



PSI Services LLC/AMP

Phone: (800) 733-9267

E-mail: examschedule@psionline.com

<https://test-takers.psiexams.com/nerc>

NORTH AMERICAN ELECTRIC RELIABILITY CORPORATION (NERC)

North American Electric Reliability Corporation (NERC) has contracted with PSI Services LLC (PSI) to deliver the certification exams.

- Balancing and Interchange Operator Certification Examination
- Balancing, Interchange, and Transmission Operator Certification Examination
- Reliability Coordinator Operator Certification Examination
- Transmission Operator Certification Examination

ELIGIBILITY

Once you have been approved by NERC, you will receive an email scheduling request from PSI. You are responsible for contacting PSI to schedule the examination. Your eligibility is valid for one examination attempt.

EXAMINATIONS BY PSI SERVICES LLC

TELEPHONE SCHEDULING

Call PSI at **(800) 733-9267** to schedule an examination appointment. This toll-free number is answered from 8:00 a.m. to 10:00 p.m. (Eastern Time) Monday through Thursday, 8:00 a.m. to 8:00 p.m. on Friday and 9:30 a.m. to 6:00 p.m. on Saturday.

ONLINE SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule their examination appointment online at any time at <https://test-takers.psiexams.com/nerc>. To use this service on our website, follow these easy steps:

- Once eligibilities are received by PSI, candidates will be able to go to <https://test-takers.psiexams.com/nerc>
- Follow Create your online account then schedule your exam.

RESCHEDULING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination by 4pm Pacific Time. Examination fees are non-refundable and nontransferable.

Note: A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative at PSI, or you may go online to cancel. DO NOT contact NERC for cancellations; you must follow the PSI cancellation guidelines.

MISSED APPOINTMENT OR LATE CANCELLATION

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

- Do not cancel your appointment at least two business days before the scheduled 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.

RETAKES RULES

Candidates who fail an exam must wait 42 calendar days from the date of the failed examination to sit for any of the four NERC credential exams. PSI must also receive a new eligibility from NERC in order for a candidate to schedule for and retake the examination. For more information, please contact NERC.

EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodation will be made in meeting a candidate's needs. Applicants with disabilities must get preapproved by the North American Electric Reliability Corporation.

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 (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/nerc>.

REPORTING TO THE EXAMINATION SITE

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

REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates must show two (2) currently valid forms of identification to be admitted into the examination: one primary form of identification, and either another primary or a secondary form of identification:

- Primary identification is a government-issued form of identification and must display both your photo and your signature. Examples of primary identification are a driver's license, a government issued identification card, a passport, a temporary visa, or a military ID.
- Secondary identification must have your name and either your photo or your signature or both. Acceptable forms of secondary IDs are an employment ID, credit card, or debit card.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government-issued identification. All required identification must match the first and last name under which the candidate is registered.

Failure to provide ALL the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will be given a piece of scratch paper and a pencil. These will be returned to the proctor at the end of your examination.
- The on-screen calculator is enabled for these exams.
- All personal belongings of candidates 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. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
 - 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.
- 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. You may not exit the building during the examination.

TAKING THE EXAMINATION BY COMPUTER

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

EXAMINATION RESULTS

An unofficial pass/fail score report will be given at the end of exam. Official results will be mailed to you six to ten weeks after the exam is taken.