PSI Services LLC
Phone: (855) 746-8173
E-mail: examschedule@psionline.com
https://test-takers.psiexams.com/txmh

CANDIDATE INFORMATION BULLETIN

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS
MANUFACTURED HOUSING DIVISION

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Please refer to our website to check for the most updated information at https://test-takers.psiexams.com/txmh

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EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the written examination and application process for a Manufactured Housing Division licensees in the State of Texas.

The Manufactured Housing Division (Division) has contracted with PSI Services LLC (PSI) to conduct the written examination programs. PSI provides examinations through a network of computer examination centers in Texas. PSI works closely with the Division to be certain that examinations meet requirements in basic principles and examination development standards.

EXAMINATION ELIGIBILITY REQUIREMENTS

Candidates will need to apply for eligibility with the Division before being allowed to take an examination. Each eligibility is good for three attempts within a one-year period. If you fail after three attempts, you must retake the course.

Candidates should go to the Department's web page to begin the process https://www.tdhca.texas.gov/license-holders

Texas Department of Housing and Community Affairs
Manufactured Housing Division
(877) 313-3023
Email: licensing@tdhca.texas.gov

EXAMINATION PAYMENT AND SCHEDULING

Once you are approved by the Division, you will receive an email confirmation from PSI. It is your responsibility to contact PSI to pay and schedule for the examination.

Examination	Fee
Core Licensing Exam	$85
Retail Licensing Exam	$70
Installer Licensing Exam	$70

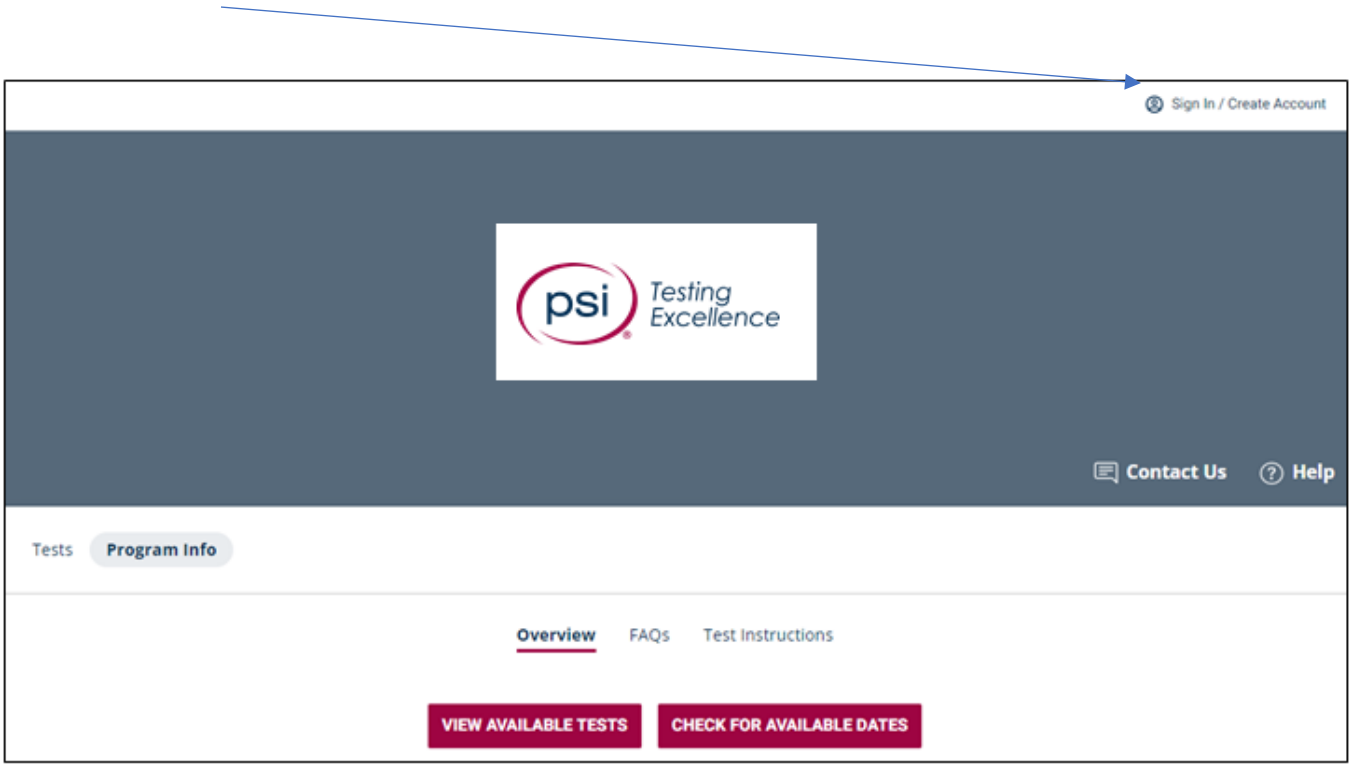
NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.
THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

