



## EXAMINATIONS BY PSI SERVICES LLC

Commission on Dietetic Registration (CDR) Specialties has contracted with PSI Services LLC (PSI) to deliver the Oncology Nutrition Examination (CSO).

## ELIGIBILITY FOR THE EXAMINATION

Once you have been approved by CDR, you will receive an email confirmation from PSI. You are responsible for contacting PSI to schedule the examination. Your eligibility is valid for one examination attempt.

## INTERNET SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule for their exams using the Internet. Candidates schedule online by accessing PSI's scheduling website at [www.psiexams.com](http://www.psiexams.com). Internet scheduling is available 24 hours -a-day. In order to schedule by Internet, complete the steps below:

- Once eligibilities are received by PSI, candidates will receive an email from [support@psionline.com](mailto:support@psionline.com) containing a link to the PSI website for scheduling.
- From the website, candidates will be able to select a desired testing date and location.
- After scheduling your examination appointment online you will receive an email confirmation from [no-reply@psiexams.com](mailto:no-reply@psiexams.com). This will contain the test date, time, site address and directions.

## TELEPHONE SCHEDULING

To schedule an examination by phone, please call 800-733-9267. 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 if your *cancellation notice is received 2 days before the scheduled examination by 4pm PT*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at 800-733-9267.

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

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid and you will not be able to take the examination as scheduled, 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.

## SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must get pre-approved by CDR.

## 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 800-733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 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.*

## REQUIRED IDENTIFICATION

Candidates need to provide two (2) valid forms 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.

To gain admission to the Test Center, a candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be current and include the candidate's current name and signature.

### PRIMARY 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

### SECONDARY IDENTIFICATION - Choose One

- Social Security Card
- CDR Registration ID Card
- Credit Card

*Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.*

## SECURITY PROCEDURES

Candidates will receive scratch paper and a pencil at the test site. Online calculators are enabled within the exam.

The following items are not permitted in the examination room:

- All personal electronic devices, except those that are a medical necessity.
- Children, guests, cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or reading material, music players, radios, electronic games, calculators, or briefcases.
- Personal items including watches, backpacks, pens, pencils, or other writing devices, food, drinks and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.

## EXAMINATION RESULTS

A score report will be issued by the proctor at the end of the exam.