

Our Online Testing Policies & Procedures

GMAT™ Online Exam

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How To Contact Us

The GMAT™ online exam is owned by the Graduate Management Admission Council (GMAC). We develop and deliver the exam with the help of our test delivery partners. As the GMAT™ online exam offers a distinctly different test taker experience than the traditional GMAT™ exam, we wrote these Policies & Procedures for you, the test taker. Please contact us if you need assistance.

For assistance, visit us on the web at **mba.com** or **mba.com/contactus**.

You may also use the contact information below:

Contact Information

About The GMAT™ Online Exam

Pursuing a graduate degree is a rewarding experience. The GMAT™ exam is part of that process. As part of the global effort to contain the spread and mitigate impact of COVID-19 (coronavirus), GMAT™ testing has been suspended in many locations worldwide. In light of the current unprecedented situation, the Graduate Management Admission Council (GMAC) has developed an interim solution – the GMAT™ online exam (the “Exam,” “exam,” “test,” “GMAT™ Online”, “GMAT™ online exam,” or “GMAT™ Online Exam”) – to ensure your talent does not go undiscovered. We are here to help you understand everything you need to know about this at home admission test opportunity.

Since you must agree to our policies as a condition for taking the GMAT™ online exam, we describe what you need to know about the exam, what you need to do, and when you need to do it.

Market Yourself with the Exam

Taking the exam can set you up for success:

- More than 7,000 graduate business programs worldwide across over 2,300 schools use GMAC™ assessment scores to help them find, recruit, and select the students who best fit with their programs. Take the exam to let them know you are serious and committed to graduate management education.
- Your scores are a way to compare yourself with other graduate applicants and stand out in the application process. Figure out what you need to focus on to help your application.
- The exam gives you information about your strengths and weaknesses. Identify the skills you need to focus on to be successful in your graduate program.

Your Rights and Responsibilities

Our Commitment to You	Your Promise to Us
We Will:	You Will:
Provide you with free, detailed information about the exam (format, content, question types, fees, and scoring), and information on accommodations for disabilities	Read all of the GMAT™ Online Policies & Procedures
<ul style="list-style-type: none"> • GMAT™ Official Starter Kit and Practice Exams 1 & 2 (free), available through your mba.com account • GMAT™ Handbook Supplement for Test Takers with Disabilities 	Familiarize yourself with the testing format and content Start your GMAT™ Online admission process with the identification
Develop and deliver the exam according to professional standards	Follow the policies and procedures and report any violations you observe
Treat you fairly and with impartiality, regardless of personal characteristics protected by law	Know the consequences if you do not start your admission process, fail to complete the exam, or violate our policies
Share our GMAC Privacy Statement with you and treat your personal information as stated in our privacy practices	Read the GMAC Privacy Statement and know how your information will be collected and used

Send you a Score Report via email or through your mba.com account

Share only your official scores with institutions

Share your official scores with only those institutions or organizations you specify or allow (except when issues arise relating to your scores)

Send us any questions you may have about any of the information presented in this handbook or other GMAT™ publications and communications

Respond to you in a timely and helpful manner with information about how we will address your concerns

Send us any concerns you may have about the testing or your results

This statement of your rights has been adapted with permission from the APA, AERA, and NCME Standards for Educational and Psychological Testing.

Before Your Exam

Step 1. Gather Information

- Understand the minimum requirements
 - You must be at least 18 years old. If you are between 13 and 17 years old, you cannot take the exam at this time; please wait for test center delivery of the GMAT™ to be available in your area and refer to mba.com/handbook for more details.
 - You may take the GMAT™ Online exam up to two times.
 - You may take the GMAT™ Online exam and the test center based GMAT™ exam a combined total of up to five times within a rolling 12-month period and no more than eight times in the aggregate.*
 - You must wait at least 16 days after you take the exam before you can take it again.
 - You must wait at least five years to test again if you have previously achieved a perfect Total Score of 800.
 - You must follow all the registration and testing rules.
- Research schools and check application deadlines for programs that interest you.
- Request testing accommodations if you have a disability. **You must be approved for any accommodations before you schedule your exam, and you must follow any special registration instructions you receive.** [Register as a Test Taker with Disabilities.](#)
- Prepare for your exam preparation and determine how long you need.

- Review the [System Requirements](#) to ensure your workstation is compatible with the GMAT™ Online.

Step 2: Build your timeline

- Build your timeline using the information you gathered in Step 1.
- If applying for accommodations, add time to gather your documentation and submit your application.

