AAMC

PREview®
Professional
Readiness Exam

2024 AAMC **PREview**®
Essentials

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Feb. 28, 2024

The AAMC (Association of American Medical Colleges) is a nonprofit association dedicated to improving the health of people everywhere through medical education, health care, medical research, and community collaborations. Its members are all 158 U.S. medical schools accredited by the [Liaison Committee on Medical Education](#); 13 accredited Canadian medical schools; approximately 400 academic health systems and teaching hospitals, including Department of Veterans Affairs medical centers; and more than 70 academic societies. Through these institutions and organizations, the AAMC leads and serves America's medical schools, academic health systems and teaching hospitals, and the millions of individuals across academic medicine, including more than 193,000 full-time faculty members, 96,000 medical students, 153,000 resident physicians, and 60,000 graduate students and postdoctoral researchers in the biomedical sciences. Following a 2022 merger, the Alliance of Academic Health Centers and the Alliance of Academic Health Centers International broadened participation in the AAMC by U.S. and international academic health centers.

Association of
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Contents

Preface

Congratulations! Reading this guide is the first step in preparing to take the AAMC PREview® professional readiness exam — another step toward a rewarding and fulfilling career in medicine.

This document is the official policy and procedure guide for the AAMC PREview exam and the information within is necessary for a smooth registration, testing, and score reporting experience and is required reading for all AAMC PREview examinees. The *2024 AAMC PREview® Essentials* is subject to change. At the time of registration and on test day, you will be asked to certify that you have read and agree to comply with the policies and procedures contained here. If you are a returning examinee, you must read the current version of this guide. The version applicable to your test day is the version in effect when you register.

The AAMC provides the AAMC PREview exam with the assistance of its test delivery administrator, Meazure Learning. The following terms will be used throughout the guide.

AAMC PREview Delivery Partner	
Partner Reference	Service
Meazure Learning	Test delivery administrator
Meazure Exam Platform	Test delivery software
ProctorU Proctoring Platform	Remote proctoring

You will find additional resources and contact information throughout this guide to refer to if you have questions. You will also find the following symbols, which bring attention to special considerations to ensure a smooth experience:

- Tips on things you SHOULD do.

- Tips on things you SHOULD NOT do.

- Time-sensitive information.

- How to find help with questions.

The AAMC appreciates your participation in this administration of the AAMC PREview exam. Periodically, we may seek your feedback to evaluate this program and how it could be improved.

The AAMC wishes you all the best and much success as you advance your career in medicine.

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Part 1: Overview of the AAMC PREview Exam

Exam Content

The AAMC PREview exam is designed to assess examinees' understanding of effective professional behavior across nine core competencies for entering medical students. The competencies were identified — in collaboration with the academic medicine community, including representatives from medical school admissions, student affairs, diversity affairs, medical school students, prehealth advisors, and medical school faculty — as important for students to demonstrate for success in medical school.

You may find the possible responses do not represent how you would respond, or that your response might depend on facts not stated. We are asking you to rate the effectiveness of each response based on the information included in the scenario. Please review *The AAMC PREview® Exam: Examinee Preparation Guide* for more content information.

Exam Format

The exam presents written hypothetical dilemmas linked to the nine core competencies. While the scenarios are based on real-life situations in health care, educational, or other settings, they were developed for prehealth students. Therefore, health care experience is not needed to perform well on the exam.

Following each scenario are multiple statements that describe actions you could take in response. You will be asked to rate the effectiveness of each action using a four-point scale:

1 = very ineffective, 2 = ineffective, 3 = effective, and 4 = very effective.

There are 186 questions on the test. Practice exams are available to help you become familiar with AAMC PREview scenarios and questions.

Some of the scenarios included in the AAMC PREview exam are "field-test," or experimental, questions that are being evaluated for future use and do *not* count toward your total score. Field-test scenarios and questions will not be identified on the test.

The length of an exam session is generally 95-115 minutes, including a maximum of 75 minutes of exam time plus additional time for administrative activities. The chart below represents a typical session.

AAMC PREview Session Time	
Activity	Time
Check-in	5-15 minutes
Examinee Agreement and Exam Instructions	5 minutes
Exam Time	**75 minutes (1 hour and 15 minutes)**
Void Question and School Selection	5-10 minutes
Post-Exam Survey (optional)	5 minutes
Total Session Time	**95-110 minutes**

✓ Check-in time may vary due to the required system and location reviews. You may shorten the time needed by ensuring before your exam check-in that:
- Your workspace is clear of prohibited materials.
- Your technology meets all the required specifications.
- Your applications and programs are all closed.

Please refer to Part 6: Taking the AAMC PREview Exam for more information about system requirements and the online testing experience.

❗ The maximum time allowed to submit a selection to either void or score your exam is 10 minutes. **Your exam will be scored if you do not submit a selection.**

Part 2: When to Take the AAMC PREview Exam

Eligibility

You may sit for the PREview exam if you are preparing to apply to medical school or have received special permission (see page 9). When registering for the exam, you will be required to agree to a statement verifying that you are taking the exam solely for the purpose of applying to an MD or DO program.

If you are undecided about whether you want to apply to medical school, you are strongly encouraged to sit for the AAMC PREview exam before the schools' application deadlines. If you later decide to apply, your score will be automatically uploaded to your American Medical College Application Service® (AMCAS®) application or you may request to send it to participating medical schools that do not use the AMCAS application.

Participating Medical Schools

When you initiate or submit your AMCAS application, all PREview scores for exams taken since 2020 will be automatically uploaded to your AMCAS application.

As participating programs determine how they will consider PREview scores in their application review (require, recommend, or accept for research only), the AAMC will update the PREview website with this information. Additionally, information about MD-participating programs will be available in the Medical School Admission Requirements™ (MSAR®) and on the AMCAS application. Please refer to these resources, consult the school websites, or contact the schools directly to learn more about their use of PREview scores.

Requesting Special Permission

You must request special permission to take the AAMC PREview exam if any of the following are true:

- You wish to take the exam for any reason other than applying to and attending medical school.
- You are currently enrolled in medical school.
- You were previously enrolled in medical school, and you do not have a current application to medical school.
- You are unable to comply with all AAMC testing procedures for reasons other than a medical condition or disability. To request adjustments to the standard testing conditions due to medical conditions or disabilities, please refer to the Accommodation Requests section.

Special permission to take the PREview exam must be requested by emailing the following information to askpreview@aamc.org:

- Your full name.
- Your AAMC ID.
- Email address.
- Phone number.
- The date of your PREview exam (if known).
- The purpose for which you are taking the exam.

