



## Certification Exam Information for Candidates



The Certified Food Protection Manager exam is available in three languages: English, Spanish, and Chinese. The time allotted is 2 hours (120 minutes). It consists of 75 questions and may include 10 additional unscored pilot questions.

Once an applicant has been registered, they will then proceed with taking the Certified Food Protection Manager Exam at a PSI Test Center or by Live Remote Online Proctoring.

### HOW TO BOOK THE EXAM

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1. You will receive an eligibility email from StateFoodSafety. Select the link embedded in the email or login to your training portal (StateFoodSafety or your employer's learning management system).
2. Select your test format: **Test Center** or **Remote Online Proctored**

Modality	
 Site Proctored <b>SELECTED</b>	 Atlas Remote Proctored SELECT

### Scheduling at a Test Center *If Online Remote Proctored is selected, go to STEP 6.*

3. If **Test Center** is selected, enter the "City or Postal Code", and select **FIND**.
4. Select a date and time to book an appointment.

CONTACT US HELP

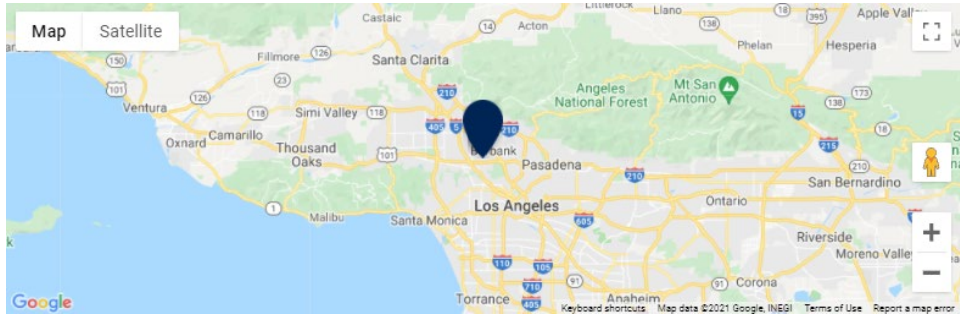
  
**Program Info** Tests

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**Overview** | FAQs

**Search Test Center Location**

City, province, or postal code Radius  
5



**Choose a Date and Time**

**October 2021**

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**

5. You will receive a message confirming the Test Center, booked date, and booked time. Please review the booking before selecting **CONFIRM**. Once your booking is confirmed, select **DONE**.

**Scheduling via Remote Proctor**

6. If **Online Remote Proctoring** was selected, enter the **“Country and Timezone”** and select **NEXT**.


**Select Timezone:**

Select Country\*  
United States

Timezone

CANCEL NEXT

7. Select a date and time to book an appointment to take the test.

**Booking Confirmed!!**  [Print Confirmation](#)

Email Address: asingla81@psionline.com      Home Phone: 111224444      Office Phone: 2221112345

**Book Your Test:**

 (UTC: -08:00) Pacific Time (America/Los\_Angeles)  
[Change Timezone](#)

**Choose a Date and Time**

**October 2021**

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 06, 2021**

07:30 PM

08:00 PM

08:30 PM

09:00 PM

09:30 PM

10:00 PM

10:30 PM

11:00 PM

11:30 PM

CANCEL NEXT

8. You will receive a message confirming the test format, booked date, and booked time. Please review the booking before selecting **CONFIRM**. Once your booking is confirmed, select **DONE**.

**Review Booking:**

Email Address: asingla81@psionline.com	Home Phone: 111224444	Office Phone: 2221112345
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📅 Wednesday, October 06, 2021

🕒 5:30 PM Pacific Time

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

By continuing, you agree to The Company's [Conditions of Use And Privacy Notice](#).

**CONFIRM**

9. 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 COMPATIBILITY OF YOUR COMPUTER**

to include Audio/Video Check, Webcam Check and System Check. Prior to testing, click **HERE** in your account.

**Bookings:** ⓘ

1 DAYS 0 HOURS 22 MINUTES until test

📅 Wednesday, October 06, 2021 [Add to Calendar](#) ▾

🕒 5:30 PM Pacific Time

[Print Receipt](#)

[More Information](#)

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

👤 Online Proctored (Live).  
Click the Launch button at your scheduled test time.

**LAUNCH**

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 (844) 267-1017.

## TEST CANCELLATION AND REBOOKING POLICY

- Tests must be cancelled or rebooked no later than **24 hours** prior to your booked testing time.
- Failure to cancel or rebook within this time will result in forfeiting your right to defer to future test windows.
- By not starting your test within 15 minutes after your booked test time, you automatically forfeit your test fee. Test fees are non-refundable.

## TESTING ONSITE (TEST CENTER)

On the day of your test, report to the Test Center 30 minutes before your booked time. Once you enter the building, look for the signs indicating PSI Test Center Check-In. A candidate who arrives more than 15 minutes after the booked test time will not be admitted.

## **ONSITE (TEST CENTER) IDENTIFICATION**

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To gain admission to the Test Center, you must present (1) form of identification. The form of identification must be government issued, current and include your name, signature, and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

Examples of valid forms of identification are current: driver's license with photograph; state/province identification card with photograph; international passport; military ID; or Visa with photograph.

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).

