D&S Diversified Technologies LLP

Headmaster LLP

OHIO LEAD ABATEMENT
CANDIDATE HANDBOOK

February 2026

VERSION 3

UPDATES EFFECTIVE FEBRUARY 26th, 2026:
Ohio Lead testing has been transitioned to D&SDT-HEADMASTER's TMU© software.

D&S Diversified Technologies (D&SDT) – Headmaster

Email: **ohlead@hdmaster.com**

Ohio Lead TMU©: **ol.tmutest.com**

Website: **www.hdmaster.com**

(877) 851-2355 | (800) 393-8664

D&S DIVERSIFIED TECHNOLOGIES (D&SDT)

TMU©

Contact Information

Questions regarding:	Contact:	Hours and Phone #:
• testing process • test scheduling	**D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP** 333 Oakland Avenue Findlay, OH 45840 Email: ohlead@hdmaster.com Website: hdmaster.com Ohio Lead TMU© Webpage: ol.tmutest.com	Monday through Friday 8:00AM – 7:00PM Eastern Time (ET) **Phone #: (877) 851-2355** Fax #: (406) 442-3357
Questions regarding: • eligibility to test • approval to test	**Contact:** **Environmental Compliance Program - LEAD** Bureau of Environmental Health and Radiation Protection **Ohio Department of Health** 246 N. High Street Columbus, OH 43215 Email: lead@odh.ohio.gov Website: https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/lead-licensure-and-accreditation-program/welcome-to	**Hours and Phone #:** Monday through Friday 8:00AM – 5:00PM Eastern Time (ET) **Phone #: (614) 466-1450** Fax#: (614) 564-2479

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INTRODUCTION

The Ohio Department of Health has approved D&S Diversified Technologies, LLP (D&SDT) to provide tests and scoring services for the Ohio Lead license testing. For questions not answered in this handbook, please contact D&SDT at (877) 851-2355 or go to D&SDT's **Ohio Lead web page**. This handbook provides guidance on scheduling your exam and what to expect on the test date.

OHIO LEAD LICENSE TESTING REQUIREMENT

Your application to obtain an initial Ohio lead license or to renew a current Ohio lead license must be, or has been, approved by the Ohio Department of Health (ODH) to test. If you have not received your approval to test, please contact ODH at (614) 466-1450.

Additional resources from the ODH website:
Resources | Ohio Department of Health

OAC 3701-32 and 3701-82 Frequently Asked Questions | Ohio Department of Health

INITIAL LEAD LICENSE

If you applied for an initial license and were not recognized as a reciprocity candidate, you must schedule a test appointment and pass the Ohio Lead license examination in your requested discipline.

NOTE: *You must have ODH approval to schedule an exam date.* If you have not received your approval to test, please contact ODH at (614) 466-1450.

INITIAL LEAD LICENSE WITH RECIPROCITY OR RENEWING A CURRENT LEAD LICENSE

If you applied for an initial Ohio Lead license with reciprocity, or you are renewing a current Lead license, you only need to have your license identification photo taken at a D&S Diversified Technologies (D&SDT) test site by a certified test examiner.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA COMPLIANCE

The Ohio Department of Health (ODH) and D&SDT provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the Ohio Lead examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT must approve accommodations in advance of the examination. Complete the **ADA Accommodation Request Application** found on the Ohio Lead TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

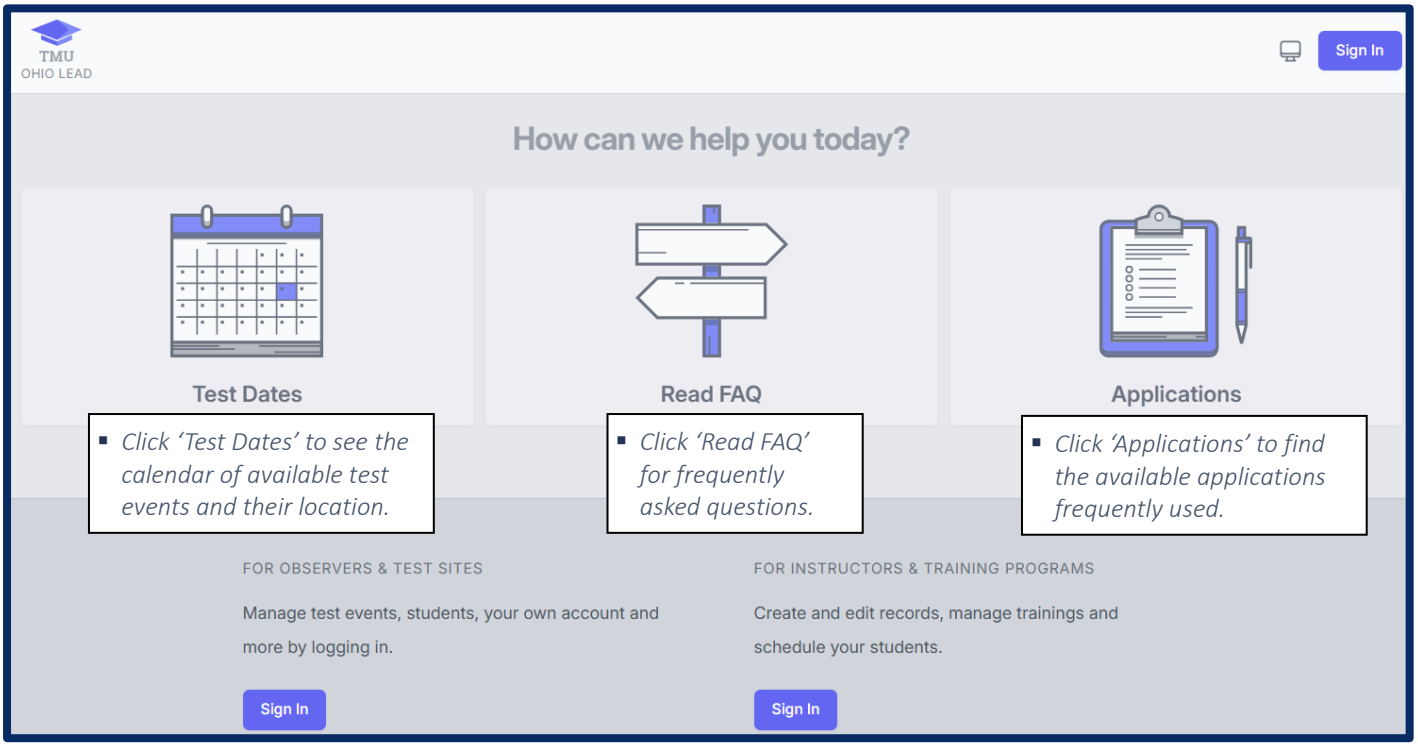
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT at (877) 851-2355.

OHIO LEAD TESTMASTER UNIVERSE© (TMU©)

OHIO LEAD TMU© HOME PAGE

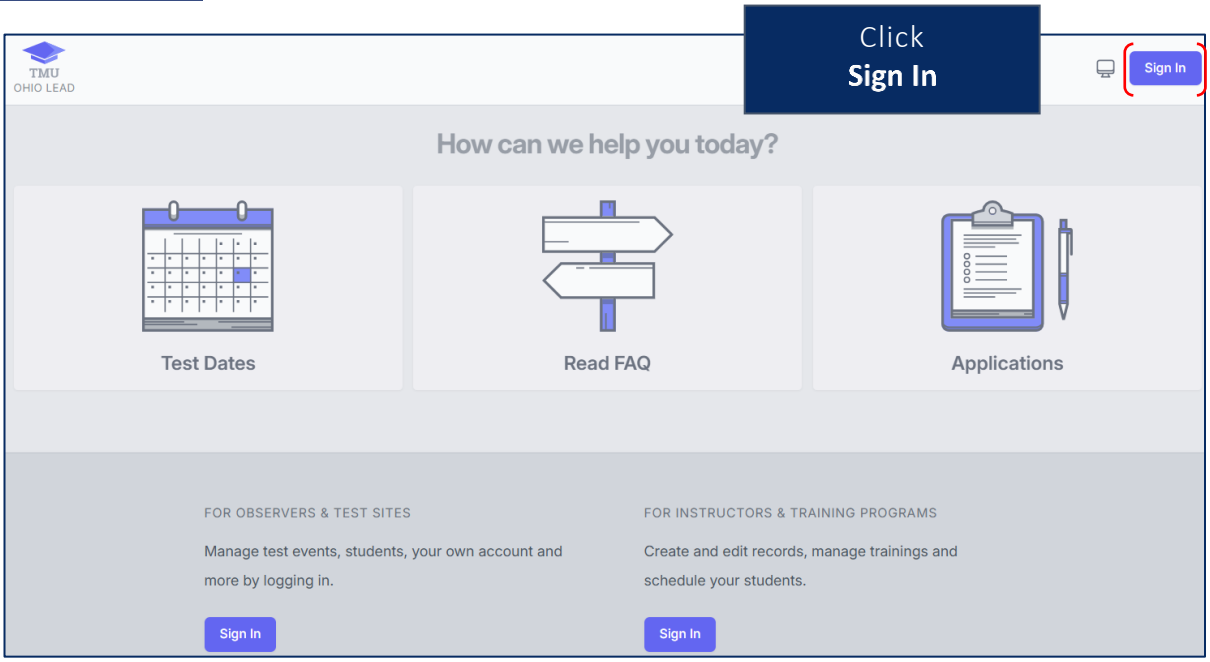
The instructions and information in this handbook apply to all of the Lead disciplines.
This is the Ohio Lead TMU© main page **ol.tmutest.com**:

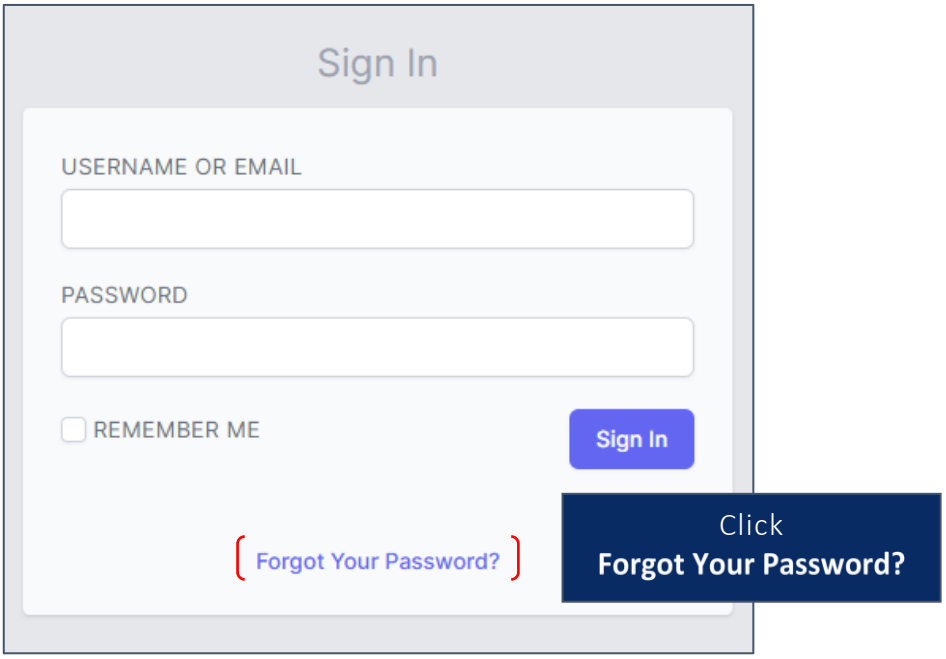


FORGOT PASSWORD AND RECOVER ACCOUNT

If you do not remember your password or this is your first time accessing the Ohio Lead TMU©, follow the instructions with screenshots in this section.

