

Missouri Department of Natural Resources

Computer Based Testing (CBT) and Live Remote Online Proctoring Examination Information

Missouri Department of Natural Resources provides certifications for those who comply with federal and state rules and regulations. Their website can be located here: <https://dnr.mo.gov/>

Missouri Department of Natural Resources Examinations are offered in both Test Center Format and Live Remote Online Proctoring Format.
For instructions pertaining to Live Remote Proctoring, please refer to page 7 of the Candidate Handbook.

Testing at a PSI Test Center

The Missouri Department of Natural Resources examinations are delivered in locations in Missouri and at more than 300 PSI Test Centers geographically located throughout the United States. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at <http://test-takers.psiexams.com/abcmodnr>. The examinations are administered by appointment only.

Nondiscrimination Policy

PSI does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

Special Accommodations for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability (as defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment) is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

1. Wheelchair access is available at all established Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.
2. Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements.



Candidates may request accommodations by using the Candidate Zendesk link @ [Exam Accommodations Request](#). PSI will review the submitted forms and will contact you regarding the decision for accommodations.

Scheduling Your PSI Examination

You may schedule the examination by one of the following methods. Be prepared to confirm a date and location for testing. Individuals are scheduled on a first-come, first-served basis.

Online Scheduling: You may schedule an examination appointment online at any time at <http://test-takers.psiexams.com/abcmodnr>.

During the scheduling process you can choose if you want to take the exam in a local test center or online. Each option has its benefits. Local test centers provide a secure computer environment to take your exam. With an online proctored exam, you can take your exam at almost any time using your own computer, but it requires installation of a secure browser and reliable access to the internet.

Once scheduled for the exam, you will receive an email confirmation from no-reply@psiexams.com. This will contain the test date, time, site address and directions. You may also return to the dashboard to view the exact reporting instructions for your examination.

Telephone Scheduling: Call PSI at 833-256-1420 to schedule an examination appointment. This toll-free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday and 8:30 a.m. to 5:00 p.m. on Saturday.

Examination Rescheduling

You may reschedule your examination at no charge online at <http://test-takers.psiexams.com/abcmodnr> or by calling PSI at 833-256-1420 no later than 48 hours prior to your scheduled examination appointment.

Missed Appointments / Forfeitures

You will forfeit the examination registration and all fees paid under the following circumstances:

- You wish to reschedule an examination but fail to contact PSI at least two business days (48 hours) prior to the scheduled testing session.
- You appear more than 15 minutes late for an examination, or
- You fail to report for an examination appointment.



Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Center personnel are able to open the Test Center.

You may visit www.psonline.com/openings prior to the examination to determine if PSI has been advised that any Test Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a Test Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact.

Testing at Test Center

On the Day of the Examination

Report to the Test Center no later than your scheduled appointment time. Look for signs indicating PSI Test Center Check-in. If you arrive more than 15 minutes after the scheduled testing time you will not be admitted.

Test Center and Remote Proctoring Experience Video

A video overview of the testing process and what to expect at the **Test Center** can be viewed at <https://psi.wistia.com/medias/3321yp1ic8>.

Identification

To gain admission to the Test Center, all candidates **MUST** present **ONE** form of identification. All identification presented must be current or unexpired and contain a photo and signature. You will also be required to sign a roster for verification of identity.

Acceptable forms include:

- International Passport
- Driver's License
- State/Province ID card with photo
- Visa with photo
- Military ID – (Not accepted for Remote Proctored exams)

Failure to identify yourself and supply proper ID at the time of the exam is considered a missed appointment. There will be no refund of your exam fee. If you do not have a qualifying ID issued from the country in which you are testing, a passport from your



country of citizenship is required. The name with which you registered must match your ID for admission.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No guests, visitors or family members are allowed in the testing room or reception areas.

Personal Belongings

No personal items, valuables, or weapons should be brought to the Test Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker:

- watches
- hats
- wallets
- keys

Once you have placed your personal items into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store or be responsible for any personal belongings.

If any personal items are observed or heard (cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

Examination Restrictions

- You will be provided with two pieces of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Test Center.



- No questions concerning the content of the examination may be asked during the examination.
- Eating and drinking are not permitted in the Test Center unless approved as an accommodation.

Misconduct

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported, and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular/smart phones;
- talk or participate in conversation with other examination candidates;
- give or receive help or are suspected of doing so;
- leave the Test Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

Taking the Examination

Report to the Test Center no later than your scheduled appointment time. Look for signs indicating PSI Test Center check-in. If you arrive more than 15 minutes after the scheduled testing time you will not be admitted.

Computer Login

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your score report.

Practice Tutorial

Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time or score. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

Candidate Comments

During the examination, you may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Individual responses will not be provided.

Following the Examination

After completing the examination, you are asked to answer a short evaluation of your examination experience. Your results will be provided on screen, and a score report will be sent to your email address after the examination session ends.

