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# INTRODUCTION

## What is GMATPrep

Designed by the people behind the GMAT exam, GMATPrep software gives you practice questions from actual retired GMAT tests plus two full-length computer adaptive GMAT exams.

But that's not all. By taking full advantage of GMATPrep, you can:

- Get comfortable with the test format, types of questions, and online instructions you'll see (which are probably different from other tests you've taken)
- Learn from answer explanations for practice questions
- Take practice tests under timed conditions (just like the actual GMAT exam)
- Review the math concepts covered on the test
- Learn the best study strategies for each test section (since the sections do have their differences)
- Get an idea of how you *may* score on the actual GMAT exam by taking a practice exam
- Identify the exam areas in which you need more help and find more prep tools if you need them
- Plan your GMAT strategy

### **GMATPrep tip: to get the most from GMATPrep software, think about how you study best**

#### **Don't want to miss out on anything that might help you?**

Go through the material in the order in which it appears in the GMATPrep main menu and take full advantage of everything GMATPrep has to offer.

OR

#### **Can't wait to see how you'll do on an exam?**

Take a practice exam, but don't overlook all the ways GMATPrep can help you improve your score. To follow up, practice answering questions, review strategies for the areas you found most difficult, or use the Math Review to refresh your math skills.

## Navigating around

On the GMATPrep home page, you can navigate to the three different sections by clicking the green Prepare, Practice and Improve chevrons.



The image shows three navigation cards arranged horizontally. Each card has a blue header with an icon, a title, a brief description, a list of links, and a green chevron button at the bottom.

- Prepare**: Icon of a book. Description: "Get ready for the GMAT exam by learning all about the test, the skills you'll need, and tips to create a study plan to help you do your best." Links: "What is the GMAT exam", "7 steps to the GMAT exam", "Review the math skills you'll need". Button: "Prepare".
- Practice**: Icon of a computer screen with a mouse cursor. Description: "Try real GMAT exam questions, review your progress, and then apply what you've learned in two full-length GMAT exams." Links: "Practice answering questions", "Review your progress", "Take a practice exam", "Review your practice exam scores", "Get more practice questions". Button: "Practice".
- Improve**: Icon of a line graph with an upward arrow. Description: "Learn strategies to help you go further on the GMAT exam and find prep tools to help you do even better when test day comes around." Links: "Find more tools to help you prepare", "Plan your GMAT exam strategy". Button: "Improve".

## The top navigation



**1** From all pages except the home and Settings pages, you can navigate to other sections by using the navigation buttons at the top right of the screen. The section you are currently in is indicated by a green chevron.

**2** To get back to the home page, click the round **Home** icon.

**3** To open Help in a new window, click the round question mark.

## Breadcrumbs, contents and examples

**GMATPrep**

Prepare Practice Improve

1 Home > Prepare > Math review > Word problems

## Word Problems

Many of the principles discussed in the Math Review are used to solve word problems. The following topics illustrate some of the techniques and concepts used in solving such problems.

**Rate**

Rate x Time = Distance

3 + Example 1

4 - Example 2

To determine the average rate at which an object travels, divide the total distance traveled by the total amount of traveling time.

**Question:** On a 400-mile trip, car X traveled half the distance at 40 miles per hour and the other half at 50 miles per hour. What was the average speed of car X?

**Solution:** First it is necessary to determine the amount of traveling time. During

2 Contents

- > Arithmetic
- > Algebra
- > Geometry
- > Word problems
  - Rate
  - Work
  - Mixture
  - Interest
  - Discount
  - Profit
  - Sets
  - Geometry
  - Measurement
  - Data interpretation

1 Breadcrumbs help you keep track of where you are in the application. You can also use them to navigate back to previous pages.

2 In some sections, a Contents menu allows you to easily navigate to specific content within the page.

3 If you see an icon with a plus on it, click on it to reveal hidden text such as examples, solutions, or GMATPrep tips.

4 Clicking the icon with a minus sign hides the text again.

## Registering GMATPrep

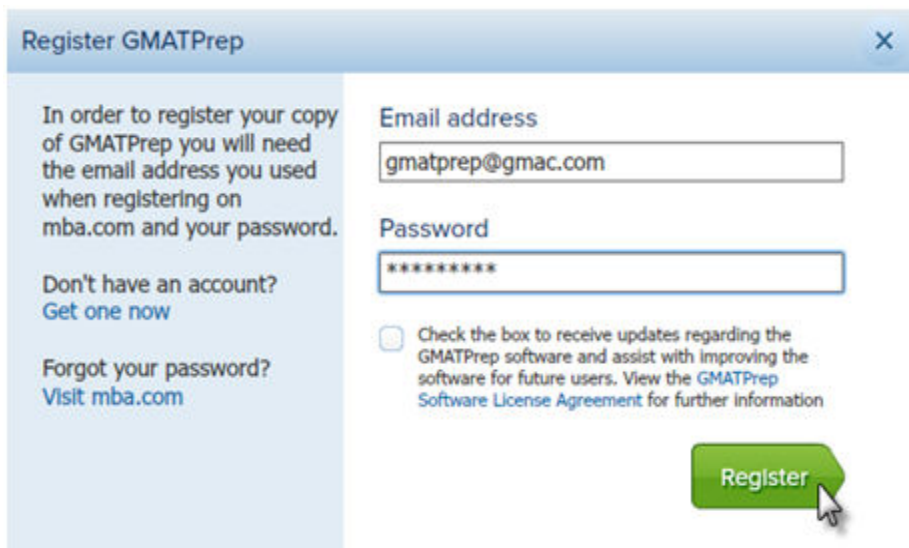
### Why register?