Go to **ol.tmutest.com**





Type in your **Email Address**

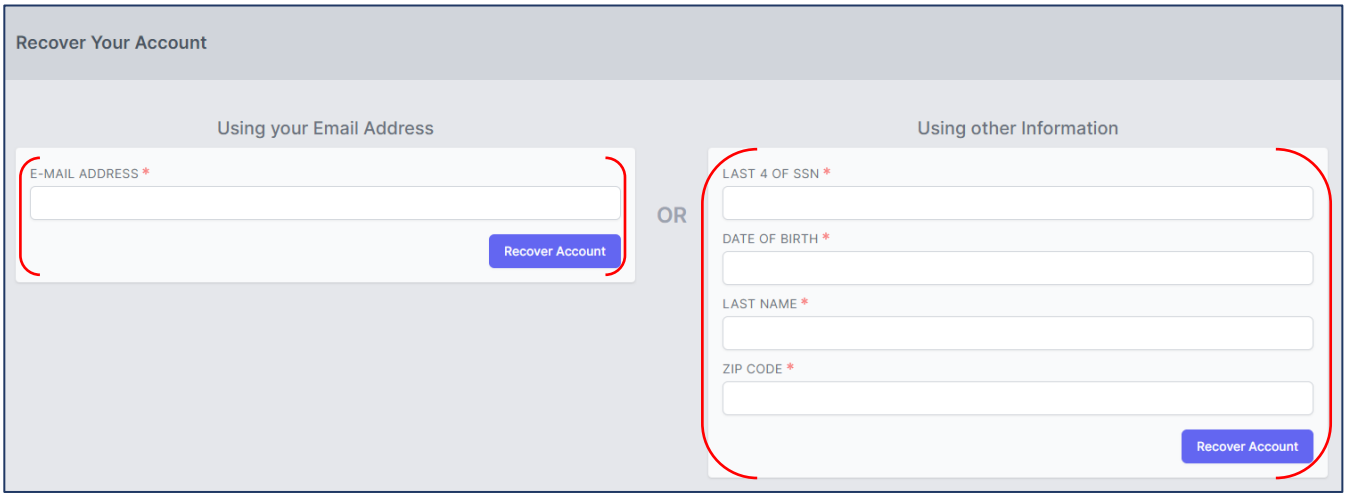
Click **Recover Account**

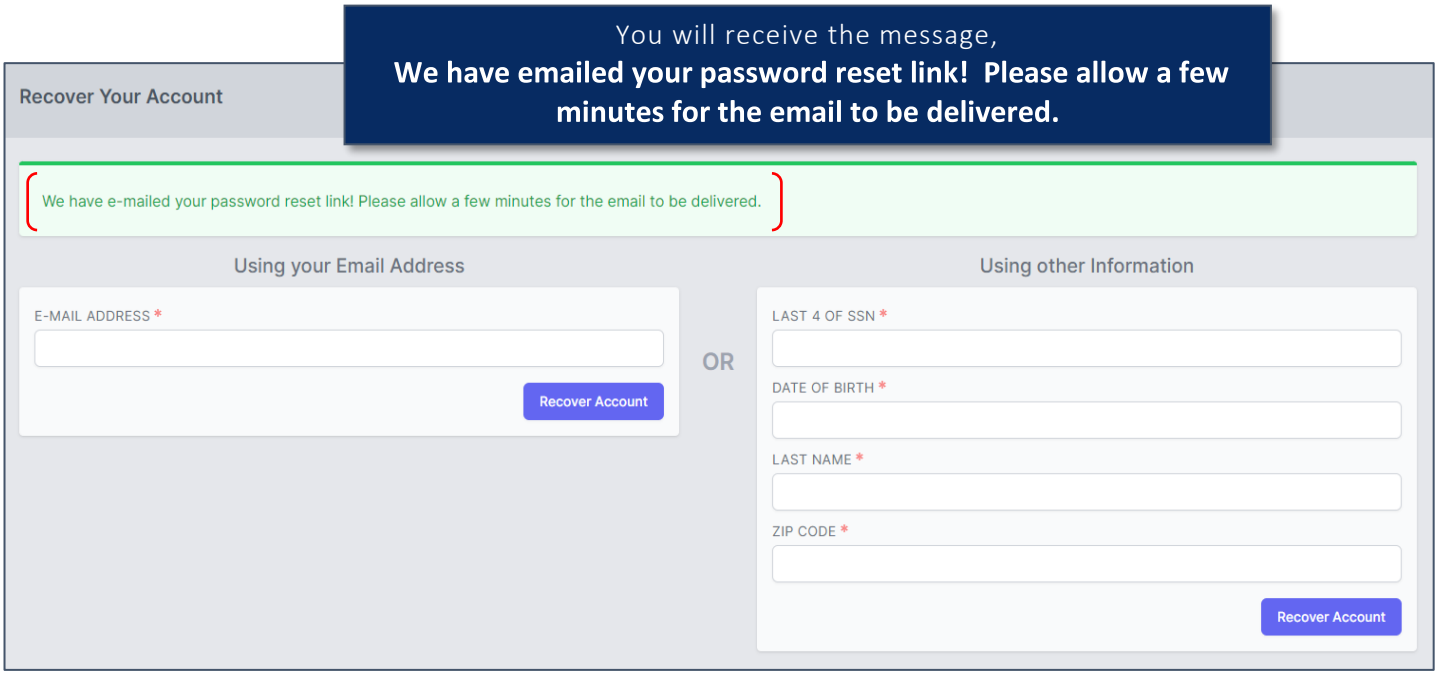
An email with the reset link will be sent to you. Click the reset link in your email to reset your password.

-OR-

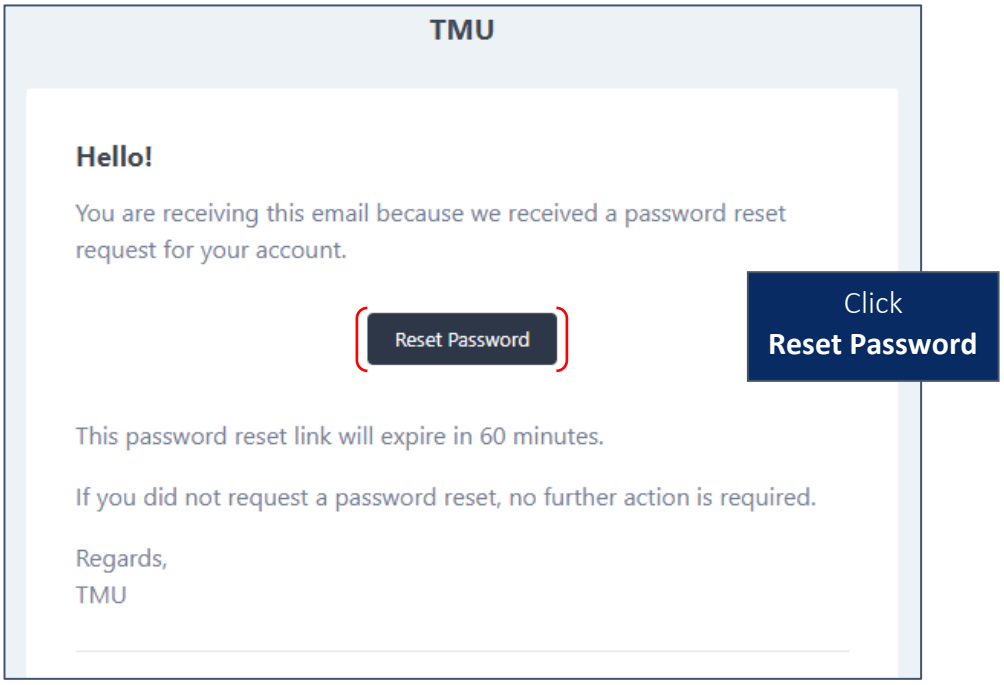
You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account

Click **Recover Account**

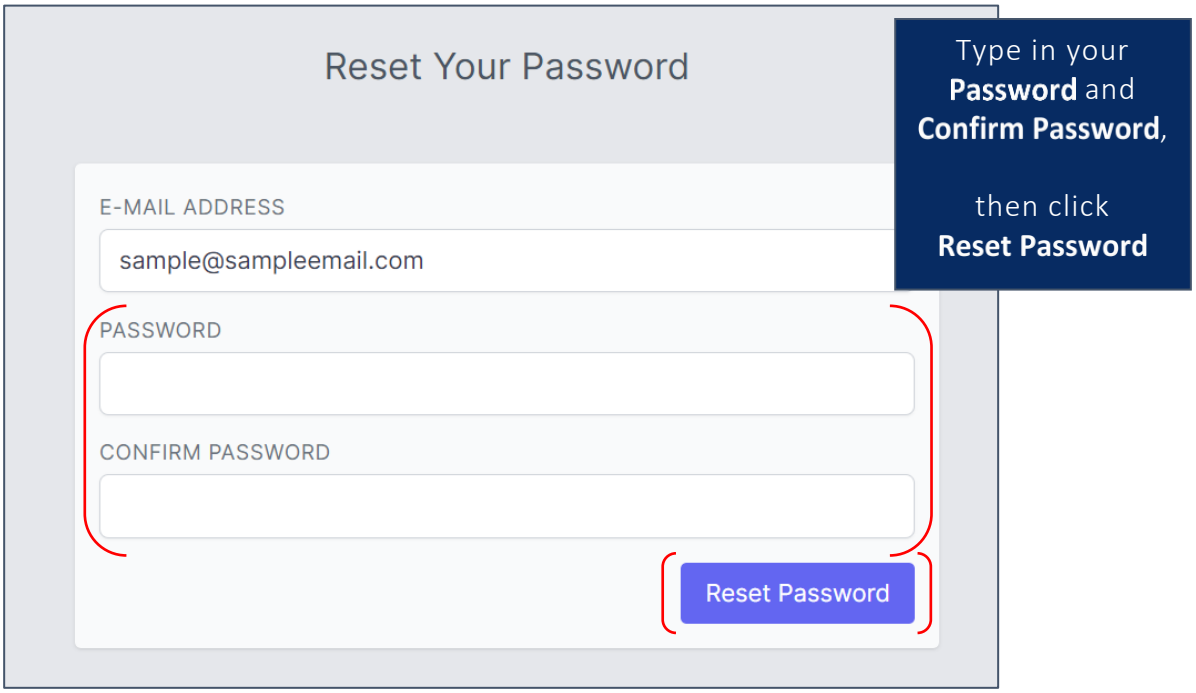




This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link expires in 60 minutes; after that, you will need to request a new link.