Failing to Report for an Examination

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A completed application form and examination fee are required to reapply for examination.

Confidentiality

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Re-Examination

If you want to retake an exam, you will need to contact the Missouri DNR, to reapply. Examinees must wait a minimum of 60 calendar days between scheduled examination dates.

Testing by Live Remote Online Proctoring

The Missouri Department of Natural Resources Examinations are delivered by Live Remote Online Proctoring. This secure and non-invasive platform uses professional proctors and technology to monitor examinees live while they complete the examination using their own computer from their home. The candidate must have a computer with a web camera that can be moved to display the entire room, a microphone, and internet connection to download the PSI secure browser. A compatibility check of the computer's audio/video, webcam and system is required prior to scheduling.

Remote Online Proctoring Experience Video

A video overview of the live remote online proctoring testing process and what to expect on your test day can be viewed at <https://psi.wistia.com/medias/5kidxdd0ry>.

Candidate Computer Specifications

The candidate's testing computer must have a detachable web camera, microphone and broadband Internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5"x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

Technical Requirements

The technical requirements for the proctoring process include:

- Laptop or desktop computer (Windows or Mac only)
 - For PC users: Windows 10 and 11 are compatible; Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer.
 - For Mac users: MacOS 11, MacOS 12, or MacOS 13 are needed; Safari, Firefox or Chrome can be used.
 - Ubuntu 18.04, 20.04, 22.04
- Webcam, Microphone, and Speakers
- Ability to download and install PSI's Secure Web Browser (Examination cannot occur without this feature installed.)
- Stable Broadband Internet Connection – Minimum 500 Kbps download and 256 Kbps upload; (5Mbps or higher upload and download recommended)
- A wired connection is preferred over wireless (WIFI)
- The browser must accept third-party cookies for the duration of the exam ONLY
- Chromebooks, tablets, and cellphones are not compatible and CANNOT BE USED – these devices do not share the screen with the examination proctor.
- Touchscreens CANNOT BE USED
- Flash player (for PC users)
- Dual screens are NOT ALLOWED

- If possible, take your test on a personal computer rather than a work computer. Your work computer could have software installed that prevents the PSI Bridge software from launching.

Compatibility Check

From the Windows or Mac computer being used to take the exam, you must check if the computer is compatible for Live Remote Proctoring testing. Use Google Chrome Browser to complete an Audio/Video Check, Webcam Check and System Check at <https://home.psiexams.com/static/#/bcheck>. If the computer is compatible, you can proceed to schedule an examination.

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software at <https://helpdesk.psionline.com/hc/en-gb/articles/360056570892-Live-Chat-Support>.

On the Day of the Examination

Candidates may log in to their account up to 30 minutes prior to the scheduled start time but will not be connected with a proctor until their exam time.

By not starting your exam within 15 minutes after your scheduled appointment time, you forfeit your examination exam eligibility.

Identification

You must present ONE valid form of identification to the proctor. All identification presented must be current or unexpired and contain a photo and signature. Temporary ID is not accepted.

Acceptable forms of identification include:

- International Passport
- Driver's License
- State/Province ID card with photo
- Visa with photo

A military identification card is not acceptable for remote online proctored exams.

If your name on your registration is different than it appears on your identification, you must show proof of your name change (e.g., marriage license, divorce decree or court order).

Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

Online Exam Security

- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of examination results, will be reported to your Licensing Authority/Sponsor and may lead to legal action.
- With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, landline phones, pagers, cameras, headphones or earbuds) are NOT permitted during the remote online proctored exam.
- You will be asked to scan the room from which you are testing in prior to launching your exam. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to releasing the exam.
- Only the candidate should be allowed in the room where they are taking the examination, immediately before, during or after the examination. The candidate must not communicate with, or willingly receive communication from any person during the exam other than a proctor.

Examination Restrictions

- No questions concerning the content of the examination may be asked during the examination.
- You are allowed TWO blank sheets of 8 1/2" X 11" white paper to use as scratch paper. Scratch paper must be verified by the proctor prior to the examination and destroyed immediately following the examination, as verified by a proctor.
- Candidates are required to have a physical calculator. It must be non-graphing with no alpha-numeric functions. Scientific calculators are permitted. Calculators will be verified by the proctor prior to beginning the examination.
- The formula sheet is available within the testing software.
- No food or drink is allowed during the examination.

Time spent to verify the System Compatibility, install Secure Browser and any other Settings adjustment on the computer, ID verification and your practice test is EXCLUDED from the total exam time. The exam launch button will be enabled when your exam is fully prepared for delivery.

Following the Examination

After completing the examination, you are asked to answer a short evaluation of your examination experience. Your results will be provided on screen, and a score report will be sent to your email address after the examination session ends.

Re-Examination

If you want to retake an exam, you will need to contact the Missouri DNR, to reapply. Examinees must wait a minimum of 60 calendar days between scheduled examination dates.