



## MASSACHUSETTS DIVISION OF PROFESSIONAL LICENSURE

The MA Division of Professional Licensure has contracted with Professional Credential Services (“PCS”) to provide administrative examination services. The Board first requires the submission of an Examination & License Application (“Application”). This is required to determine your eligibility for testing. Any questions regarding your Application or eligibility should be directed to PCS:

Professional Credential Services (PCS)  
P.O. Box 198689  
Nashville, TN 37219-8689  
<https://www.pcshq.com/>  
Phone: (877) 887-9727

### Examinations:

- Massachusetts Chiropractic Jurisprudence Examination  
If you have further questions on the application process, you can email [machiropractor@pcshq.com](mailto:machiropractor@pcshq.com)
- Massachusetts Optometrists Jurisprudence Examination  
If you have further questions on the application process, you can email [maoptometry@pcshq.com](mailto:maoptometry@pcshq.com)
- Massachusetts Psychology Jurisprudence Examination  
If you have further questions on the application process, you can email [mapsychology@pcshq.com](mailto:mapsychology@pcshq.com)
- Massachusetts Podiatry Jurisprudence Examination  
If you have further questions on the application process, you can email [mapodiatry@pcshq.com](mailto:mapodiatry@pcshq.com)
- Massachusetts Funeral Director Practical  
If you have further questions on the application process, you can email [mafuneraldirector@pcshq.com](mailto:mafuneraldirector@pcshq.com)
- Massachusetts Funeral Director Jurisprudence  
If you have further questions on the application process, you can email [mafuneraldirector@pcshq.com](mailto:mafuneraldirector@pcshq.com)

**How to Schedule For and Take the Examination:** Once you have been approved to take the examination, PCS will electronically send your information to PSI. Once eligible, you will receive an email confirmation from PSI.

### INTERNET SCHEDULING

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/madpl>. Internet registration is available 24 hours a day.

Log onto PSI’s website and select *Sign in / Create Account*. Select *Create Account*. You are now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems, contact PSI at (855) 746-8173 for help.

### TELEPHONE SCHEDULING

For telephone registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover). PSI Customer Services Representatives are available at (855) 746-8173 as follows:

	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm

Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm
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### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. You may call PSI at (855) 746-8173 user the PSI Website, or fax a note to (702) 932-2666.

**Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.**

### MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## 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 examination schedule by calling (855) 746-8173 or check the website at <https://test-takers.psiexams.com/madpl>. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

## COMPUTER EXAMINATION CENTER LOCATIONS

The Licensing examinations are administered at the examination centers listed below:

### Auburn

48 Sword St, Unit 204  
Auburn, MA 01501

### Boston

56 Roland St., Suite 305  
Washington Crossing  
Charlestown, MA 02129

### Fall River

218 South Main St, Suite 105  
Fall River, MA 02721

### Lawrence

1 Ballard Way, Suite 104  
Lawrence, MA 01843

### Springfield

1111 Elm Street, Suite 32A  
West Springfield, MA 01089

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by calling (855) 746-8173. You will need to speak with a Customer Service Rep to schedule outside of the state.

## REPORTING TO THE EXAMINATION CENTER

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

## REQUIRED IDENTIFICATION

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. All 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 valid (non-expired) signature bearing identification to the test site.

### IDENTIFICATION - Choose One

NOTE: ID must contain candidate's signature, photo, be valid and unexpired.

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issues Alien Registration Card

\*NOTE: Student ID and employment ID are **NOT** acceptable forms of identification.

Candidates must register with the full legal name as it appears on their government issued identification. The name on the identification must be the same as the name used to register for the examination. If the candidate fails to bring proper identification or the candidate names do not match, the candidates will not be allowed to test and their examination fee will not be refunded.

## SECURITY PROCEDURES

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, 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, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
  - **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.
- 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 guests of any nature, 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 being 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 examination sponsor 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 examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- 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.

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.

## 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 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 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.