Continue to follow the instructions to **Complete Your TMU© Account** in the next section.

Complete your TMU© Account

Your registration information will be uploaded to D&SDT-HEADMASTER's Ohio Lead TestMaster Universe (TMU©) software by ODH. You will receive a confirmation email from TMU© that your account has been created.

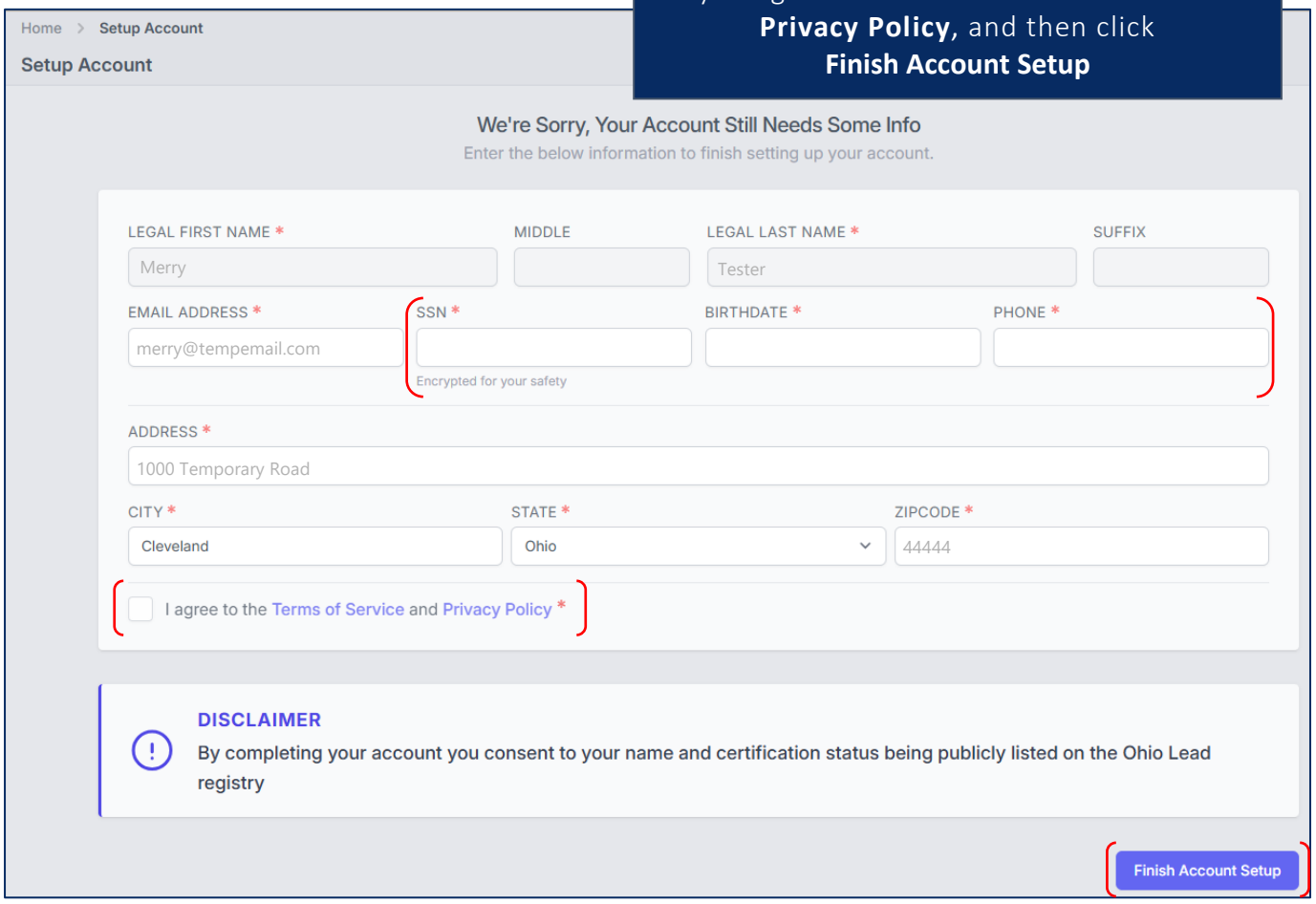
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and verify your demographic information ***prior to testing***. Failure to do so may result in you being turned away from testing. You will be marked as a no-show for your event and will forfeit your testing fees.

→ Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and verify your demographic information. **This must be done before scheduling a test event.**

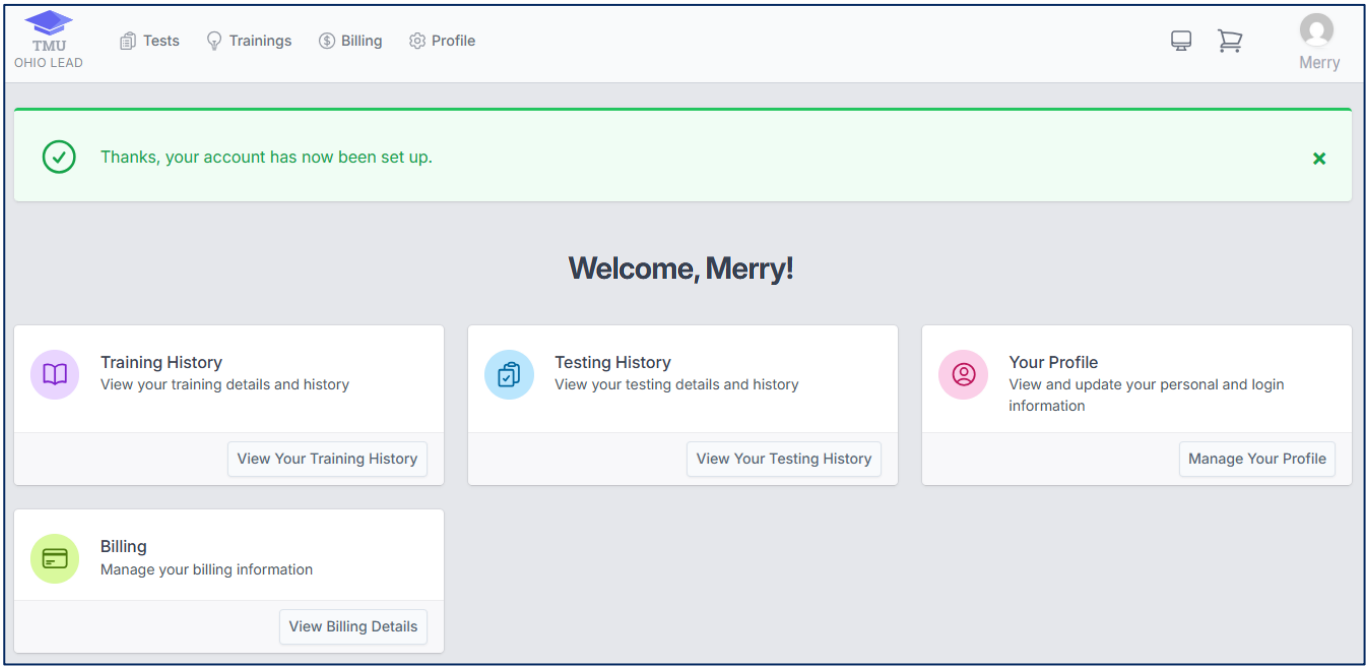
If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot sign in, contact D&SDT at (877) 851-2355.

This is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete and verify your account:**

Enter the blank * fields, check the box that you agree to the **Terms of Service** and **Privacy Policy**, and then click **Finish Account Setup**



You will receive a message that your account has been set up.



THE OHIO LEAD ABATEMENT LICENSE EXAM

SCHEDULE AN OHIO LEAD ABATEMENT LICENSE EXAM

Once you have received approval from the Ohio Department of Health to take the test, you may pay your testing fee and schedule an exam date. If you have not received your approval letter, please contact ODH at (614) 466-1450.

Once your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule your exam date online at the Ohio Lead TMU© webpage, **ol.tmutest.com**, using your Email or Username and Password (see instructions under **Schedule / Reschedule a Test Event**).

If you cannot sign in or schedule/reschedule online using your email address, please call D&SDT for assistance at (877) 851-2355 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding Holidays.

PAYMENT INFORMATION

Testing fees can be paid through your TMU© account. Please see the **Self-Pay of Testing Fees** section.

LEAD DISCIPLINE	PRICE	AUDIO VERSION OF THE EXAM
Lead Abatement Worker	**$75.00**	**+ $10.00** = $85.00
Lead Abatement Contractor	**$75.00**	**+ $10.00** = $85.00
Lead Risk Assessor	**$75.00**	**+ $10.00** = $85.00
Lead Inspector	**$75.00**	**+ $10.00** = $85.00
Lead Clearance Technician	**$75.00**	**+ $10.00** = $85.00

An audio (oral) version of the knowledge exam is available. There is a $10.00 charge for an audio version of the knowledge exam. **You must select the Audio version before you submit your testing fee payment**. Please follow the instructions under **Select an Audio Version of the Knowledge Exam**.