Exam Name	# Items on exam	Passing %	Are References Allowed	Exam Timing (mins)
Core Licensing Exam	50	70	Open Book	120
Retailer Licensing Exam	25	70	Open Book	90
Installer Licensing Exam	25	70	Open Book	90

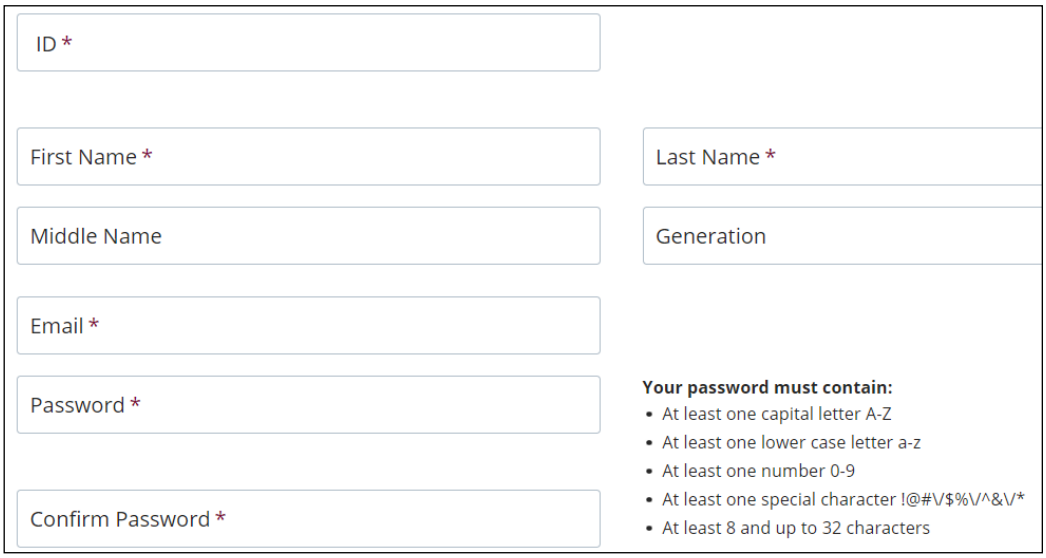
ONLINE (https://test-takers.psiexams.com/txmh**)**

For **the fastest and most convenient** examination scheduling process, register for your examinations online by accessing PSI's registration Website: Click Here or on the email confirmation you received from PSI.

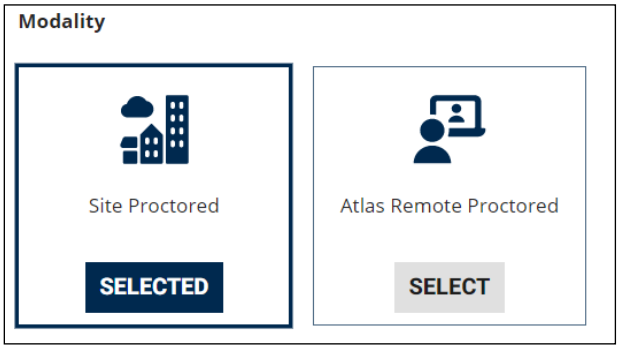
1. Select Sign In/Create Account.



2. You will be prompted to **CREATE AN ACCOUNT** with PSI.
   The first and last name must match exactly with your current, valid, government-issued ID.

