

# Frequently Asked Questions about Pre-Registration for the Monthly State Civil Service Exam Centers

## Why are you making this change? Why do I need to pre-register?

The state is making a change from the “walk-in” testing procedures to a pre-registration process in order to better serve job seekers. Pre-registration allows us to accurately plan for your attendance and reserve a space and exam book for you.

## How do I pre-register online?

If you have internet access, you can register online at <http://Wisc.Jobs>. From the home page, select the Monthly State Exams link on the left side. Next, select the “Exams Administered on” link, select the title of the recruitment you are interested in. Read and review the job announcements. In the “How To Apply” section of the job announcement it will let you know if you need to pre-register to take the civil service exam. Wisc.Jobs will guide you through the pre-registration process. You will receive a confirmation notice via e-mail.

## I don't have internet access. How to I pre-register?

There are many locations that provide free internet access. Your local public library or job center should be able to help you.

If you do not have internet access, you can call the pre-registration telephone line at 608-266-1536.

You will be asked to provide the following information:

- 1) your name, please spell out your first and last name
- 2) your telephone number, with area code
- 3) your complete mailing address, including your city and zip code
- 4) the exam you wish to take
- 5) the city where you plan to test

If you pre-register by the deadline, you will be mailed a confirmation letter, which you should bring along with your completed state application to the exam center.

## What happens if I just show up?

If you report to an exam center and you have **not** pre-registered, we cannot guarantee exam materials and room availability. You may be asked to wait until pre-registered applicants have been checked in and have received their exam materials. The Chief Proctor at each exam center will determine if they have space and an exam available.

## Can I take more than one state exam?

You may take more than one exam providing you have enough time to start and finish the exams. The exam center is available for four hours; all exams must be completed within the four-hour period. Questions left unanswered will be marked as incorrect, and you will not be allowed to take the exam again until the next re-test date. You will need to check your “Job Cart” in your Wisc.Jobs account to find your eligible re-test date.

### **What if I don't have or forget to bring my confirmation letter?**

The confirmation letter is your ticket into the exam. If you forget the letter, please see a proctor and confirm that you are pre-registered. If you are on the proctor's list, you will be allowed to test. If you are not on the list, you may be asked to wait until pre-registered applicants are checked in. If space and exam materials are available, you may be allowed to test.

### **Do I need to bring a completed state applications?**

- If you pre-registered online, you have completed the state application and will not need to bring it with you to the exam center.
- If you pre-registered by phone, you will need to bring a completed state application with you to the exam center.

### **What if I pre-register, but then change my mind about the exam location?**

If the deadline hasn't passed, you can log into Wisc.Jobs and update your responses. You will receive a new confirmation email. If the deadline has passed, you must contact the Employment Services Center at [ESC@wisconsin.gov](mailto:ESC@wisconsin.gov) or (608) 266-1731.

### **I had to pre-register to take the Office Support exam, but my friend was able to show up and take a different exam. Why is there a difference?**

We are starting the pre-registration process with the Office Support exam, but plan to offer all the monthly centered exams on a pre-registration basis in the coming months. Watch the Wisc.Jobs web site for updated information each month.

### **What if I pre-register, but can't attend the exam center I register for?**

You do NOT need to confirm your attendance.

If you still wish to take the exam, but are not able to take it at the Saturday exam center, we offer a Make-Up Exam Center.

Make-up exam centers are available at 5:00 p.m. on the Monday following the Saturday exam center at the following locations: Eau Claire, Green Bay, Madison and Milwaukee.

You will need to register if testing at a make-up exam center. To register, call (608) 266-3637 no later than 10:00 a.m. on the Monday following the Saturday exam center.

The recorded message will give you the specific exam location in each city. You will be asked to provide the following information:

- 1) your name
- 2) your telephone number
- 3) the exam you wish to take
- 4) the city where you plan to test

After the 10:00 a.m Monday deadline, people who did not register are not be guaranteed an exam booklet and will be tested on a first-come first-served basis at each make-up exam center.

If you cannot test on either of these dates, due to military duty, call (608) 266-9603 to arrange an alternate date. Call at least one week before the scheduled Saturday exam date.

## How do I check the status of my exam?

If you have a job cart on Wisc.Jobs, you will have access to the following information:

- Exams you have taken
- Exam scores
- Score Re-use eligibility (*this means that you may choose to test again, or reuse your score, and not retest*)
- Re-use test dates (*this is the first date that you are eligible to retest*)
- Registrant eligibility (*this means that you have passed the exam with a score of 70% or better and are now eligible to be considered for employment, your name may be placed on a certification list.*)
- Certifications you are on (*this means that a state agency has a job that they may consider you for*)

## What should I bring to the exam center on exam day?

- PLEASE COME ON THE RIGHT DATE AND TO THE LOCATION YOU PRE-REGISTERED FOR.
- Bring your confirmation letter.
- If you **did not** pre-register online, bring a completed state application with you. If you pre-registered online at <http://Wisc.Jobs> you **do not need** to bring an application.
- BRING IDENTIFICATION WITH YOU. You will be required to show at least one form of identification with a signature on it. Photo ID is preferred.
- BRING TWO SHARPENED #2 PENCILS. PENCILS WILL NOT BE PROVIDED.
- DO NOT BRING NOTES OR REFERENCE MATERIALS with you unless the announcement directs you to do so.
- CALCULATOR use is allowed unless the announcement for that exam specifically states that 'Calculators may not be used on this exam.' Do not bring a calculator that must be connected to ac power. Cell phone calculators, programmable calculators or those with alphabet keypads are not permitted. Your proctor will not provide calculators.
- IF YOU HAVE A DISABILITY AND NEED SPECIAL ACCOMMODATIONS TO TAKE THE EXAM, CALL IMMEDIATELY. YOU MUST NOTIFY US AT LEAST 8 DAYS BEFORE THE TEST. Call (608) 266-1731 or TTY Call Relay 711.



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