



Group Management Frequently Asked Questions (FAQ)

What are the benefits of Group Management?

Group Management provides an organization with the ability to sponsor members' credentials, allowing Group Account Managers (GAMs) to monitor sponsored individuals in the Management Information System (MIS) so that applications, examinations, renewals and other activities related to attaining and maintaining BCSP credentials can be completed with a few simple actions.

How does an organization begin using Group Management?

Interested parties should contact BCSP at +1 317-593-4800 or groups@bcsp.org.

How do I log in if my organization already uses Group Management?

If you already have a Group Management username and password—

Visit groups.bcsp.org and log in to access the Management Information System (MIS).

If you are requesting to be added as a GAM to an existing company group record and you have your 10-digit customer number—

Visit groups.bcsp.org, click on the registration button, and answer the required questions. You will be notified when the registration form is approved and you are added as a GAM.

How do those I sponsor link to my group?

To be added to a group, sponsored persons:

- visit BCSP.ORG and log in to **My Profile**,
- select "Group Management" from the main menu,
- select "Link to Group" from the Group Management screen,
- select the name of your organization from the drop-down, and
- click "Submit."

Further details on how sponsored persons use Group Management can be found in the [Guide to Group Management—Applicant Guide](#).



How do I unlink people from my group?

To unlink a person from your group:

- log in to the Management Information System (MIS) at groups.bcsp.org,
- select “Linked Groups,”
- click on the “View” button for the group the person you would like to remove is in,
- check the box next to the customer ID and name of the person, and
- click on the “Remove” button on the right.

How do I monitor the progress of, and/or pay fees for, individuals whose certification my organization sponsors?

This can all be done through the Management Information System (MIS), groups.bcsp.org.

The [Guide to Group Management—GAM Guide](#) has all the information you need to accomplish these actions, with images from the System and step-by-step instructions.

Is there a reason I might not see some of a group member’s information?

When a sponsored individual links to a group they are presented with options of what they would like to share with the GAM, including:

- Application Records
- Change Private/Personal Data
- Employment Status
- Receiving copies of application-related notifications
- Credential Records (for each of BCSP’s credentials)

If a sponsored person opted not to share all or part of this information, it will not be available to the GAM. To change what is shared with the GAM, a sponsored person can:

- visit [BCSP.ORG](https://bcsp.org) and log in to **My Profile**,
- select “Group Management” from the main menu,
- select “Profile” from the menu,
- select “Edit,”
- Select “Privacy,” and
- where they can choose “Yes” to share information and “No” to not share it.



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A team member our organization is sponsoring requires ADA/ADAAA accommodations— How do I secure those?

BCSP does not disclose information about a candidate's disabilities to third parties.

Applicants who need special accommodations to take their exam must submit a special accommodation request with BCSP at the time the exam is purchased. Accommodation requests should be emailed to accommodations@bcsp.org and should include the type of accommodation the applicant is seeking for the exam they are planning to take through Pearson VUE. Failure to request at the time of exam purchase may impact the ability to have the accommodations provided.

Who do I contact if I have more questions?

Contact BCSP at +1 317-593-4800 or groups@bcsp.org.