The typical time frame for AAMC review is five business days. Processing time may be longer if any of the required information listed above is missing. Failure to obtain special permission prior to scheduling your exam may result in, among other consequences, an investigation by the AAMC, appointment cancellation, cancellation of scores, and/or a ban from taking the PREview exam for a designated time period or permanently. Refer to the Discussion, Violations, and Investigation section for more information about the AAMC investigation process.

Testing Dates

The AAMC PREview exam for testing year 2024 will be offered March-September 2024. Please refer to the PREview website for the current testing dates.

The exam will be delivered on each test date from 8 a.m. to 1 a.m. Eastern Time. Appointments can be displayed in local time within the examinee portal. Appointments will be offered every 15 minutes, and each test date has a limited number of available appointments. You must pre-register by the deadline associated with each test date. Deadlines are subject to change; please refer to the PREview website.

Individual test dates and appointment times will be available on a first-come, first-served basis until they reach capacity. Therefore, we strongly recommend you register as early as possible to have the best opportunity to obtain your preferred test date and time.

Refer to the Part 3: Registering for the AAMC PREview Exam section for more information about changing your exam appointment.

Testing Limits

You may attempt the AAMC PREview exam twice during the 2024 testing year, and you may hold a maximum of one appointment at a time. Please refer to the table below for details.

AAMC PREview Testing Limits*	
Limit	Fee
Testing Year Limit	You may attempt the AAMC PREview exam twice per testing year.
	If you took the exam in a previous testing year (2020-2023), you may take it again in 2024.
Lifetime Limit	Four. You may attempt the AAMC PREview exam no more than four times in your lifetime (beginning with the 2024 administration).
No-Shows	Failing to appear for a scheduled exam is *not* considered an attempt. You may schedule another exam, but you will be required to submit a new registration fee.
Incomplete or Voided Exam	Beginning but not completing an exam or voiding an exam is considered an attempt. Each exam attempt is counted toward your limit for the testing year and your lifetime limit.
	Refer to the No-Show or Noncompletion section for additional information or exceptions.

*In future years, the AAMC may establish new testing limits.

Part 3: Registering for the AAMC PREview Exam

Registration Fees and Refunds

There is a flat registration fee for the AAMC PREview exam for the 2024 testing year that includes the delivery of the exam and unlimited score sending. You may reschedule or cancel your exam appointment, subject to deadlines associated with your active exam date and the appropriate fees.

Standard AAMC PREview Exam Fees and Refunds	
Activity	Fee
Schedule Exam	$100
Reschedule Exam	$25
Cancel Exam	50% refund (see below)
No-Show	No refund (see below)

Fee Assistance

Examinees approved to receive AAMC Fee Assistance Program benefits will pay $0 for the first PREview registration and will receive a 50% discount for subsequent registrations. If you do not attend your scheduled exam (no-show), you will not receive another free exam registration; you will receive the 50% discount on your next exam registration. Additionally, the Fee Assistance benefits include a 50% discount for rescheduling fees. Fee Assistance recipients are subject to all other PREview rules and deadlines, and Fee Assistance benefits will not be extended as a result of failing to comply with any rules or deadlines. For information about the Fee Assistance Program, including eligibility requirements, benefits, and application deadlines, visit the AAMC website, email fap@aamc.org, or call 202-828-0600.

Fee Assistance for Canadian Examinees

Beginning Feb. 1, 2024, Canadian examinees who qualify during the Association of Faculties of Medicine of Canada's (AFMC's) first application period will receive the Fee Assistance Program benefit of a voucher for one free PREview exam and a 50% refund ($50 value) for subsequent exam registrations in 2024. For more information, visit the Fee Assistance Program for Canadian Examinees website.

Rescheduling, Cancellation, and No-Shows

Refunds are not issued automatically. To receive your cancellation refund, please contact the Meazure Learning Exam Admin team:

Submit a ProctorU Request Form

Phone: 1-855-772-8678 (available 24/7)

You may also contact support via chat.

If you do not attend your scheduled exam (no-show), and you do not reschedule or cancel by the deadline, your registration fee is nonrefundable.

The AAMC may grant an exception to the above deadlines and/or fees for one of reasons listed in the table below. To request an exception, send a completed Request to Reschedule form along with supporting documentation to askpreview@aamc.org. Supporting documentation includes evidence of hospitalization, official requests for deployment or jury duty, a funeral program or death certificate, and/or proof of displacement.

You should submit your request prior to your test date and no later than one week following your scheduled exam appointment. The AAMC will review requests until Oct. 30. If approved, the AAMC will offer you a new appointment but cannot guarantee your preferred date or time. In some cases, the AAMC may offer a refund in lieu of a new appointment.

AAMC PREview Exceptions to Rescheduling and No-Show Refund Policies	
Reason	Documentation
Hospitalization or doctor visit for an unexpected, acute medical emergency on scheduled exam day.	Evidence of hospitalization or doctor visit for an unexpected acute medical emergency.
A death in immediate family.	Funeral program or death certification.
Called to jury duty for the date of exam.	Official request for jury duty.
Unexpectedly called to active military service.	Official request for deployment.
Unexpectedly called for health care service duties related to a catastrophic event.	Official request for deployment.
Displaced from residence due to a natural disaster.	Proof of displacement.

A more detailed explanation of the rescheduling and no-show refund policy exceptions may be found on the PREview website.

AAMC ID Requirements

You will need an AAMC ID and an associated username and password to register for the PREview exam.

- If you do not already have an existing AAMC ID, create an account and establish a username and password before logging in to the exam scheduling system.
- If you believe that you have an AAMC ID but you cannot remember your username or password, DO NOT create a new AAMC ID. The login page provides options to reset your password or request your username if you cannot remember your login credentials.
- If you encounter problems resetting your password or with your security questions, please contact AAMC Services.

To protect exam security and integrity, you may not create multiple AAMC IDs for any reason. If you have accessed other AAMC products and services, such as the Medical College Admission Test® (MCAT®), MCAT Official Prep Products, the Medical School Admission Requirements (MSAR) database, the AAMC Fee Assistance Program, or the AMCAS application, then you already have an AAMC ID. You must use the same username andpassword when registering for your AAMC PREview exam.

Registration Name and Accepted ID

Your first and last name on your ID must _exactly_ match the first and last name on your exam registration. Do not register using a nickname, partial names, or initials. Be sure to double-check for misspellings.

If you do not provide the online proctor with a valid ID that meets the requirements below and exactly matches your registered first and last name, you will not be allowed to test. If you are not allowed to test, you will be considered a no-show and will NOT receive a refund. Depending on availability, you may register for a new test date and will be subject to a new registration fee.

