Iowa Department of Natural Resources

Water and Wastewater Operator Certification Examination Information

The Iowa Department of Natural Resources drinking water and wastewater operator 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.

Your eligibility to take the examination is valid for one year (365 calendar days) and will expire at that time. If you fail to schedule an appointment for this examination within the one year 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.

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

Please visit this link for the most up-to-date operating system requirements for live remote proctored exams: https://helpdesk.psionline.com/hc/en-gb/articles/4409608794260-PSI-secure-browser-and-Chrome-Extension-System-Requirements

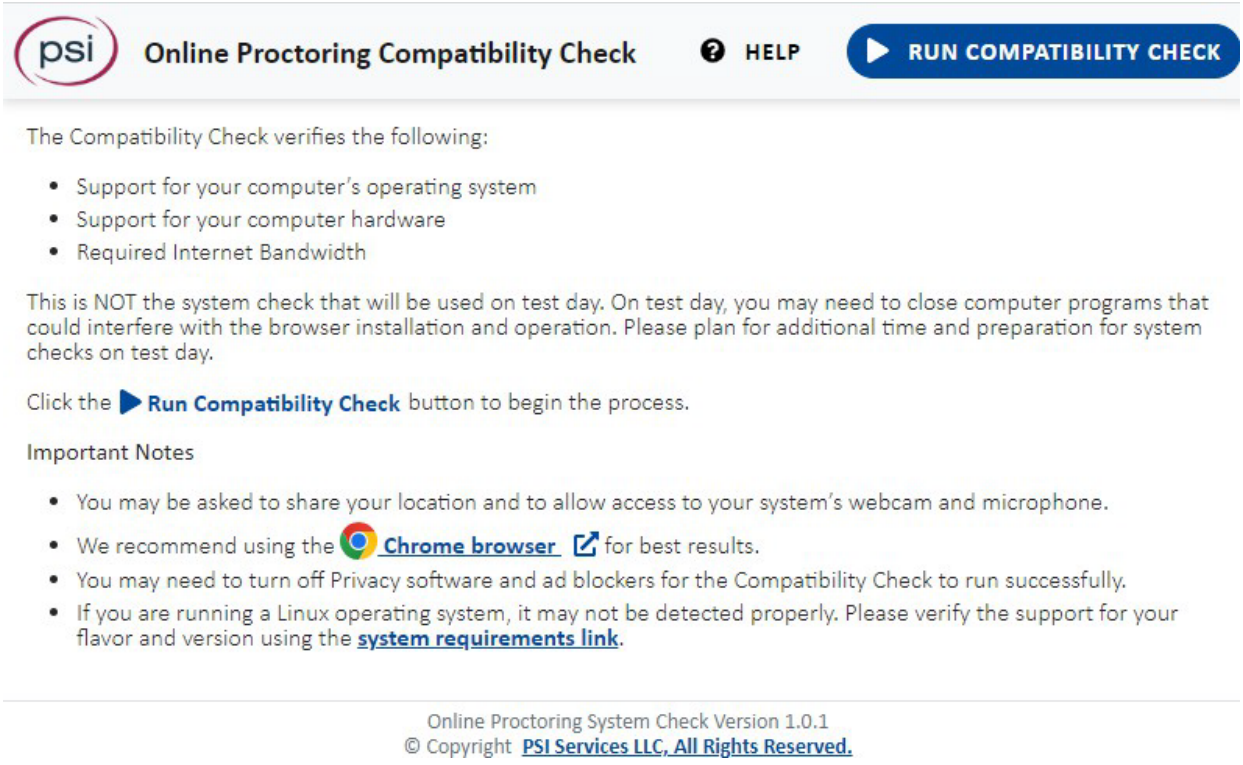
Other system requirements include:
• Webcam, Microphone, and Speakers
• Ability to download and install PSI's Secure Web Browser (Examination cannot occur without this feature installed.)
• Stable Broadband Internet Connection – Minimum 500 Kbps download and 256 Kbps upload; (5Mbps or higher upload and 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.

Click on run compatibility check.



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.

Scheduling Your Examination

After your application information is received by PSI from Iowa DNR, you will receive confirmation of eligibility to schedule an examination appointment. You may schedule the examination online or by telephone. Live Remote Online Proctoring appointments are available seven days a week.

Online Scheduling: You may schedule an examination appointment online at any time at https://test-takers.psiexams.com/abc-ia . To use this service on our website, follow these easy steps:

- Go to https://test-takers.psiexams.com/abc-ia

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.

