

## **PSI Exam Center Regulations - Live Proctored**

1. No conversing or any other form of communication among candidates is permitted once you enter the examination area.
2. You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.
3. Electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, cameras) are NOT permitted in PSI testing centers.
4. NO personal items should be brought to the testing centers. PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place of your choosing. Only non-programmable calculators that are silent, battery operated, do not have paper tape printing capabilities, and do not have an alphabet keyboard will be allowed in the examination site.
5. You must present valid, unexpired and acceptable ID(s) in order to take your test. Check your Candidate Information Bulletin or Licensing Authority/Sponsor for the specific rules that apply to your test.
6. PSI requires all employees and test takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor or other candidates will be reported to your Licensing Authority/Sponsor and may result in criminal prosecution.
7. You must arrive at the testing center at least 30 minutes prior to the scheduled exam time in order to be admitted to take your exam.
8. Persons not scheduled to take a test are not permitted to wait in the testing center or surrounding common areas.
9. You may not exit the building or use your cell phone or other electronic devices during the examination.

## **Scheduling and Rescheduling**

### **How do I Schedule a PSI exam?**

Please schedule your test appointments using our online scheduling website <https://test-takers.psiexams.com/statefoodsafety>

## **What information should I be prepared to provide when I schedule my appointment?**

The name used to schedule your appointment must exactly match the name shown on your identification. At a minimum, the identification must be a valid, government-issued ID that shows your name in the English alphabet, your signature, your photograph.

Your Social Security, or Licensing Authority/Sponsor issued I.D. Number.

Contact phone numbers - If there is an unexpected event, we will use these numbers to contact you.

Mailing address - Please provide the address to which you would like your score report or other important information mailed.

Exam title.

Eligibility information, if required.

E-mail address - Once again for contact purposes, this is often the fastest and most effective means of communication. Many licensing authorities or sponsors require e-mail contact information for registration.

Method of payment if applicable.

## **How can I find out where a test center is located?**

Please visit our website to locate the closest test center to you.

## **Can I cancel and/or reschedule my test appointment via the PSI Web site?**

Many test appointments can be cancelled and/or rescheduled through logging in to your account. Typically, we allow you to schedule 1 day prior if space is available and we require 2 business days to reschedule your exam without penalty. Check with your sponsor's FAQ or Candidate Information Bulletin for your program's particular rescheduling rules if applicable.

## **How long will it take for my eligibility or authorization to test to be downloaded into the system so that I can schedule an appointment to test?**

Please note that not all Licensing Authorities/Sponsors require eligibility to take their exam, therefore, you may be able to test immediately. For those programs requiring eligibility, the files

are downloaded and test appointment scheduling is available within 24-48 hours of receiving authorization from the licensing authority.

### **Why would my local test center tell me that they don't schedule appointments?**

The testing centers' primary purpose is to administer exams. Candidates should visit our website or contact our Candidate Service Center to schedule an exam appointment. Test center staff are not able to schedule appointments for their test center under any circumstances.

### **How do I obtain the appointment date and time I want to take my exam?**

When you go to our website or speak to a representative from our Candidate Service Center you will be asked to provide your preferred test date. The first available time slot on that date will be offered to you. If your preferred appointment date is not available, you will see available sessions online, and/or a Candidate Service Center representative will work with you to identify a convenient appointment date.

### **My appointment is scheduled for today, however the testing center is closed. What should I do?**

In rare cases weather or an emergency forces a test center closure. If this happens you will be contacted by the PSI rescheduling department within 24-48 hours to reschedule your appointment. We apologize for any inconvenience.

### **How far in advance must you schedule an exam?**

Exam sessions are available at least 6 weeks in advance. You will have the best opportunity to schedule your preferred date if you schedule 4-6 weeks prior to your preferred date.