The most common forms of accepted ID are state driver's licenses and passports.

Even if an ID is valid for flight travel or to vote, it may not meet all the requirements to take the AAMC PREview exam. To ensure your ID meets the exam day requirements, please review the list below.

AAMC PREview ID Requirements	
Requirement for Valid ID	**Detail**
The ID was issued by a government agency.	Examples: • State-issued driver's license. • State-issued identification card. • U.S. passport. • U.S. passport card. • Permanent Resident Card.
The ID is original.	Your ID may not be a photocopy or digital picture of the original. Additionally, paper or digital IDs of any kind will not be accepted.
The ID expiration date is _printed_ on the ID.	An expiration date that is extended by a sticker or similar mechanism will not be accepted. Below are exceptions, which require AAMC preapproval(contact askpreview@aamc.org): • Military personnel and dependents stationed outside their home state may present a state-issued driver's license with an extension sticker orpaperwork that meets all other AAMC-accepted ID conditions. • Your ID has the word "temporary" printed on it due to your current status within the country.
The ID expiration date is _after_ your test date.	If your ID will expire before your scheduled test day, youare responsible for obtaining a renewed ID before your exam. If you are unable to renew your ID, you must reschedule your exam prior to the rescheduling deadline associated with your exam window or contact the AAMC to discuss possible alternatives prior to your test day.
The ID contains a photo.	The proctor must be able to positively identify you from the ID photo.
The ID is tangible and whole.	There must be no evidence of tampering (clipped corners, holes, etc.).
The ID is in English.	

Reasons an ID may not be accepted include those listed below.

IDs Not Accepted
Paper ID or ID application receipt of any kind, including photocopy of ID.
Digital ID or Virtual ID, including photo of ID.
Temporary ID.
ID with extension sticker or renewal paperwork.
Employee ID.
Veteran ID Card (VIC).
Library card.
Voter registration card.
Birth certificate.
Social security card.
U.S. military ID (due to federal law; please contact the AAMC prior to your exam date if a U.S. military ID is your only option).

Registration Violations

Failure to follow the AAMC PREview registration rules may create identity validation and verification issues, mistakes in the assignment of score results, and other system disruptions.

If the AAMC suspects you may have committed a registration violation that, if true, would threaten the validity, integrity, or security of the AAMC PREview exam, and there is not sufficient time to fully investigate and resolve the issue before your scheduled exam day, the AAMC may, at its sole discretion, cancel or reschedule your exam day to allow time to conclude the investigation.

The following are violations of the AAMC PREview registration rules that may result in cancellation of an appointment, cancellation of your exam score, a ban from taking the AAMC PREview exam for a designated period of time or permanently, or other consequences (refer to Investigation Procedures):

- Obtaining more than one AAMC ID.
- Registering for the AAMC PREview exam under another individual's AAMC ID.
- Allowing someone else to register under your AAMC ID.
- Holding multiple reservations at the same time under different AAMC IDs.
- Providing false or inaccurate information when creating an AAMC ID or registering to take the AAMC PREview exam.
- Selling or giving away your reservation to someone else.
- Switching registrations with another examinee.

Registration and Scheduling

The following table summarizes the steps that you, the examinee, will follow to create an AAMC ID and to schedule your PREview exam:

Registration and Scheduling	
Step 1	**Before registering for the AAMC PREview exam, please verify that you have an AAMC account or create one.**
Step 2	Select the "Log In To Your AAMC PREview Portal" button on the AAMC Professional Readiness Exam webpage. After you enter your AAMC credentials, you will be asked to ensure your name exactly matches the name on the ID you will present on exam day. Once you confirm that your name is correct, the AAMC system will then direct you to exam scheduling within the Meazure Exam Platform. Your AAMC ID, first and last name, and email address will be automatically sent to Meazure, and you will be unable to update this information.
Step 3	Once in the PREview portal, navigate to the "Products" tab where you will be able to select"AAMC Professional Readiness Exam (PREview) 2024" and be taken to the scheduling webpage. You will then select "Online Proctoring" and choose your time zone, test date, and appointment time. Please review the specific scheduling deadlines for each testing window.
Step 4	Once you have scheduled your test, you will receive a confirmation email and gain access to an exam tutorial demonstrating the functions and features of the exam software. The exam tutorial will be available until the time you begin your exam, and you can complete it as many times as you like.

Be certain to select the time zone in which you will be taking the exam and note that your exam time is displayed in the 24-hour clock (military time). For example, if you will be taking the exam at 8 a.m., your exam time will be 08:00, and if you will be taking the exam at 8 p.m., your exam time will be 20:00.

Part 4: Accommodation Requests

Exam Testing Conditions

The duration of the AAMC PREview exam is 75 minutes (1 hour, 15 minutes). The total seated time ranges between 95 and 115 minutes, which you can influence by ensuring your computer and workspace meet the required specifications before your exam start time. For more information on the test format, refer to AAMC PREview Test Day. If you have a condition that requires a modification or adjustment to the standard testing time or other conditions, you must submit an AAMC PREview Application for Accommodations on the AAMC PREview exam.

You will take the exam at a location of your choice unless a testing center is required for the delivery of a specific accommodation. Accommodations that must be delivered at a test center include paper exams, readers, and scribes. If you are not requesting these accommodations, you may take the exam at a location of your choice. You do not need to request accommodations for the testing conditions listed below.

AAMC PREview Accommodations Requests Not Required	
Testing Condition	**Reason Accommodation Request NOT Necessary**
Separate testing room	You are required to select a room that will not be accessed by anyone other than you while your exam is underway.
Noise reduction	You are required to select a room that is carefully controlled for noise and movement.
Adjustable chair	You are using your own equipment.
Wheelchair accessibility	You select a room that is accessible to you.
Adjustable lighting	You select lighting that is sufficient for the remote proctor to observe you through your computer's camera and that meets your needs.
Trackball, touchpad, ergonomic keyboard, and screen overlay	You are using your own equipment. Please note that any equipment or accessories you provide must meet our technical and security specifications as described in this document, and you must allow the remote proctor to adequately observe you through your computer's camera throughout your exam session.

In addition to the above conditions and equipment, you are permitted to bring certain items into the testing room without prior approval. For a full list of allowed items and related terms and conditions, please review Resources Not Requiring Prior Approval. Please note that this list differs from the items list for the MCAT exam. Please make sure you review the correct list for the AAMC PREview exam. The remote proctor monitoring your exam will require you to display items for visual inspection before you begin your exam.

> If you do not disclose and present an approved item for inspection before beginning your exam and the proctor subsequently notices you using it, the proctor may interrupt your exam to request inspection. The exam clock does *not* pause during this inspection.

