Candidate Information when taking a Live Remote Proctored Exam

Starting on 15 February 2021, the AMA Certified Professional in Management™ (AMA-CPM™) exam will be available on PSI's Live Remote Proctoring (LRP) Bridge platform. While candidates will still be able to schedule and test at a PSI Test Center, candidates will also have the option to test from home, office or another secure site using PSI's secure lock-down browser.

Once you receive your "Application has been approved" email from AMA-CPM, please click on the link provided to schedule your exam. From there, you will be able to choose the mode of testing that is best for you.

If you have already scheduled your exam appointment at a PSI Test Center and would like to test using LRP, you MUST click on the link provided in your "Application has been approved" email and cancel your existing test center appointment. Only after you cancel your appointment, will you be able to choose the Live Remote Proctoring option when you reschedule your exam appointment. Please remember to cancel your exam appointment more than 24 hours prior to the scheduled appointment.

What you need:

- Laptop or desktop computer (Windows or Mac only)
    - **For PC user's** Windows 7, 8, and 10 are compatible - 32bit (x86) and 64bit (x64). To find your window version, right-click on the window icon and select "run" in the box labeled "open" type in the word "winver". Press "Enter".
        - Browsers supported include current versions of Firefox and Chrome but not Edge or Internet Explorer.
        - Google Chrome or some other Chromium-based browser is recommended.
        - Browsers must accept third-party cookies for the duration of the exam ONLY.
    - **For Mac user's** version OS X and later (10.12, 10.13 and 10.14) are compatible. To find out what version you have on a MAC click on the Apple icon and click on "about this mac".
        - Browsers supported include current versions of Safari, Firefox or Chrome.
        - Google Chrome or some other Chromium-based browser is recommended.
        - Browsers must accept third-party cookies for the duration of the exam ONLY.
    - **The following devices cannot be used** for testing: Chromebooks, tablets, cell phones.
    - **If you plan to use a work computer,** you must have administrative rights with permission to disable the firewall for remote access and the ability to download and install PSI's secure web browser. Disabling the firewall must be insured prior to taking an exam on a work computer. The compatibility test below **will not test** for administrative rights and firewalls.
    - **Please note,** touchscreens and dual screens are not allowed and cannot be used.
- Webcam, Microphone, and Speakers: Minimum VGA 640 x 480 resolution, enabled built-in or external microphone

- Stable Broadband Internet Connection – Minimum 500 Kb/s download and upload; we recommend 5Mbps or higher upload and download

  - **Please make sure that no other users in your testing environment are competing for internet usage.**

- A wired connection is RECOMMENDED over wireless (WIFI)

- Flash player (for PC users)

- Hardware requirements: 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution

- A quiet, private, distraction free testing environment

BEFORE you schedule for your exam:

- **Test the computer and webcam compatibility:** The compatibility and webcam tests below will **NOT** test for administrative rights and firewalls.

  Compatibility Test Link

  Webcam Test Link

The day BEFORE your exam:

- **Retest the computer and webcam compatibility:** The compatibility and webcam tests below will **NOT** test for administrative rights and firewalls.

  Compatibility Test Link

  Webcam Test Link

The day OF your exam:

- **Be ready to check into your exam up to <u>30</u> minutes before your scheduled test time.**

- **By not starting your exam within <u>15</u> minutes after your scheduled appointment time, you automatically forfeit your examination scheduling fee. Fees are non-refundable.**

- **When ready to test, click** here (http://identity.psionline.com/samlsso?spEntityID=https://home.psiexams.com/callback&fidp=AMA) and then click on "Launch Exam".

- **The system will automatically guide the candidate through the first steps of the check-in process.** These automated steps will establish and verify the Candidate:
  - valid and current (not expired), government-issued, photo identification that can be photographed by the proctor
  - webcam scan of the room and workspace
  - selfie picture (to compare with the photo ID)

Up to this point, the Candidate is <u>not</u> able to chat with a live proctor. After the check-in steps listed above are accepted by the Proctor (or Check-In Specialist), the "Chat with Proctor" button becomes active; and the last item will be for the Candidate to read/accept the Terms and Conditions.

- **Follow the instructions** and work with you proctor.

If you have any technical issues launching your exam, please call PSI's Tech Support:

- **Inside the U.S. (844) 267-1017**
- Outside the U.S. 1-702-939-6734

Rescheduling or Canceling your LRP exam:

- If you need to reschedule or cancel your LRP exam, you must do so **at least 24 hours prior to the scheduled exam**.

Please note: Like the test center experience, all exam sessions are recorded – both visually and with audio. You do not have the option to request that a recording of your session not be captured.

As you prepare to take your exam using the LRP platform, please make sure you choose a private, quiet, and distraction free room to test and prepare your testing environment so that you will have a successful testing event.

Please observe the following situations and/or behaviors which will **automatically prevent the candidate from testing**.

- Upon check-in, the candidate:
    - presents non-valid ID such as: military ID (note: Military ID's CANNOT be used as an image of a Military ID cannot be taken), expired ID, ID that does not match the name on the exam reservation, selfie picture that does not match ID, ID that is not legible, no ID.
    - does not scan the entire room including areas under the desk/table.
    - does not comply with the proctor's requests.
    - does not show the proctor the front and back sides of 2 separated pieces of scratch paper.
    - does not show the proctor the pen/pencil that will be used.
    - is not dressed as if in a public setting.
    - is not testing with adequate room lighting – either too dark or too light for the proctor to see.
    - is not testing in a quiet environment –noisy.
    - is testing in a public environment.
    - is wearing obstructive headwear such as hoodie.

Once your test session starts, please note that the following situations and/or behaviors will **automatically terminate your exam without warning**:

- The presence of ANY electronic device in the testing area. This includes, another computer, mobile device, landline phone, TV, headset, earbuds, smartwatch, handheld calculator, radio.
- Any obstacle that deliberately obstructs the webcam and the proctor's view
- The presence of any notes, resources, or references in the testing area
- The presence of another person in the testing area
- Explicit inappropriate or suspicious behavior

- Leaving the testing area without requesting an unscheduled break
- Failure to comply with the Proctor's requests

The following situations and/or behaviors will result in the candidate receiving two warnings to correct the situation or behavior. The exam will be terminated at the point where a 3rd warning would be given.

- Chewing gum, eating, or drinking during the exam session (water in a clear glass is permitted after it is shown to the proctor)
- Camera is not positioned properly
- Moving out of the camera's view for a moment
- Inferior lighting
- Candidate's gaze is not towards the computer
- Speaking out load
- Making noise that interferes with the proctor's ability to observe the candidate's environment
- Excessive note taking
- Abusive language
- Excessive background noise

The following is permitted during the testing session:

- water in a clear glass
- 2 blank pieces of scratch paper
- Pen or pencil

two 7-minute unscheduled breaks**Upon request ONLY, candidates are permitted to take no more than two 7-minute unscheduled breaks. During these breaks, the exam timer will continue, and the candidate will not be able to pause the exam.

At the end of the exam, the test taker must show the proctor the front and back sides of each separate piece of scratch paper. The used scratch paper, even if blank, must be destroyed (ripped into several small pieces) in front of the webcam so the proctor can observe this.

If your exam is terminated for any reason, you will not be refunded for your exam session and further disciplinary actions may be taken.