CISA/CRISC/CISM/CGEIT/CDPSE Scheduling Guide

To be eligible to take the CISA, CRISC, CISM, CGEIT or CDPSE 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 and click on the “Certifications & CPE Management” tab. Scroll down until you find the exam that you registered for.

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. Please run a System Compatibility Check to ensure your device will support online proctoring prior to the exam date.

System Requirements
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 ISACA.support@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.
7. Click Yes, reschedule the exam.

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

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

For additional scheduling support, you may also reach out to our exam vendor PSI at ISACA.support@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](http://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.
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 ISACA.support@psionline.com or click here for the phone number in your region.
PSI Contact Phone Numbers

GET IN TOUCH
PSI Services
3210 East Tropicana
Las Vegas NV-89121

CUSTOMER SERVICE

United States
Phone:(855) 768-1150
Email:ISACA.support@psionline.com

Specific Country
Country / Location: Australia
Phone: 1800-290-545
Email: ISACA.support@psionline.com

Country / Location: Brazil
Phone: 0800-892-4336
Email: ISACA.support@psionline.com

Country / Location: China
Phone: 400-1-400-120-0377
Email: ISACA.support@psionline.com

Country / Location: Germany
Phone: 0800-180-3394
Email: ISACA.support@psionline.com

Country / Location: India
Phone: 000-800-040-2059
Email: ISACA.support@psionline.com

Country / Location: Japan
Phone: 0066-33-821-817
Email: ISACA.support@psionline.com

Country / Location: Korea, Republic of
Phone: 00308-133-142
Email: ISACA.support@psionline.com

Country / Location: Singapore
Phone: 800-1302-289
Email: ISACA.support@psionline.com

Country / Location: United Kingdom
Phone: 0800-210-0978
Email: ISACA.support@psionline.com