

# Colorado Certified Water Professionals

## Computer Based Testing (CBT) and Live Remote Online Proctoring Examination Information

**Please Note – Colorado Certified Water Professionals Examinations are NOW offered in both Test Center Format and Live Remote Online Proctoring Format. For instructions pertaining to Live Remote Proctoring, please refer to PAGE 8 of the Test taker Handbook.**

### Testing at a PSI Test Center

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The Colorado Certified Water Professionals Certification examinations are delivered in 10 locations in Colorado and at more than 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-co>. The examinations are administered by appointment only.

### Nondiscrimination Policy

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

### Exam Accommodations

#### Special Arrangements for Test takers 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 Test takers with disabilities.

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

Test takers 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.



**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-co> 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.

### **Scheduling Your PSI Test Center Examination**

You must submit the appropriate fee with a complete examination application. Payment may be made by credit card (Visa, MasterCard, American Express or Discover).

Credit card transactions that are declined will be subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to PSI to cover declined credit card transactions.

Examination fees are not refundable or transferable.

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-co> 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-co> or by calling PSI at 833-256-1420 no later than 24 hours prior to your scheduled examination appointment.



## 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.psonline.com/openings](http://www.psonline.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 Test takers 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 <https://psi.wistia.com/medias/3321yp1ic8>.

## Identification

To gain admission to the Test Center, all Test takers MUST present ONE form of identification. All identification presented must be current or unexpired and contain a photo and signature.

**Note:** Temporary paper IDs issued by the Colorado Department of Motor Vehicles (DMV) are considered an acceptable form of photo ID. You will also be required to sign a roster for verification of identity.



Acceptable forms of identification include: Driver's License, State identity card (non-driver license), Passport, Green Card, Alien registration, Permanent resident card, or National identification card.

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 Test takers 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 Test taker. 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 Test takers;
- 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.

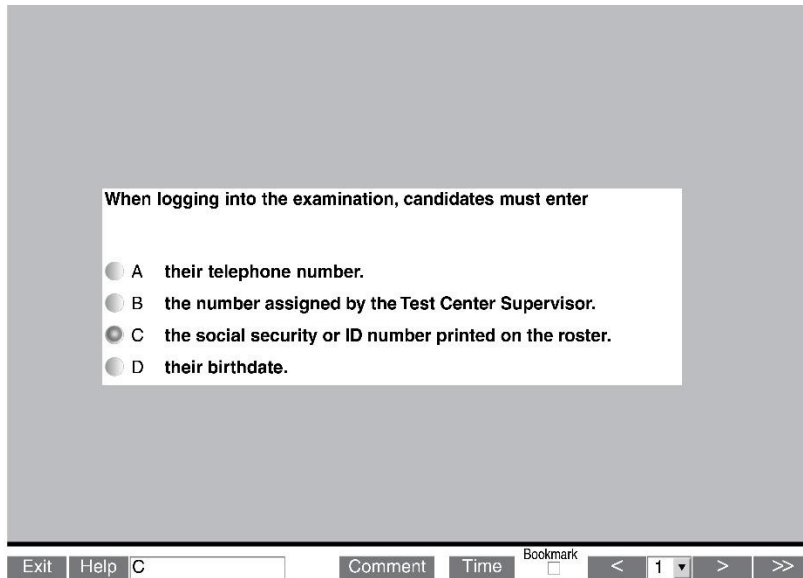
## **Practice Tutorial**

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.

### **Test taker 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 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.

## **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 Test takers for testing and their examination results are considered confidential. Studies and reports concerning Test takers will contain no information identifiable with any Test taker, unless authorized by the Test taker.

## **Duplicate Score Report**

You can access copies of your score reports by logging into your online account at <https://test-takers.psiexams.com/abc-co>. Choose "View My Tests" and then "Check For Score Report" on the completed exam. You will have the option to view and download your score report from there.

## **Re-Examination**

You may take the examination as many times as you wish during your 90-day eligibility period, but must wait 30 calendar days between examination dates.

## **Testing by Live Remote Online Proctoring**

The Colorado Certified Water Professionals 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 Test taker 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>.

## **Test taker Computer Specifications**

The Test taker'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, Test takers 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, Windows 11 are compatible; Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer.
  - For Mac users: macOS 11(Big Sur), macOS 12(Monterey), macOS 13 (Ventura) operating systems 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

## 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.

REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Integrated Camera (04f2:b5ab)
Microphone	✓	Default - Microphone Array (Realtek High Definition Audio)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 75.0
Platform - Windows 7, Windows 8, Windows 8.1, Windows 10 or later and Mac OS X 10.10 or later	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Upload and Download Minimum Bandwidth - At least 250 kbps.	✓	1448282

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.psonline.com/hc/en-gb/articles/360056570892-Live-Chat-Support>.

### Scheduling Your Live Remote Online Proctored Examination

You must submit the appropriate fee with a complete examination application. Payment may be made by credit card (Visa, MasterCard, American Express or Discover).

Credit card transactions that are declined will be subject to a \$25 handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to PSI to cover declined credit card transactions.

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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.

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**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 the examination at least two business days prior to the scheduled appointment online at <http://schedule.psiexams.com> or by calling PSI at 833-256-1420.

### 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 do not start your exam within 15 minutes after your scheduled appointment time, or
- You fail to report for an examination appointment.

### On the Day of the Examination

Test takers 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 scheduling fee or exam eligibility. Fees and exam eligibilities are non-refundable.

The screenshot shows a user interface for an online exam. At the top, there is a green header with a computer icon and the text "Online Exam". Below this, a grey bar indicates the exam is "- Scheduled for Test" and shows the "Eligibility End Date: Sep 17, 2020". The main content area is divided into several sections: "EXAM DATE: Sep 30, 2019", "START TIME: 11:00 AM" and "TIME ZONE: America/Chicago", "EXAM DURATION: minutes", and a note: "Before taking a remote online proctored exam, check system compatibility - click HERE". On the right side, there are two buttons: "Launch Exam" and "View Details".

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, 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.psonline.com/hc/en-gb/articles/360056570892-Live-Chat-Support>.

## 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: Driver's License, State identity card (non-driver license), Passport, Green Card, Alien registration, Permanent resident card, or National identification card. **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 Test taker should be allowed in the room where they are taking the examination, immediately before, during or after the examination. The Test taker 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 may use pencil and one piece of 8 ½ x 11 white scratch paper. You must show both the front and back of the paper to the camera before beginning the exam. The scratch paper must be torn up in front of the camera after the exam is completed. Instead of scratch paper, a whiteboard of 8 ½ x 11-inch dimensions may be used. The whiteboard must be thoroughly erased and verified by proctor before the exam session is concluded.
- You will have access to an onscreen calculator. Use of a silent, non-programmable calculator without alpha keys or printing capabilities is allowed.
- The ABC Formula Table is available within the testing software.
- ONE five (5)-minute restroom break is permitted. You must inform the proctor that you are beginning the break.
- No food or drink is allowed during the examination.

## **Practice Tutorial**

Prior to attempting the examination, you will be given the opportunity to take a short practice examination on the computer to become familiar with the navigation features. The time you use for this practice examination is NOT counted as part of your examination time or score.

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**

You may take the examination as many times as you wish during your 90-day eligibility period, but must wait 30 calendar days between examination dates.