Registering your GMATPrep software will keep you informed about GMATPrep software updates and new releases and help GMAC improve later versions of the GMATPrep software. To register your copy of the GMATPrep software, you will need the email address and password you used when registering on mba.com.

### How to register

To register your GMATPrep software:

1. Either click the Register icon at the top right of the GMATPrep home page or the text "Register now!" in the welcome message.
2. Enter the email address and password you used when registering on mba.com.
3. Make sure you check the box agreeing to receive updates and to help improve the software.
4. Click the **Register** button.



The screenshot shows a registration window titled "Register GMATPrep" with a close button (X) in the top right corner. On the left side, there is a light blue sidebar containing the following text: "In order to register your copy of GMATPrep you will need the email address you used when registering on mba.com and your password." Below this, there are two links: "Don't have an account? Get one now" and "Forgot your password? Visit mba.com". The main registration area contains two input fields: "Email address" with the value "gmatprep@gmac.com" and "Password" with a masked value "\*\*\*\*\*". Below the password field is a checkbox that is currently unchecked, with the text: "Check the box to receive updates regarding the GMATPrep software and assist with improving the software for future users. View the GMATPrep Software License Agreement for further information". At the bottom right of the form is a green arrow-shaped button labeled "Register" with a mouse cursor hovering over it.

## Changing your information sharing preferences

If you have registered your GMATPrep software but chosen not to help improve the GMATPrep software, you can change your selection as follows:

1. Click the **Settings** link at the bottom left of the GMATPrep home page. The Settings screen will be displayed.
2. Click the START helping improve GMATPrep button.

If you currently help improve GMATPrep but would like to change your selection:

1. Click the **Settings** link at the bottom left of the GMATPrep home page. The Settings screen will be displayed.
2. Click the STOP helping improve GMATPrep button.

## GMATPrep and accommodations

Testing accommodations are available for test takers who meet certain eligibility criteria.

If you have been approved for accommodations by GMAC's Testing Accommodations team, you will receive a code in your approval letter that unlocks the built-in features in the GMATPrep software that support test takers requiring accommodations.

### Unlock accommodations features

To unlock the accommodations features:

1. Click the **Settings** link at the bottom left of the GMATPrep home page. The Settings screen will display.
2. In the Accommodations section, enter your code.
3. Click Submit.



## Getting additional help

If you require assistance, our customer care team is available Monday to Friday from 7:30am to 5:30pm ET (Eastern US).

- Email: [gmatsby@mba.com](mailto:gmatsby@mba.com)
- Phone (US and Canada): 1 866 739-0238 (toll free)
- Phone (international): +1 703 668-9602

# PRACTICE ANSWERING QUESTIONS

## Getting started

To practice answering real, retired GMAT questions, go to the **Practice** section - either click **Practice answering questions** from the home page, or the Practice chevron.

The screenshot shows the GMATPrep website's 'Practice' section. At the top, there is a navigation bar with 'GMATPrep' and three buttons: 'Prepare', 'Practice' (highlighted in green), and 'Improve'. Below the navigation bar, the 'Practice' section is titled, with a sub-header 'Practice answering questions' and a secondary tab 'Take a practice exam'. A box on the right indicates '90 questions available', '0 answered, 90 not answered', and provides links for 'Get more practice questions' and 'Find prep tools'. The main content area is divided into three columns: 'Quick start', 'Review', and 'Progress report'. The 'Quick start' column includes a 'Select question type(s)' section with checkboxes for 'Problem Solving', 'Sentence Correction', 'Data Sufficiency', 'Critical Reasoning', 'Reading Comprehension', and 'Integrated Reasoning'. A 'How many questions (of each type)?' section features a slider set to 5. A 'Start' button is highlighted with a red circle and the number 3. The 'Review' column offers links for 'Try incorrect questions again', 'Review incorrect questions', and 'Bookmarked questions'. The 'Progress report' column includes links for 'Performance summary', 'Performance by question type', and 'How you managed your time'.

**1** Under **Quick start**, select the question type(s) you would like to answer by placing a check in the box for each question type.

**2** Then select the number of questions you would like to answer of each question type. Indicate your selection by dragging the slider to the desired number.

**3** Click the **Start** button, and you will see your first question.

## Options to create your own question set

To build your own custom question set, click the **More options** button in the Quick start section.

Home > Practice > Create your own question set

### Create your own question set

Create your own set of questions for practice using the options below. First, select the set of questions to draw from and then choose the questions to answer by type and difficulty. Next decide if you want to answer them randomly or sequentially, one type after another. Finally choose your mode - in study mode, you'll see answer explanations after each question; in exam mode, no answers until you've finished.