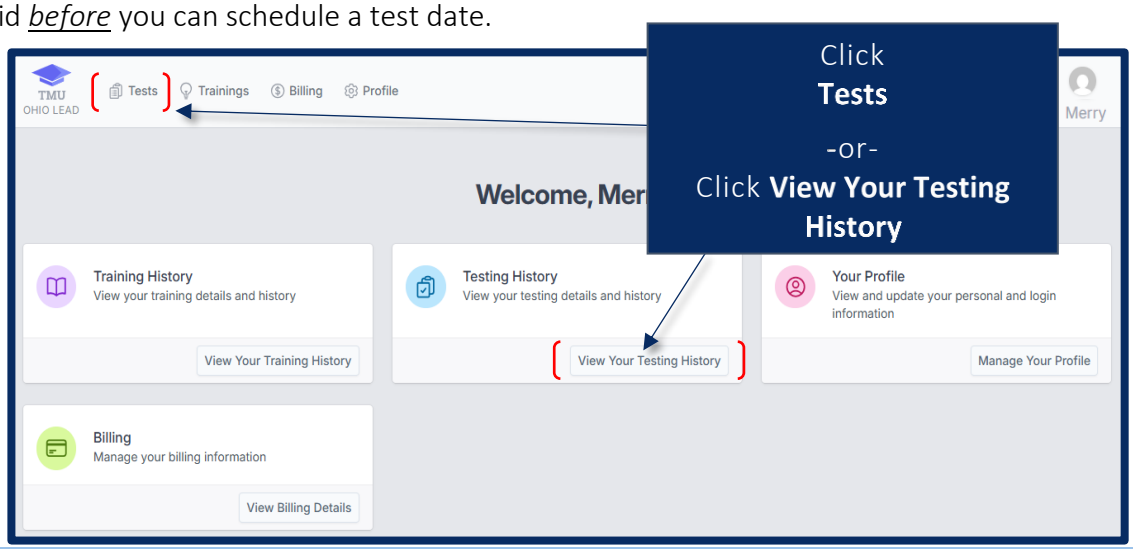
RENEWAL / RECIPROCITY REQUESTED

There is no fee for Renewals / Reciprocities.

SELF-PAY OF TESTING FEES IN TMU©

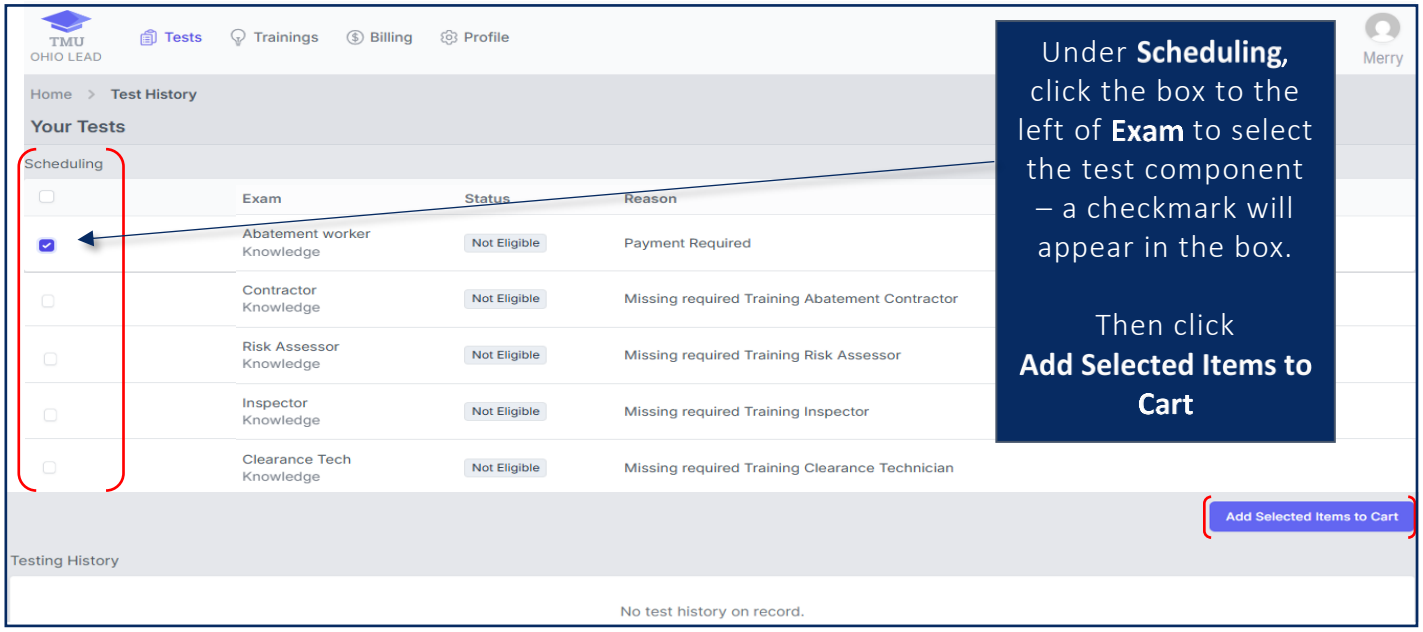
Testing fees must be paid *before* you can schedule a test date.

This is the Ohio Lead TMU© candidate main page:



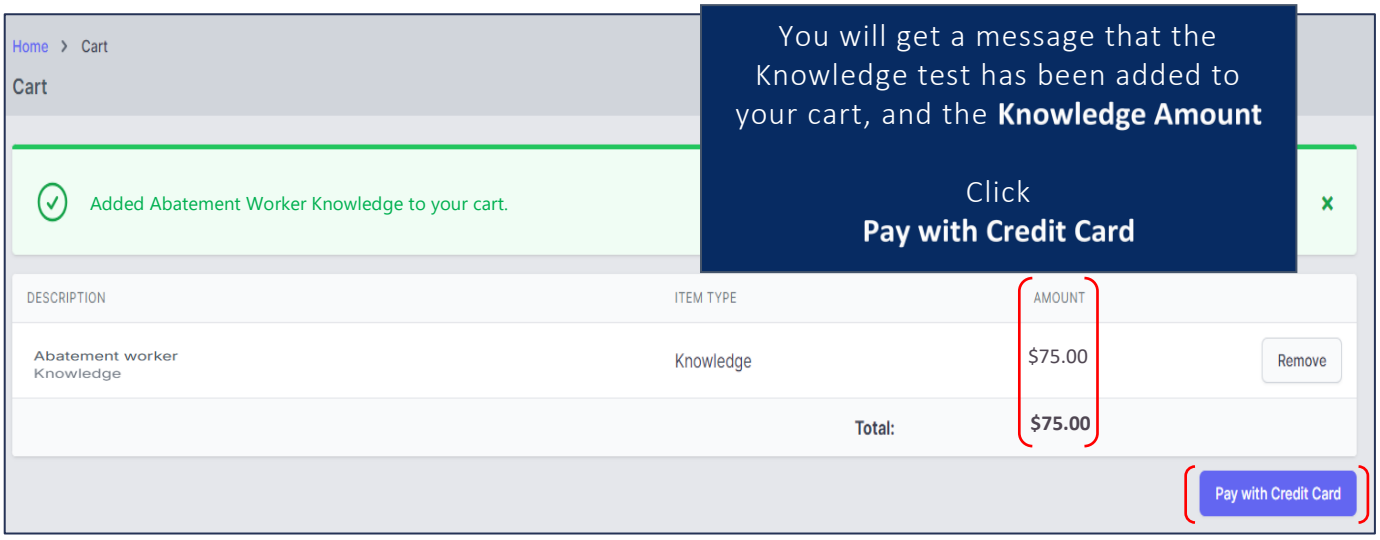
The instructions and information in this handbook apply to all of the Lead disciplines.

Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.



Under **Scheduling,** click the box to the left of **Exam** to select the test component – a checkmark will appear in the box.

Then click **Add Selected Items to Cart**

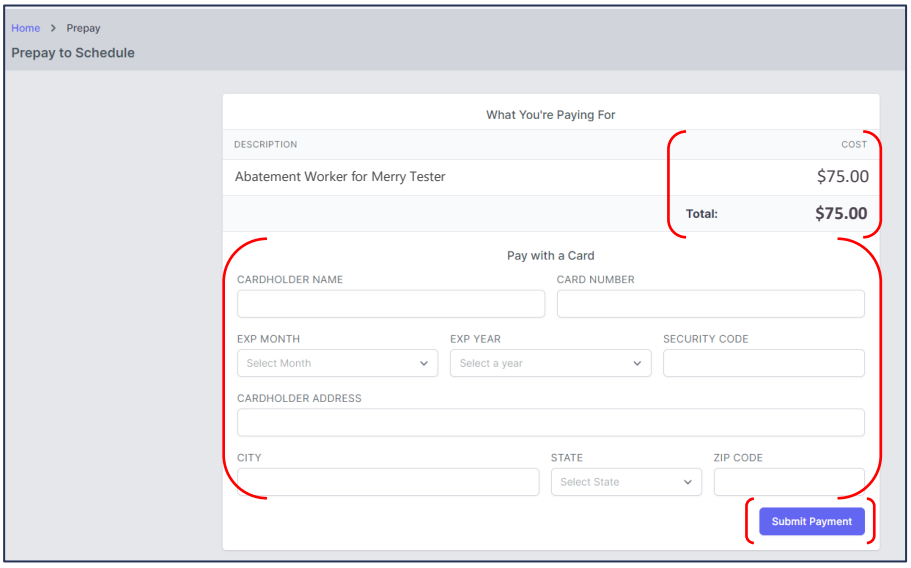


You will get a message that the Knowledge test has been added to your cart, and the **Knowledge Amount**

Click **Pay with Credit Card**

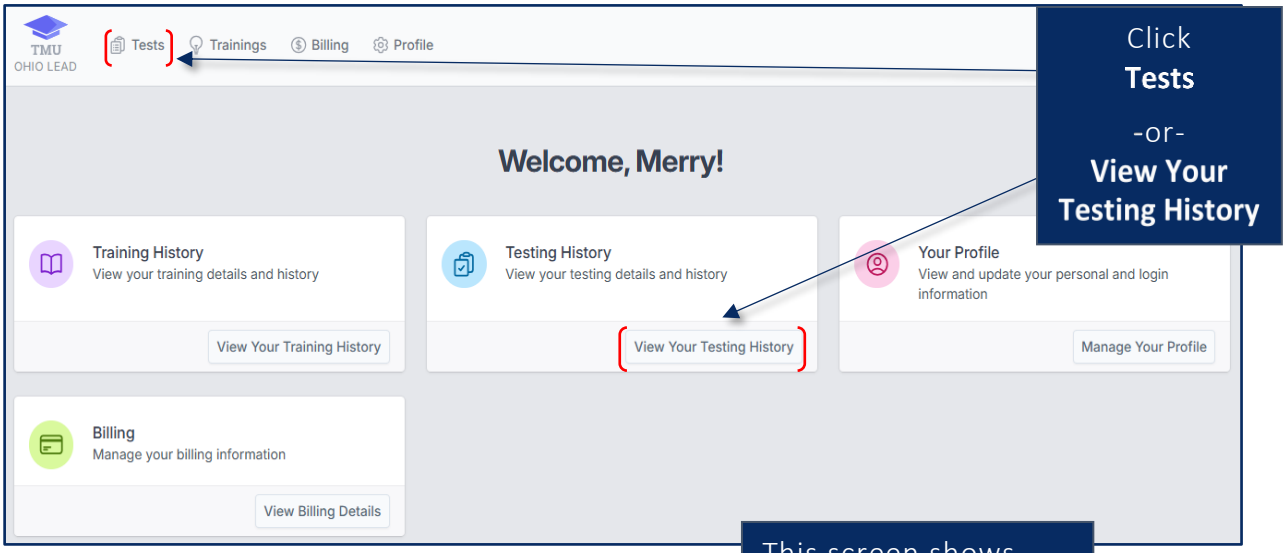
Enter the Credit Card information and then click **Submit Payment**

