



Experiencing Issues During Your Home Exam?

1. Document the Issue

- **Take a Screenshot:** Capture any error messages, issues with the proctor, or anything unusual.
- **Email the Information to Yourself:** This will help you provide proof if there's an issue on ETS's end.

2. Contact ETS Immediately

- **Operating Hours:**
 - **Monday-Friday:** 8 AM - 7:45 PM U.S. Eastern Time
 - **Saturday:** 8 AM - 4:30 PM U.S. Eastern Time
 - **Note:** ETS is closed on U.S. holidays.
- *Phones are busiest between 11 AM and 2 PM, and all day on Monday.*
- **Contact Details:**
 - **Email:** ETS Praxis Customer Support
 - **Phone:**
 - **1-609-771-7395**
 - **Toll-free:** 1-800-772-9476 (for U.S., U.S. Territories, and Canada)
 - **Fax:**
 - **1-609-530-0581**
 - **1-610-290-8973**
 - **Mail:**
 - ETS - Praxis
 - P.O. Box 6051
 - Princeton, NJ 08541-6051
- **Important:** ETS Customer Service Representatives can only share personal information with the test-taker. If you are under 18, a parent, guardian, or legal proxy may speak on your behalf.

3. Need More Information?

Visit [ETS Praxis Contact Information](#) for more details.



Email Template:

Subject: Urgent: Issue Experienced During Praxis Exam - [Your Name] - [Your Test Date]

Dear ETS Praxis Customer Support,

I hope this message finds you well. I am writing to report an issue I encountered during my [Specify exam and include test number] on [Insert your test date here] at [Insert your test time here]. Specifically, I experienced [Briefly describe the issue you encountered—e.g., "The proctor did not show up," "There was a technical glitch that prevented me from completing the test," etc.]. I have attached relevant screenshots to this email for your reference.

My full name is [Insert your full name], and if available, my Candidate ID is [Insert your candidate ID can be found on Praxis homepage]. You can reach me at [Your phone number and email address] for any further information or clarification.

I kindly request your assistance in resolving this matter as soon as possible. Please let me know the next steps I should take.

Thank you for your prompt attention to this issue.

Best regards,

[Your Full Name]

[Your Contact Information]