If you contact PSI by 3:00 p.m. Central Time on…	Depending on availability, your examination may be scheduled beginning…
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

Examination Rescheduling

You may reschedule the examination at least two business days prior to the scheduled appointment online at https://test-takers.psiexams.com/abc-ia or by calling PSI at 833-256-1420.

If your examination is scheduled on…	You must contact PSI by 3:00 p.m. Central Time to reschedule the examination by the previous…
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

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

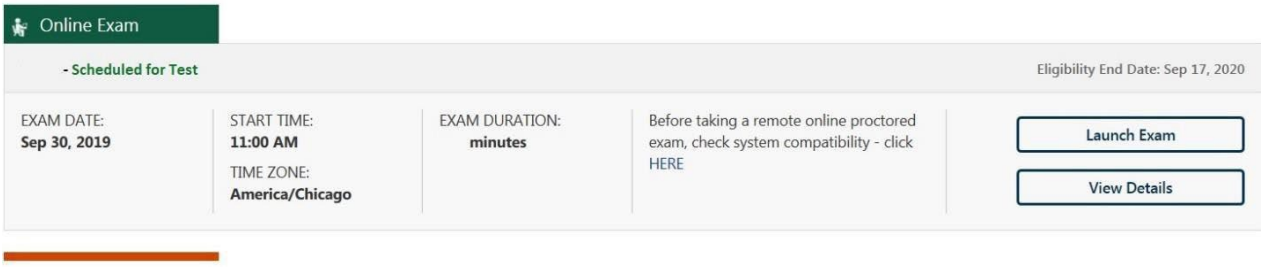
- You fail to report for an examination appointment.

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.

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



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

Identification

You must present proper identification to the proctor. One valid (current) form of government-issued identification that includes your name, signature and photograph is required. First and last name on ID must match the name of the candidate's registration in the PSI system. No form of temporary identification will be accepted.

Acceptable forms include a current driver's license with photograph, a current state identification card with photograph, a current passport or passport card, Green card, Alien registration, Permanent resident card or National identification card. A military identification card is not acceptable for remote online proctored exams.

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 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.

Misconduct

If you engage in any of the following conduct during the examination your exam may be terminated, 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 persons other than the proctor;
- give or receive help or are suspected of doing so;
- leave the camera view during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings.

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.

Practice Tutorial

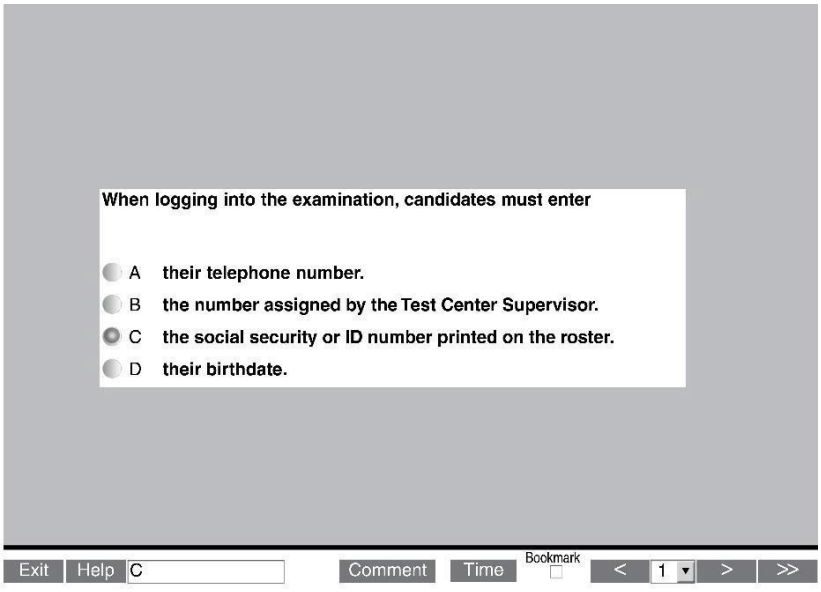
Prior to attempting the examination, you will be given the opportunity to take a short practice examination on the computer to become familiar with the navigation features. The time you use for this practice examination is NOT counted as part of your examination time or score.

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.

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 A, B, C, or D 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 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.

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.

Duplicate Score Report

You can access copies of your score reports by logging into your online account at https://test-takers.psiexams.com/abc-ia. 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

If you are not successful in your examination attempt, you must submit a completed application and examination fee to reapply for examination.