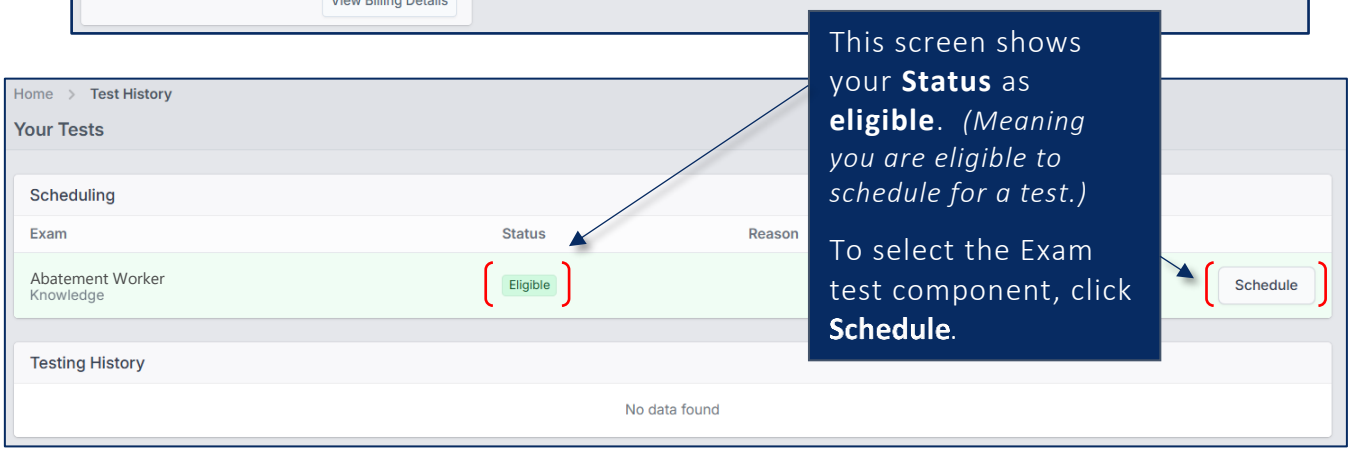
You will receive a receipt of the transaction.



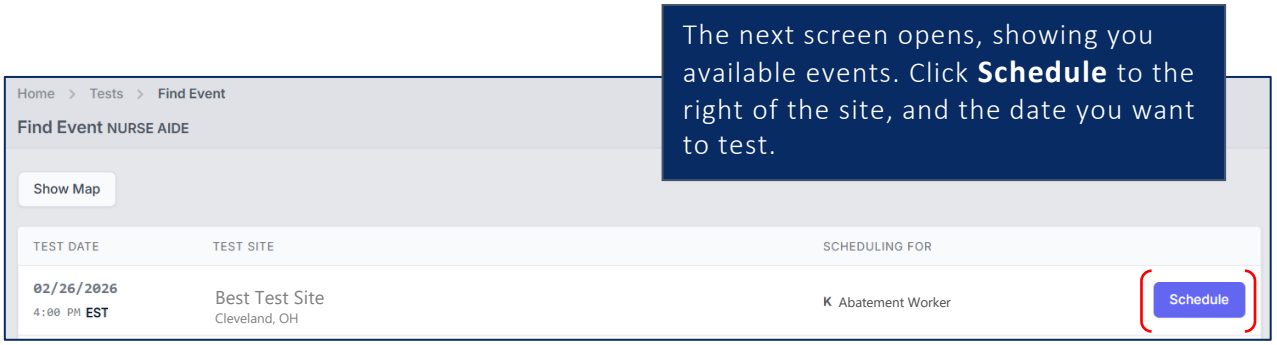
Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

Schedule / Reschedule a Test Event

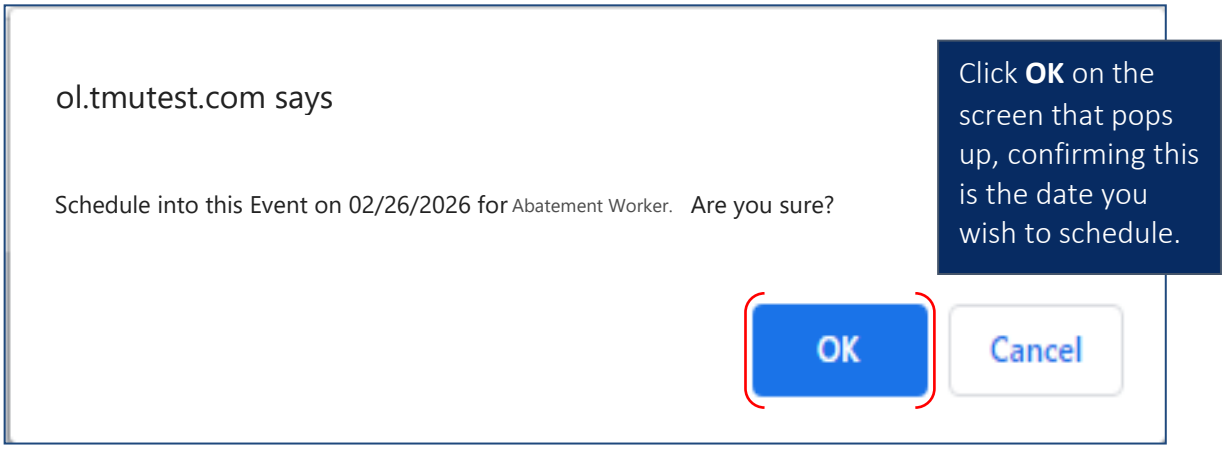




This is the next screen that opens, showing you the available test dates you can schedule.



Confirm your test event selection here:

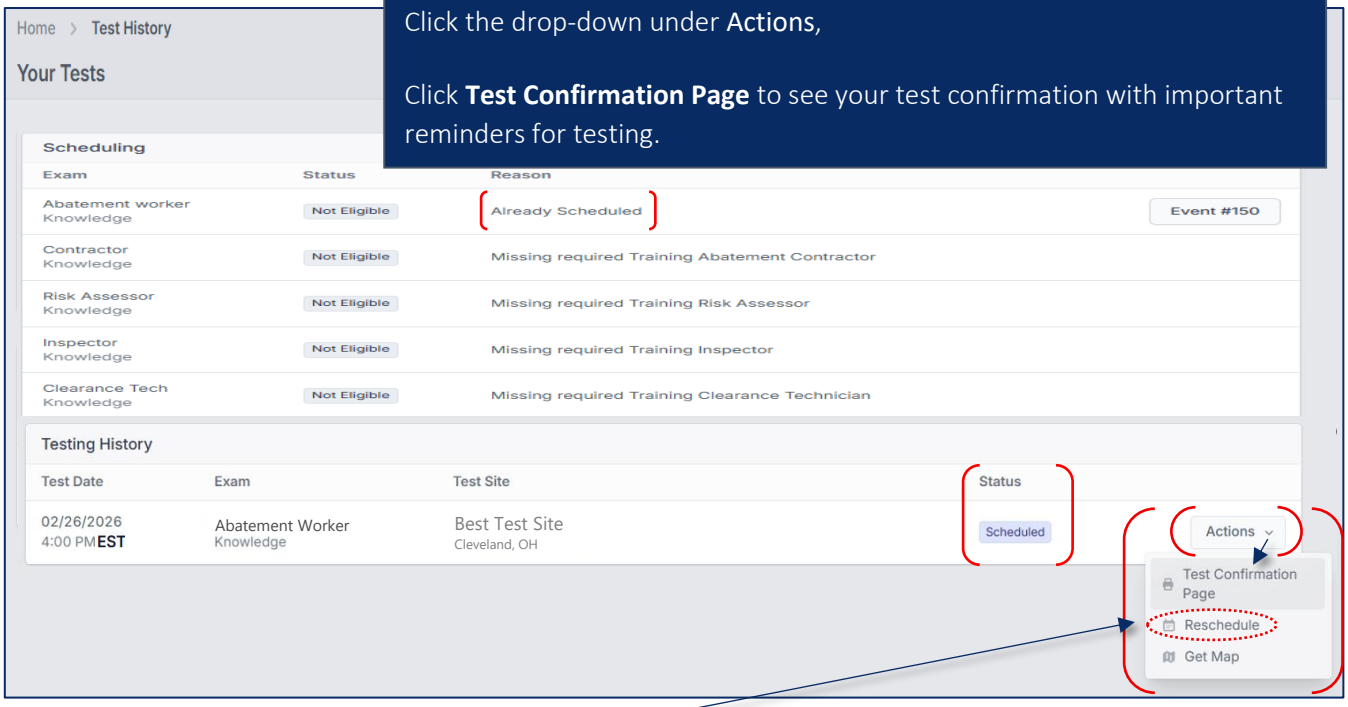


Click **OK** on the screen that pops up, confirming this is the date you wish to schedule.

This screen confirms you are scheduled for a test date to take your knowledge exam.

Click the drop-down under **Actions**,

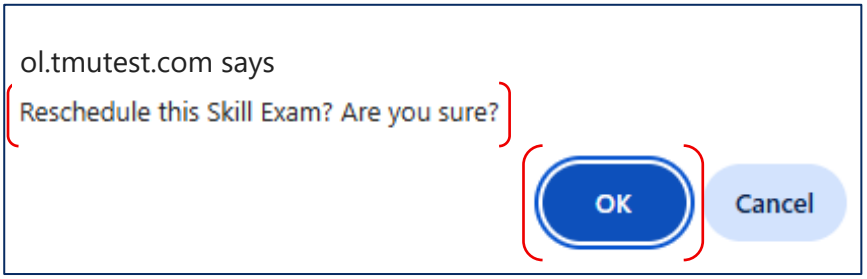
Click **Test Confirmation Page** to see your test confirmation with important reminders for testing.



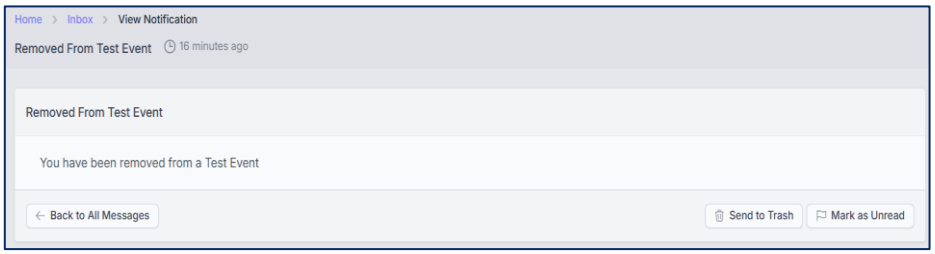
RESCHEDULE A TEST EVENT SCREENSHOTS

You may reschedule an exam date online in your TMU© account at **ol.tmutest.com** up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.
- Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



Please call D&SDT at (877) 851-2355 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding Holidays, if you have any questions or concerns or need assistance scheduling an exam.