Step 3: Register for, Pay for, and Schedule your exam

- You can register to take the exam online and pay by credit card or debit card. Schedule your exam online for free from the "Register Now" button on your mba.com account.
- If you are applying for accommodations related to a disability, please familiarize yourself with information available on the following webpage: [Register as a Test Taker with Disabilities](#). Read both the GMAT Handbook and the GMAT Supplement for Test Takers with Disabilities carefully. The GMAT Handbook provides critical information that every test taker—with or without a disability—must know to take the GMAT™. The Supplement provides additional guidance on the process for requesting GMAT™ accommodations and appropriate documentation based on disability type. If approved, you will receive an accommodation decision letter with instructions on how to schedule your accommodated exam. Regardless of how you schedule your exam, we will send you an email confirming your registration. Make sure you have entered your name, date of birth, location of citizenship, and gender EXACTLY as they appear on the identification you will present.

Identification Requirements (Applicable to registration and exam day)

- Regardless of how you schedule your exam, we will send you an email confirming your registration. Make sure you have entered your name, date of birth, location of citizenship, and gender EXACTLY as they appear on the identification you will present.

You are required to upload a copy of your Identification at registration (ExamiShow). Please ensure that you upload a copy of your entire ID (not just the picture of you) and that the ID is in compliance with the [ID requirements for your Location](#).

- If you do not comply with this policy by uploading your official government issued ID and/or if the uploaded ID does not comply with the location specific regulations for your location of citizenship or if the ID you present on test day does not match the ID you uploaded during registration, then:
 - You will not be able to continue
 - Your exam and your exam fees will be forfeited.
 - This may count as one of your attempts.

- For test takers in India who are residents of India, the Aadhaar ID card is an acceptable form of identification only if you are verifying it using the offline verification process through the Government of India's website. Please review the [Aadhaar Card for Your GMAT™ Online Exam](#) page for more information.
 - If you choose to use your Aadhaar card as your form of identification, it will be used to verify your identity during registration for the GMAT™ online exam and prior to releasing your GMAT™ online exam score to schools for purposes of ensuring you are the person who has registered for and has taken the GMAT™ online exam. The following Aadhaar information will be collected for purposes of this verification: Aadhaar holder's name, download reference number, address, photo, gender, date of birth/year of birth, mobile number (in hashed form), and email (in hashed form).

Step 4: Select your score-receiving schools

- After you receive and review your score, you can select programs to receive your score via your mba.com account.
- We will only send your GMAT™ Online score report electronically to your selected programs after you submit your request (schools will receive your score within 24 hours of your request).
- You may ask us to send your GMAT™ Online score to as many programs as you like – as long as your score is still valid.

Step 5: Review your confirmation letter

- Ensure that your name listed on the confirmation letter EXACTLY matches your form of identification.
- Confirm that the exam data and time are correct.
- Follow the [System Requirements](#) instructions to ensure that your computer meets the minimum requirements for the GMAT™ Online testing experience.

Exam Fees

For detailed information on fees and how to pay for the Exam and related services, please visit <https://www.mba.com/exams/gmat-online/gmat-online-experience/registration-and-fees>

GMAT™ Exam Vouchers

If you have received a voucher for the GMAT™ Online exam, you may apply it to the exam fee. However, you may not use it for rescheduling fees or receive a refund (except as required by law). Vouchers for the test center-based GMAT™ exam may not be used for the GMAT™ Online exam.

Reschedule or Cancel Your Exam

You can reschedule or cancel your exam online. If you are rescheduling or cancelling an accommodated appointment, please refer to your decision letter for the appropriate contact information.

Cancellations, refunds, and rescheduling fees will apply, depending on when you request the change and as applicable by local law. For detailed information on fees for the Exam and related services, please visit <https://www.mba.com/exams/gmat-online/gmat-online-experience/registration-and-fees>.

If you miss your appointment, you may schedule a new exam, but there will be a 24-hour waiting period and you will have to pay the full registration fee.

Changes to personal account information must be completed prior to 72 hours of the exam time. Also, please note that demographic information edits require greater processing time and documentation.

Location Specific Regulations

The GMAT™ Online exam is administered worldwide, except where prohibited in accordance with US and applicable local laws. Special registration guidelines, taxes, identification requirements, testing rules, and privacy policies, as applicable, will apply in certain locations and to citizens of certain locations. For the most up-to-date, location-specific policies, please see mba.com/GMATonline.

The GMAT™ Online Exam Measures Multiple Skills

The GMAT™ Online exam is made up of different types of questions so that you can demonstrate your ability in several skills required to be successful in graduate business school.

Regardless of the variety of questions, to be fair to everyone taking the test around the world, all test takers will:

- Be evaluated on the same number of questions
- Answer the same type of questions
- Be subject to time limits

Structure of the Online Exam

The GMAT™ online exam is comprised of four separately timed sections. At the start of the exam, you will be given an option of three section orders for your exam delivery. You will have the opportunity to take two optional eight-minute breaks during the exam. The total exam length, including check-in and breaks, is approximately 3.5 hours. Please note that check-in wait times may be longer during peak testing periods.

