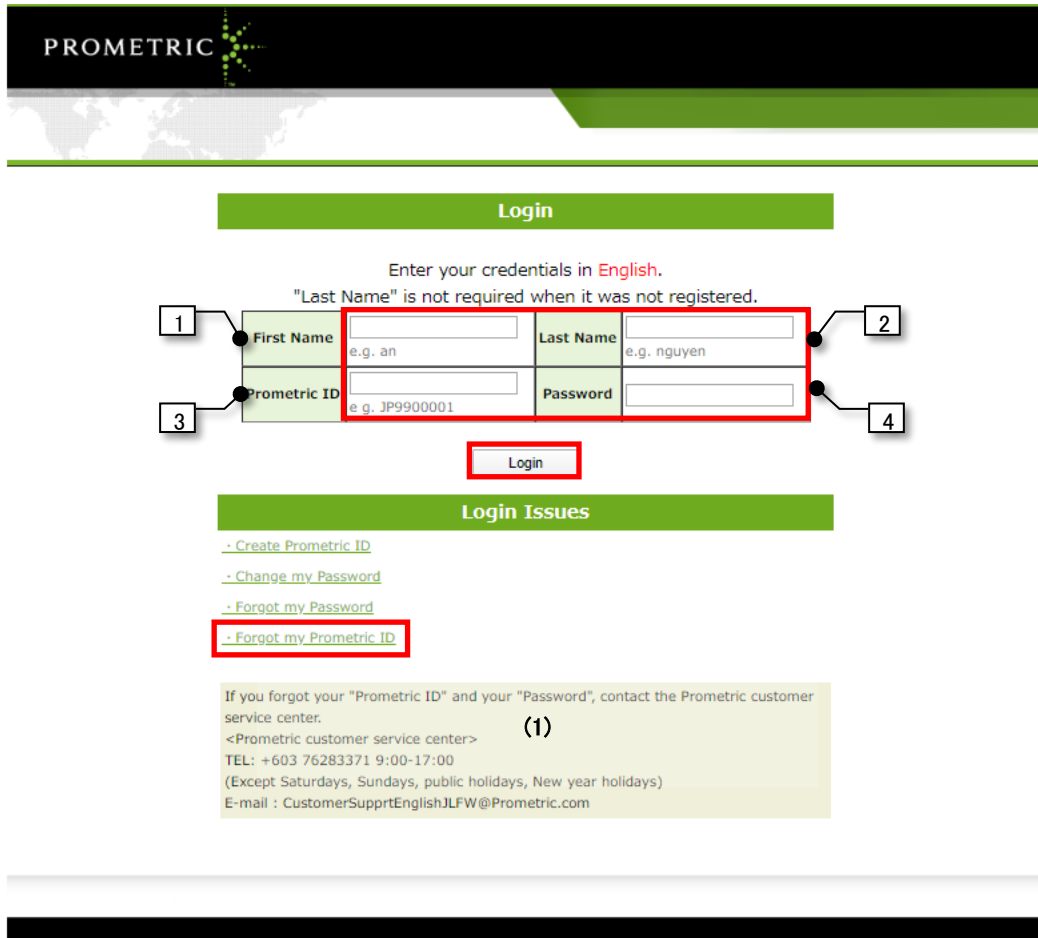
Introduction This test measures the level of Japanese language proficiency needed by foreign nationals about to reside in Japan mainly for work, to communicate in everyday life situations.

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.

8.2 Confirm Prometric ID Request



On the Login page, click **[Forgot my Prometric ID]**.

(1)
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

8.3 Enter User Information

Fill in all input fields with the required information and click [OK].

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	Password	Mandatory	Enter the password set when your Prometric ID was created (case sensitive)
4	Registered E-mail address	Mandatory	Enter the e-mail address registered when your Prometric ID was created
5	Emergency contact	Mandatory	Enter an emergency contact phone number

(2)
Please enter your credentials in English.
If it matches the registered information, we will inform you of your Prometric ID by e-mail.

(3)
Note: Registered E-mail address is the E-mail address you registered when creating Prometric ID.

8.4 Confirm Input Information

PROMETRIC

Forgot Prometric ID

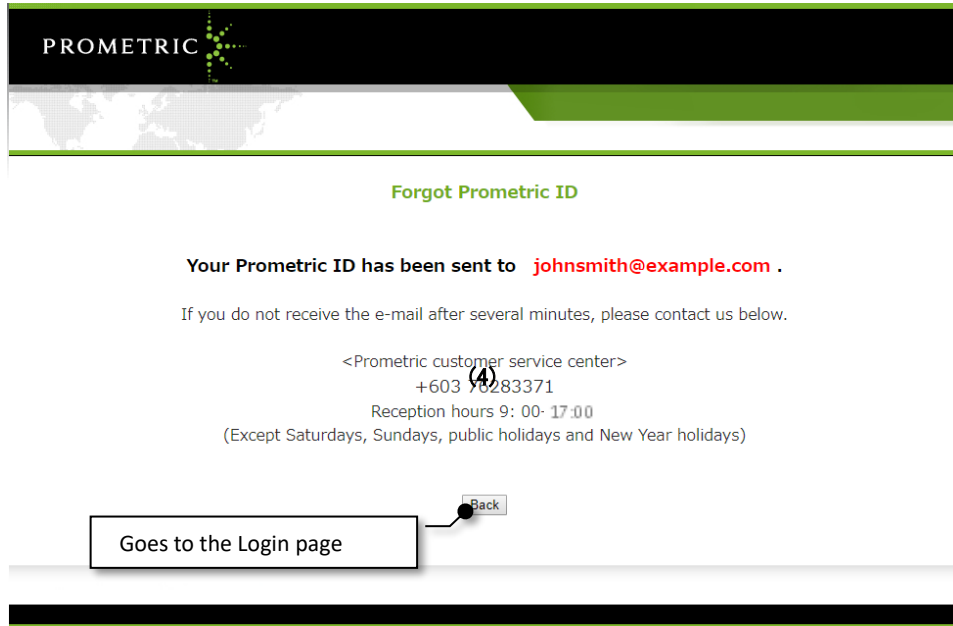
Please confirm the contents below, and click the Send button.

First Name	JOHN
Last Name	SMITH
Password	XXXXXXXX
Registered E-mail address	johnsmith@example.com
Emergency contact	870-457-71831

Returns to the previous page

The details entered will display on the screen. If everything is correct, click **[Send]**.
If any corrections are necessary, click **[Return]**.

8.5 Prometric ID Request Confirmation Procedure Complete



Information for the registered Prometric ID will be sent to the specified e-mail address. Click **[Back]** to go to the Login page.

(4)
Your Prometric ID has been sent to ***@*****.
If you do not receive the e-mail after several minutes, please contact us below.
<Prometric customer service center>
+603 76283371
Reception hours: 9: 00-17: 00
(Except Saturdays, Sundays, public holidays and New Year holidays)
Note: Support can only be provided in English.