CISA/CRISC/CISM/CGEIT Scheduling Guide

To be eligible to take the [CISA], [CRISC], [CISM] or [CGEIT] exam, candidates must first register. Further details regarding the exams can be found in the Exam Candidate Information Guide. Once you have registered and paid for the exam you will receive a notification by email that you are eligible to schedule your appointment. Please follow the below instructions to schedule or reschedule your exam appointment.

- **Scheduling**
- **Rescheduling**
- **Cancelling**
- **Print/View Exam Acknowledgement**
- **PSI Contact Information**

**Scheduling**

1. To schedule your exam please log-in to your ISACA profile at [www.isaca.org/MyISACA](http://www.isaca.org/MyISACA) and click on the “Certifications & CPE Management” tab. Scroll down until you find the exam that you registered for.

![MY ISACA DASHBOARD](image)

2. Click on the Schedule Your Exam button.

3. You will be taken to the PSI scheduling platform.
4. Select Schedule Exam.

5. Select your delivery mode: In-Person Test Center or Online Remote Proctored. Click Continue.

6. Select the correct exam language from the drop-down menu.
7. Enter your preferred country, city or postal code, and month. Click Search Exam Center.

8. Click your preferred exam location from the search results to view the available dates and times.
9. After choosing a location, select the date and time of your choice.

10. Scroll down and click Continue.
11. Review your Schedule Details. If everything is correct, click Continue.

12. If this pop-up Success box does not close automatically, click Close.
13. View your schedule details.

14. From here you may print your exam schedule details, reschedule, or cancel your exam appointment.

Please note: The system compatibility check only applies to remotely proctored exams. CISA, CISM, CGEIT and CRISC are all tested on-site, so no system check is required.
15. You will receive a confirmation email from PSI at the email address on file with ISACA.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.
Rescheduling

Note: All rescheduling and cancelling of testing appointment must be done a minimum of 48 hours prior to your originally scheduled appointment. After this point, candidates must either take the exam as scheduled or forfeit their registration fees.

1. To reschedule your exam please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the “Certifications & CPE Management” tab.

2. Click the Take, Reschedule or Cancel Exam link.

3. You will be taken to the PSI scheduling platform.

4. Click View Details to begin rescheduling.

5. Click Reschedule.
8. To finish rescheduling your exam, refer to step 5 of the Scheduling instructions above.

7. Click Yes, reschedule the exam.

Please note: Your current exam appointment will not be cancelled until you choose a new exam date.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.
Cancelling

Note: All rescheduling and cancelling of testing appointment must be done a minimum of 48 hours prior to your originally scheduled appointment. After this point, candidates must either take the exam as scheduled or forfeit their registration fees.

1. To cancel your exam please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the “Certifications & CPE Management” tab.

2. Click the Reschedule or Cancel Exam link.

3. You will be taken to the PSI scheduling platform.

4. Click View Details to begin cancelling.

5. Click Cancel Schedule.
6. Click Yes, cancel my scheduled exam.

7. View the cancellation confirmation and click Close.

8. If you need to reschedule your exam after cancelling, click Schedule Exam and refer to step 5. of the Scheduling instructions above.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.
Print/View Exam Acknowledgement

1. To print or view your Exam Acknowledgement please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the “Certifications & CPE Management” tab.

2. Click the Reschedule or Cancel Exam link.

3. You will be taken to the PSI scheduling platform.

4. Click View Details to begin.

5. Click Print Acknowledgement.
For additional scheduling support, you may also reach out to our exam vendor PSI at `examschedule@psionline.com` or click here for the phone number in your region.

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**Security Procedures**

Please note that smoking, eating, or drinking is not allowed while taking your exam.

If you are taking your exam via Web Delivery, note the following:

- You must take your exam in a private room, free from distractions.
- To check your system compatibility, please visit the following link and follow the directions provided:
  - System Compatibility Link

**Required Identification Documents**

Government issued ID

6. Click Print and follow your usual printing process on your device.
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<td>USA</td>
<td>(855) 768-1150</td>
<td><a href="mailto:examschedule@psionline.com">examschedule@psionline.com</a></td>
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<tr>
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