



To help ensure that your testing experience will go smoothly, PTC suggests the following:

- **Please call PSI at 1-800-211-2754 to schedule your test appointment.** Schedule your test appointment early in the testing period to allow flexibility in case you need to reschedule during the same testing period. Please contact PSI **only** for transfers within the same testing period, **subject to availability** of another appointment time. PSI does NOT have the authority to transfer you to another testing period, so be sure to read the policy in the Handbook for Candidates regarding refunds and/or rescheduling and call Professional Testing Corporation (212-356-0660) with any questions.
- **You MUST bring your Eligibility Notice from Professional Testing Corporation (PTC), your confirmation from PSI and a current government issued photo ID with you. The name on your Eligibility Notice must exactly match the name on your photo I.D.** Call PTC at 212-356-0660 if you need another Eligibility Notice or if your name is not correct.
- Familiarize yourself with the test center location and allow plenty of time to arrive on time. If you arrive after your scheduled appointment time, you may not be able to take the examination due to lateness.
- Bring earplugs in case of outside noise. Please let the proctor know immediately if there is excessive noise in your testing area.
- Be aware that other test takers may be in the testing room with you and arrive and depart while your testing is going on.
- For security reasons, you may be requested to lock up your pocketbook, coat/jacket, cellphone and all other personal items during your examination. **Electronic devices, including but not limited to, cellular phones, laptop computers, tablets, BlueTooth devices, pagers, cameras, voice recorders, MP3 players (such as IPOD, ITouch) are not permitted to be used at the test center and cannot be taken into the examination room.** The test center may have lockers or you may be asked to lock your personal items in your car. For this reason, we suggest that you do not bring personal items with you, other than what is specifically needed for your examination.
- While your exam is in session, you can only leave the testing room to use the restroom. Leaving the floor or building of the test center is not allowed.

With computer based testing, it is possible to have computer equipment malfunctions and other technical issues. The proctor will try to resolve these issues promptly, but please be patient. In the event your exam cannot resume or if you have other problems, please call PTC during business hours, Monday through Friday at 212-356-0660.