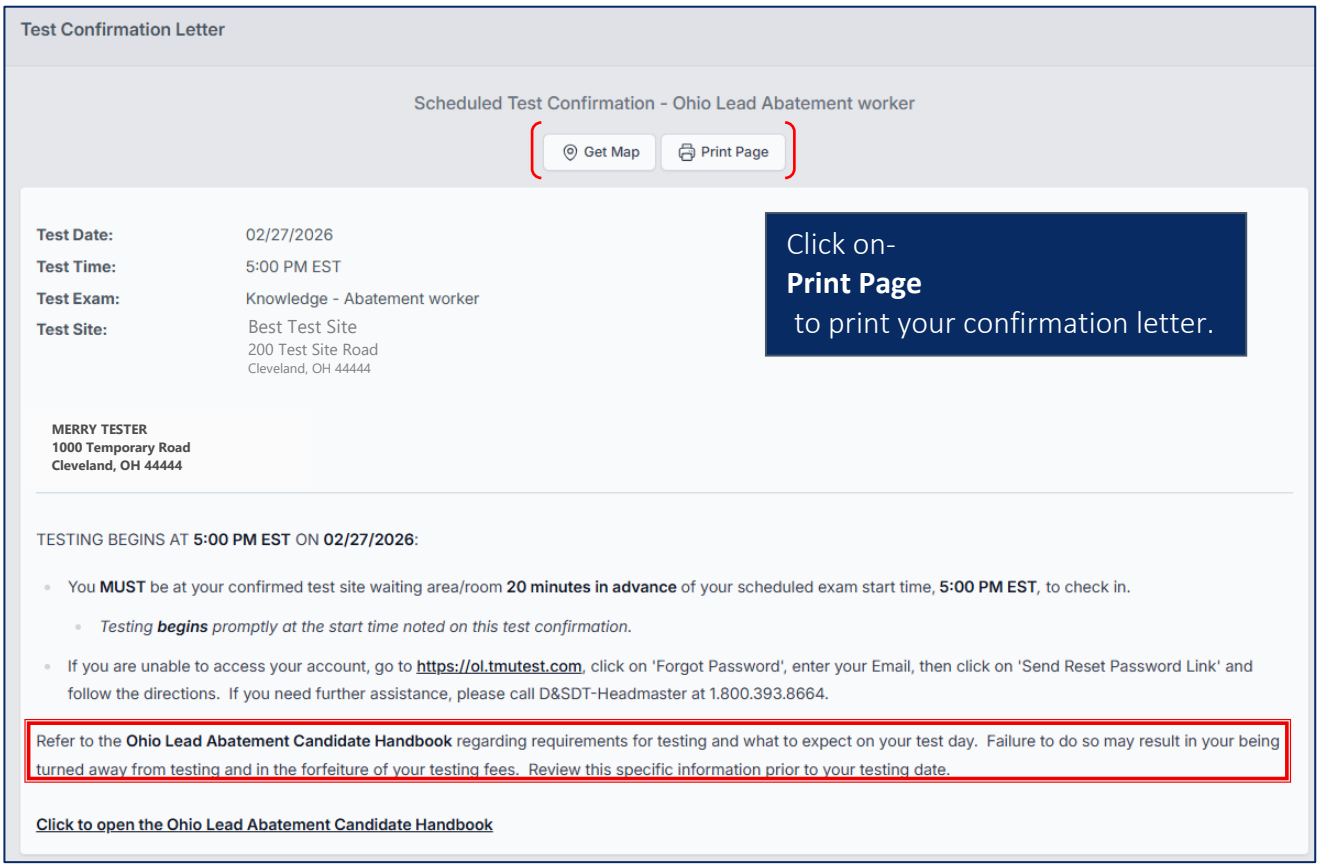
TEST CONFIRMATION LETTER

Candidates can view and verify their test confirmation notice any time after scheduling by logging into their TMU© account at **ol.tmutest.com**, clicking on the '**Actions**' button, and selecting '**Test Confirmation Page**' from the drop-down list. Your test confirmation notice is not required for exam admission.

Your test confirmation letter will provide important information about your scheduled test and direct you to the Ohio Lead Abatement Candidate Handbook. It can be accessed at any time.

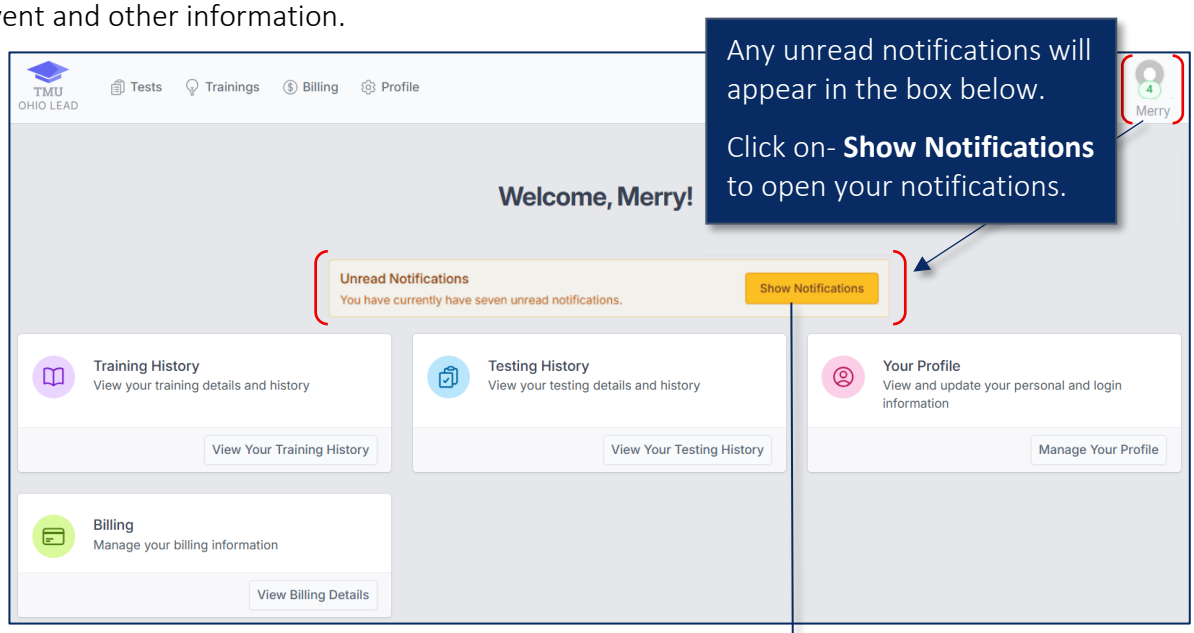
Note: Please read the candidate handbook to avoid being marked as a no-show status for your test event due to non-adherence to testing policies.

It is important that you read this letter and check the information in the Ohio Lead Abatement Candidate Handbook!

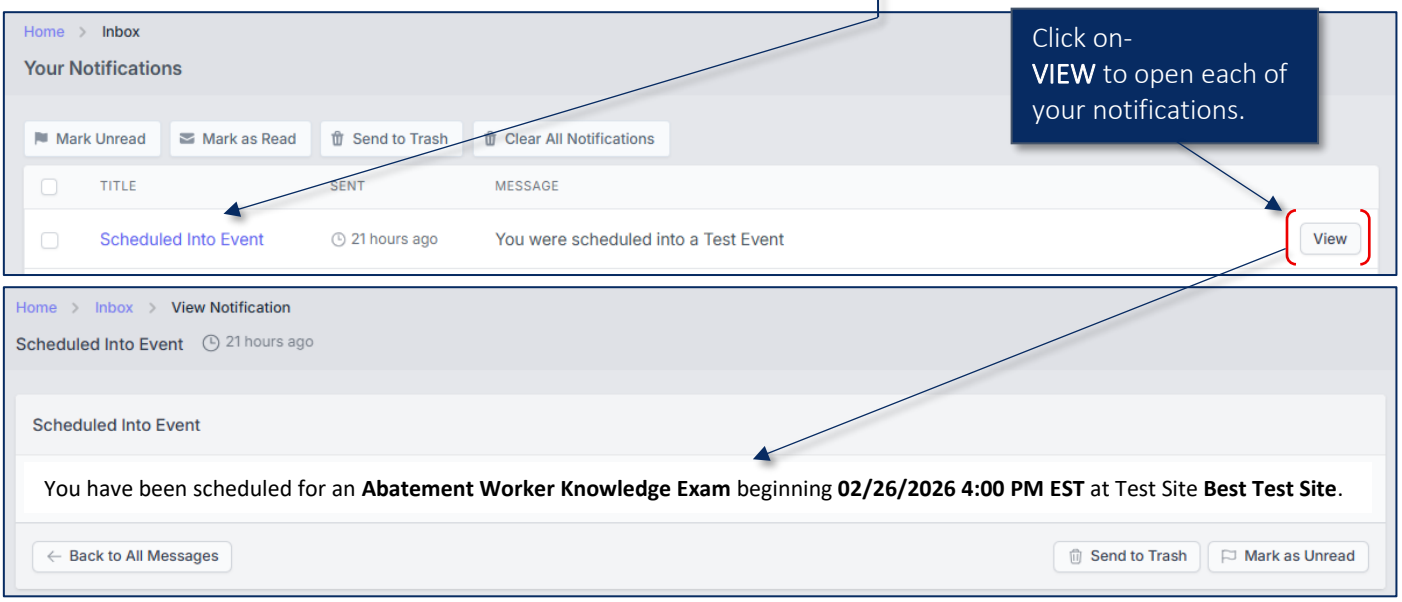


VIEW YOUR NOTIFICATIONS IN TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test event and other information.



Notification example when scheduled into a test event:



TEST DAY

EXAM CHECK IN

You <u>must</u> arrive at your confirmed test site waiting area/room **<u>20 minutes in advance</u>** of your scheduled exam start time.

- Testing **<u>begins</u>** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room ***<u>20 minutes before the start time</u>*** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **<u>must</u> be at the test site waiting area/room for check-in by 7:40AM**.

Note: If you arrive late, you will not be permitted to take the test.

ODH APPROVAL TO TEST

REMINDER: You must have ODH approval to take the Lead license exam. If you do not have approval, please contact ODH at (614) 466-1450.

