

Utah Division of Water Quality

Wastewater Operator Certification Information

Testing at a PSI Test Center

The Utah Division of Water Quality Certification Examinations are delivered at approximately 300 PSI Test Centers geographically located throughout the United States. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at <https://test-takers.psiexams.com/abc-ut>. The examinations are administered by appointment only, Monday through Saturday. Appointment starting times may vary by location.

Your eligibility to take the examination is valid for 6 months (180 days) and will expire at that time. If you fail to schedule an appointment for this examination within the eligibility period, you will forfeit the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for the examination.

Nondiscrimination Policy

PSI does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

Exam Accommodations

Special Arrangements for Candidates with Disabilities

PSI complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability (as defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment) is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide **reasonable** accommodations for candidates with disabilities.

Candidates who have been approved by their Sponsor for Exam Accommodations can access the request for scheduling [here](#).

Candidates who's sponsors do not approve accommodations, but rely on PSI to do so, please fill out the ADA form [here](#).

For Exam Accommodations questions/concerns please call 1-800-367-1565 x6750 Monday through Friday, 8 AM – 5 PM central standard time.

Scheduling Your PSI Test Center Examination

After your application information is received by PSI from Utah Division of Water Quality, you will receive confirmation of eligibility to schedule an examination appointment.



You may schedule the examination by one of the following methods. Be prepared to confirm a date and location for testing. Individuals are scheduled on a first-come, first-served basis.

Online Scheduling: When you receive the email confirming your eligibility to sit for the examination, you may schedule an examination appointment online at any time. To use this service on our website, follow these easy steps:

- Go to <https://test-takers.psiexams.com/abc-ut> and click on “View available tests” and select your test, then Login/Register
- Follow the simple, step-by-step instructions to choose your Test Center and exam session to register for the examination.

Telephone Scheduling:

Call PSI at 833-256-1420 to schedule an examination appointment. This toll free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday and 8:30 a.m. to 5:00 p.m. on Saturday.

Examination Rescheduling:

You may reschedule your examination once at no charge online at <https://test-takers.psiexams.com/abc-ut> or by calling PSI at 833-256-1420 at least two business days prior to your scheduled examination appointment. The following schedule applies.

Missed Appointments / Forfeitures

You will forfeit the examination registration and all fees paid under the following circumstances:

- You wish to reschedule an examination but fail to contact PSI at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than 15 minutes late for an examination, or
- You fail to report for an examination appointment.

Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Center personnel are able to open the Test Center.

You may visit www.psionline.com/openings prior to the examination to determine if PSI has been advised that any Test Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at a Test Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.



If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact.

On the Day of the Examination

Report to the Test Center no later than your scheduled appointment time. Look for signs indicating PSI Test Center Check-in. If you arrive more than 15 minutes after the scheduled testing time you will not be admitted.

Test Center Experience Video

A video overview of the testing process and what to expect on your test day can be viewed at <http://home.psiexams.com> "Our Services - Examining with PSI."

Identification

To gain admission to the Test Center, you must present one form of identification. The ID must be government issued, current and include your name, signature and photograph. Temporary IDs are not accepted. You will also be required to sign a roster for verification of identity.

- Examples of valid forms of identification are current: driver's license with photograph; state identification card with photograph; passport; military identification card with photograph.
- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

You must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.



- Only silent, non-programmable calculators without alphabetic keypads or printing capabilities are allowed in the testing room.
- No guests, visitors or family members are allowed in the testing room or reception areas.

Personal Belongings

No personal items, valuables, or weapons should be brought to the Test Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker:

- watches
- hats
- wallets
- keys

Once you have placed your personal items into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for any personal belongings.

If any personal items are observed or heard (cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

Examination Restrictions

- Pencils and ABC's standard formula sheet will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking is not permitted in the Test Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

Misconduct

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular/smart phones;
- talk or participate in conversation with other examination candidates;
- give or receive help or are suspected of doing so;
- leave the Test Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

Copyrighted Examination Questions

All examination questions are copyrighted. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties.

Taking the Examination

Report to the Test Center no later than your scheduled appointment time. Look for signs indicating PSI Test Center check-in. If you arrive more than 15 minutes after the scheduled testing time you will not be admitted. You may bring a non-programmable calculator to the examination. Calculators built into cellular/smart phones are not permitted in the Test Center.

Computer Login

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your identification number. Your photograph, taken before beginning the examination, will remain on-screen throughout your examination session. This photograph will also print on your score report.

Practice Tutorial

Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time or score. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

Timed Examination

Before beginning the examination, instructions for taking the examination are provided on-screen. The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. You may click on the Time box in the lower menu bar on the screen to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. Choices of answers to the examination question are identified as A, B, C, or D. You must indicate your choice by either typing in the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change your answer, enter a different option by typing in the letter in the response box or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the double arrows (>>) to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the double arrows (>>). When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions.

Candidate Comments

During the examination, you may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

Following the Examination

After completing the examination, you are asked to complete a short evaluation of your examination experience. Then, you are instructed to report to the test center supervisor to receive a score report.

Failing to Report for an Examination

If you fail to report for an examination, you will forfeit the registration and all fees paid to take the examination. A completed application form and examination fee are required to reapply for examination.