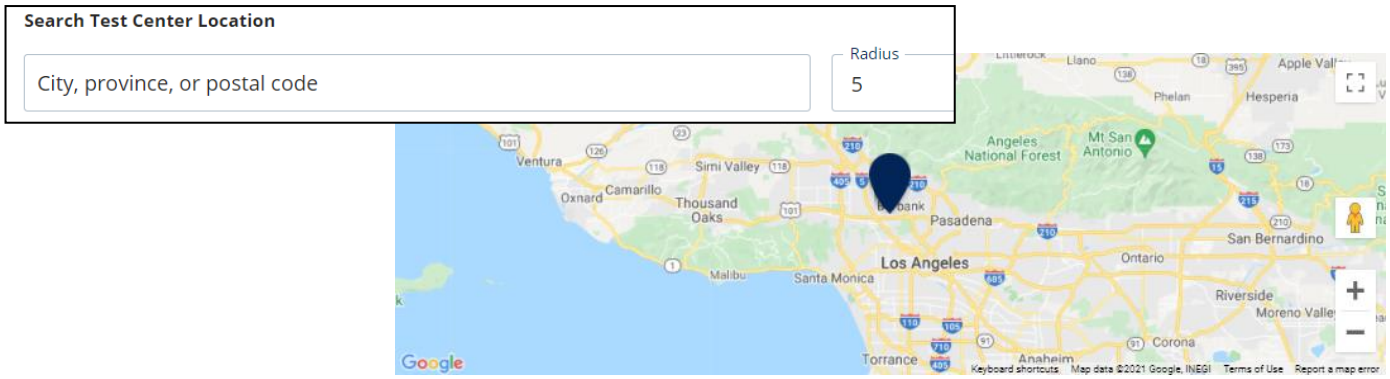


3. Select your test format: (Test Center) or (Remote Proctored).

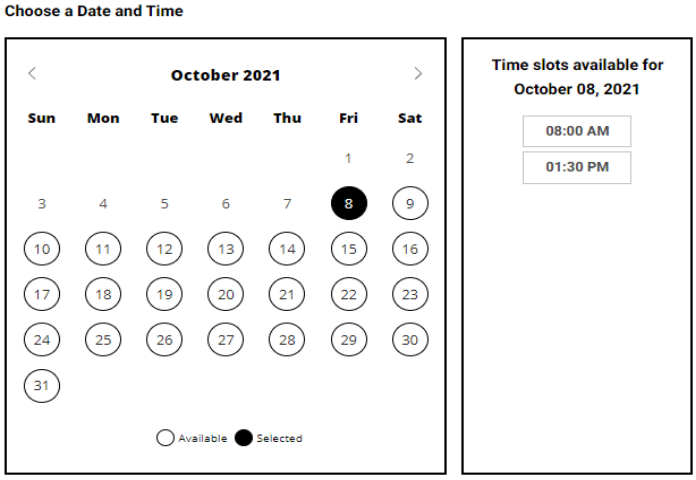


Scheduling at a Test Center

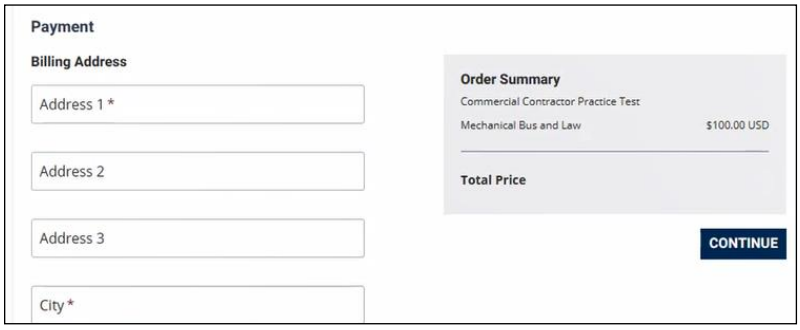
1. Enter the "City or Postal Code" and select **FIND**.



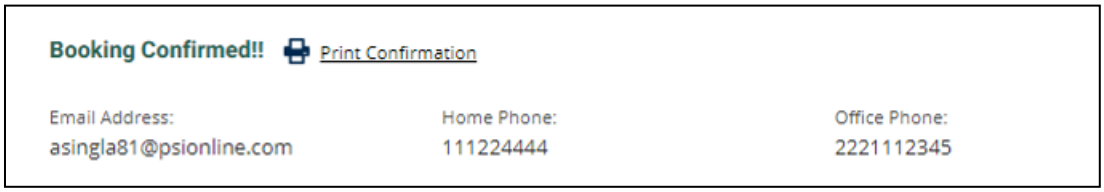
2. Select a date and time to book an appointment.