Applying for Accommodations

If you have a disability or medical condition that you believe requires an adjustment to the AAMC PREview testing conditions, please submit an Application for AAMC PREview Accommodations. Detailed instructions are provided on the AAMC PREview accommodations webpages, including the steps you need to follow depending on your current status with MCAT accommodations.

Your accommodation request must be accompanied by documentation that sufficiently demonstrates your need for the accommodation requested. Such documentation may include an evaluation from a health care provider. You should also provide documentation on previously approved accommodation, such as those you received in school and on other standardized tests, such as the SAT or ACT. We will have any information on previously approved MCAT accommodations on file, so you do not need to submit the approval letter you received for the MCAT exam. All documentation must be in English. Please feel free to contact previewaccommodations@aamc.org about what type of documentation you should submit.

You should request an accommodation as soon as possible and before the deadline corresponding with your testing window to increase the likelihood of receiving a decision on your request in time for the AAMC and Meazure Learning to arrange for any approved accommodations for your exam appointment. Please refer to the AAMC PREview accommodations webpages for more information.

The AAMC will notify you via email when a decision is available. You do not need to wait for a decision before registering for the exam; most approved accommodations can be applied to an existing appointment if the approval is received at least two weeks prior to your test date for all accommodations *except* paper exams, readers, and scribes, which require 30 days. Registration deadlines apply to all examinees regardless of accommodations application status. If your request is approved, follow the instructions provided with your approval email. If your request is *not* approved, your initial registration for the exam remains valid, and you will test under standard conditions.

Part 5: Examinee Agreement and Use of Personal Information

Examinee Agreement

The AAMC is committed to ensuring the accuracy and validity of the AAMC PREview scores and to providing fair and secure testing conditions for all examinees. To fulfill this commitment, examinees must adhere to a set of common procedures.

The Examinee Agreement is a legally binding contract between you and the AAMC. It sets forth the terms and conditions under which the AAMC will permit you to access and complete the AAMC PREview exam and receive a score report. In addition to the terms explained below, all policies and procedures contained in the current version of *The AAMC PREview Essentials* are expressly incorporated as additional terms of the Examinee Agreement. *You must indicate that you understand and agree to abide by the terms of the Examinee Agreement to proceed with registering for and completing the AAMC PREview exam.*

The Examinee Agreement will appear before the Meazure Learning Terms and Conditions when you first launch your exam. You must read both agreements in their entirety before you accept them.

Full Text of the Examinee Agreement

Before you continue with the AAMC PREview, you must agree to each term and condition described below. Adherence to the Examinee Agreement is necessary to maintain a fair process.

By selecting "I Agree" at the end of the Examinee Agreement, you acknowledge that you have read and understand these rules.

I certify that I am the person whose name appears on the AAMC PREview registration for the 2024 testing year.

I agree not to engage or attempt to engage in behavior that would provide me with an unfair advantage, or otherwise undermine the integrity, security, or validity of the AAMC PREview, including, but not limited to:

- Impersonating an examinee or engaging someone else to complete the exam for me.
- Unless otherwise approved by the AAMC:
  - Taking the exam in the presence of others.
  - Receiving assistance from anyone during the exam.
  - Assisting another examinee during the exam.
- Attempting by any means to duplicate, record, or memorize exam content or items.
- Searching for potential responses online in advance or while completing the exam.
- Soliciting, discussing, or disclosing exam content or otherwise violating the terms of the Examinee Agreement.
- Taking an unapproved break, leaving your seat, talking, or engaging in any activity the exam proctor requests you cease while completing the exam.
- Engaging in verbal or other abuse, harassment, or threats toward the exam proctor.
- At any time after check-in and prior to completing the exam session, possessing, accessing, or using:
  - Any electronic devices, including cellular phones and headphones.
  - Cameras or recording equipment of any kind.
  - Books, notes, or any other written materials.

I understand and agree to *The AAMC PREview Essentials*, the AAMC Website Terms and Conditions, the AAMC Privacy Statement, and the AAMC Policies Regarding the Collection, Use, and Dissemination of Medical Student and Applicant Data, and the AAMC's collection, storage, and processing of my personal information according to these policies. I understand and agree that any personal information I provide during the exam process will be transferred to the AAMC in the United States and its delivery administrator, Meazure Learning; to those medical schools (wherever located) that I select through the exam registration system or through the AMCAS application in future years; and to other third parties as stated in these policies.

I understand and agree that any alleged violation of this Examinee Agreement or any alleged activity that may compromise the validity, integrity, or security of the AAMC PREview may be investigated. If I violate the terms of this Examinee Agreement, including those stated in *The AAMC PREview Essentials,* or fail to fully cooperate in any investigation of a violation, I may face the following consequences:

- My score may be placed on hold while the AAMC completes its investigation.
- The AAMC may issue a report of the factual findings of the investigation to legitimately interested parties.
- My score may be canceled, before or after the score is reported.
- I may be banned from taking the AAMC PREview for a limited time or permanently.

Information about the AAMC investigation process may be found in *The AAMC PREview Essentials*. I agree to comply with the terms of this Examinee Agreement, and I understand the consequences of failing to comply.

I acknowledge that the AAMC shall provide the PREview exam in a professional manner. Other than the foregoing, the AAMC provides the PREview exam "AS IS" and "AS AVAILABLE" without warranty of any kind whether express or implied, including without limitation, warranties of fitness for a particular purpose and arising from course of dealing or the completeness or accuracy of any information or data provided under the agreement. The AAMC does not warrant that the service will be secure, timely, error free, or uninterrupted.

Use of Personal Information

When you take the AAMC PREview exam, you agree to the use and release of your personal information as described below.

The AAMC will use your personal information — including collecting, storing, and processing it — in accordance with the AAMC Website Terms and Conditions, the AAMC Privacy Statement, the AAMC Policies Regarding the Collection, Use, and Dissemination of Medical Student and Applicant Data, and any specific terms described herein. You agree to the transfer of your personal information to the AAMC and its delivery administrator, Meazure Learning, in the United States, to those medical schools (wherever located) that you select through the exam registration system or through the AMCAS application in future years, and to other third parties as stated in these policies. Once your personal information has been transferred to a third party, the information is subject to that party's policies.

Personal information collected, stored, and processed during your AAMC PREview exam experience includes:

- Personal information collected during registration, including your name, email address, phone number, gender, race and ethnicity, country of citizenship and residence, undergraduate institution, and language background.
- Identity information collected at the start of the exam.
- Exam response information.
- Biometrics collected in support of remote proctoring, including your ID, video and audio recording of your exam session, video of you and your exam environment, and keystroke measurements taken during your exam.
- Exam grading and score data related to your exam performance.

