



**PSI Services LLC**  
3210 E Tropicana  
Las Vegas, NV 89121  
Phone: 833-333-4754  
E-mail: [examschedule@psionline.com](mailto:examschedule@psionline.com)  
<https://test-takers.psiexams.com/hitrade>

## HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS PROFESSIONAL AND VOCATIONAL LICENSING DIVISION



### ELEVATOR MECHANIC EXAMINATION CANDIDATE INFORMATION BULLETIN

#### EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed. To be licensed, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations. The Hawaii Department of Commerce and Consumer Affairs has contracted with PSI to conduct its examination program.

#### EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

You are not allowed to register for your exam until the Board approves your application and sends you a letter of approval. The Board's application forms can be found online at [www.cca.hawaii.gov/pvl](http://www.cca.hawaii.gov/pvl). Your eligibility is valid for 6 months. You can test unlimited during the 6 month period.

The first and last names printed on your identification must match exactly the first and last names used when applying for licensure. If the names with which you have registered are different from the names on your application for licensure, you must bring legal name change documentation with you to the test center on the day of your test. The only acceptable forms of legal documentation are: a marriage license, divorce decree and/or a court action legal name change document. All documents must contain the name change in Roman characters and must be the original documents. Candidates wishing to make a name change, address change or email address change must contact their regulatory body. This cannot be done when scheduling your examination or at the test center.

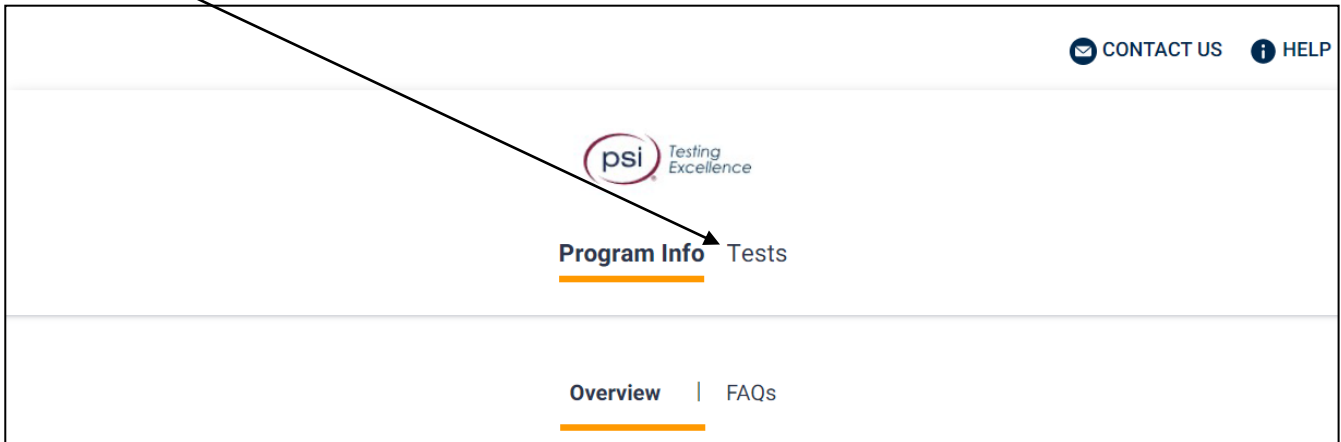
<b>Examination Fee</b>	<b>\$70</b>
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NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

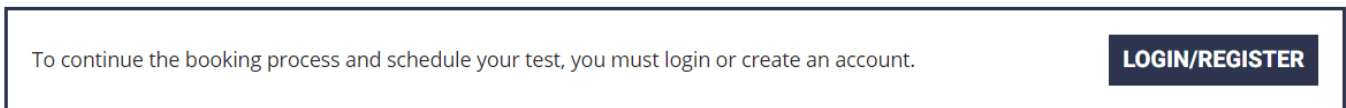
**[ON-LINE \(HTTPS://TEST-TAKERS.PSIXAMS.COM/HITRADE\)](https://test-takers.psiexams.com/hitrade)**

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at <https://test-takers.psiexams.com/hitrade>. Internet registration is available 24 hours a day.

1. You will receive an eligibility email from PSI. Select the link imbedded in the email.
2. Select **TESTS** to create an account.





3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.