Exam section	Time limit (in minutes)	Number of questions	Types of questions
Analytical Writing Assessment	30	1	• Analysis of an Argument
Integrated Reasoning	30	12	• Multi-Source Reasoning • Table Analysis • Graphics Interpretation • Two-Part Analysis
Quantitative Reasoning	62	31	• Data Sufficiency • Problem Solving
Verbal Reasoning	65	36	• Reading Comprehension • Critical Reasoning • Sentence Correction

The Exam Uses Advanced Security and Technology

The GMAT™ online exam is delivered using a secure browser remote proctoring platform. This platform takes advantage of secure browser technology in combination with remote live proctoring to manage test integrity.

Know What to Expect

Regardless of your current skills with reading, writing, arithmetic, or the computer, you will be able to do your best only if you prepare and practice:

- Prepare for test day by reading the requirements for the GMAT™ online exam and checking the [System Requirements](#).
- Practice with question types so you spend time on the question, not on decoding what is being asked.
- Practice using the [online whiteboard](#) to familiarize yourself with the features and functionality and get comfortable using it for scratch work.
- If you wish to use a physical erasable whiteboard for scratch work during the exam, procure an approved whiteboard, markers, and an eraser to practice.
- Get tips on how to prepare using the GMAT™ Official Starter Kit, and take two free GMAT™ Official Practice Exams, which feature real questions from past GMAT™ exams.
- Planning study time for the exam will help you develop skills that make it easier to plan study time when you start your graduate management program.

Penalties for Cheating

The Penalties for Cheating on the GMAT™ Online Exam are Severe.

The Following is Considered Cheating:

- Hiring someone to take the test
- Taking the test for someone else
- Memorizing test questions
- Sharing questions and/or answers with others
- Accessing notes during the exam
- Writing on any surface other than the provided digital whiteboard or an approved physical whiteboard
- If a physical whiteboard is used, failure to demonstrate you have fully erased both sides of your whiteboard when prompted to do so
- Sharing answers with others

The Penalties for Cheating are:

- Cancellation of your scores
- Ban on future testing
- School notification
- Possible legal prosecution

Has someone been trying to get you to act illegally?

File a report via email: testsecurity@gmac.com

On Exam Day

Check-In

The information below will help you have a successful and seamless testing experience.

Before check-in, ensure your workspace is clear and remove any [prohibited items](#). If you are using a physical whiteboard, confirm that your whiteboard meets the specified size requirements and that the front and the back of your whiteboard is completely erased.

Check-in	What this means	Notes
Provide a Contact Telephone Number	This will allow a proctor to contact you during the exam if necessary, usually pertaining to technical difficulties	The phone number will only be used for the purpose of this exam If you do not have a phone at this time you will be required to confirm this prior to progressing

<p>Present Appropriate Identification</p>	<p>ID must:</p> <ul style="list-style-type: none"> • Be current (not expired)* • Be valid and government-issued • Be the originally issued ID (no photocopies) • Exactly match the name, birth date, and country of citizenship you used when you scheduled your exam • Contain a recent, recognizable photo of you and your signature 	<p>Examples of acceptable non-expired identification:</p> <p>Passport</p> <p>Driver's license*</p> <p>Military ID (including spouse and dependents)</p> <p>Identification card (national or local)*</p> <p>Registration card (such as green card, permanent resident, visa)*</p> <p>Aadhaar card (only valid for residents of India)</p>
<p>*Temporary exception: IDs with an expiration date between January 01, 2020 and the date of the exam will be accepted through June 30, 2021. Beginning July 1, 2021, IDs must be valid (unexpired) on the date of the exam.</p>		
<p>Verify Your Identity</p>	<p>You will:</p> <ul style="list-style-type: none"> • Provide photos of yourself and your ID • Provide your digital acknowledgement stating you understand and agree to the Test Taker Rules & Agreement • Allow live stream and recording through your webcam during the exam 	
<p>Read the GMAT™ Online Nondisclosure Agreement and General Terms of Use</p>	<p>This will help you:</p> <p>Understand test policies and avoid policy violations the consequences of which may result in your score being canceled; you are also encouraged to review the GMAT™ Online Test Taker Rules &</p>	
<p>Begin Your Exam</p>	<p>Comply with all applicable policies and procedures while you are testing.</p>	

If you choose to use a physical whiteboard, prior to the first exam question, you will be prompted in the on-screen instructions to demonstrate to your camera that all sides of the whiteboard are clean. You will also be asked to perform this demonstration before each optional break and at the end of your exam.

