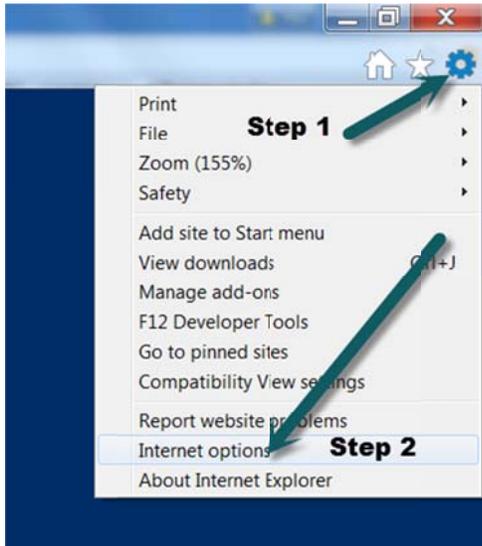


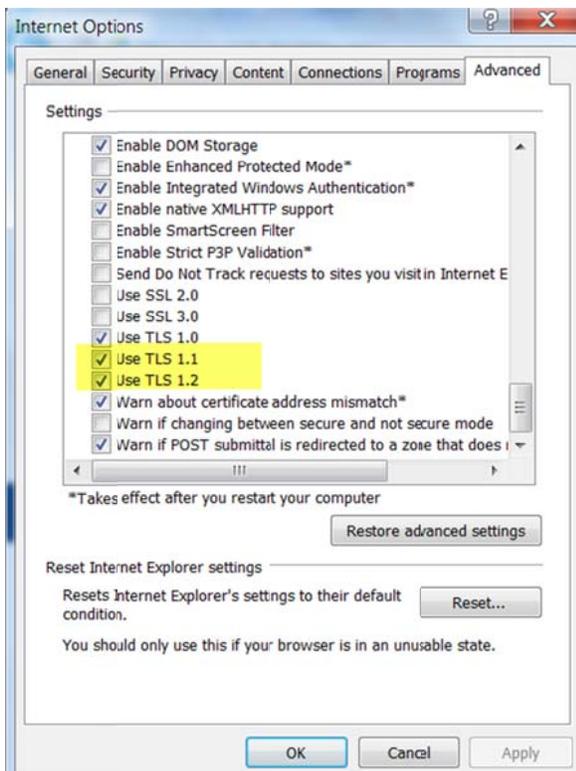
## Registration Troubleshooting

If you are using an older version of Internet Explorer and you cannot connect, make sure that the following settings are enabled:

Click on the “Tools” icon (see below) and then



TLS 1.1 and TLS 1.2 must be checked.



If the system rejects your Qualifying Party number and Exam ID, make sure that you DO NOT use "QP" or "." before the number. In other words, use only numbers.