90 questions available  
5 answered, 85 not answered  
> Get more practice questions  
> Find prep tools

- Select the question set
- Select type of questions
- Question order
- Practice mode

Question Type	All	Easy	Medium	Hard
Quantitative :: Data Sufficiency	<input type="checkbox"/> 13	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 7
Quantitative :: Problem Solving	<input type="checkbox"/> 13	<input type="checkbox"/> 3	<input type="checkbox"/> 6	<input type="checkbox"/> 4
Verbal :: Critical Reasoning	<input type="checkbox"/> 14	<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 3	<input type="checkbox"/> 4
Verbal :: Reading Comprehension	<input type="checkbox"/> 15	<input type="checkbox"/>	<input type="checkbox"/> 9	<input type="checkbox"/> 6
Verbal :: Sentence Correction	<input type="checkbox"/> 15	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 1
Integrated Reasoning	<input type="checkbox"/> 15	<input type="checkbox"/> 7	<input type="checkbox"/> 5	<input type="checkbox"/> 3

Start

### 1. Selecting the question set

First select the set of questions to draw from using the **Select the question set** drop-down list. You can select one the following:

- **All questions** – those you have already answered and those you haven't
- **Not answered** – questions that you have not yet answered
- **Answered incorrectly** – only questions that you have answered incorrectly

### 2. Choosing the difficulty level of questions

In step 2, you select the type and difficulty level of the questions you want to answer by placing a check in the appropriate box. You can choose from Easy, Medium, and Hard questions. Clicking the **All** check box will select all available questions for that type, regardless of difficulty.

### 3. Changing the question order

You can now choose which order you would like the questions to appear.

- **In sequence**, questions are grouped by type and presented in order of increasing difficulty.
- **Random**, questions are displayed in random order.

### 4. What's the difference between exam and study mode?

The last option enables you to practice questions in study or exam mode.

- In **Study mode**, after pressing the **Submit** button, the correct answer and answer explanation will be shown. Click **Next** to go to the next question.
- In **Exam mode** you will answer each question, one after another. No answer explanations are shown.

## The question screen

### Navigating around

The top navigation bar contains buttons that will help you move through a question set.



**1** To move to the next question and leave the current one unanswered, click the **Skip** button. You can skip questions as many times as you like. The **Back** button will take you to the previous question.

**2** To end your question session, click the **Finish** button. You do not need to have finished answering all the questions. Once you have clicked **Finish**, you will see the [Review your responses](#) screen, where you can see how you performed and select questions to review or try again.

### Useful information

The bottom of the practice question screen window shows useful information about your progress through the question set.



**3** The question counter will help you keep track of your progress in the question set.

**4** The timer will show you how long you are taking on a particular question.

## Things you can do in the question screen



### 1 Guesses

If you aren't sure of the answer to a specific question, you can indicate that your answer is a guess by checking the This is a guess check box.

### 2 Clear answer

If you have selected an answer and would like to clear your selection, click the **Clear answer** link. The radio button corresponding to your answer will no longer be selected.

### 3 Show answer

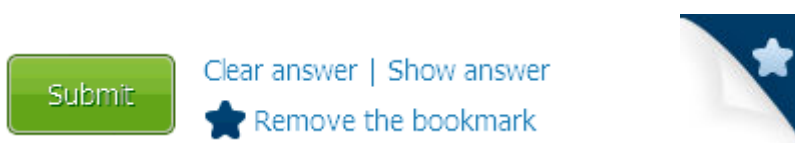
Once you have selected an answer, you can click the **Show answer** link to check if it is correct and show the answer explanation. The answer explanation will appear either to the right of - or below - the question. To close the answer explanation, click the round **X** button.



### 4 Bookmark this question

When you bookmark a question, you can return to it using the [Bookmarked questions](#) link in the Practice home screen. To bookmark a question, click the **Bookmark this question** link.

Once the question is bookmarked, the star will turn solid blue, and the question page will be turned down so that a light blue star will appear on a dark blue background in the top-right corner.



To remove a bookmark, click the **Remove the bookmark** link.

Find out more about [bookmarked questions](#).

## Additional tools

Unlike other sections of the GMAT exam, Integrated Reasoning questions include a calculator - access it by clicking the calculator icon at the top right of the question screen.



## Reviewing your results

The **Review your responses** screen is displayed when you have either answered all the questions in a practice question set or clicked the **Finish** button.

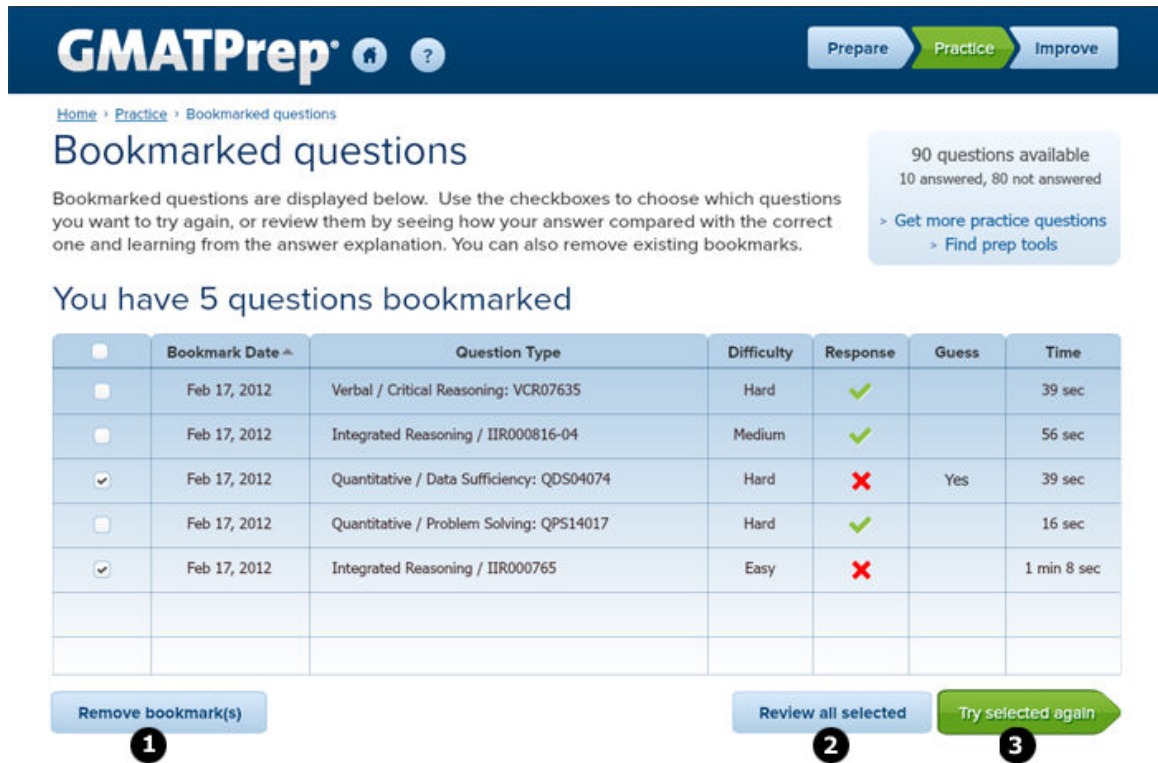
There are two actions you can carry out from here:

- **Try questions again.** To try questions again, select the question(s) you want by checking the box in the first column and then clicking the **Try selected again** button.
- **Review questions.** To review your response and view answer explanations, select the question(s) you want by checking the box in the first column and then click the **Review all selected** button. Reviewing questions give you the opportunity to see how you answered it, what the correct answer is (if different) and to see the answer explanation.



## Bookmarked questions

Bookmarked questions are managed in the Practice section of the GMATPrep software. Click the **Bookmarked questions** link found under the middle, Review, column.



GMATPrep

Prepare Practice Improve

Home > Practice > Bookmarked questions

### Bookmarked questions

Bookmarked questions are displayed below. Use the checkboxes to choose which questions you want to try again, or review them by seeing how your answer compared with the correct one and learning from the answer explanation. You can also remove existing bookmarks.

90 questions available  
10 answered, 80 not answered

> Get more practice questions  
> Find prep tools

You have 5 questions bookmarked

<input type="checkbox"/>	Bookmark Date ^	Question Type	Difficulty	Response	Guess	Time
<input type="checkbox"/>	Feb 17, 2012	Verbal / Critical Reasoning: VCR07635	Hard	✓		39 sec
<input type="checkbox"/>	Feb 17, 2012	Integrated Reasoning / IIR000816-04	Medium	✓		56 sec
<input checked="" type="checkbox"/>	Feb 17, 2012	Quantitative / Data Sufficiency: QDS04074	Hard	✗	Yes	39 sec
<input type="checkbox"/>	Feb 17, 2012	Quantitative / Problem Solving: QPS14017	Hard	✓		16 sec
<input checked="" type="checkbox"/>	Feb 17, 2012	Integrated Reasoning / IIR000765	Easy	✗		1 min 8 sec

Remove bookmark(s) 1 Review all selected 2 Try selected again 3

### 1 Remove bookmark(s)

To remove questions that have been bookmarked:

1. Select the questions you want to unbookmark by putting a check in the first column
2. Click the Remove bookmark(s) button
3. A pop-up dialog box will appear asking you to confirm this action, click the **Yes** button
4. The selected question(s) will no longer appear in your Bookmarked questions list

### 2 Review questions

To review your response, see if it is correct, and see the answer explanation, select the question(s) you want to review by placing a check in the box in the first column. Click the **Review all selected** button.

### 3 Try questions again

To retry question(s) you have bookmarked, select the question(s) by placing a check in the box in the first column and click the **Try selected again** button.

# REVIEW YOUR PROGRESS WITH REPORTS

## Your performance summary

Your summary report gives you two important pieces of information: **1** The percentage of questions you answered correctly (the green bars) and **2** the average difficulty of the questions you answered, including those you got wrong (red circles).

You can also see how many questions you answered **3** along the horizontal axis (Question count).



When you mouse over the relevant area on the graph **4**, you get more data including the date and time you completed answering that group of practice questions and the average difficulty. The difficulty is given as a number between 1 (easy) and 3 (hard).

**5** When you first go to the Summary report, the default view is to show aggregate information for all the question types you have answered. This can be changed using the **Select a question type** dropdown. Using this will help you understand how you performed on different types of question and where you may need to focus your prep.