GMAT™ Online Test Taker Rules & Agreement

In order to test, you must agree to comply with and be bound by the rules set forth in this Agreement. Your acknowledgement during registration indicates your agreement to comply with the terms and conditions, privacy statement, and the policies and procedures set forth on this page.

Registering for and taking the exam means that you are bound by this Test Taker Agreement. Please do not register for or take the test if you don't agree to be bound by this Agreement. Failure to comply with the rules may result in the following:

- Reporting the incident to GMAC
- Reporting the incident to schools you selected
- Invalidating your test and canceling your score
- Taking other action, such as prohibiting you from retesting
- Forfeiting your exam fee

While testing:

1. The only items, other than your personal computer you may have within reach during your exam are the following:

- Your ID
- Prescription eyeglasses
- One (1) handheld erasable whiteboard (no larger than 12 inches x 20 inches (30 cm x 50 cm))
- Up to two (2) dry erase markers
- One (1) dry erase whiteboard eraser
- Comfort items ONLY if they were pre-approved as accommodations received in advance

2. Any items not listed above are required to be out of reach and line of sight during your exam; including any digital electronics or items with writing on them.

3. Your cell phone must be placed out of your reach and line of sight. You may only access your cell phone if required to do so by the proctor.

4. Your line of sight during testing may not include and powered on digital electronics other than your workstation or any object or surface containing writing that may be considered notes.
5. Testing must begin once the check-in procedures have been completed. The length of your appointment is approximately three hours.
6. No other individual is allowed in your testing room, or to pass through your testing room, while your exam is in progress.
7. If using a physical whiteboard, you must completely erase your whiteboard and show the front and back of your blank whiteboard to the camera at three points (per the instructions on the exam screen):
 - Before the exam begins
 - Before the optional break begins (if you choose to take the break)
 - Before the exam ends
8. You may not copy, record, photograph, stream, screenshot, or otherwise attempt to duplicate in any way any questions or answers that are on your exam.
9. Food, drinks, smoking and gum are prohibited during the exam, with the exception of water in a clear container.
10. You may not talk during the exam.
11. You may only leave the testing room or your seat during each of the optional eight-minute breaks. Unless you elect to skip a break, you will automatically be put on break after 60 seconds.

Failure to comply could result in your exam being terminated, your score being cancelled, and/or other consequences, as determined in the sole discretion of GMAC.

Notify the proctor immediately by clicking the chat button or raising your hand via the software if you have a problem with your computer, software, or any other issue.

During a Break:

You may ONLY have:

- Water
- Food
- Comfort items, such as tissues or cough drops

You may not access any unauthorized items such as watches, study materials, or electronics such as cellphones. If you need to check the time while on break, you should check the break screen.

If using a physical whiteboard, prior to starting your break, and as directed by the on-screen instructions, you must erase any marks on your whiteboard and demonstrate to the webcam that all sides of your whiteboard are clear of writing.

You must return from your break on time. To the extent you are late, at GMAC's discretion, time will either be deducted from the next section of your exam or your exam may be considered to be abandoned and your score will be cancelled.

After the Exam

You must not:

- Record
- Copy
- Disclose in any fashion any exam question or answer, in whole or in part, in any form or by any means (orally, in writing, on any Internet “chat room,” via SMS/text, or otherwise)

Exam results are encrypted and transmitted to GMAC. The digital photographs may be compared against those of other test takers for fraud detection purposes.

For additional information concerning the collection, transmission, and processing of your personal data (including, without limitation, photographs and the audio/video recording), refer to the GMAC Privacy Statement available in the GMAT™ Online Handbook and at mba.com.

By providing my digital acknowledgement, I give GMAC and its test delivery partners my permission to retain, process, store, and transmit the following:

- My personal information related to the exam
- The digital photographs of me
- The video and audio recordings that include me from my workstation
- My test responses to the United States, which may be outside of the country in which I am testing.

I understand the information provided above and agree to comply with and be bound by this GMAT™ Online Examination Testing Rules Agreement.

Agree to the Nondisclosure Agreement and General Terms of Use

You will need to agree to the following terms prior to taking the GMAT™ online exam (the “exam”):

I have access to, and have read and understand and agree to the procedures and rules relating to the exam that were located on the test delivery partner's website and on mba.com at the time of my registration for the exam.

I certify that I am the person whose name appears on the application check-in screen.

I also certify that I am taking the exam for a valid educational or legal purpose, and I agree to comply with and be bound by these Terms of Use, including the confidentiality and non-disclosure requirements.