Any information published by the AAMC related to the AAMC PREview exam will use aggregate data. Individual test scores are not published or released to third parties unless permitted by the AAMC Privacy Statement, meaning appropriate confidentiality and limitation of use obligations are in effect, or otherwise authorized by you.

At the end of your exam, you will be asked whether you want your exam scored. If you choose to have your exam scored, your score report will be automatically uploaded to the AMCAS application on the score release date associated with your exam date. If you are applying to schools that do not use the AMCAS application, you will need to select from the available application services or specific schools on exam day to receive your score report. Once you submit your authorization, you may not subsequently revoke it, even if you decide later not to apply for admission.

Further, if you apply in a future year — the 2024 AMCAS application cycle or later — your scores will be sent to any program or application service you apply to that is accepting AAMC PREview scores.

Health Professions Advisor Release

Selecting "Yes" to the Health Professions Advisor Release prior to starting your exam authorizes the AAMC to release a record of your PREview scores to your school's designated, AAMC-approved health professions advisor who has met the AAMC-established requirements and confidentiality protocols. The Health Professions Advisor Release is voluntary. Your decision cannot be changed once you submit your exam.

Furthermore, if you applied for fee assistance through the AAMC Fee Assistance Program, and in your fee assistance application you agreed to release award information to your health professions advisor, that information will be made available along with your test scores. If you indicated in your AMCAS application that you would like your application released to your health professions advisor, the released AMCAS information will include your PREview scores regardless of your answer to this question.

If an undergraduate institution does not have a designated health professions advisor or has not identified the advisor to the AAMC, we cannot release your scores to the institution.

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Part 6: Taking the AAMC PREview Exam

Exam Delivery and System Requirements

The AAMC PREview exam is administered through a secure online testing environment. This online environment allows you to choose your own location and use your computer equipment, as long as your workspace and computer meet the specified technical and security requirements described below.

The AAMC has engaged a third-party vendor, Meazure Learning, to deliver your AAMC PREview exam and capture and transmit your exam responses. You will schedule and take your exam through the Meazure Exam Platform, and Meazure Learning will secure and proctor your exam using the ProctorU Exam Platform. You will receive emails about your exam from both the AAMC and Meazure Learning.

Technical Requirements

You will take the exam on a desktop or laptop of your choice and are responsible for ensuring it meets the following technical requirements. You may not take your exam on a phone or tablet.

If you intend to take the exam using shared equipment at your university or workplace, or any equipment or network other than your personal computer or laptop, you will need administrator rights to share your screen through a LogMeIn file and access other security features. Universities and employers may have firewalls that prevent you from accessing the required security features, which will prevent you from taking the exam. Please contact your university or employer system administrator for assistance.

AAMC PREview Technical Requirements		
Type	Minimum	Recommended
Internet connection	Wi-Fi connection	Wired connection
Web camera	640 x 480 resolution	1280 x 720 resolution
PC users	Windows 10 (Windows 10 S mode is not supported) The Guardian Browser requires 64-bit Windows 10	Windows 10 (10 S mode is not supported)
Mac users	MacOS 10.13 or higher*	MacOS 10.15
Central processing unit (CPU)	More than 2 core CPU Less than 85% CPU usage	More than 4 core CPU Less than 50% CPU usage
Internet download speed	1 Mbps	12 Mbps
Internet upload speed	1 Mbps	3 Mbps
RAM	4 GB Less than 95% RAM usage	16 GB Less than 90% usage
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen resolution	1366 x 768	1920 x 1080 and above

*MacOS X Catalina users: Catalina has added security features that require additional permissions for certain applications such as LogMeIn Rescue, the software we use to connect you to a proctor. If you are using MacOS Catalina, this permission process will take an additional few minutes. ProctorU proctors or support personnel can help walk you through this process. Please review this ProctorU Tip Sheet for additional information.

Additional Requirements

- ✓ Ensure that you have the ability to download and install programs/applications on the computer you intend to write your examination on. The Guardian browser must be installed to take the exam; it is recommended that you do so prior to exam day. The browser will shut down applications that are not allowed to run during the delivery of the PREview exam.
- ✓ Download the Guardian Secure Proctoring Browser.
- ✓ A functioning microphone. (Some web cameras have a built-in microphone.) You may connect an external microphone if you do not have an integrated microphone; however, you may not use headphones as a way of connecting a microphone.
- ✓ Test your equipment by logging into your account before exam day.

Not Supported

- ✖ Google Chromebooks.
- ✖ Tablets (Nexus, iPad, Tab, Note, etc.).
- ✖ Cell phones.
- ✖ Linux operating systems.
- ✖ Windows 10 and 11 in S mode or Surface RT.
- ✖ Inactive versions of Windows and Test Builds/Test Mode.
- ✖ Microsoft Edge browser.
- ✖ Running inside a virtual machine — you will be asked to reconnect using your host operating system to take your exam.
- ✖ Apple Boot Camp.
- ✖ Remote Access Software.
- ✖ Headphones are strictly prohibited unless approved as an accommodation.

Environmental Requirements

- ✓ Be in a private, well-lit room. Your workspace must not be visible to others through windows.
- ✓ Clear your workspace. Remove all books, notes, notebooks, clutter, or other materials that might prevent the proctor from confirming your workspace is free of prohibited materials and equipment.
- ✓ Have your photo ID ready.
- ✓ Close all third-party programs and ensure you do not have a virtual machine running in the background.
- ✓ Remove additional monitors from the room. (Dual monitors are not allowed during the exam.)
- ✓ Remove all nonreligious head coverings.
- ✓ Remove watches.
- ✓ Sit on a hard surface (not a bed or couch). Additionally, place your computer on a hard surface. However, do not sit on the floor.
- ✓ Have a mirror or reflective surface to show the proctor the monitor. This can include a cell phone with a front-facing camera or an external USB camera. This ensures there are no notes or writing attached to the monitor. You will be required to store your phone after check-in so that you cannot access it during your exam.

Please refer to the PREview website for more guidance on preparing your workspace.

Additional Requirements

Violations of any of the requirements below may result in an investigation and possible AAMC action, including immediate termination of your exam. Depending on the results of an investigation, the AAMC may offer you the opportunity to retake the exam, though a retake is not guaranteed.

- ✓ You must remain seated at your computer for the duration of the exam unless you are preapproved for a specified accommodation.

- ✓ You must remain silent during the exam. Do not read questions aloud unless you are preapproved for a specified accommodation.

Systems Support

For technical questions and issues concerning the Meazure Exam Platform, support is provided leading up to and following testing.

