



COMPLIANCE SERVICES AND ASSESSMENTS

ELIGIBILITY

Go to www.CSAexams.com and select “Request Assessments”. You will enter your personal information and select the assessment you would like to take.

Once you have been approved, you will receive an email confirmation from PSI allowing you to start the registration and scheduling process. You are responsible for paying and scheduling for the examination. Your eligibility is valid for one examination attempt.

The examination fee and time allowed for each examination will be provided to you during the registration.

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR 60 DAYS FROM THE DATE OF THE ORIGINAL REQUEST.

INTERNET REGISTRATION AND SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by going to <https://candidate.psiexams.com/testrac/> and logging in with the User ID and Password that you received via email. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below.

- Log onto the website and enter your User ID and Password. You will see your tests listed in the *Registered Records* section of the *Account Activity* page.
- Select the examination and select *Pay for a Test* button.
- Once you have paid for the examination, you will be ready to schedule. Select the *Schedule for a Test* button. Enter your Zip/City and select *Search*. A list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.
- You will receive a confirmation email. Be sure to read all of the instructions on the email. Please bring the email to the test center on your scheduled test date.

TELEPHONE REGISTRATION

To schedule an examination by phone, please call 833-207-1287. The times of operation for live operators are as follows:

Time Zone	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

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 3 days before the scheduled examination date*.

Examinations must be taken within 60 days of the original request. Examination fees are non-refundable and non-transferable.

Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak 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 3 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.

REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. 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. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

IDENTIFICATION - Choose One

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

REQUIRED USER NAME AND PASSWORD

- Candidates are responsible to bring their user name and password to the testing center. This will be the CA# and PIN that you used to register/schedule the appointment.

REFERENCE MATERIAL

Assessments are open-book, unless indicated otherwise. Go to www.CSAexams.com for a listing of references per examination. You must provide your own copies of code books for open book assessments. The test center will not provide books.

References may be spiral bound or you may hole-punch it and put it in a binder. The reference material may be highlighted, underlined, annotated, written in and/or indexed prior to the examination session. The reference material may not be written in during the examination session. Any candidate caught writing in the references during the examination will have the reference confiscated and will be reported to the sponsor. Furthermore, candidates are not permitted to bring in any loose additional papers with their approved references. Any additional materials will be removed from the reference and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

Scratch paper and a pencil will be provided at the test site.

- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

TESTING SITES

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

EXAMINATION RESULTS

Test results will be given to you onscreen at the end of the examination. Once back at the office or from home the candidate can print a score report. To do this, go to www.CSAexams.com. From the "Tested Info" page use the links to the candidates "Dash Board".

EXAM ACCOMMODATIONS

If a candidate requires any exam accommodations such as those covered under the American Disabilities Act, please contact CSA at 501-712-1272. Please notify CSA at least 3 weeks in advance of your assessment so that proper arrangements can be made.