I have read, understand, and agree to all terms and conditions relating to this exam identified in, or referenced on, the test delivery partner's website and on mba.com, including without limitation those related to:

- Exam fees, retest and other testing policies, and score cancellations for irregularities and inappropriate examinee conduct
- Ownership of the exam, all rights therein, and all test-related records by the Graduate Management Admission Council (“GMAC”)
- The exclusive remedies available to me in the event of an error in scheduling, administration, or security of the reporting of my scores

I have read and understand the privacy policies on the test delivery partner’s website and on mba.com describing the collection, use, processing, protection, and transmission to the United States of my personal information (including the digital photograph and audio and video recording collected) and my test responses and describing the disclosure of such data to GMAC, its service providers, and score recipients I select, and others as necessary to prevent fraud or other unlawful activity or as required by law (mba.com/privacy).

I understand that the exam is a confidential and secure test, protected by civil and criminal laws of the United States and elsewhere.

I certify that I have not knowingly accessed “live” exam questions or answers that might appear on my exam and will not discuss the content of the exam with anyone.

I will not record, copy, or disclose any exam questions or answers, in whole or in part, in any form or by any means before, during, or after I take the exam (orally; in writing; in any Internet “chat room,” message board, or forum; by SMS or text; or otherwise).

I understand and agree that if I provide false information or if I violate any of the exam rules, procedures, or terms and conditions:

- The test administrator/proctor may immediately discontinue my test session.
- My scores may be canceled without refund, and a school receiving my scores may be informed of the reason for the cancellation.
- I may be banned from retaking the exam and any other exam offered by GMAC.

- I may be subject to other consequences, as GMAC or the test delivery partner deems appropriate.

I understand that if I do not agree to these conditions, I will not be permitted to take the exam, and I will forfeit my test fee.

Avoid Testing Violations

We like to focus on what you can do (as provided above) rather than on what you cannot do. But there are a few things you need to avoid. To provide fair and consistent testing to all of our test takers, we enforce several policies before, during, and after the exam.

To avoid testing violations, read and understand the GMAT™ Examination Testing Rules Agreement. The Agreement will explain what you are allowed to do on the day of your exam.

Allowed in the Testing Area:

- Your ID
- Prescription eyeglasses
- One (1) handheld erasable whiteboard (no larger than 12 inches x 20 inches (30 cm x 50 cm))
- Up to two (2) dry erase marker
- One (1) dry erase whiteboard eraser
- Comfort items ONLY if they were pre-approved as accommodations received in advance

During Optional Breaks Candidates may leave their testing area and access the following:

- Water
- Food
- Comfort items, such as tissues

ALL OTHER ITEMS, INCLUDING, WITHOUT LIMITATION, PREP MATERIALS, WHITEBOARDS WITH GRIDS OR OTHER MARKINGS OR BACKGROUND COLORS, PAPERS, PENS, PLASTIC SLEEVES, LAMINATED PAPER, CELLPHONES, ELECTRONIC ITEMS, AND WATCHES, ARE NOT PERMITTED TO BE ACCESSED UNTIL THE COMPLETION OF YOUR EXAM. THEY ARE TO REMAIN OUT OF REACH, OUT OF VIEW, AND UNTOUCHED UNLESS TEST ADMINISTRATOR INSTRUCTS OTHERWISE.

Policy Violations

The following are examples of common Policy Violations. All Policy Violations may result in a minimum 31-day wait to retest, canceled scores, notification to schools,

forfeiture of test fees, prohibition from GMAC online assessments, and up to a three-year ban on all GMAC Assessments. Below are examples of common Policy Violations:

Policy Violation	How to Avoid	Consequences
Accessing or Using: > Cellphones > Electronic devices > Computers > Communication devices > Music players > Additional Computers	You must store all types of electronic, communicative, or computer devices not being used to administer the exam. You may not access or use them at any time (including breaks) after you check into your exam.	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Storing items Improperly	You must store all items non-essential to testing out of arms reach	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Any Other Unauthorized Item	You may have ONLY your identification, testing workstation, one physical erasable whiteboard, up to two dry erase markers, one dry erase whiteboard eraser, and prescription eyeglasses within arms' reach after you check into your GMAT™ Online Exam. Personal items including food, gum, and candy are not allowed in the testing area unless expressly pre-authorized for a disability.	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Speaking out loud/mumbling	You may not read questions aloud or mumble/speak during the exam other than to ask the proctor a question.	<ul style="list-style-type: none"> • Score revoked • Notification to schools

Serious Policy Violations

A Serious Policy Violation may result in canceled scores, notification to schools, forfeiture of test fees, restrictions on future testing on GMAC Assessments, and/or one-year to a lifetime ban. Below are examples of common Serious Policy Violations.

