



# Test Taker

## Experience Guide

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# Online Proctoring Testing Experience

Welcome to our short test taker experience guide for online proctoring. Designed to help you take your test with confidence and ease.

At PSI, we bring years of testing experience to ensure your test is fair, secure, and stress-free. Our secure online proctoring system is designed to support you throughout your testing journey.

## Before Test Day: Preparation is Key

- Choose a quiet and private space where you won't be disturbed.
- Ensure the area is well-lit and clutter-free.
- Use a desktop or laptop computer with a webcam and microphone. Check [the PSI website](#) for complete hardware and software requirements.
- Utilize the online [System Compatibility Check](#) to ensure your computer meets the necessary specifications. The System Compatibility Check link is publicly available, and you can also use the Tutorial Test for a testing simulation if this is advised and shared by your Test Sponsor.

## Check-In and Admissions Process

On **test day**, when you're ready to begin your test:

- Log in to your test registration platform using the credentials provided by your Test Sponsor.
- Complete the following simple steps as part of the Check-In Process:
  1. **Test your microphone and webcam** to ensure no prohibited programs are running.
  2. **Capture a photo of yourself and a valid government-issued ID** for identity verification. Please note that your photo ID must be government-issued and must have a photo. Military IDs are not accepted, and school IDs are generally not recommended.
  3. Please **wait while a Check-In Specialist validates and authenticates your photos and identity**.
- Once checks are complete, follow the Admissions Process according to your exam's rules, which may include a **room scan** with your webcam.
  - The room scan may include a 360-degree webcam scan of your testing environment, a desk surface scan, an accessories scan, and an allowed

objects scan according to your test rules, to ensure that the testing conditions are fair, and you are ready to take your test.

- When the Admissions Process is finished, you'll be connected to an Online Proctor. Review the rules regarding approved artifacts for your exam to ensure compliance before starting your exam.
- Don't worry, the exam countdown will not start until you have passed the security checks and accessed your exam.

## **During Your Test: A Smooth Testing Experience**

- Once you access your exam, our Online Proctoring team will monitor your session through screenshare, webcam, and microphone to ensure fairness and privacy protection.
- At the end of your test, you may receive indications from our Secure Browser about unanswered questions that need reviewing.
- When you are ready, confirm that you want to end the testing session.
- If at any moment during your test you have technical questions, a live chat will be available for you throughout the entire session to access our technical team.

## **After Your Test: What to Expect**

- Depending on your test, you may receive your score immediately or receive instructions on how to access your score.

**For any questions or concerns, visit our website or contact our 24/7 customer service team via phone, email, or online chat. We're here to help you succeed.**

**We're committed to providing you with the support and resources you need to excel on test day, we are here to help you succeed!**

# Test Center Testing Experience

Welcome to our quick guide for our Test Center testing experience, designed to ensure you have a seamless and successful experience at our Test Centers.

At PSI, we're dedicated to helping you reach your full potential. With a Test Center network spanning over 120 countries, we offer flexible times, convenient locations, and comfortable testing environments.

## Before Test Day: Preparation Matters

- Ensure you have the right official photo identification and proof of signature documents. Please consider that your photo ID must be government-issued and must have a photo. Military IDs are not accepted, and school IDs are generally not recommended.
- Review your test rules for guidance on required documents and allowed items during your test, as any item not allowed by your Test Sponsor will not be allowed to enter the testing area on the Test Center.

## On Test Day: Smooth Check-In Process

- Before leaving home, double-check that you have your ID documents and authorized materials with you.
- Arrive at the Test Center **at least 30 minutes** before your test to allow for a smooth check-in process.
- Be prepared to present your documents to the Test Center Administrator to begin the check-in process.
- Personal items, food, and drinks are not allowed in the testing area. Secure storage is available for your personal items if needed, but we advise you to leave them at home or in your vehicle.
- Please follow the Test Center Administrator during the check-in process, they may include them to request you to show your empty pockets and complying with any additional accessories' inspection.

## During Your Test: A Supportive Environment

- Our Test Center Administrators help maintain test security and fairness by monitoring testing conditions, they do so by video monitoring of the testing area or occasional walk-throughs in the testing area.

- Once you access your test, a countdown clock will indicate you the remaining time for your test.
- If you require assistance or need to take a break, please quietly exit the testing area, and alert the Test Center Administrator. **Remember, unscheduled breaks may not be allowed on most tests.**
- Upon completing your test, carefully review your answers before clicking the "**End Test**" button.
- One you have finished your test, exit the testing area quietly to complete the checkout process with the Test Center Administrator.

## After Your Test: What to Expect

- Depending on your test and Test Sponsor preferences, you may receive your score immediately or receive instructions on how to access your score.

**For any questions or concerns, visit our website or contact our 24/7 customer service team via phone, email, or online chat. We are here to support your success!**

**We look forward to welcoming you to one of our Test Centers and helping you achieve your testing goals.**