3. You are now ready to pay.

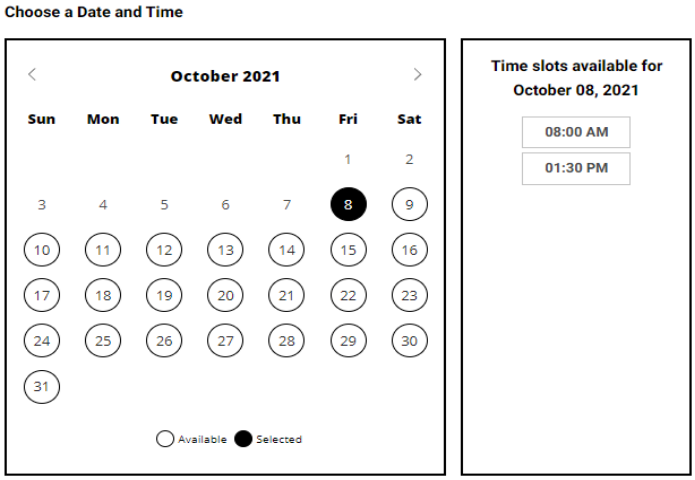


4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

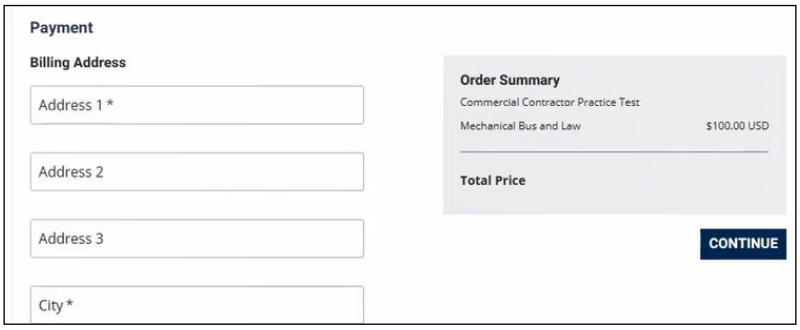


Scheduling via Remote Proctor

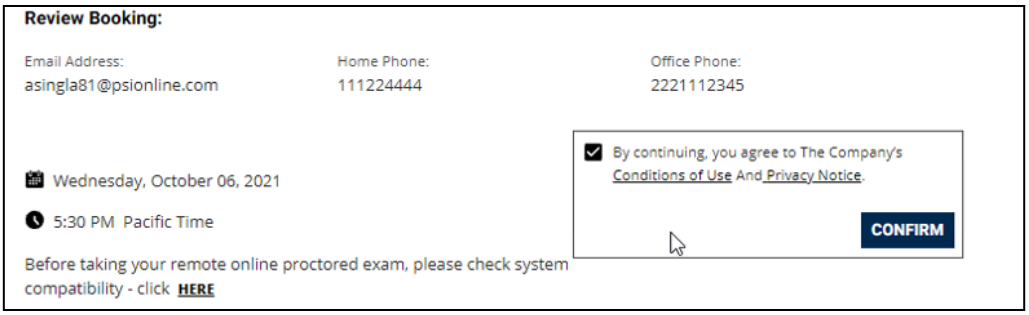
1. Select a date and time to book an appointment.



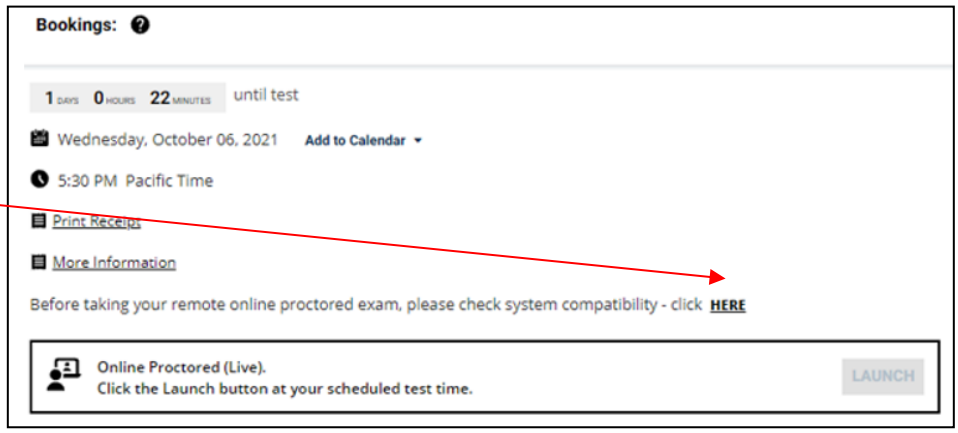
2. You are now ready to pay.



3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.



4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.



IMPORTANT: BE SURE TO CHECK THE COMPATIBILTY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (866) 395-0907.

TELEPHONE

Call (855) 746-8173, PSI registrars are available to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

CANCELING & RESCHEDULING EXAMINATION APPOINTMENTS

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancelation notice would need to be received on the previous Saturday. You may reschedule online at https://test-takers.psiexams.com/txmh or call PSI at (855) 746-8173.

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

MISSED APPOINTMENT OR LATE CANCELLATION

You will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time; or
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request alternative arrangements by **Clicking Here**.