     Real-time chat: https://auto.proctoru.com/chat
     Ticket support (for non-urgent matters): https://proctoruhelp.zendesk.com/agent
     Phone: 1-855-772-8678 (Select option 1.)
     Hours: Monday-Friday, 8:30 a.m.-7 p.m. ET

This will put you in touch with the Meazure Learning Exam Admin team, who will be able to triage all inquiries and escalate any issues, if necessary.

Additionally, live support during testing is readily available if you have trouble connecting with a proctor or other issues preventing you from taking the exam. To access live support:

1. Log in to your account.
2. Look for the "Chat" option on the left panel of the Guardian Browser screen.
3. Fill out the form, and you will be connected with a chat support specialist.

ProctorU provides an online resource center to assist you with systems and workspace requirements.

The Testing Experience

The following tables summarize the steps that you, the examinee, will follow to begin and complete your exam session.

Before Your Appointment Time	
Step 1	Install the Guardian Secure Proctor Browser if you have not done so already.
Step 2	Log in and test your equipment one last time.
Step 3	Optional: View the tutorial one last time before beginning your exam.
Step 4	Check your appointment confirmation for instructions on how to log in to your appointment.

At Your Appointment Time	
Step 5	Log in to the PREview Portal and select "Write Exam." (This will begin your exam session). You must log in to your session on time. Late arrival may result in your exam being marked as a "no-show." The online proctor will be there to guide you as needed through system requirements, identification authentication, exam rules, and the process of securing your testing environment. If you have trouble connecting to your session, use one of the options described under Systems Support, above, for assistance.
Step 6	Upon successful completion of Step 5, the proctor will grant you access to the exam.
Step 7	Agree to the AAMC Examinee Agreement and Meazure Learning Terms and Conditions.
Step 8	Determine whether you want to release your score to your health professions advisor.
Step 9	Complete the exam. You will have 75 minutes.
Step 10	Determine whether you want your exam scored or you want to void your exam. If you choose to have your exam scored, you will *not* be able to cancel your score at a later date. If you are applying to an AMCAS-participating school, you do not need to select the school on test day — your score will be automatically uploaded to your AMCAS application when it is available. If you are applying to a non-AMCAS application service or medical school, you will have an opportunity to select from available options before ending your exam session.
Step 11	Complete the post-exam survey and check out. Your proctor will confirm successful submission of your exam, direct you to the post-exam survey, and help you complete the check-out process. You will be sent an exam submission confirmation email with information on how to access your exam score report when it is available.

Remote Proctoring

In preparation for your exam, you must download the Guardian Secure Browser. Before the proctor can allow you to access your exam, you must:

- Provide access to your device's camera and microphone.
- Share your screen.
- Share your photo ID on camera. The proctor will use your ID in conjunction with biometric facial-recognition software to authenticate your identity.

The proctor must perform systems checks to ensure your computer is working optimally for the exam platform. Therefore, the proctor will ask to take control of your computer. You will be able to observe all actions the proctor takes, which may include changing some of your computer settings and closing software and applications that are not permissible during your exam.

As you take your exam, the proctor will continue to monitor your screen, camera, and microphone. The purpose of this live monitoring is twofold: to assist you should you experience a technical problem during your exam, and to ensure you are following the terms stated in the Examinee Agreement.

At the end of your exam, prior to closing your session, you may ask the proctor to assist you in adjusting your computer to its original settings.

Proctor Assistance

The remote proctor is available to assist you should you experience any problems with or have a question about the exam software. The proctor may not assist with any questions about exam content.

The exam clock is not paused when you initiate a question.

Proctor Interruptions and Exam Terminations

If at any time during your exam the remote proctor has reason to believe you are using prohibited items or engaging in prohibited behaviors as described below, your proctor may interrupt your exam to request clarification of your activity, request you cease the prohibited activity, or terminate your exam.

The exam clock is not paused during any interruption initiated by the proctor for a security concern.

Prohibited activities include:

- Searching for potential responses online in advance or while completing the exam.
- Engaging in any activity the proctor asks you to stop doing while completing the exam.
  Unless otherwise approved as an accommodation by the AAMC, such activities include but are not limited to:
  - Taking an unapproved break.
  - Leaving your seat.
  - Talking, even to yourself.
  - Eating.
- Engaging in verbal or other abuse, harassment, or threats toward the exam proctor.
- At any time after check-in and before completing the exam session, possessing, accessing, or using:
  - Electronic devices, including cellular phones or headphones.
  - Cameras or recording equipment of any kind.
  - Books, notes, or any other written materials.
  - Any other unapproved personal items. Please refer to the Resources Not Requiring Prior Approval for information on items allowed in the room while you are testing. Any item not on this list that you possess, access, or use during the exam may result in an interruption and/or termination of your exam.

The following will result in immediate exam termination by the proctor:

- Impersonating an examinee or engaging someone else to complete the exam for you.
- Attempting by any means to duplicate, record, or memorize exam content or items.
- Unless otherwise approved by the AAMC:
  - Taking the exam in the presence of others, including family or other members of your household, dormitory, or workplace. Please do not allow children or pets to enter the room, as the motion may alert the proctor and require an interruption.
  - Receiving assistance from anyone during the exam.
  - Assisting another examinee during the exam.

If the proctor interrupts or terminates your exam for a potential violation, the AAMC may investigate the issue. Please refer to Part 9: Discussion, Violations, and Investigations for information on the investigation process and potential outcomes.

You are allowed two exam attempts this year, and a terminated exam counts as one attempt. The AAMC, at its sole discretion, may offer a retake of the exam depending on the outcome of its investigation.

Voiding Your Exam

After the conclusion of your exam, you will be asked whether you would like to void or score your exam. Please note:

- Information from voided exams is not sent to medical schools.
- A voided exam *does* count toward your annual and lifetime testing limits.
- Your score or void decision will be reflected in the AAMC PREview Portal. If you chose to void your score, your score report will display "VOID" in lieu of the total score, confidence band, and percentile rank. Upon logging in, you will see "You have chosen to VOID your exam. By voiding your exam, your results were not scored."

No-Show or Noncompletion

If you are unable to start or complete the exam for any of the following reasons, you may register for a new test date depending on appointment availability. You will be subject to a new registration fee, and your fee for your original date is nonrefundable. No-shows and noncompletions and whether they count as a testing year or lifetime attempt:

No-Show or Noncompletion Reason	Counts as a Testing Year and Lifetime Attempt
No-Show	No
You do not provide acceptable ID on test day. (You will not be able to continue with the exam.)	No
You refuse the Examinee Agreement. (You will not be able to continue with the exam.)	No
You start but do not complete the exam.	Yes
You void your exam. (Refer to Voiding Your Exam.)	Yes

> If you have received AAMC Fee Assistance, your first registration is free ($0) only if you attend your appointment or reschedule or cancel by the deadline associated with your original appointment. If you do not start or complete your exam for any of the reasons above, you must pay a registration fee or all subsequent appointments.

