



# PROCTORED EXAM FAQs

## EXAMS AT A PROCTOR LOCATION:

### How do I get an exam proctored at a proctor location?

- Choose a proctor site from this list of [approved proctor locations](#)
- Send an email to [education@illinoisrealtors.org](mailto:education@illinoisrealtors.org) and tell an education specialist which proctor location you have chosen
- Contact the proctor location to schedule a date and time for the exam
- Go to the proctor location on the scheduled date and time to take the exam

### How long will it take to get my exam results?

- Once the Illinois REALTORS® Licensing & Training Center receives your exam from the proctor location, your exam will be processed and uploaded to IDFPR within 24-48 business hours.

### How do I find my exam results?

- All completed education is available online except Broker Pre-License courses.
- Go to [www.illinoisrealtor.org/lookup](http://www.illinoisrealtor.org/lookup) to look for your education credits for successful course completions. Successful exams will be logged according to the date the exam was taken, not the date it was uploaded.
- Pre-License students will be emailed their exam results.

### Why are my exam results not showing up?

- Only courses that were taken through the Illinois REALTORS® Licensing & Training Center will be listed in our CE Lookup. For courses taken through another school, go to IDFPR's CE Lookup.

### What if I fail an exam taken at a proctored location?

- For pre-license courses taken via home study or classroom, you are allowed to review the exam. You may retake the exam as soon as the next business day and no later than 30 days after the first exam attempt. If 30 days have passed since the first attempt, no retake will be allowed without purchasing the course again. You are allowed four attempts to pass the test (a total of three retakes). If you fail the exam four times, you must retake the course.
- For CE courses, you are not allowed to review the exam. You may retake the exam as soon as the next business day and no later than 30 days after the first exam attempt. If 30 days have passed since the first attempt, no retake will be allowed without purchasing the course again. You are allowed two attempts to pass the test (a total of one retake). If you fail the exam twice, you will need to retake the course.
- The fee to retake a CE exam at a proctor location is \$10. Follow the steps outlined above if you wish to retake your exam at a proctored location.

**Illinois REALTORS® Licensing & Training Center**

**Hours: Monday-Friday, 9:00 a.m. – 4:30 p.m.**

**Phone: 217-529-2600**

**Email: [education@illinoisrealtors.org](mailto:education@illinoisrealtors.org)**



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## ONLINE PROCTORED EXAMS:

### How do I take an online exam with Proctor U?

- After completing your online course, you will schedule the exam date and time through [Proctor U](#). You will select from a list of exams when logged into your learning platform.

### Can I go back to unanswered questions or review my exam?

- No. Once a question is passed, you cannot return to change or fill in an answer.
- There is no option to review a passed or failed exam.

### How do I find my exam results?

- Go to [www.illinoisrealtor.org/lookup](http://www.illinoisrealtor.org/lookup) to look for your education credits for successful course completions. Successful exams will be logged according to the date the exam was taken, not the date it was uploaded.

### Why are my exam results not showing up?

- All completed education is available online except Broker Pre-License courses.
- Go to [www.illinoisrealtor.org/lookup](http://www.illinoisrealtor.org/lookup) to look for your education credits for successful course completions. Successful exams will be logged according to the date the exam was taken, not the date it was uploaded.
- Pre-License students will be emailed their exam results.

### What if I fail an online exam?

- For pre-license courses taken online, you are not allowed to review the exam. You may retake the exam after 24 hours have passed. You must retake the exam within 30 days or you will need to purchase the course again. You are allowed four attempts to pass the test (a total of three retakes). If you fail the exam four times, you must retake the course.
- For CE courses taken online, you are not allowed to review the exam. You may retake the exam as soon as the next business day and no later than 30 days after the first exam attempt. If 30 days have passed since the first attempt, no retake will be allowed without purchasing the course again. You are allowed two attempts to pass the test (a total of one retake). If you fail an exam twice, you must retake the course, which requires purchasing the course again.
- The fees to retake an online course exam are:
  - \$15 for a 3-hour online course exam
  - \$20 for a 6-hour online course exam
  - \$35 for a 75-hour online course exam

To schedule an exam retake, call 217-529-2600 or email [education@illinoisrealtors.org](mailto:education@illinoisrealtors.org) with your credit card information, Mon-Fri between 9:00 a.m.-4:30 p.m.

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