

Important Tips for Residents making OKAP Appointments

- **Residents MUST have their Academy member ID number to make their exam appointment.** The Academy member ID number is the Eligibility ID required on the Prometric exam registration site. Residents can retrieve their membership number by calling Academy member services at (415) 561-8581.
- Exam fees are paid by residency programs and there are no membership fees for members-in-training. **Payment by residents will not be accepted.**
- **Residents MUST enter their name in the Prometric appointment and scheduling system exactly as it appears on their ID.** If the name on the registration does not match the ID presented at the test center, Prometric cannot allow the resident into the test center. The "Last Name" field in the registration system will allow the resident to enter two names. For example, if the resident has two family or surnames on the ID, but entered only one on the registration, the resident will not be allowed to sit for the exam. Other examples that will prevent positive identification include entering initials in the registration when their ID includes their full name, or entering an "English" version of their name that does not match the ID.
- **Each resident must ensure his or her contact information is accurate and up to date in the appointment and scheduling system.** Occasionally, Prometric must reschedule appointments due to inclement weather, server outages, or other facility-related issues. Therefore, they must be able to contact the resident directly. The resident can sign into the Scheduling and Registration system at any time to double-check or update contact information. Residents should also report updated contact information to Academy Member Services so that their information is correct for future years.
- **Residents should update their e-mail settings.** When Prometric needs to contact a resident about an appointment, they will do so by phone and e-mail. The resident should ensure that his or her e-mail is set to receive e-mail from Prometric ("prometric.com") to avoid e-mails being viewed as spam.