Testing More Than Twice in a Testing Year or Four Times in a Lifetime

Requests to take the AAMC PREview exam more than twice during a testing year or four times in a lifetime (starting with the 2024 administration) will be considered only in the event of a technical problem within the Meazure Exam Platform, as verified by Meazure Learning. Refer to Reporting a Technology or System Issue for more information. Otherwise, there are no more than two testing year attempts and four lifetime attempts, even if you void your score; you maysit for the AAMC PREview exam only twice during the 2024 testing year.

Part 7: AAMC PREview Scores and Score Reporting

Scoring

You will receive a single, total score for the AAMC PREview exam. The total score ranges from 1 (lowest) to 9 (highest).

The AAMC worked closely with medical schools to design the PREview exam to evaluate professional readiness for individuals entering medical higher education. During scoring key development, medical educators — professionals at accredited U.S. MD-granting medical schools — reviewed scenarios and rated responses in the same way that examinees do, and their consensus ratings established the scoring key.

Your score is based on the extent to which your effectiveness ratings of each action align with medical educators' consensus ratings. Higher scores suggest that your ratings align more closely with medical educators' consensus ratings, whereas lower scores suggest your ratings align less closely. Full credit is awarded for an item if your response matches the medical educators' consensus response. Partial credit is awarded if your response is close to the medical educators' consensus response.

Every test form of the AAMC PREview exam measures your understanding of effective pre-professional behaviors. However, each form is different in the specific items it presents. While care is taken to ensure each form is about equivalent in difficulty, one form may be slightly more or less difficult than another. The conversion of raw scores to scaled scores, through a process called equating, compensates for small variations in difficulty between sets of items. This conversion minimizes variability in the meaning of test scores across different forms.

A confidence band will be reported along with each total score. Confidence bands show the accuracy of your total score. Scores can be affected by many factors. Confidence bands mark the ranges in which your true score likely lies. Confidence bands help signal the lack of precision of test scores and are intended to discourage distinctions between examinees with similar scores.

A percentile rank will be reported along with the total score. Percentile ranks of scores are the percentages of test-takers who received the same or lower scores than you did.

Receiving Your Score

Scores are expected to be released according to your testing window. Note the specific score release dates for each window in the exam cycle timeline. When your score is available, we will send you an email with instructions on how to access your score report. If you elected to have your exam scored, your score report will include your total score, confidence band, percentile rank table, and any applicable notes. AAMC staff will not provide scores over the phone.

Selecting and Reporting Your Score to Medical Schools

Reporting Your Score to AMCAS® Program Participating Medical Schools

When you initiate or submit the AMCAS application, all PREview scores for exams taken since 2020 will be automatically uploaded to your AMCAS application. If you take the PREview exam after submitting your AMCAS application, your score will be uploaded to your AMCAS application when it is available on the published score release date.

Association of
American Medical Colleges

Selecting and Reporting Your Score to Non-AMCAS Program Participating Medical Schools

At the end of your PREview exam, you will be offered the option to select which of the available non-AMCAS application services or specific medical schools you wish to receive your PREview score report. Please review the AAMC PREview Participating Medical Schools webpage for the list of participating application services and medical schools. If you do not select the non-AMCAS application service or medical school you applied to on exam day and subsequently decide to apply, you will still have the opportunity to send your AAMC PREview score report by completing the Request to Release AAMC PREview Score form and emailing it to askpreview@aamc.org. Your score will be released within five business days from receipt of your request.

Additional Score Reporting Information

Once you select an application service or specific medical school to receive your PREview score through one of the methods above, you may not retract your decision. The AAMC is not responsible for any claims for damages resulting from delayed transmissions of AAMC PREview scores for any reason.

Future AMCAS Application Cycle Score Reporting

The AAMC will retain your AAMC PREview score report indefinitely. If you reenter the medical school application process in a future application year, the AAMC will upload your AAMC PREview score to your AMCAS application. If you apply to a participating program with its own application or that uses another application service, the AAMC will release all scores available at the time of release.

Score Cancellation

The AAMC PREview exam is a standardized test, which requires that certain aspects of the test remain constant across the entire testing population, including, but not limited to, the number of items, the competencies covered, the difficulty of the test overall, and the conditions under which the test is proctored.

In the rare event an irregularity occurs that results in one of the standardized aspects of your test being altered to an extent that you may have been unfairly impaired or advantaged, the AAMC may, at its sole discretion, cancel your score. In such a case, the score will not be disclosed to you, medical schools, or any other interested parties, and the AAMC will make every effort to reschedule a new test date.

Exam Feedback

All PREview scenarios and questions have been reviewed and validated by a representative panel of medical school educators. These subject matter experts have expertise in supervising and evaluating medical students, and their consensus ratings established the scoring key.

If you have a concern or other feedback about a particular scenario or question you saw on the PREview exam, please send us your feedback. While there is no process for challenging a question or rescoring an exam, the AAMC will consider your feedback when developing future exam forms. Email askpreview@aamc.org with the subject line "PREview Exam Feedback" and include the following information:

- AAMC ID (preferred) or first and last name so we may identify which exam form you took.

- Description of your concern or other feedback (please be as specific as possible).

Part 8: Test Session Disruptions

Testing Disruptions

Many testing disruptions are due to connection and other technical issues that occur with the examinees' service providers, laptops, or other equipment. However, testing disruptions may also be caused by issues with the exam delivery provider, including but not limited to:inability to launch the exam, audiovisual issues that inhibit the security of the remote proctored exam, and other substantial impairment to the delivery of the exam to the examinee in a secure manner.

Reporting a Test Session Issue

In cases where the exam service was not delivered or completed as designed by the exam delivery provider, the AAMC may permit the affected examinees to retake the AAMC PREview exam to remedy the situation.

If you believe that a test session issue in the Meazure Exam Platform interfered with your performance on the exam, and you wish to have the AAMC research what occurred, please:

1. Notify the proctor when the issue occurs or before ending your exam.
2. Submit a completed Test Session Issue Report form to askpreview@aamc.org no later than five days following your exam date. Review of completed forms submitted after five days will not be reviewed. If an exam irregularity is confirmed, you may get an opportunity to retake the exam at the AAMC's sole discretion.