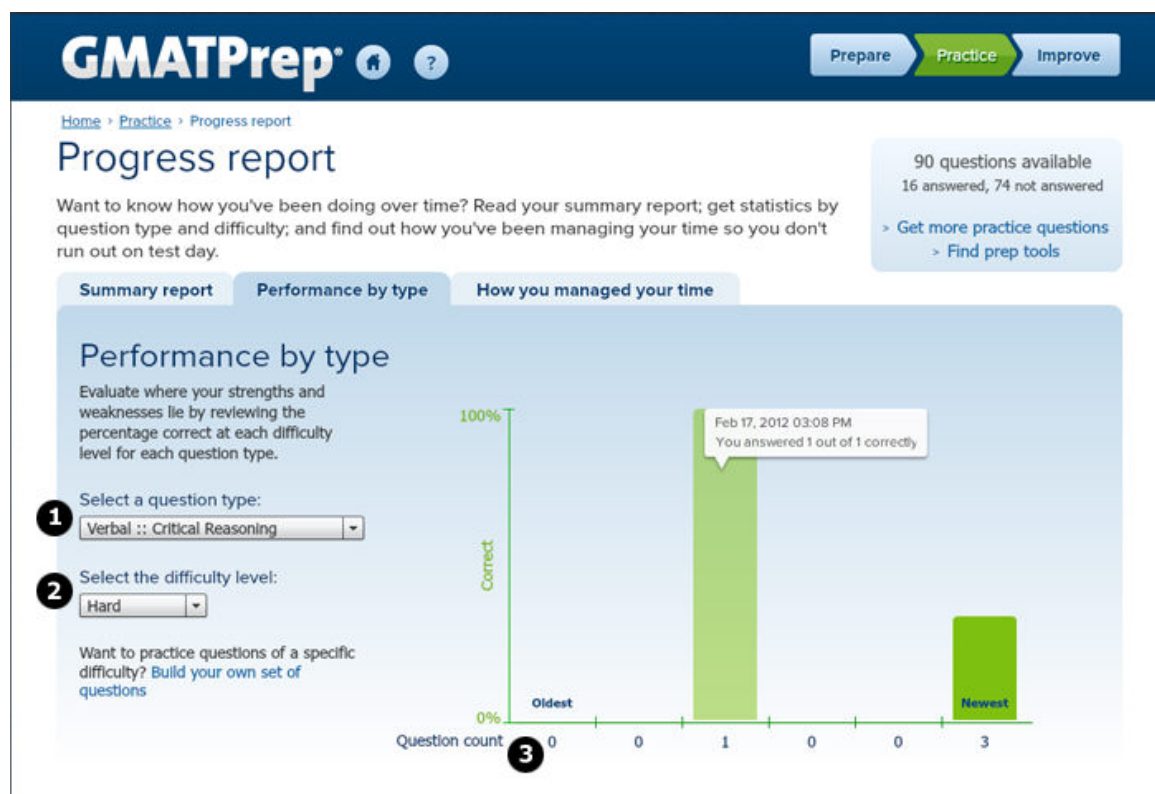
## Performance by question type and difficulty

The [summary report](#) gives you an aggregate view. This report enables you to drill down and understand how you performed on question types of a certain difficulty.

There are two controls for you to use, and selecting different values updates the chart automatically:

- 1 Select the type of question from the dropdown menu
- 2 Select the difficulty level – Easy, Medium, or Hard

The chart will then display the percentage of questions you got correct by question type and difficulty (green bars).



- 3 As with other reports you can see the number of questions you answered along the horizontal axis (Question count)

You may find that you get questions correct – irrespective of difficulty - of one type but that you struggle with others. This report will help you identify your strengths and weaknesses.

## Managing your time

The final report in the Progress report section deals with how long you take to answer questions of each of the three main types: Quantitative, Verbal and Integrated Reasoning. This is important, as the GMAT exam is timed and there is a penalty for not answering all the questions.

To get started, select a question type **1**, the report will update automatically.

From your Oldest session (left) to the most recent (Newest, far right), the green bars **2** show the average time taken to answer questions during your practice session, regardless of whether the answers were correct or incorrect.

You can also see how many questions you answered **3** along the horizontal axis (Question count)



**4** Tool tips will be displayed when you mouse over a particular practice session and these will tell you how many questions you answered (the question count) and your average response time in minutes and seconds.

**5** Finally, the horizontal red line shows the maximum amount of time you should spend, on average, per question in each section to finish the GMAT exam in time. The value is different for each section.

# TAKE A PRACTICE EXAM

## How GMATPrep is different from the GMAT exam

The GMATPrep software includes two full-length practice exams that let you simulate the GMAT exam experience and get familiar with all the online instructions. That said, GMATPrep and the GMAT exam have their differences. Among them are the following.

	GMATPrep practice exam	Actual GMAT exam
Timed screens	The tutorial, section instructions, exit screens, Background Information Question (BIQ) section, and Report or Cancel Scores screens <b>are not timed</b> .	The tutorial, section instructions, exit screens, Background Information Question (BIQ) section, and Report or Cancel Scores screens <b>are timed</b> .
Timed breaks	The optional break screens <b>are not timed</b> .	The optional break screens <b>are timed</b> .
Navigation	You <b>may move back and forth</b> among screens in the preliminary sections of the practice exams (the Welcome screen, the Non-Disclosure Agreement, the school selection screen, and the tutorial).	You <b>cannot return</b> to a previous screen once you've clicked the "Next" button.
Answer checking	Once you've completed the practice exam and reached the Review screen, you <b>can review</b> your answers and check your work.  In addition, you <b>can flag</b> questions you may want to return to later.	Once you've completed a section, you <b>cannot review</b> your answers and check your work.  You also <b>cannot flag</b> questions and return to them later.
End Exam button	The End Exam button <b>is available</b> in the Analytical Writing Assessment and the Integrated Reasoning, Quantitative, and Verbal sections.  When you exit an incomplete exam, you can opt to keep your responses so you can continue your exam later from where you left it.	The End Exam button <b>is not available</b> in the Analytical Writing Assessment or the Integrated Reasoning, Quantitative, and Verbal sections.
Scoring	All sections, aside from the Analytical Writing Assessment section, are scored.	All sections are scored.

## What to expect

Included in the GMATPrep software are two full length GMAT exams. While they are very close to the GMAT exam, there are some [differences](#).

To take a practice GMAT exam, either click link **Take a practice exam** or click the **Practice** chevron and then select the **Take a practice exam** tab.