**Candidates must have proper identification to gain admission to the Test Center.** Failure to provide appropriate identification at the time of the test is considered a missed booking. There will be no refund of test fees.

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number.

## **ONSITE (TEST CENTER) TEST SECURITY**

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PSI administration and security standards are designed to ensure all candidates 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 test:

- Tests are proprietary. You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose.
- 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 test.
- No guests, visitors or family members are allowed in the testing room or reception areas.

## **PERSONAL BELONGINGS**

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No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets 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. The proctor will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the test 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 belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings. If any personal items are observed or heard (such as cellular/smart phones, alarms) in the testing room after the test is started, you will be dismissed, and the administration will be forfeited.

## **ONSITE (TEST CENTER) RESTRICTIONS**

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- Scratch paper and calculators of any kind are NOT allowed.
- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the test may be asked during the test.
- Eating, drinking, or smoking is not permitted in the Test Center.

## **TESTING BY ONLINE PROCTORED (LIVE)**

Candidates may log in to their account up to 15 minutes prior to the booked start time, but will not be connected with a proctor until their test time. 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 support at (855) 340-0086. You must call within 30 minutes of your scheduled appointment time to avoid a rescheduling fee.

## **ONLINE PROCTORED (LIVE) IDENTIFICATION**

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Candidates must provide proper identification to the online proctor. You must present (1) form of identification. The form of identification must be government issued, current and include your name, signature, and photograph. No form of temporary identification will be accepted.

Examples of valid forms of identification are current: driver's license with photograph; state/province identification card with photograph; international passport; or Visa with photograph. **NOTE: A military identification card is not acceptable for online proctored (live) tests.**

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 test is considered a missed booking. There will be no refund of test fees.

## **ONLINE PROCTORED (LIVE) TEST SECURITY**

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PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The following security procedures apply during the online proctored (live) test:

- 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 test results, will be reported to StateFoodSafety 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, pagers, and cameras) are NOT permitted during the online proctored (live) test.
- You will be asked to scan the room where you are testing prior to launching your test. If there are notes, a box of tissues, or any such items on your desk, you will be asked to remove them prior to releasing the test. Walls should be clear of any materials though art and decor are permitted.
- Other people are not allowed in the room while you are testing. Someone else entering the room and/or talking to you is considered a test violation and may result in termination of your test.

## **ONLINE PROCTORED (LIVE) RESTRICTIONS**

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- No questions concerning the content of the test may be asked during the test.

- Water in a clear container inspected by a proctor is allowed. Food is not allowed unless prior documentation is provided as an exam accommodation.

## **MISCONDUCT**

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For all test format modes, if you engage in any of the following conduct during the test you may be dismissed, your scores will not be reported, and test fees will not be refunded. Examples of misconduct are when you:

- Create a disturbance, are abusive or otherwise uncooperative.
- Display and/or use electronic communication devices such as pagers, cellular/smart phones.
- Talk or participate in conversation with other test candidates.
- Give or receive help or are suspected of doing so.
- Leave the Test Center or exit the camera view during the test.
- Attempt to record test questions or make notes.
- Attempt to take the test for someone else.
- Are observed with personal belongings.
- Are observed with unauthorized notes, books, or other aids.

## **TEST ACCOMMODATIONS**

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PSI can provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Please contact StateFoodSafety if you require testing accommodations.

Test accommodations must be approved by StateFoodSafety prior to booking a test appointment. If you have been approved by StateFoodSafety for test accommodations, please select the following link by [clicking here](#) to submit booking details to the PSI ADA team for coordination.

## **ONSITE (TEST CENTER) CLOSING FOR AN EMERGENCY**

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If severe weather or another emergency forces a Test Center to close on a booked test date, your test will be re-booked. PSI personnel will attempt to contact you in this situation. However, you may check the status of your test appointment by calling **(855) 340-0067** or visiting [www.psonline.com/openings](http://www.psonline.com/openings). Every effort will be made to rebook your test at a convenient time as soon as possible. You will not be penalized. Your test will be rebooked at no additional charge to you.

## **EXAMINATION RESULTS**

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At the Test Center: results for the exam will be displayed on your screen once you complete both your exam and the survey following the exam. StateFoodSafety will send the official results to candidates via email; candidates' transcripts will also be available in their StateFoodSafety accounts.

Candidates taking a live remote online proctored exam: Please note that you must select to end both the exam portion and survey portion of your test in order to receive your on-screen results.

## **RE-EXAMINATION**

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To retake the exam, candidates must repurchase. There is no limit on number of attempts a candidate can make by repurchasing the exam. Candidates will not be able to purchase a new exam from StateFoodSafety until a full 24 hours has passed.

## HELPFUL RESOURCES

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### StateFoodSafety:

Website: <https://www.StateFoodSafety.com/>

Please contact StateFoodSafety at [support@StateFoodSafety.com](mailto:support@StateFoodSafety.com) or (801) 494-1416 with any policy or compliance questions.

StateFoodSafety accommodations policy and application: <https://cdn.statefoodsafety.com/Exam-Accommodation-Policy-and-Procedures.pdf>

## PSI SUPPORT

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### PSI Support:

Phone: +1 855-340-0086

Email: [StateFoodSafety.Support@psionline.com](mailto:StateFoodSafety.Support@psionline.com)