



PSI Services LLC
Phone: (855) 898-0716
E-mail: examschedule@psionline.com
<https://test-takers.psiexams.com/mtre>

MONTANA PROPERTY MANAGEMENT PROGRAM LICENSE EXAMINATION CANDIDATE INFORMATION BULLETIN

EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination process for becoming licensed as a Property Manager in the State of Montana.

The Montana Property Management Program has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI works closely with the Board to make certain that these examinations meet the State's as well as nationally established technical and professional standards for examination development and administration. PSI provides these examinations through a network of computer examination centers in Montana and various locations throughout the United States.

For specific information about licensing procedures, contact the Montana Property Management Program at the following address:

Montana Department of Labor & Industry
Employment Standards Division
PHONE (406) 444-6880

<https://boards.bsd.dli.mt.gov/property-management/license-information/property-manager>

EXAMINATION FEES AND SCHEDULING PROCEDURES

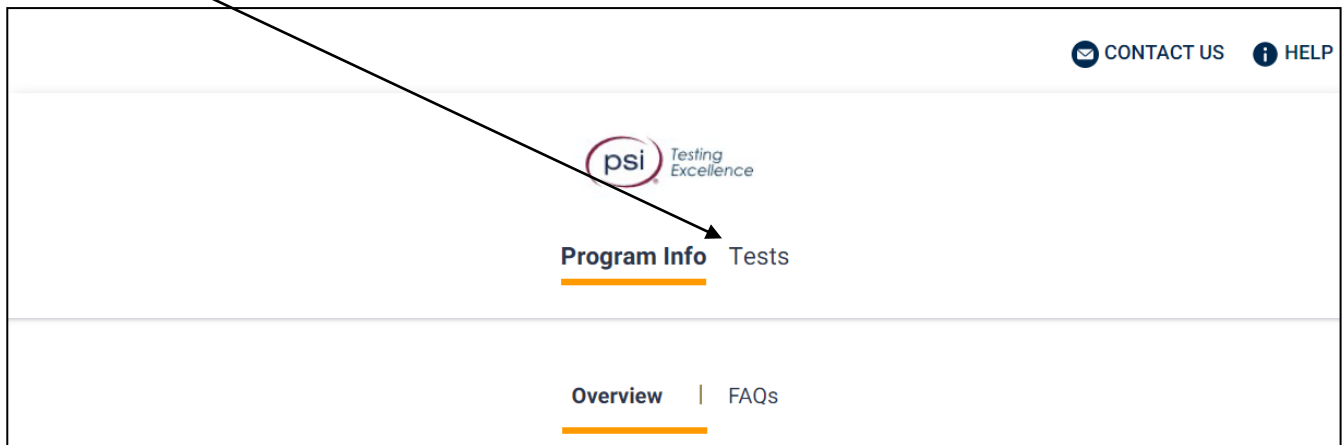
EXAMINATION FEE	\$140
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The examination fee is \$140 regardless if you are taking one portion or both portions.

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

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 **TESTS** to create an account.



2. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.

To continue the booking process and schedule your test, you must login or create an account.

LOGIN/REGISTER

3. 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.

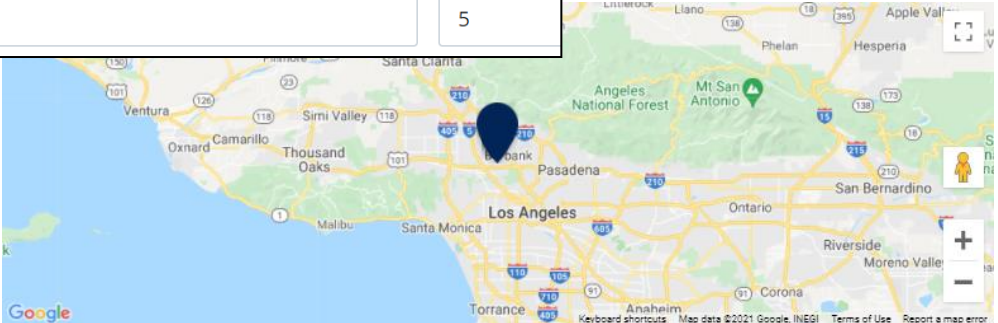
<input type="text" value="ID *"/>	
<input type="text" value="First Name *"/>	<input type="text" value="Last Name *"/>
<input type="text" value="Middle Name"/>	<input type="text" value="Generation"/>
<input type="text" value="Email *"/>	
<input type="text" value="Password *"/>	Your password must contain: <ul style="list-style-type: none">• At least one capital letter A-Z• At least one lower case letter a-z• At least one number 0-9• At least one special character !@#V\$%^&V/*• At least 8 and up to 32 characters
<input type="text" value="Confirm Password *"/>	