Serious Policy Violations	How to Avoid	Additional Consequences
Falsifying Score Reports	You may not alter or falsify any Score Report.	• Score revoked

		<ul style="list-style-type: none"> • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Accessing Study Guides	You must store all notes, study materials, or any other written material outside of your testing area and out of arms reach. You must not refer to these materials after check-in, including during your optional breaks.	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Taking the Test for Others	You must take the test for yourself. You may not test for anyone or have another person test for you. You also must not present tampered or altered identification.	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Disclosing Test Content	<p>Do not disclose, discuss, or access questions that come directly from a GMAT™ Online exam. Disclosing or accessing “live” questions from an exam in any format is prohibited before, during, or after the exam is administered. This includes, but is not limited to: online forums, blogs, discussion boards, test prep programs, test center communication books, etc.</p> <p>Failure to demonstrate an erased physical whiteboard when prompted during the exam may be considered intent to disclose test content</p>	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Providing Fraudulent Payment or Canceling Payments	Using a fraudulent payment method to register for the exam is prohibited. You may not cancel a payment for any product or service received or ordered.	<ul style="list-style-type: none"> • Score revoked • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
Having someone Else in the Room Where You Are Testing	You must not have anyone else in the room with you while you are taking the exam.	<ul style="list-style-type: none"> • Score Revoked

		<ul style="list-style-type: none"> • Ban from testing on any exam offered by GMAC for up to three years • Notification to schools
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Evaluating your Performance

Your Score Report will include several ways to interpret your exam results. You may be tempted to pay attention only to your Total Score, but the other scores are also meaningful. Those scores offer you and the programs receiving your scores insight into your strengths and areas for development.

Section	Scoring	How the Section is Scored
Analytical Writing Assessment	0.0 - 6.0	Essays are scored using professional essay raters and a machine algorithm. The score is reported in intervals of 0.5.
Quantitative and Verbal Reasoning	6-51	<p>The Quantitative and Verbal Reasoning section scores are based on three factors:</p> <ol style="list-style-type: none"> 1. Number of questions you answer 2. Whether your answers are correct 3. Difficulty and other qualities of the questions you answered <p>You will earn a higher score if you answer a higher number of questions, answer more of them correctly, and accurately answer questions of a higher difficulty level.</p> <p>Scores are reported in intervals of 1</p>
Integrated Reasoning	1-8	The Integrated Reasoning score is based on the number of questions you answered correctly. Some questions may have multiple parts; a candidate must answer all parts to a question correctly to receive credit for that question.

		Scores are reported in intervals of 1.
Total	200-800	Total Scores are based on your calculated performance before scores are given for the Quantitative and Verbal Reasoning sections. The raw calculation is then converted to a number in the Total Score range. Scores are reported in intervals of 10.

After Your Exam

View Your Official Score Report

Within 7 days after your test date*, we will email you when your Official Score Report is available via your mba.com account. In addition to your Quantitative, Verbal, Integrated Reasoning, and Total Scores, the Score Report will include Personal data provided during the registration and test process, such as your name, Candidate ID, etc.

*In some cases, additional quality control steps may be necessary to ensure your results are accurate and valid. This additional review can take up to 20 days. If additional review is required for your results, then your Official Score Report will be available within 20 days after your test date, and we will email you when it is available via your mba.com account.

Scores from the GMAT™ online exam are on the same scale as the GMAT™ scores delivered at test centers; Analytical Writing Assessment score, Quantitative Section Scores, Verbal Section Scores, Integrated Reasoning Section Scores and Total Scores are all comparable between GMAT™ online and the GMAT™ test delivered in test centers.

In addition to your scores, you will also see percentile rankings on your score report for each exam section and your Total Score. The percentile is another way for you to compare yourself with others who took the GMAT™ exam, because it tells you the percentage of the test takers who scored lower than you. Generally, your percentile is based on all test takers for the previous three full years from the date your score is reported. Typically, the GMAT™ percentile ranking information is updated in July. The most recent information on percentile rankings for GMAT™ is available on mba.com/percentileranking.

Send Score Reports to Programs

You may ask us to send your score to as many programs as you like, as long as the scores are still valid. We will electronically send your score report to the programs that you select only after you receive your score via email.

Retesting

The GMAT™ online exam can be taken one additional time.

After a second attempt, you will have two scores available in your mba.com account. You will now have the opportunity and flexibility to send one or both of your scores to an unlimited number of programs of your choice, at no additional cost.

Beware of Score Cancellations

We can report your scores ONLY if you follow all the test policies and procedures.

GMAC and our test delivery partners reserve the right to take all action that we deem appropriate if an individual fails to comply with the test terms and conditions or the test administrator's directions. We also reserve the right to cancel or withhold any test scores when, in our judgment, there is a good faith basis to question the validity of a score for any reason.

Note that in some instances, we may cancel your scores even if we cannot confirm your direct involvement in the violation or testing issue. Reasons scores are cancelled include:

- An incident or pattern that causes us to question the validity of your scores
- Administrative or technical errors
- Possible exposure (purposeful or accidental) you may have had to test content
- Unusual answer patterns
- Unusual score changes
- Inconsistent performance on different parts of the exam
- Disruptions during your exam due to power outage or internet connectivity

When scores are canceled by GMAC, score reports may have special notations in the place of actual test scores, indicating the nature of the incident.