Confidentiality

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Re-Examination

Candidates who do not pass the exam may re-test for the same examination during the 6-month eligibility period, after a 30-day waiting period. For retakes, scheduling and payment are done directly with PSI without reapplying to the Utah Division of Water Quality. Once the 6-month eligibility period expires, candidates are required to reapply with the Utah Division of Water Quality to test again.

Testing by Live Remote Online Proctoring

The Utah Division of Water Quality Certification Examinations are delivered by Live Remote Online Proctoring. This secure and non-invasive platform uses professional proctors and technology to monitor examinees live while they complete the examination using their own computer from their home. The candidate must have a computer with a web camera that can be moved to display the entire room, a microphone, and internet connection to download the PSI secure browser. A compatibility check of the computer's audio/video, webcam and system is required prior to scheduling.

Remote Online Proctoring Experience Video

A video overview of the live remote online proctoring testing process and what to expect on your test day can be viewed at <https://psi.wistia.com/medias/5kidxdd0ry>.

Candidate Computer Specifications

The candidate's testing computer must have a detachable web camera, microphone and broadband Internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5"x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

Technical Requirements

The technical requirements for the proctoring process include:

- Laptop or desktop computer (Windows or Mac only)



- For PC users: Windows 10 and 11 are compatible; Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer.
- For Mac users: MacOS 11, MacOS 12, or MacOS 13 are needed; Safari, Firefox or Chrome can be used.
- Ubuntu 18.04, 20.04, 22.04
- Webcam, Microphone, and Speakers
- Ability to download and install PSI's Secure Web Browser (Examination cannot occur without this feature installed.)
- Stable Broadband Internet Connection – Minimum 500 Kbps download and 256 Kbps upload; (5Mbps or higher upload and download recommended)
- A wired connection is preferred over wireless (WIFI)
- The browser must accept third-party cookies for the duration of the exam ONLY
- Chromebooks, tablets, and cellphones are not compatible and CANNOT BE USED – these devices do not share the screen with the examination proctor.
- Touchscreens CANNOT BE USED
- Flash player (for PC users)
- Dual screens are NOT ALLOWED
- If possible, take your test on a personal computer rather than a work computer. Your work computer could have software installed that prevents the PSI Bridge software from launching.

Compatibility Check

From the Windows or Mac computer being used to take the exam, you must check if the computer is compatible for Live Remote Proctoring testing. Use Google Chrome Browser to complete an Audio/Video Check, Webcam Check and System Check at <https://home.psiexams.com/static/#/bcheck>. If the computer is compatible, you can proceed to schedule an examination.

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software at <https://helpdesk.psionline.com/hc/en-gb/articles/360056570892-Live-Chat-Support>.

On the Day of the Examination

Candidates may log in to their account up to 30 minutes prior to the scheduled start time but will not be connected with a proctor until their exam time.

By not starting your exam within 15 minutes after your scheduled appointment time, you forfeit your examination exam eligibility.

Identification

You must present ONE valid form of identification to the proctor. All identification presented must be current or unexpired and contain a photo and signature. Temporary ID is not accepted.

Acceptable forms of identification include:

- International Passport
- Driver's License
- State/Province ID card with photo
- Visa with photo

A military identification card is not acceptable for remote online proctored exams.

If your name on your registration is different than it appears on your identification, you must show proof of your name change (e.g., marriage license, divorce decree or court order).

Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

Online Exam Security

- You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of examination results, will be reported to your Licensing Authority/Sponsor and may lead to legal action.
- With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, landline phones, pagers, cameras, headphones or earbuds) are NOT permitted during the remote online proctored exam.
- You will be asked to scan the room from which you are testing in prior to launching your exam. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to releasing the exam.
- Only the candidate should be allowed in the room where they are taking the examination, immediately before, during or after the examination. The candidate must not communicate with, or willingly receive communication from any person during the exam other than a proctor.

Examination Restrictions

- No questions concerning the content of the examination may be asked during the examination.
- You are allowed TWO blank sheets of 8 1/2" X 11" white paper to use as scratch paper. Scratch paper must be verified by the proctor prior to the examination and destroyed immediately following the examination, as verified by a proctor.

- Candidates are allowed to have a physical calculator. It must be non-graphing with no alpha-numeric functions. Scientific calculators are permitted. Calculators will be verified by the proctor prior to beginning the examination.
- The formula sheet is available within the testing software.
- No food or drink is allowed during the examination.

Time spent to verify the System Compatibility, install Secure Browser and any other Settings adjustment on the computer, ID verification and your practice test is EXCLUDED from the total exam time. The exam launch button will be enabled when your exam is fully prepared for delivery.

Following the Examination

After completing the examination, you are asked to answer a short evaluation of your examination experience. Your results will be provided on screen, and a score report will be sent to your email address after the examination session ends.

Re-Examination

Candidates who do not pass the exam may re-test for the same examination during the 6-month eligibility period, after a 30-day waiting period. For retakes, scheduling and payment are done directly with PSI without reapplying to the Utah Division of Water Quality. Once the 6-month eligibility period expires, candidates are required to reapply with the Utah Division of Water Quality to test again.