You will see two exams displayed. To get started, just click the **Start** chevron for Exam 1 or Exam 2.

## Ending your exam early

To end a practice exam early:

1. Click the **End Exam** link at the bottom left of the exam screen, note that this is only visible on question pages
2. You will be asked to confirm that you want to end your exam. Click the **Yes** button.
3. Finally, you will be asked if you want to be able to continue the exam later:
  - Clicking **Yes** will save the responses you've already given so that you can continue the exam later.
  - Clicking **No** will mark the exam as finished and you will not be able to return to it. To take the exam again, you will need to click the Reset button in the **Take a practice exam** screen.

A No score button in the **Take a practice exam** screen shows that you exited an exam early and chose not to save your responses.

## Continuing an exam you have already started

From the **Take a practice exam** screen, you can continue an exam you have already started by clicking the **Continue** button.

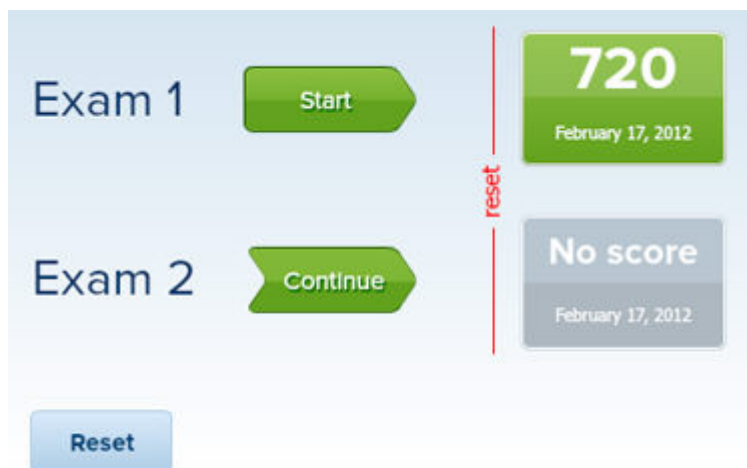




## How to take practice exams again

It is possible to retake practice exams in GMATPrep. To do so, click the **Reset** button at the bottom left of the **Take a practice exam** screen.

When you click the button, you will be prompted to confirm that you want to reset your responses. Clicking **Yes** means that you will see some questions again. Because of this, your performance may seem to improve. However, your practice exam score history will not change - scores for completed exams will still be available.



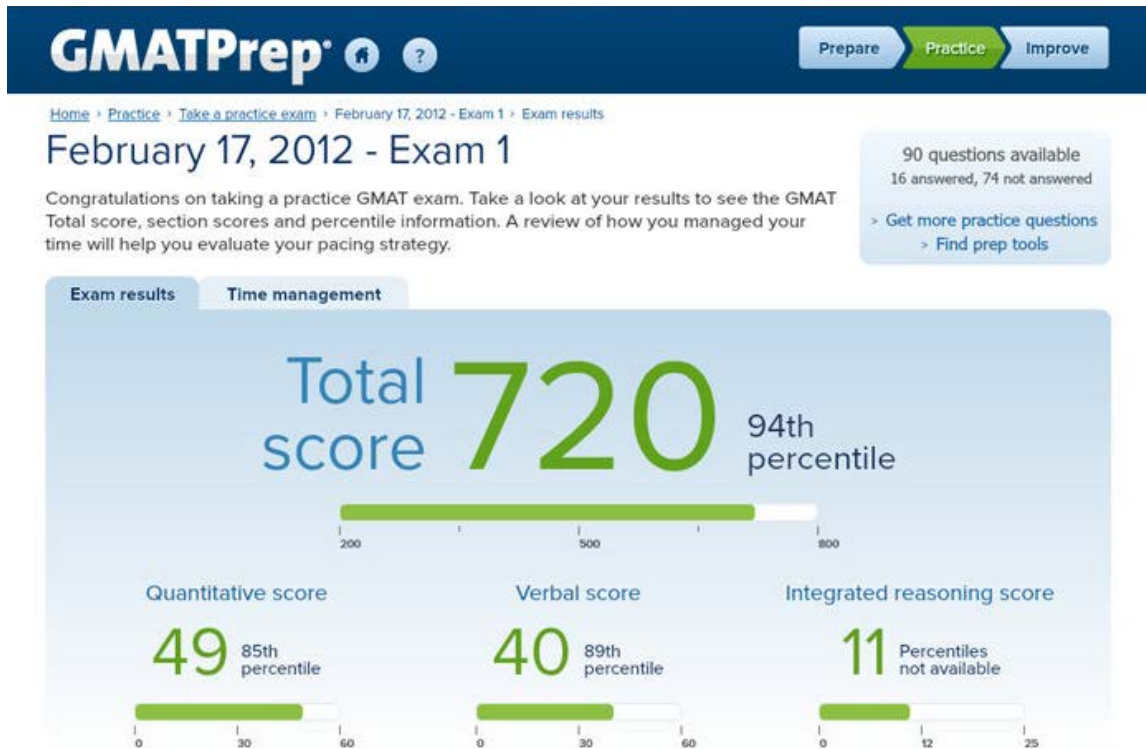
When you have reset your responses, a red line with the text "reset" will be shown.

You can now retake exams by clicking the green **Start** chevron.