4. You will be prompted to **CREATE AN ACCOUNT** with PSI.  
*The first and last name must match exactly with your current, valid, government-issued ID.*

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	<b>Your password must contain:</b> <ul style="list-style-type: none"> <li>• At least one capital letter A-Z</li> <li>• At least one lower case letter a-z</li> <li>• At least one number 0-9</li> <li>• At least one special character !@#V\$%V^&amp;V*</li> <li>• At least 8 and up to 32 characters</li> </ul>
Confirm Password *	

5. Select your test format: (Test Center) or (Remote Proctored).

Modality	
 Site Proctored <b>SELECTED</b>	 Atlas Remote Proctored SELECT

## Scheduling at a Test Center

1. Enter the "City or Postal Code" and select **FIND**.

**Search Test Center Location**



2. Select a date and time to book an appointment.

### Choose a Date and Time

**October 2021**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available  Selected

**Time slots available for October 08, 2021**

3. You are now ready to pay.

**Payment**

**Billing Address**

**Order Summary**

Commercial Contractor Practice Test  
Mechanical Bus and Law \$100.00 USD

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**Total Price**

4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

**Booking Confirmed!!** [Print Confirmation](#)

Email Address: asingla81@psionline.com      Home Phone: 111224444      Office Phone: 2221112345

## Scheduling via Remote Proctor

1. Select a date and time to book an appointment.

### Choose a Date and Time

The screenshot shows a calendar for October 2021. The 8th is selected. To the right, there are two time slots available for October 08, 2021: 08:00 AM and 01:30 PM.

2. You are now ready to pay.

The screenshot shows a payment page with a 'Billing Address' section and an 'Order Summary' section. The 'CONTINUE' button is visible.

3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.

The screenshot shows a 'Review Booking' page with contact information, the booked date and time, and a 'CONFIRM' button.

4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

**IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER** to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.

The screenshot shows a 'Bookings' page with a countdown timer, the booked date and time, and a 'LAUNCH' button. A red arrow points from the 'CLICK HERE' text in the previous block to the 'HERE' link in this screenshot.

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (866) 395-0907.

### **TELEPHONE (833-333-4754)**

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 1:30 am and 4:00 pm and, Saturday-Sunday, between 3:00 am and 12:00n, HST.

### **RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT**

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two (2) days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at 833-333-4754.

**Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI website or call PSI to speak directly to a Customer Service Representative.**

### **RETAKE A FAILED EXAMINATION**

It is not possible to make a new examination appointment on the same day you have taken an examination due to processing and reporting results. Depending upon space availability, unsuccessful candidates may be able to retest within two business days. You may access a registration form at <https://test-takers.psiexams.com/hitrade>. You may also call PSI at 833-333-4754.

### **MISSED APPOINTMENT OR LATE CANCELLATION**

If you miss your appointment, you will not be able to take the examination as scheduled. You will also forfeit your examination fee, if you:

- Do not cancel your appointment two (2) days before the scheduled examination date;
- Do not appear for your examination appointment;
- Are not checked in by your scheduled start time;
- Do not present proper identification when you arrive for the examination.

### **EXAM ACCOMMODATIONS (ADA)**

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

**Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.**

### **EXAMINATION SITE CLOSING FOR AN EMERGENCY**

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your scheduled examination by calling 833-333-4754. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/hitrade>.

## **EXAMINATION SITE LOCATIONS**

**HAWAII (HAWAII ISLAND - HONOKAA)**  
NORTH HAWAII EDUCATION RESEARCH CENTER (NHERC)  
45-539 PLUMERIA STREET  
HONOKAA, HI 96727

**OAHU (HONOLULU)**  
ALA MOANA PACIFIC CENTER  
1585 KAPIOLANI BLVD, SUITE 1135  
HONOLULU, HI 96814

**MAUI (KAHULUI)**  
UNIVERSITY OF HAWAII MAUI COLLEGE  
310 W. KA'AHUMANU AVENUE  
THE LEARNING CENTER  
KAHULUI, HI 96732

