ATTENTION: TEST CONTROL OFFICERS AND PROFESSIONAL DEVELOPMENT OFFICERS

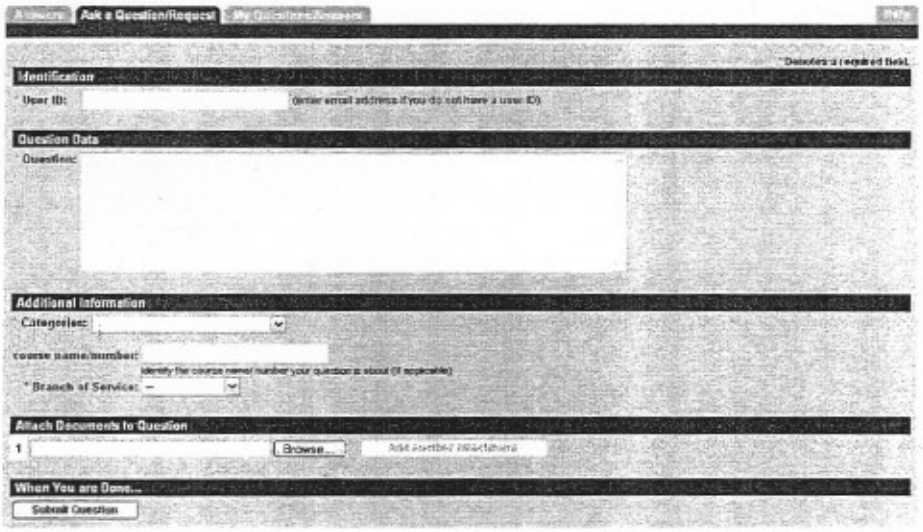
New procedures from Air Force Institute for Advanced distributed learning (AFIADL)

As of 1 January 2005, Air Force Institute for Advanced Distributed Learning (AFIADL) will no longer respond to requests for assistance made on AFIADL Form 17. *The only AFIADL Forms 17 that will be processed are requests for instructional INQUIRIES to be forwarded by AFIADL to the course author.*

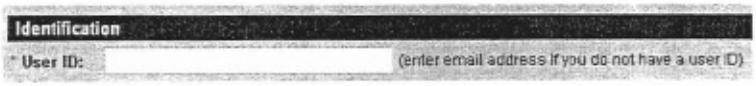
You will use the AFIADL Customer Help Desk web site to request a Course Exam. Also use this same procedure to request a change of address, extend course completion date, etc. As listed on the AFIADL form 17

Use the following procedure:

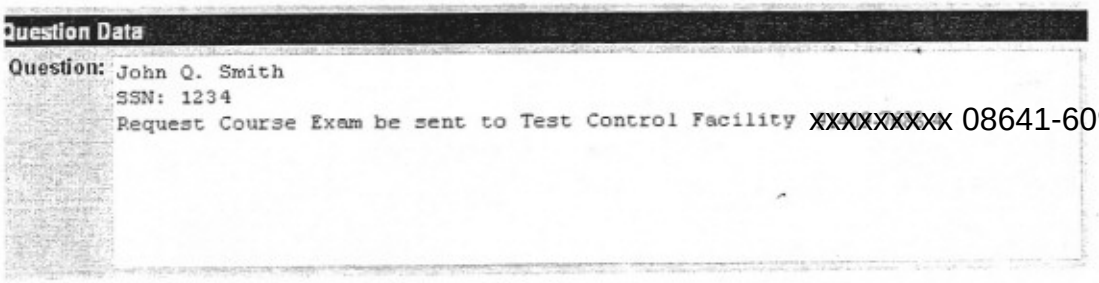
1. Go to the AFIADL Customer Support web site: http://afiadl.custhelp.com



2. Click on the "Ask a Question/Request" tab (shown above in dark blue)
3. In the "User ID" text entry block, enter your e-mail address



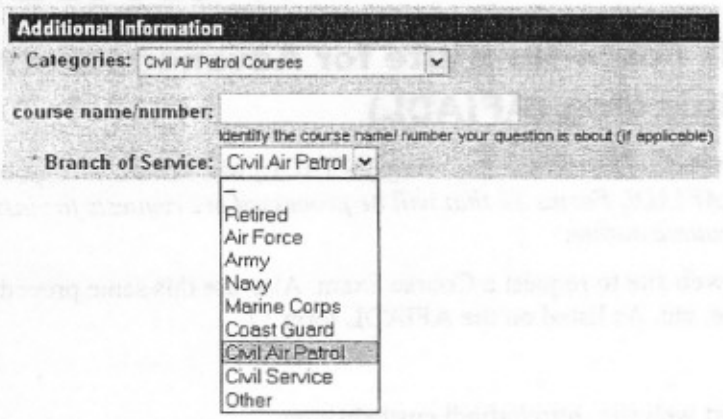
4. In the "Question Data" block, enter your full name, last four digits of your Social Security Number (SSN), and request the Course Exam be sent to **Test Control Facility Shred code 08641-6099-7** established for your Wing



Caution: This is not a secure website. *Do not include your full Social Security Number* in any correspondence being sent to this website. Use only the last four digits of your SSAN.

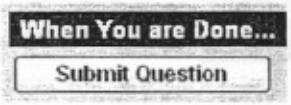
5. In the "Categories" text entry block, select "Civil Air Patrol courses" from the drop-down list

6. In the "Course Name/Number" block, enter the Course name and AFIADL course number example: CAP Sr. Officers Course 00013



7. In the "Branch of Service" block, select "Civil Air Patrol" from the drop-down list

8. When you have completed the form, click "Submit Question"



AFIADL will respond with an e-mail to confirm your request.

AFIADL will mail the Course Exam to Wing Headquarters Test Control Officer, where it will be forwarded to your unit's Test Control Officer.

If you need further assistance please contact Mrs. Jennifer J. Carroll at the contact numbers listed below.

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