## Practice exam results

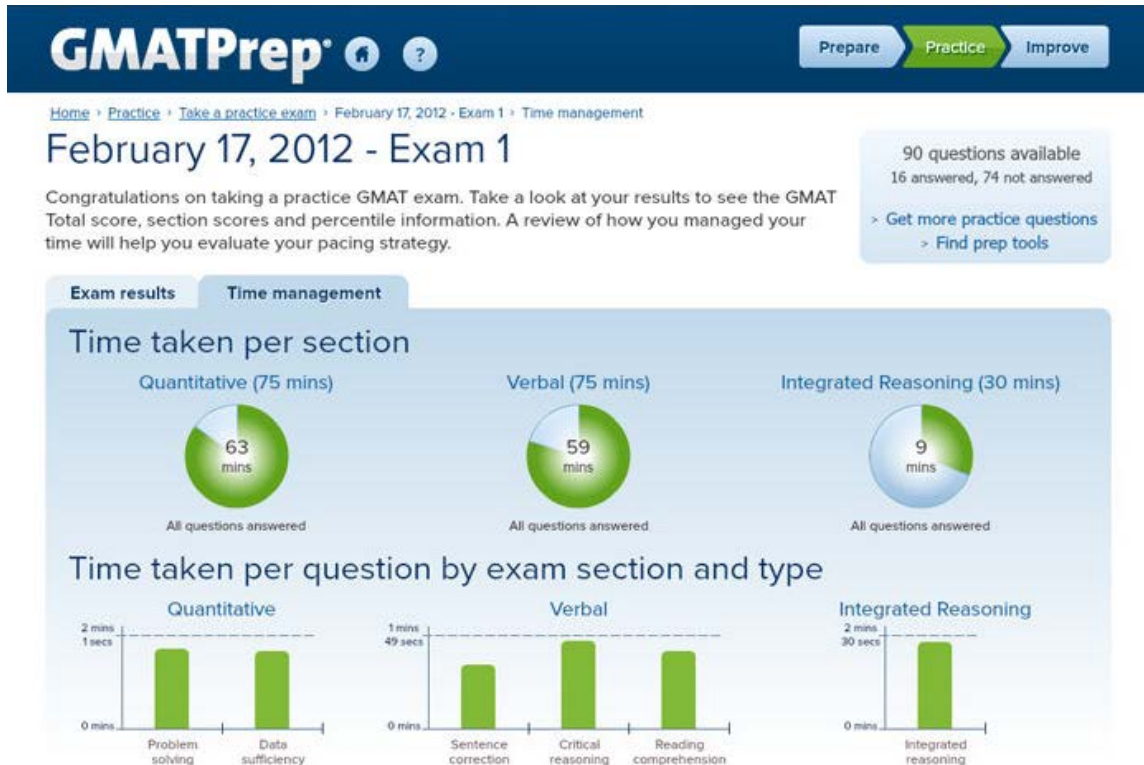
### Your score and percentile information

After you have taken a practice exam, your GMAT Total score and the date you completed the exam will display on a button in the **Take a practice exam** screen. Click on it to access your detailed score and percentile information.



## How you managed your time

Aside from getting information about your [score and percentile information](#), clicking the **Time management** tab will reveal how you managed your time in the practice exam.



The **Time taken per section** shows how long it took you to complete the exam section. If you did not answer all the questions, text under the graph will tell you how many you did successfully answer.

The **Time taken per question by exam section and type** shows how long you spent on particular question types. The horizontal line shows you the average time you would need to take on each question in a section to finish the exam in time.

You may find that one type of question takes you longer to answer than others. That's no problem if you manage to complete the exam section in time. If a particular question type prevents you from completing a section, however, you may need to work on your pacing.

# GET MORE PRACTICE QUESTIONS

## Buying more practice questions

You can buy additional content to extend GMATPrep in the mba.com store.

There are two ways to purchase additional content. Both require an internet connection.

Either:

1. Click the **Get more practice questions** link in the Practice section of the GMATPrep home page or from the callout box in the top right of all Practice and Improve pages. A browser window will open and you will be taken to the product page in the mba.com store.
2. Click the **ADD TO CART** button and complete the checkout process.
3. Once payment is received, you will get an email containing the activation code and the link from which you can download the additional content.

OR

1. From the home page, click **Find more tools to help you prepare** or the **Improve** chevron.
2. Click in the Select column for the product GMATPrep® Question Pack 1.
3. Click the **Add to cart** button. A browser window will open, and you will be taken to your cart in the mba.com store. Your cart will contain the additional content.
4. Complete the checkout process.
5. Once payment is received, you will get an email containing the activation code and the link from which you can download the additional content.

## Installing additional content

To install additional content, such as Question Pack 1:

1. Close the GMATPrep application if it is currently running.
2. Download the content - it will be a file with a \*.gsp extension.
3. Once the download is complete, open the download file. GMATPrep will open at the **Installed content** tab, part of the **Settings** area of GMATPrep.
4. You will see a message box confirming that the installation was successful but that you need to activate the content. Click **OK**.

The next step is to [activate your content](#).

## Activating your content

After installing additional content, you will need to activate it before you are able to access the additional materials.

1. If you are not already in the Installed content window, go there by clicking the **Settings** link on the home page and then clicking the **Installed content** tab.
2. Click the **Activate** chevron and a new window will open.