**KAILUA KONA**  
BK Consultant LLC  
75-5737 KUAKINI HWY.  
KAILUA KONA, HI 96740

**KAPAA**  
SHERATON KAUAI COCONUT BEACH RESORT  
1010 CORPORATE DRIVE  
KAPAA, HAWAII 96746

**KAILUA KONA**  
BK CONSULTANT LLC  
75-5737 KUAKINI HWY.  
KAILUA KONA, HI 96740

## **REPORTING TO THE EXAMINATION SITE**

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

### **REQUIRED IDENTIFICATION AT EXAMINATION SITE**

**Candidates need to provide one (1) form of identification.**

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

#### **REQUIRED IDENTIFICATION (with photo) - Choose One**

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport card
- Military ID (will not be accepted for remote testing)
- Military ID for spouses and dependents (will not be accepted for remote testing)
- Alien Registration Card (Green Card, Permanent Resident Visa)

### **SECURITY PROCEDURES**

The following security procedures apply during examinations:

- You will have access to an online calculator. If you bring your own calculator, only nonprogrammable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be permitted.
- You will be provided a piece of scratch paper and a pencil. These must be returned to the proctor at the end of the examination.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear is not permitted in the testing room. Examples of outerwear include open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse, should be worn underneath.**
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to all guests, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the Board of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Board .
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

### TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

### EXAMINATION REVIEW

PSI, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, and all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

## SCORE REPORTING

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com).

## DESCRIPTION OF EXAMINATIONS

In addition to the number of questions per examination, a small number of up to ten “experimental” questions may be administered to candidates during the examinations. These questions will not be scored, and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

### ELEVATOR MECHANIC

“Elevator mechanic” means any person who engages in the construction, reconstruction, alteration, maintenance, mechanical, or electrical work or adjustments of any elevator, dumbwaiter, stage lift, mechanized parking garage elevator, escalator, moving walk or ramp, manlift including any construction, reconstruction, alteration, or adjustment of the structure or facility of which the same may be a part or to which the same may be attached, necessary for proper completion of the work on the elevator, dumbwaiter, stage lift, mechanized parking garage elevator, escalator, moving walk or ramp, or manlift.

# of Questions	Minimum Passing Score	Time Allowed
100	70%	150 Minutes

Content Area	# Items Test
Installation	21
Maintenance	31
Safety	25
Code Requirements	23

### EXAMINATION REFERENCE MATERIAL

This examination is CLOSED BOOK. The following reference material is not allowed in the examination center.

National Electrical Code, NFPA 70, 2020, National Fire Protection Association, 1 Batterymarch, Quincy, MA 02269-9101, (617) 770-3000, <https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=70>

Hawaii Elevator Safety Standards (HAR Title 12, Part 11) Hawaii Department of Labor and Industrial Relations, ([www.hawaii.gov/labor](http://www.hawaii.gov/labor)), Princess Keelikolani Bldg., Punchbowl Street Honolulu, HI, 96813; <https://labor.hawaii.gov/hiosh/standards/standards-adminrules-part-11/>

ASME A17.1 - Safety Code for Elevators and Escalators, 2010, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763 Print Copy: [https://www.asme.org/codes-standards/find-codes-standards/a17-1-csa-b44-safety-code-elevators-escalators-\(1\)/2016](https://www.asme.org/codes-standards/find-codes-standards/a17-1-csa-b44-safety-code-elevators-escalators-(1)/2016)

ASME A17.3: Safety Code for Existing Elevators and Escalators, 2020, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, Print Copy: <https://www.asme.org/codes-standards/find-codes-standards/a17-3-safety-code-existing-elevators-escalators/2020>

ASME A18.1 - Safety Standard for Platform Lifts and Stairway Chairlifts, 2020, American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10065, (800) 843-2763, Print Copy: <https://www.asme.org/codes-standards/find-codes-standards/a18-1-safety-standard-platform-lifts-stairway-chairlifts/2020/print-book>

Elevator Industry Field Employees' Safety Handbook, 2020, Elevator World, 356 Morgan Ave, Mobile, AL 36606. Print Copy: <https://elevatorworld.com/article/2020-elevator-industry-field-employees-safety-handbook/>

Elevator Maintenance Manual, 2019, 3rd edition (MCCain), Elevator World, 356 Morgan Ave, Mobile, AL 36606 Print Copy: <https://elevatorbooks.com/shop/maintenance-modernization/elevator-maintenance-manual-handbook-set-print/>

Code of Federal Regulations - 29 CFR Part 1926 (OSHA), with latest available amendments, U.S. Government Printing Office, (866) 512-1800 or [https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_toc\\_level=1&p\\_part\\_number=1926](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1926)  
OR

Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, (866) 589-3088. [www.psionlinestore.com](http://www.psionlinestore.com)