In the case of a score being canceled for a testing platform issue or testing issue beyond a test taker's control, the candidate may be offered the option either to retest at no additional fee or to receive a refund of his or her examination fee (unless the affected examinee is found to have caused or been involved in the conduct that resulted in the testing issue). If a retest is offered and an examinee selects that option, the examinee must retake the entire exam in order to produce a valid score.

Minimum requirements to take the GMAT Online may be found at <https://www.mba.com/exams/gmat-online/prepare-for-your-exam/system-requirements>. If it is found that your workstation does not meet these minimum requirements, we have reason to believe that administration of your exam will result in technical difficulties, or we otherwise deem it necessary, your exam may be canceled and you may be required to register for future exams in a qualified testing center.

These are the exclusive remedies available to examinees whose score was canceled for testing issues. Candidates will have 15 days from date of notification to schedule a free retest or request a refund, if either is offered. The free retest must be taken within a date range specified at the time of the offer. If the candidate decides to reschedule the exam for a different date or for further out, the candidate will be responsible for paying the rescheduling fee. Please note that in the event of a testing issue, a free retest will only be permitted on the GMAT™ online platform. If you would rather take GMAT™ exam at a test center, then you can request a refund for your GMAT™ online exam prior to scheduling your GMAT™ exam at a test center.

Report Inappropriate Behavior

Fair testing is as important to us as it is to you. If you are aware of anyone violating test rules or suspect someone of cheating, you should report it. Report your concerns to GMAT™ Customer Service (<https://www.mba.com/service/contact-us>). We will treat your report confidentially; your name will not be revealed to the person(s) you are reporting.

Submit a Concern About Your Experience

If you experienced a technical issue during your exam, the video and proctor notes may be reviewed. If a technical issue is confirmed, and you have received a score for this exam delivery the status may be updated to Testing Issue and the score may be removed from your testing history.

The following are actions we may take at our discretion. They are the only available remedies:

- If we confirm a problem with your registration, your testing experience, or within the exam you received, we will make reasonable efforts to correct the problem.
- If we cannot correct the error, you may reschedule your exam at no additional cost or request a refund.

If you believe we should review a decision we made about your exam, you may appeal to the GMAT™ Program within 30 days from the date of our decision for a policy violation and 15 days from the date for a serious policy violation. Under certain circumstances, we may shorten or extend the time frame.

Please send your appeal in writing by email, mail, or fax to GMAT™ Customer Service.

If you submit an appeal prior to GMAC receiving your Score Revocation Letter, it will be treated as the first appeal. Supporting documentation must be submitted for appeals concerning policy exceptions.

IMPORTANT! Scores are canceled if there is a good faith reason to question their validity. Your appeal must provide information that resolves these issues.

Test Policies and Procedures

I. Test Policies and Procedures

GMAC and its test delivery partners have established terms and conditions, including testing policies and procedures, to enhance the testing environment and the validity and security of the GMAT™ online exam. When you register for the GMAT™ online exam, you are agreeing to all terms and conditions contained in the GMAT™ Online Handbook, FAQs and other guidance relating to the exam on mba.com and on the test delivery partner's website, and you are acknowledging that you have read and understand the GMAC Privacy Statement that includes privacy policies describing the collection, use, processing, protection, and transmission to the United States of personal information and the disclosure of such information to GMAC, its service providers, and others.

GMAC reserves the right to contact schools and take other appropriate actions with respect to individuals who violate testing terms and conditions.

II. GMAT™ Online Test Administration Rules

Test administration begins after you press "Begin Exam", which will download and run the test delivery platform. Your exam ends after the test delivery platform closes, and includes check-in and the optional breaks, if applicable. Test administrators are required to report any violation of testing policies or procedures and any other irregularity.

- Nobody else is permitted into the testing area from the time you commence the check-in process until you complete the exam.
- Prior to check-in, you will be required to provide a contact phone number in case a proctor needs to reach you during the exam, and you will need to electronically confirm that you are over 18 years of age.
- When you check-in, you will have to take and submit a digital photo of yourself, and photos of your valid, original identification (except if you are using an Aadhaar card as your form of identification, in which case, you shall not take any photos of that identification). Audio and video are recorded throughout the entire exam session, including during any breaks. You will also be asked to check that you understand the exam rules and are ready to start your exam.
- If you refuse to participate in any part of the check-in process you will not be permitted to test, and you will forfeit your test fee. Before you start the GMAT™ Online exam at your home workstation, you will also be asked to agree to comply with the Non-Disclosure Agreement and General Terms of Use statement. Electronic confirmation of your agreement is required. If you do not agree to comply, you will not be permitted to take the test and you will forfeit your entire test fee.
- Prior to testing commencing your testing area and all area within arm's reach of you during the exam must be free of personal items, including, but not limited to, watches, wallets, purses, bags, hats, large jewelry and hair clips, and coats. No devices, other than your testing workstation, or testing aids may be used or