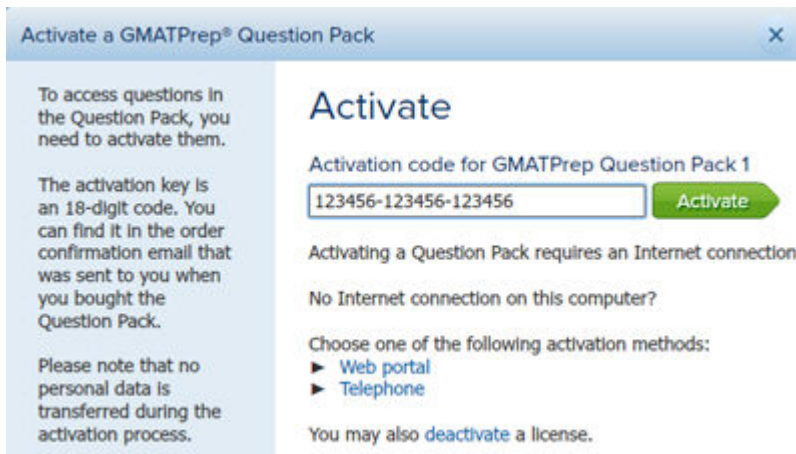
You can now activate the content in one of three ways:

1. Online - use if you have an internet connection.
2. Web portal - use if you have access to a different computer or device with internet access.
3. Telephone - use if you cannot access the internet.

### 1. Online

This is the easiest and quickest way to activate content. All you need is for the computer on which GMATPrep is installed to have an internet connection.

In the window that just opened, enter your activation code and click the **Activate** chevron. Your activation key is an 18-digit code that you received in the order confirmation email after you purchased the content.



Once your code has been validated, you will receive confirmation that your question pack was activated successfully. Click the **Finish** button to close the window.

Click the **Home** icon to go to the home page, and you will now be able to access your new content.

## 2. Web portal

If the computer on which you have installed GMATPrep does not have an internet connection but you have a smart phone or access to an internet café, you can activate the content as follows.

1. If you do not have the activation window open, access it by clicking the **Settings** link on the home page, clicking the **Installed content** tab, and then clicking the **Activate** chevron. A new window will open.
2. Click the **Web portal** link.
3. In the screen that opens, you will see a 12-digit GMATPrep installation ID. Write it down, as you will need to enter it into the web portal.

### Accessing the web portal

Before going to the web portal you will need two pieces of information: your 18-digit activation code; and the GMATPrep installation ID.

1. To access the web portal, open a browser and go to <http://www.internetactivation.com>.
2. Enter your 12-digit GMATPrep installation ID in the box labeled **INSTALLATION ID**.
3. Enter your 18-digit activation code in the box labeled **LICENSE NUMBER**.
4. Check the box to agree to the terms and conditions and then click the **Generate Unlock Code/Certificate** button.
5. You will receive a 15-digit unlock code. Write it down.



### Activating your question pack

Now that you have an unlock code, you can go back to GMATPrep and complete the activation process.

1. Open up GMATPrep.
2. Click the **Settings** link on the home page.
3. Go to the Installed content tab.

4. Click the **Activate** chevron. A new window will open.
5. Click the **Web portal** link.
6. Enter your 18-digit activation code in the **Activation code** box.
7. Enter the unlock code you got from the web portal in the **Unlock code** box.
8. Click the **Activate** button.
9. You will receive confirmation that the question pack was successfully activated. Click the **Finish** button.

Click the home icon to go to the home page, and you will be able to access your new content.

### 3. Telephone

If all else fails and you cannot access the internet, you can activate the question pack by calling GMAC.

1. If you do not have the activation window open, access it by clicking the **Settings** link on the home page, clicking the **Installed content** tab, and then clicking the **Activate** chevron. A new window will open.
2. Click the **Telephone** link.
3. In the screen that opens, you will see a 12-digit GMATPrep installation ID. Write it down as you will need it when you speak to Customer Care.

#### Contacting Customer Care

Before contacting Customer Care, make sure you have your 18-digit activation code and the GMATPrep installation ID.

1. Contact Customer Care:
  - Email: [gmtaprep@mba.com](mailto:gmtaprep@mba.com)
  - Phone (US and Canada): 1 866 739-0238 (toll free)
  - Phone (international): +1 703 668-9604
2. You will be asked for your activation code and installation ID.
3. You will receive a 15-digit unlock code. Make sure you write it down carefully.

#### Activating your question pack

Now that you have an unlock code, you can go back to GMATPrep and complete the activation process.

1. Open up GMATPrep.
2. Click the **Settings** link on the home page.
3. Go to the Installed content tab.
4. Click the **Activate** chevron, a new window will open.
5. Click the **Telephone** link.
6. Enter your 18-digit activation code in the Activation code box.
7. Enter the unlock code you got from Customer Care in the Unlock code box.
8. Click the **Activate** button.
9. You will receive confirmation that the question pack was successfully activated. Click the **Finish** button.

Click the **Home** icon to go to the home page. You will now be able to access your new content.



## Deactivate your content

Deactivating content such as Question Pack 1 enables you to use the same activation code on another computer. You can deactivate only content that is currently installed and active.

To deactivate an installed question pack you will need your 18-digit activation code. The computer on which GMATPrep is installed must have an internet connection.

1. If you are not already in the Installed content window, go there by clicking the **Settings** link on the home page and then clicking the **Installed content** tab.
2. Click the **Deactivate** button, and you will be asked to confirm that you do want to deactivate the content. Click **Yes** and a new window will open.
3. Enter your activation code in the box and click the **Deactivate** chevron.
4. Once your code has been validated, you will receive confirmation that the content was successfully deactivated. Click the **Finish** button to close the window.