ExamFX
Success Starts Here

SERVICE SOLUTIONS
Support Guide
Success is our Top Priority

ExamFX is a dedicated partner in your organizations' success and is available to support you and your candidates throughout the learning process.

New and Improved Support Solutions

As a partner through all of your prelicensing needs, we want to assure you are receiving the support necessary to make this process seamless. We are providing this guide to help direct you to the right department to assist you with your needs or answer any questions you may have.

Contact Options	Email Support	Phone Support	Live Chat Support
Candidate Support General, Certification or Technical Support Questions	customer.service@examfx.com	(800) 586-2253 **press 2** M-F: 7:00AM-6:00PM CST; Sat: 10:00AM-2:00PM CST; Closed Sun	www.examfx.com M-F 8:00AM-6:00PM CST; Closed Sat and Sun
Manager Support Candidate Registration or Manager Tracking Questions	manager.support@examfx.com	(800) 586-2253 **press 1** M-F: 7:00AM-6:00PM CST; Sat: 9:00AM-5:00PM CST; Closed Sun	www.examfx.com M-F: 8:00AM-6:00PM CST; Closed Sat and Sun
Billing Support Invoice Payment or Billing Questions	business.services@examfx.com	(800) 586-2253 **ext 4087** M-F: 8:00AM-5:00PM CST; Closed Sat and Sun	
Sales Support Contracts, VLA Questions or Adding a New Office	sales@examfx.com or contact your account manager		
Instructor Support Training Material Content Questions	instructorsupport@examfx.com		
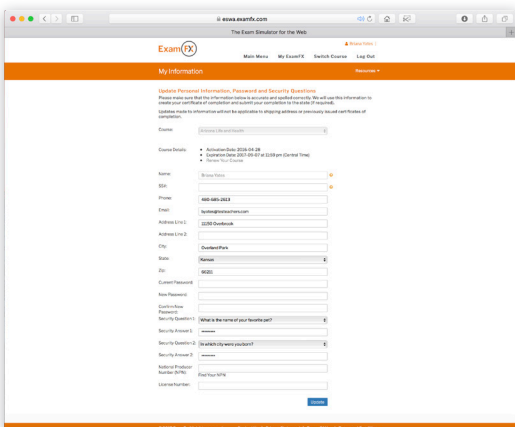
ExamFX Online Learning Portal available 24/7.

My ExamFX Self Support Tool

All learners have access to My ExamFX from within the online learning portal, accessible from the link at the top of the page. Please direct learners to this important resource for assistance with the following:

- Renew Your Course
- Update Personal Information
- Update Security Questions
- How to Get a Certificate
- View Requested Certificates
- Print Purchase Receipt
- How to Schedule your State Exam
- State Rules

Visit us online at **www.examfx.com**

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