



DEPARTMENT OF CONSUMER AND
WORKER PROTECTION (DCWP)
LICENSING CENTER
42 Broadway, Lobby
New York, NY 10004

NYC SMALL BUSINESS
SUPPORT CENTER
90-27 Sutphin Blvd, 4th Floor
Jamaica, NY 11435

By Appointment Only Hours:

Monday-Thursday: 8 a.m. – 4 p.m.
Last appointment: 3:30 p.m.

By Appointment Only Hours:

Tuesday-Thursday: 8 a.m. – 4 p.m.
Last appointment: 3:30 p.m.

Frequently Asked Questions: *Exams*

GENERAL INFORMATION

Which industries require an exam as part of the license application process?

You must take and pass an exam when you apply for the following licenses:

- Home Improvement Contractor (NEW applicants only)
- Process Server Individual (NEW and RENEWING applicants)
- Sightseeing Guide (NEW applicants only)

As of November 1, 2021, ExamBuilder administers all DCWP licensing exams. See details below.

EXAM SCHEDULING

Why is ExamBuilder administering all DCWP licensing exams?

DCWP's partnership with ExamBuilder allows the Agency to offer applicants more exam dates (including weekends), times, and additional locations throughout New York City.

How do I schedule an exam?

You can schedule the exam in ONE of three ways:

1. Online at dcaschedule.exambuilder.com. Enter your Record ID, then click Continue.
 - You can find Record ID on your payment receipt (all applicants), License Application Confirmation Page (new applicants), or Renewal License Application (renewing applicants).
2. By phone: (646) 974-8244
 - Customer service is available from 9:30 a.m. to 5:30 p.m. seven days a week.
3. In person at:
 - The Manhattan Test Center: 545 8th Avenue, #1210, New York, NY 10018
 - OR
 - The Queens Test Center: 36-60 Main Street, 4th floor, Flushing, NY 11354

Test Centers are open seven days a week from 9:00 a.m. to 5:00 p.m.

Note: ExamBuilder may offer additional Test Centers in the near future. ExamBuilder can provide you with up-to-date information when you schedule your exam.

How soon can I schedule the exam?

You can schedule the exam 24 hours *after* DCWP has processed your completed license application, which includes required documents and fees. *You cannot schedule the exam until DCWP has received and processed required documents and payments.* Once DCWP has processed your application, it takes 24 hours for your information to appear in ExamBuilder's system.

Important: You have 60 days to take and pass the exam from the time your information appears in ExamBuilder's system.

Applicants (new and renewing) who need to take the Process Server Individual exam:

- You have a total of two attempts to pass the exam. If you fail the exam two times, you must apply for a new Process Server Individual license, which means paying the license, exam, and fingerprinting fees, and being fingerprinted again.

Applicants (new) who need to take the Home Improvement or Sightseeing Guide exams:

- If you fail the exam twice, you must pay the \$50 exam fee again in order to retake the exam.

I have a disability and would like to request a test accommodation. Whom should I contact?

To request a disability-related accommodation, please email DCWP's Americans with Disabilities Act (ADA) Coordinator at humancapital@dca.nyc.gov.

Applicants granted a disability-related accommodation will take the exam at the DCWP Licensing Center (address on Page 1).

I need to request a language accommodation for the exam. Whom should I contact?

To request an accommodation for a specific language need, contact DCWP in ONE of the following ways:

- Email: LicensingAppointments@dca.nyc.gov
- By phone: Call (212) 436-0441. (Monday - Friday, 8 a.m. - 4 p.m.)

Applicants granted a language-related accommodation will take the exam at the DCWP Licensing Center (address on Page 1).

What do I do if I have to reschedule the exam?

If you have to reschedule, *you must request a new exam date by 5:00 p.m. the day before the originally scheduled exam date.* You can reschedule the exam in ONE of two ways:

- By phone: (646) 974-8244
- Online at dcaschedule.exambuilder.com

Reminder: You will not be given an extension of additional time for rescheduling your exam.

I missed my scheduled exam. Whom should I contact?

If you miss a scheduled exam without rescheduling in advance, you will automatically fail and ExamBuilder will report the "Fail" grade to DCWP.

If you miss your scheduled exam due to an emergency, you must contact DCWP at (212) 487-4060 *within two (2) business days following the day of the exam that you missed to request an excused absence.*

EXAMBUILDER TEST CENTER

What do I need to bring to the ExamBuilder Test Center?

You must bring one (1) form of government-issued photo identification with your signature. Acceptable forms include:

- Driver's license
- Passport
- Military ID
- Alien Registration Card
- Municipal ID Card (IDNYC)
- Your DCWP Process Server Individual license (Expiring 02/28/2022)

For test accommodations at the DCWP Licensing Center, DCWP will accept an expired ID as proof of identification only if the identification expired during the past two years.

