

## EXAMINATIONS BY PSI SERVICES LLC

Council of Interstate Testing Agencies, Inc. (CITA) has contracted with PSI Services, LLC (PSI) to deliver the CITA Diagnostic Skills Examination.

## ELIGIBILITY FOR THE EXAMINATION

Once you have been approved by CITA, 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 register for their exams using the Internet. Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

1. Log onto PSI's website, select Certification/Professional Associations and then select the link associated with the CITA examination. Complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date and location.

## 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 without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination by 4pm PT*. Examination fees are non-refundable and nontransferable.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative, or you may go online to cancel.

## 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 the sponsor.

## 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. Both must contain a signature and the primary ID must have photo.

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.

### 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 (Must contain a signature)

- Employee ID
- School ID
- Voter ID
- 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.

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

Candidates will not view/receive their scores at the test site.