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

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 (855) 746-8173. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

EXAMINATION SITE LOCATIONS

Abilene
Commerce Plaza
1290 S. Willis, Suite 109
Abilene, TX 79605

Amarillo
4312 Teckla, Suite 500
Amarillo, TX 79109

Arlington
Centerpoint IV
2401 E. Randol Mill Road, Suite 160
Arlington, TX 76011

Austin
8101 Cameron Road, Ste. 106
Austin, TX 78754

Austin
8000 Anderson Square, Ste 301B
Austin, Texas 78757

Corpus Christi
2820 S Padre Island Dr, Suite 105
Corpus Christi, TX 78415

Dallas
One Empire
1140 Empire Central Dr, Suite 610
Dallas, TX 75247

Dallas/Richardson
1701 N Collins Blvd, Suite 130
Richardson, TX 75080

El Paso
Innovative Minds - El Paso
11436 Rojas, Suite B-10
El Paso, TX 79936

Fort Worth
6801 McCart Avenue, Suite B-1
Fort Worth, TX 76133

Harlingen
Innovative Minds - Harlingen
2404 F St., Suite D
Harlingen, TX 78552

Houston North (Greenbriar Place)
Greenbriar Place
650 North Sam Houston Pkwy E, Suite 535
Houston, TX 77060

Houston (East)
Atrium Building
11811 I-10 East Freeway, Suite 260
Houston, TX 77029

Houston (Southwest)
One West Belt
9555 W. Sam Houston Pkwy South, Suite 250
Houston, TX 77099

Houston (Northwest)
9800 Northwest Freeway
Suite 200
Houston, TX 77092

Lubbock
The Center
4413 82nd St., Suite 210
Lubbock, TX 79424

McAllen
7112 N. 10th Street Suite 100
McAllen, TX 78504

Midland
Westwood Village Shopping Center
4200 West Illinois Avenue, Suite 200
Midland, TX 79703

San Antonio
6655 First Park 10 Blvd., Suite 230
San Antonio, TX 7821

San Antonio
9502 Computer Drive, Ste 105
San Antonio, TX 78229

Tyler
3800 Paluxy Dr, Suite 310
Tyler, TX 75703

Waco
345 Owen Lane, Suite 124
Waco, TX 76710

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Once you have paid for the examination, enter your zip code and a list of the testing sites closest to you will appear.

REPORTING TO THE EXAMINATION SITE

You should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for the sign-in and identification verification. ***If you arrive late, you will not be admitted to the examination site and you will forfeit your examination registration fee***.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

PRIMARY IDENTIFICATION (with photo) – 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
- Canadian government issued identification card

NOTE: ID must contain candidate's photo, be valid and unexpired.

SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

Prohibited Items:

- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, handheld calculators, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to; open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
    - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

Prohibited Behavior:

- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
    - Browsing other local resources.
    - Browsing the internet.
    - Attempting to use a computer or computer program not provided or approved by PSI.
    - Attempting to use a telephone or mobile device.
    - Using notepad on the computer.
    - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
    - Acting in an inappropriate manner.
    - Using abusive language.
    - Speaking aloud.
    - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
    - Reading questions out loud.
    - Leaving the room without proctor approval.
    - Using instant messaging, or other electronic communication.
    - Capturing a picture or video of exam items.
    - Attempting to use telephone or mobile device.
    - Obstructing the proctor’s view (camera or in person).
    - Having inappropriate materials on desktop (explicit).
    - Changing spaces during the exam without proctor approval.
    - Not focusing eyes on the screen.

During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

- Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidates will not receive extra time to complete the examination.

Additional protocols for remote online proctored exams, include but not limited to:

- Temporarily moving out of the camera's line of sight.
- Testing environment must be clear, quiet, and free from distraction including no unauthorized persons or activity appear on the video monitors or in the audio recordings.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate’s activity.

- Internet service must be sufficient to administer the exam.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
    - Keeping hands on the desktop.
    - Keeping eyes on the computer screen.
    - Not fidgeting during the exam.
    - Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are not allowed. You cannot leave the testing room.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers. The "Function Bar" at the top of the sample question provides mouse-click access to the features available while taking the examination.

TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out or you have ended your examination.

EXAMINATION REVIEW

You will be given 30 minutes at the end of the examination to review the items you missed. The items will not be in any particular order.

Comments may be entered during the examination by clicking the Comments link on the function bar of the test question screen. Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is your opportunity to notify the licensing agency if you dispute a question on the exam.

SCORE REPORTING

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may request a duplicate score report after your examination by emailing scorereport@psionline.com.