When will I obtain the results of the exam?

ExamBuilder will provide you with the exam results, including your score and result, i.e., Pass or Fail, after you finish your exam.

Note: You do not need to submit your exam results to DCWP. ExamBuilder will notify DCWP of your exam results.

I passed the exam. What happens next?

Upon approval of your application, DCWP will mail you a license.

What do I do if I fail the exam?

You have two (2) attempts to pass the exam.

If you fail the exam on your FIRST attempt:

- Contact ExamBuilder at (646) 974-8244 or dcaschedule.exambuilder.com to retake the exam. *You must wait 24 hours from your failed attempt before scheduling the exam for a second attempt.*

Applicants (new and renewing) who fail the Process Server Individual exam on your SECOND attempt:

- You must apply for a new Process Server Individual license, which means paying the license, exam, and fingerprinting fees, and being fingerprinted again.

Applicants (new) who fail the Home Improvement or Sightseeing Guide exams on your SECOND attempt:

- You must pay the \$50 exam fee again in order to retake the exam. *You cannot schedule the exam until DCWP has received and processed your payment.* Once DCWP has processed your payment, it takes 24 hours for your information to appear in ExamBuilder's system.
- Contact ExamBuilder at (646) 974-8244 or dcaschedule.exambuilder.com to retake the exam.

GENERAL QUESTIONS ABOUT HOME IMPROVEMENT EXAM

Requirement for NEW applicants only

Who must take the exam?

Only ONE of the following persons needs to pass the Home Improvement Exam: sole proprietor, general partner, corporate officer, principal, director, member, or shareholder owning 10% or more of company stock.

Important:

- The **FIRST** individual you list on the Basic License Application—Individual General Partner #1 or General Partner / Corporate Officer / Shareholder / Member #1) will be the **ONLY** person who can take the exam at an ExamBuilder Test Center.

What does the exam cover and how can I prepare?

A Home Improvement Examination Guide is available at nyc.gov/BusinessToolbox to help you prepare for the exam. The Guide is in English and 11 additional languages.

What is the format of the exam?

The exam consists of 30 multiple choice questions.

What qualifies as a passing grade?

To pass the exam, you must correctly answer no fewer than 21 questions.

GENERAL QUESTIONS ABOUT PROCESS SERVER INDIVIDUAL EXAM

Requirement for NEW and RENEWING applicants

What does the exam cover?

The exam covers City and State laws and rules that you must know in order to serve process in the City of New York legally and properly. Questions test your understanding of these laws and rules.

How can I prepare for the exam?

DCWP prepared [Educational Materials for Process Servers](#) that include:

- New York City Laws and Rules
- New York General Business Law
- New York Civil Practice Law and Rules
- New York Domestic Relations Law
- New York Real Property Actions and Proceedings Law
- New York Business Corporation Law

Important: These materials are not a “study guide” exclusively for the exam. You can download materials from the DCWP website at nyc.gov/processservers.

Are DCWP’s Educational Materials for Process Servers the only materials I need to study before the exam?

No. Although these materials will help as you prepare for the exam, you should consult other resources, which may include:

- Attorneys and agencies for whom you work
- Relevant professional associations (to obtain training and other materials)
- New York State Unified Court System Public Access Law Libraries:
<http://www.nycourts.gov/lawlibraries>

- New York Civil Practice and Landlord-Tenant Practice:
 - McKinney's New York Civil Practice Law and Rules
 - New York Practice by David D. Siegel
 - New York Practice Series - Landlord and Tenant Practice in New York
- New York Jurisprudence, 2nd Edition
- *New York City Marshals Handbook of Regulations*, in particular Chapter IV, Section 2-2 and Section 5

What is the format of the exam?

The exam consists of 30 multiple choice questions. Here is a sample question:

You are required to keep a record of your services in a bound and paginated volume, also known as a log book. Which of the following would constitute an acceptable log book under DCWP Rules?

- a) A spiral notebook with printed page numbers.
- b) Work orders from a process serving agency that have been stapled and duct-taped together, and that have printed page numbers.
- c) A book where the binding is glued together and the pages are numbered at the time of purchase.
- d) All of the above.

The correct answer is (c). See 6 RCNY § 2-233(b).

What qualifies as a passing grade?

To pass the exam, you must correctly answer no fewer than 21 questions.

GENERAL QUESTIONS ABOUT SIGHTSEEING GUIDE EXAM

Requirement for NEW applicants only

What does the exam cover and how can I prepare?

A *Study Reference* is available at nyc.gov/BusinessToolbox to help you prepare for the exam.

What is the format of the exam?

The exam consists of 150 multiple choice questions.

What qualifies as a passing grade?

To pass the exam, you must correctly answer no fewer than 97 questions.