4. Enter the “City or Postal Code” and select **FIND**.

Search Test Center Location

Radius

5



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

Choose a Date and Time

<

October 2021

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Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

☐ Available ☒ Selected

**Time slots available for
October 08, 2021**

08:00 AM

01:30 PM

6. You are now ready to pay.

Payment

Billing Address


Order Summary

Commercial Contractor Practice Test
Mechanical Bus and Law
\$100.00 USD

Total Price

CONTINUE

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

Booking Confirmed!!  [Print Confirmation](#)

Email Address:
asingla81@psionline.com

Home Phone:
111224444

Office Phone:
2221112345

TELEPHONE SCHEDULING

Call (855) 898-0716, PSI registrars are available to receive payment and to schedule your appointment for the examination. To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

	Monday-Friday	Saturday-Sunday
Eastern Time	8:00am - 8:00pm	9:00am - 5:30pm
Central Time	7:00am - 7:00pm	8:00am - 4:30pm
Mountain Time	6:00am - 6:00pm	7:00am - 3:30pm
Pacific Time	5:00am - 5:00pm	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 a minimum of 2 calendar days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may reschedule online at <https://test-takers.psiexams.com/mtre> or call PSI at (855) 898-0716.

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

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

EXAMINATION SITE LOCATIONS

Billings - Rocky Mountain College 2821 Augusta Lane, Aviation Hall, Room 102 Billings, MT 59102	Billings - Summers McNea CPAs (HRB) 15 Avanta Way, Suite 1 Billings, MT 59102
Butte - Sylvan Learning Center 1941 Harrison Butte, MT 59701	Great Falls - Holman Aviation Co 1940 Airport Ct Great Falls International Great Falls, MT 59404
Kalispell - Red Eagle Aviation Inc. 1880 Hwy 93 S. Kalispell City Airport Kalispell, MT 59901	Missoula - The University of Montana Testing Services Mansfield Library 115 Missoula, MT 59812
Missoula - Northstar Jet Inc 4045 Corporate Way Missoula, MT 59808	

- Do not cancel your appointment 2 calendar 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. See page 5 for specific requirements.

EXAMINATION 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 for 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 going to our website, <https://test-takers.psiexams.com/mtre> or by calling (855) 898-0716. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

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

On the day of the examination, you should arrive at least 30 minutes before your appointment time. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you will not be admitted to the examination site and you will forfeit your examination registration fee.*

Your photo will be taken.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 1 form of identification. The identification must match the name you scheduled with.

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

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card (not allowed for remote testing)
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

Failure to bring the proper documentation invalidates your registration. You will not be able to take the examination as scheduled, and you will forfeit your examination fee.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- An online calculator will be provided.
- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- A piece of scratch paper and a pencil will be provided to you at check-in. You will return this to the proctor at the end of the examination.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
 - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
 - Bulky or loose clothing or coats that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
 - Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- 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.

- No smoking, eating, or drinking is allowed in the examination center.
- 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.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- 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. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION

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.

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.

EXAMINATION REVIEW

PSI, in cooperation with The Montana Property Management Program, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered 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. If an error affecting examination scores is discovered as a result, which occurs very rarely, the examination scores of all affected candidates will be automatically adjusted. **This is the only review of the examination available to candidates.**

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. You may request a duplicate score report after your examination by emailing scorereport@psionline.com.

EXAMINATION CONTENT OUTLINES

EXAMINATION SUMMARY TABLE

Examination	Portion	# of Scored Items (points)	Time Allowed	Passing Score
Property Manager		70 items (70 points)	120 Minutes	56 points

EXPERIMENTAL QUESTIONS

A small number of “experimental” questions (i.e., 5 to 10) may be administered to candidates during the examinations. These questions will not be scored, and the time taken to answer them will not count against testing time. The administration of such unscored, experimental questions is an essential step in developing future licensing exams.

CONTENT OUTLINE FOR PROPERTY MANAGEMENT

Use the outline as a guide for pre-examination review course material. The outlines list the topics that are on the examination and the number of questions for each topic. Do not schedule your examination until you are familiar with the topics in the outline.

Category

1. Americans With Disabilities Act (2 Items)
2. Business (11 Items)
3. Contracts (4 Items)
4. Fair Housing (7 Items)
5. Landlord Tenant Law (20 Items)
6. Lead Based Paint (2 Items)
7. Leasing Principles (4 Items)
8. Calculations (8 Items)
9. State Licensing Law (8 Items)
10. Trust Account (4 Items)

IF YOU PASS THE EXAMINATION

You are responsible for applying for licensure with the Montana Property Management Program. Online applications are encouraged. You may apply online or find application forms at <https://boards.bsd.dli.mt.gov/property-management/license-information/property-manager>. Keep your score reports for any portion of the test that you passed. You will be required to submit your original score reports verifying that you have passed both the state and national portions of the examination with your application for licensure.