Notifying the proctor when an issue occurs will allow the proctor to assess and possibly correct the problem so you can continue testing. Further, your report to the proctor will aid Meazure Learning and the AAMC if we need to research the issue after your exam. Failure to report a problem to the proctor may hinder our ability to verify a test session issue.

If you do not report an issue and the AAMC subsequently learns that a test session issue occurred, we will contact you if the issue affects our ability to score your exam.

Real-time chat with a proctor is available during your exam.

Retaking the Exam Due to a Test Session Issue

If the AAMC, in its sole discretion, determines that you need to retake your AAMC PREview exam due to a test session or system error, the AAMC will assist you in scheduling a new appointment. The AAMC will make every attempt to provide your preferred time slot for a new appointment; however, we cannot guarantee a specific date and time will be available. There will be no additional registration fees for new appointments scheduled as a result of a confirmed technology issue. If a suitable test appointment is not available, the AAMC may issue a full refund of your registration fee.

You must complete the entire exam. The AAMC cannot provide a score if you do not complete the entire exam.

Please note: *The remedy described above is the exclusive remedy available for errors in registrations, errors in presentation of the exam items, technology disruptions, and potential compromises to exam content as determined by the AAMC.*

Part 9: Discussion, Violations, and Investigation

Discussion of the AAMC PREview Exam

The AAMC developed guidelines to help you understand the terms under which you test, the prohibition of disclosure of exam content, and how to appropriately share your testing experience. Failure to abide by the AAMC guidelines may result in a violation and investigation.

What IS permitted:

- Commenting on your general AAMC PREview exam experience, such as the online interface or how you felt about taking a remotely proctored exam.

What is NOT permitted:

- Describing any scenario or item presented to you during your AAMC PREview exam or your responses in greater or more specific detail than described by the AAMC herein or elsewhere, which includes discussing or disclosing a scenario or item list or describing the frequency or order in which such scenarios and items appeared on the exam.
- Outlining the steps or process to respond to AAMC PREview items beyond the guidance provided by the AAMC.
- Assisting anyone else in doing any of the above.

Violations

Some examinees disregard the rules to gain an unfair advantage for themselves or others. If the AAMC receives information that an examinee may have provided the AAMC with false information, engaged in conduct that may compromise the integrity of the AAMC PREview program, or otherwise violated the Examinee Agreement or the terms of *The AAMC PREview Essentials*, the AAMC will investigate.

Reporting Potential Violations

It is in the interest of all examinees to report the questionable behavior of others. A violation could provide an unfair advantage to an unethical and potentially unqualified examinee not only during the AAMC PREview exam but also in the medical school admission process.

Reports of alleged violations of the Examinee Agreement, cheating, disclosure of confidential AAMC PREview content, wrongdoing, and other actions or alleged actions that undermine the integrity of the exam will be treated confidentially. If you report such activity, the AAMC will not disclose your identity except on a need-to-know basis, including responses to subpoenas, court orders, or other legal proceedings.

Please report all potential violations to askpreview@aamc.org.

Investigation Procedures and Consequences

The AAMC PREview exam is a standardized test administered by the AAMC. The Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards apply and are incorporated by reference. Additionally:

- At its sole discretion, the AAMC may place an examinee's score on hold while it investigates an issue.
- Any examinee who is the subject of an investigation by the AAMC shall fully cooperate with the AAMC's investigation, produce all documents and materials requested by the AAMC, and submit to an in-person interview conducted by or on behalf of the AAMC at the association's request.

- Examinees shall truthfully and completely answer all questions posed during investigative interviews conducted by or on behalf of the AAMC.
- At its sole discretion, the AAMC may elect to send a report documenting the incident, with any attachments provided by the examinee, to legitimately interested parties, including all persons or agencies to which the examinee has requested AAMC PREview scores be sent, both presently and in the future.
- At its sole discretion, the AAMC may elect to cancel an examinee's score when there is reason to believe the score is invalid or the examinee has engaged in behavior that violates the Examinee Agreement. The AAMC also may elect to suspend an individual's eligibility to take the AAMC PREview exam for a limited time or permanently.
- The AAMC reserves all rights to take other action as warranted in certain circumstances.

If a conflict exists between this section and the Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards, this section shall take precedence.

Arbitration Agreement

By accepting the terms of the Examinee Agreement, you agree to the following arbitration provision. You have one exclusive remedy available if you wish to appeal or otherwise challenge an action or decision made by the AAMC regarding the AAMC PREview exam. That remedy is binding arbitration obtained through written submissions before a single arbitrator under the JAMS Streamlined Arbitration Rules and Procedures in the District of Columbia. You understand you are waiving your right to file suit against the AAMC in any court of competent jurisdiction. *The sole issue for arbitration shall be whether the AAMC acted reasonably and in good faith in making its decision.*

Part 10: Contact Us

Specialists are available to help resolve your questions or concerns about the AAMC PREview process, policies, and procedures. Please allow two business days for a reply to your email.

AAMC PREview Contact Details	
Question	**Contact**
General Questions About the AAMC PREview Exam	**Email:** askpreview@aamc.org **Phone:** 202-540-5457 **Webpage:** aamc.org/preview A representative will respond to your inquiry within two business days during our regular business hours: Monday-Friday, 9 a.m.-6 p.m.ET Closed Wednesday, 3-5 p.m. ET
Technical Questions About the AAMC PREview Portal	**Real-time chat:** https://auto.proctoru.com/chat **Ticket support (for non-urgent matters):** https://proctoruhelp.zendesk.com/agent **Phone:** 1-855-772-8678 (Select option 1.) **Hours:** Monday-Friday, 8:30 a.m.-7 p.m. ET This will put you in touch with the Meazure Learning Exam Admin team, who will be able to triage all inquiries and escalate any issues if necessary.
Support During the AAMC PREview Exam	The Meazure Exam Platform has live support readily available if you have trouble connecting with a proctor or if other issues prevent you from taking your exam. Tocontact this support service: 1. Log in to your account. 2. Look for the **"Chat"** option on the left panel of the Guardian Browser screen. 3. Fill out the form, and you will be connected with a chat support specialist. If you are experiencing technical difficulties that are preventing you from logging into your scheduled appointment, do not delay contacting the Meazure Learning Exam Admin team: **Real-time chat:** https://auto.proctoru.com/chat **Phone:** 1-855-772-8678 (Select option 1.) **Hours:** Monday-Friday, 8:30 a.m.-7 p.m. ET For helpful information on popular topics such as technical requirements, how the service works, and how to be prepared for a ProctorU session, access the Resource Center and Tutorial Video.
Accommodations for the AAMC PREview Exam	**Email:** previewaccommodations@aamc.org