IDENTIFICATION

You must present your **United States (US) government-issued, *signed, unexpired, photo-bearing form of identification**

Only original IDs are accepted. Photocopies, images, faxes, emails, screenshots, and electronic or digitally stored forms of identification (for example, Apple or Google Wallet) ***will not be accepted***.

Examples of the forms of non-expired, US government-issued, *signed, acceptable photo IDs are:

- **State-issued Driver's License**
  - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you received when you applied for or renewed your driver's license.*
- **State-issued Identification Card**
- **Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)**
  - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - ***Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint in place of a signature.*
- **Tribal Identification Card**
  - *A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.*
- **US Military Identification Card**
  - ***Accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature.*
- **Concealed Hand Gun Carry Permit**
- **Prison IDs** *(Accepted for check-in)*

The **FIRST** and **LAST** names listed on your ID presented to the Test Examiner during check-in at your test event must match the FIRST and LAST names provided by ODH exactly. You may call D&SDT at (877) 851-2355 to confirm that your name of record matches your US government-issued ID.

Please note:

- **You will not be admitted for testing if you are not approved to test by ODH, or you do not bring proper/valid identification.**
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match your current name of record.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW status; you will forfeit your testing fees, and you will have to reschedule and pay for another test and date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Name changes (marriage/divorce, etc.), date of birth, and Social Security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the Ohio Lead TMU© main web page (before you log in to your account), or click on this link: **https://ol.tmutest.com/apply/1**.

TESTING POLICIES

The following policies are observed for all test events:

- **If you are not approved to test by ODH, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded.***
- Make sure you have signed in to your TMU© account at **ol.tmutest.com** before your test date to update your password and complete your demographic information. Refer to the **Complete Your TMU© Account** section of this handbook for instructions and information.
    - **NOTE:** If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site for up to three (3) hours.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the test site waiting area/room to **check in 20 minutes before your scheduled start time**. (*For example*: if your test start time is 8:00AM, you must be at the test site waiting area at 7:40AM.) If you are not present in the waiting area/room 20 minutes before your test start time, you will not be admitted to the exam; you will be considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not present a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
    - If the **FIRST** and **LAST** printed names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT EXACTLY MATCH** your FIRST and LAST names that were entered in the Ohio Lead TMU© database, you will not be admitted to the exam, will be considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. The testing team will inform you of the designated area to place your personal items, and you are to collect these items when you complete your test.
    - You may use personal devices in the waiting area during your free time.
    - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
    - Test sites and Test Examiners are not responsible for the candidate's personal belongings at the test site.
    - You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- **ELECTRONIC DEVICES:** Cell phones, smartwatches, fitness monitors, smart glasses, electronic recording devices, and Bluetooth-connected devices are not permitted on or near you in the testing room. The

testing team will inform you of the designated area to place your electronic devices, and you are to collect them upon completing your test.

- All electronic devices must be **turned off**.
  - → Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices must be removed from your wrist or body and **turned off**.

- Anyone caught cheating or using any electronic recording device during testing will be dismissed from the exam and testing room, have their test scored as a failed attempt, forfeit all testing fees, and will be reported to the Ohio Department of Health (ODH). Please refer to the **Security** section of this handbook for detailed information.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to the Ohio Department of Health (ODH). Please refer to the **Security** section of this handbook for detailed information.
- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. *You must present the dictionary to the Test Examiner for inspection during check-in.* Please note that electronic dictionaries and unapproved language translators *are strictly prohibited*.
- **SCRATCH PAPER AND CALCULATORS:** If needed for math calculations, scratch paper and/or a basic calculator will be provided by the Test Examiner upon request.
- You may not remove any notes or other materials from the testing room.
- You are not allowed to leave the testing room once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT at (877) 851-2355 or via email at **ohlead@hdmaster.com** once you have scheduled a test date, so that we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT at (877) 851-2355 immediately to reschedule *(see the **note** below)*.

  NOTE: Please refer to the handbook's **Rescheduling Policy** and **No-Show Exceptions** sections.

  → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Candidate Handbook before your test day for testing and/or policy updates.**

  → *The handbook can also be found in your TMU© account by clicking on* **'DOWNLOADS'**.

SECURITY

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to the Ohio Department of Health (ODH).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions

- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses, etc.) or navigating to other browsers during your exam

A report of your behavior will be sent to ODH, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need ODH approval to retake the test.

Rescheduling Policy

All candidates may reschedule online in their TMU© account to a new test date up until **one (1) full business day** before a scheduled test day, **excluding** Saturdays, Sundays, and Holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© account at **ol.tmutest.com**. (See instructions under **Schedule / Reschedule a Test Event**.)

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT is open 8:00AM to 7:00PM ET, Monday through Friday, excluding Holidays. **See the table below.**
- Please see the **RESCHEDULE A TEST EVENT SCREENSHOTS** for a visual of rescheduling online.

Scheduled test date is on a:	Reschedule before 7:00PM ET the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Ohio Lead Abatement License test.

SCHEDULED IN A TEST EVENT

1. If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's main webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). No phone calls will be accepted.

Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by completing and submitting the Refund Request Form by the close of business on the Thursday before your scheduled exam. D&SDT is open until 7:00PM Eastern Time, Monday through Friday, excluding Holidays.

2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

3. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

NOT SCHEDULED IN A TEST EVENT

1. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

2. A refund request for testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's main webpage at **hdmaster.com**. No phone calls will be accepted.

3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

UNFORESEEN CIRCUMSTANCES POLICY

If an exam date is canceled due to an unforeseen circumstance, D&SDT staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for).*

If D&SDT is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled for, you will be taken out of the test event, and D&SDT will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT leaves you a message or emails you at the phone number or email in your record, and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voicemail is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

In the event of inclement weather, you will be expected to attend your scheduled exam unless:

- The county you reside in or the county of the testing site is placed on a Level 2 or Level 3 snow emergency.
  - **LEVEL 2 SNOW EMERGENCY**: Roadways are hazardous with blowing and drifting snow. Roads may also be very icy. Only those who feel it is necessary to drive should be out on the roads. Motorists should use extreme caution.
  - **LEVEL 3 SNOW EMERGENCY**: All roadways are closed to non-emergency personnel. No one should be driving under these conditions unless absolutely necessary to travel or a personal emergency exists. Those traveling on the roads may subject themselves to arrest.
- The test site closes.
- The Test Examiner cancels the test event.
- There is an accident due to weather on your route to the test site, in which case:
  - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

NOTE: If the above-listed circumstances are not met, failure to attend your scheduled test will result in a No-Show status, and any exam fees paid will NOT be refunded.

See more information under **No-Show Exceptions**.

No-Show Status

If you are scheduled for your knowledge exam and do not show up without notifying D&SDT at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, OR if you are turned away for lack of proper identification, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS.** You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule a new test event.

These fees partially offset D&SDT costs incurred for services requested and the resulting work performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples in this handbook's **Rescheduling Policy** and **Refund of Testing Fees Paid** sections), a NO-SHOW STATUS will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

NO-SHOW EXCEPTIONS

Exceptions to the No-Show status exist; if you are a no-show status for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below.**

Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Ohio Lead TMU© main page under 'APPLICATIONS', or click this link: **https://ol.tmutest.com/apply/3**.

- **Car breakdown or accident**: D&SDT must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: D&SDT must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT must be contacted within one business day via phone, fax, or email, and a doctor's note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT must be contacted within one business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

Exam Results

After you have completed the License Exam, your test results will be officially scored and double-checked by D&SDT scoring teams.

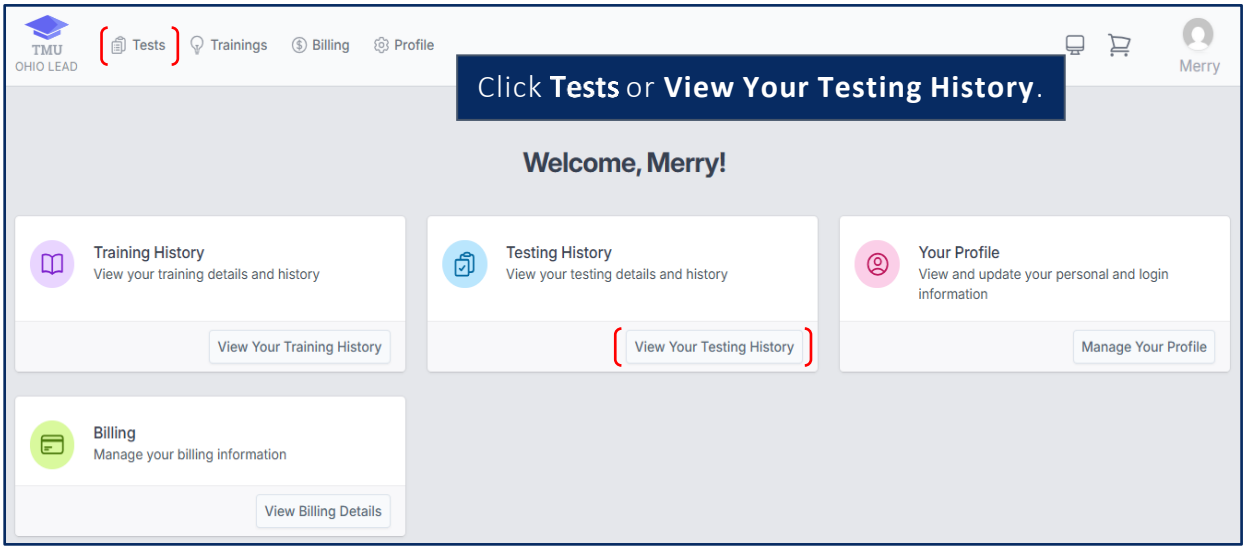
You may securely access your results in your own TMU© account at **ol.tmutest.com**. Official test results are available to you after 7:00PM Eastern Time on the day tests are scored.