accessed during the test session or during breaks. Prohibited items and conduct include, but are not limited to: ear plugs, earbuds, head phones, paper, pens, pencils, chalkboards, writing tablets, calculators, lip balm, watch calculators, books, pamphlets, notes, including writing on articles of clothing or on one's body, rulers, stereos or radios, digital music players, telephones or cellular (mobile) phones, stopwatches, watches (including digital, analogue, and those with flashing lights or alarm sounds), and any other electronic or photographic devices or potential aids of any kind.

- Access to telephones, cellular (mobile) phones, other communication devices, watches, books, notes, or study guides will not be permitted in your testing area at any time, including during the test session or during breaks. The sole exception to this rule is if the test administrator requires you to access your cellphone for exam administration purposes.
- Through the test delivery platform, you will be provided access to a digital online whiteboard during the exam. During the Integrated Reasoning portion of the exam, you will be provided access to a digital on-screen calculator.
- Testing must begin promptly once you are checked-in. The length of your appointment is approximately three hours.
- Two optional eight-minute breaks are scheduled during the test administration. Unless you elect to skip a break, your break will automatically start in 60 seconds. If you exceed the time allowed for your break, the excess time will automatically be deducted from the next section of the test.
- You will not be allowed to eat in your testing area. You may only have water in a clear container
- Your entire exam session, including your testing area, will be audio and video recorded, including during breaks.
- You may not communicate with anyone about the content of the GMAT™ Online exam while the test session is in progress, during any breaks, or after administration of the test. Recording, removing or attempting to record or remove test content from the testing platform is strictly prohibited. Under no circumstances may any part of the test content viewed during a test administration be removed, reproduced, and/or disclosed in any form by any means (for example, verbally, in writing, or electronically) to any person or entity at any time. This includes, but is not limited to, discussing or disclosing such test content via email; in any Internet "chat room," message board, or other forum; or otherwise. This disclosure prohibition applies before, during, and after any administration of the GMAT™ Online exam.
- You may not leave your workstation other than during the optional break period. If there is an emergency and you must leave your seat during the test session your exam will be canceled.
- Raise your hand or use the chat box to connect with the test administrator if you believe you have a problem with your computer, the test delivery platform, or need the test administrator for any other reason.
- The test administrator is authorized to dismiss you from a test session for various reasons, including, without limitation: providing false information, attempting to take the test for someone else, failing to provide acceptable identification, possessing or accessing unauthorized personal items or testing aids, refusing to

comply with an administrator's reasonable requests, giving or receiving unauthorized help, attempting to tamper with the operation of the secure browser, accessing computer functions other than those designed for the exam, refusing to follow directions, or failing to adhere to any other procedures, policies, or rules.

Note: GMAC and our test delivery partners reserve the right to take all action that we deem appropriate if an individual fails to comply with the test terms and conditions or the test administrator's directions. This includes, but is not limited to, barring an individual from future testing on any GMAC exams, canceling or withholding the individual's scores, and/or reporting any rule violation, fraud, or other irregularities to schools or other appropriate third parties. If your scores are canceled or withheld, they will not be reported, and your entire test fee will be forfeited.

Test Ownership and Security

GMAT™ scores and responses to test questions are measurement information and are part of your test record. These and other test records are owned by GMAC. They are not the property of the examinee. However, the use, reporting, and cancellation of scores are subject to various rights and restrictions as indicated in these Policies and Procedures. The various components of the GMAT™ online exam, including, but not limited to, the GMAT™ online test questions, software, and algorithm, are the valuable intellectual property of GMAC our test delivery partners, whose rights include copyright and/or trade secret rights. These rights are protected. In particular, the exam questions administered are valuable, copyright protected property and trade secrets of GMAC. You must maintain the confidentiality of all test questions administered to you during the test. A disclosure of test questions in any form by any means violates this confidentiality obligation.

Any unauthorized access, reproduction, distribution, or disclosure of test questions or answers before, during, or after you take the GMAT™ online exam is a violation of US and international intellectual property laws and treaties and of your confidentiality obligations. GMAC will pursue all available remedies (including those enumerated in this GMAT™ Online Handbook), which may include prosecution to the maximum extent possible under such laws and may result in severe civil and criminal penalties. We reserve the right to cancel or withhold any test scores when, in our judgment, a testing irregularity occurs.

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