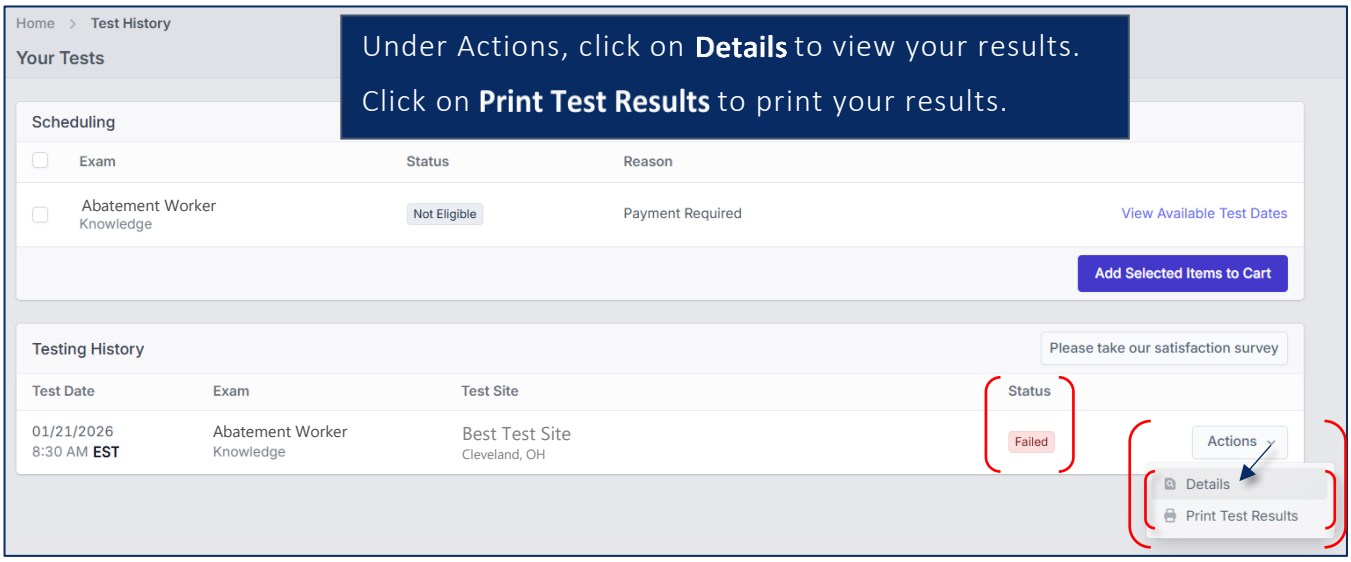
Note: D&SDT does not send postal mail letters or email test results to candidates.

Please follow the instructions under **Accessing your Test Results in your TMU© Account**.

Accessing your Test Results in your TMU© Account

Sign in to your TMU© account at **ol.tmutest.com** to view your test results.





Lead License Issuance

After scoring is complete, your information will be sent to the Ohio Department of Health for license issuance. Licenses are valid for two years from the date of issuance.

Test Attempts

You have **unlimited attempts** to pass the lead license exam **within one (1) year from your date of training completion**. If you do not complete testing within one year of completion of training, you must complete a new ODH-approved training program in order to become eligible to further attempt Ohio Lead License examinations.

Retaking the Lead License Exam

In the event that your test results inform you that you failed the knowledge exam, and when you want to apply for a retest, you will need to pay the testing fee before you can schedule a new exam date.

You can schedule a retest online by signing in to your TMU© account at **ol.tmutest.com**. (See this handbook's **Schedule / Reschedule a Test Event** for rescheduling instructions.) You will need to pay with a Visa or Master Card credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT at (877) 851-2355. We can assist you in scheduling a retest date, provided your fees have been paid.

THE LICENSURE EXAM

Licensure Exam Information

The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You will be able to see your time at the top of your screen when you are logged in to the exam. The Test Examiner will also inform

you when 15 minutes are remaining. You may not ask the Test Examiner questions about the content of the knowledge exam (such as "What does this question mean?").

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam in your TMU© account. Please see the information under **Complete your TMU© Account**.

→ The Test Examiner will provide you with a code at the test event to start your test.

Your exam will be displayed on a computer screen for you to read and tap/click your answers.

LANGUAGE TRANSLATION DICTIONARIES: You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. **You must present the dictionary to the Test Examiner for inspection during check-in.** Please note that electronic dictionaries and unapproved language translators *are strictly prohibited*.

SCRATCH PAPER AND CALCULATORS: If needed for math calculations, scratch paper and/or a basic calculator will be provided upon request.

The Audio Version of the Knowledge Exam

An audio (oral) version of the knowledge exam is available. However, you must select an Audio version before you submit your testing fee payment. There is a $10.00 charge for an audio version of the knowledge exam.

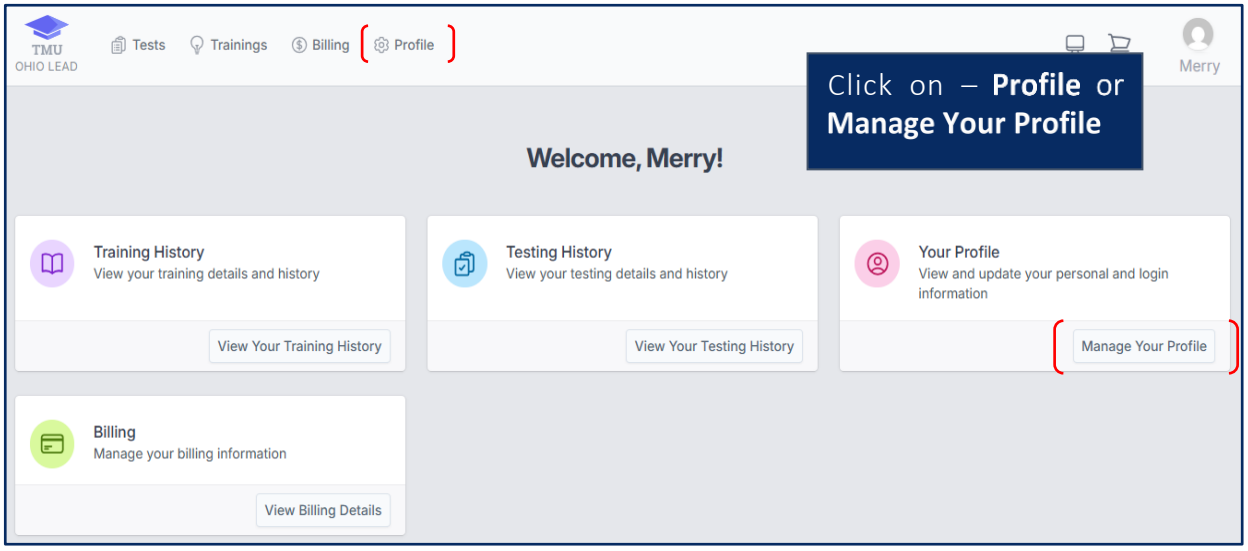
The questions are read neutrally to you and can be heard through wired earbuds or headphones plugged into the computer. The Test Examiner will provide you with earbuds or headphones, or you may provide your own wired earbuds or headphones to show the Test Examiner when checking in for the exam. ***Bluetooth-connected devices are not allowed.***

When taking an Audio version of the Knowledge exam, the audio control buttons appear on the computer screen, allowing you to play, rewind, or pause the questions as needed.

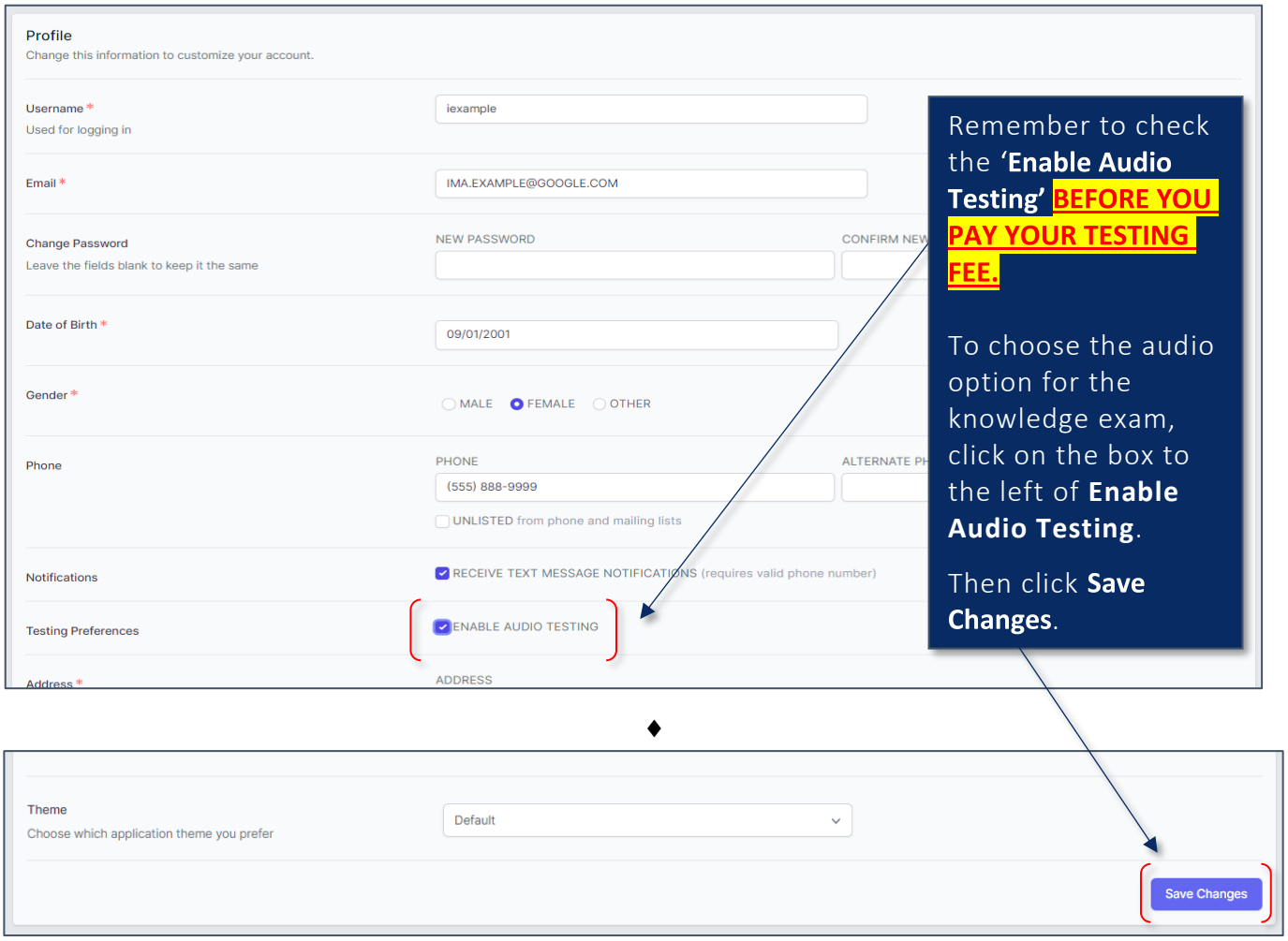
Please follow the instructions under **Select an Audio Version of the Knowledge Exam**.

SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the audio version of the knowledge exam, see the instructions that follow.



*Check the '**Enable Audio Testing**' to receive an Audio version of the Knowledge Exam:*



Remember to check the **'Enable Audio Testing'** **BEFORE YOU PAY YOUR TESTING FEE.**

To choose the audio option for the knowledge exam, click on the box to the left of **Enable Audio Testing**.

Then click **Save Changes**.