Exam Scheduling Guide

Contents:

Exam Registration

To be eligible to take ISACA exams, candidates must first register. For registration, please refer to the Registration Guide. Once you have registered and paid for an exam, you will receive a notification by email that you are eligible to schedule your appointment.

⚠️ **Note: Your ISACA profile registration name must be identical to your government-issued photo ID.**
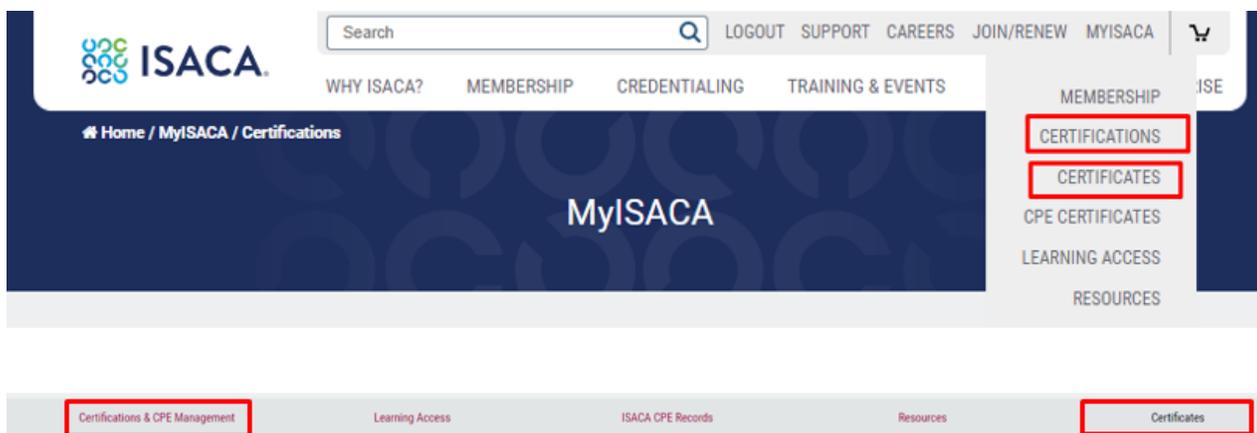
Special Accommodations

Special testing accommodations must be requested during the registration process and approved by ISACA before scheduling an exam. To request special testing accommodations please follow the steps below.

1. During the exam registration process, be sure to check the special accommodations requirement field.
2. Print the Special Accommodations Request Form.
3. Complete the ISACA Special Accommodations Request Form.
   Note: The form must be completed by you and your healthcare professional.
4. Submit the form to ISACA at ISACA Customer Support.

Navigating My ISACA page

1. To schedule your exam please log in to your ISACA profile at www.isaca.org/MyISACA.
   o For the **certification exams**, please click the "**Certifications & CPE Management**" tab.
   o For **other exams**, please click the "**Certificates**" tab.
2. Scroll down until you find the exam for which you registered. This will redirect you to the PSI scheduling platform.

CMMI Exam

Navigating the PSI Portal

1. After you are directed to the PSI portal, you will see the following options:
   o Schedule - Select and Book Tests
   o Manage - View Booked Tests

2. In the "SCHEDULE" tab, you will be able to view available tests and select your preferred test option from the list of tests you are eligible to take. Once you have selected the test you want from the eligible options, you will be able to continue your booking process by choosing your preferred modality, location (if applicable), date, and time.

3. In the "Manage" tab, you will be able to view and manage the tests you have previously booked. In case you need to modify any test details such as time, date, or location (if applicable), you may reschedule or cancel your exam. In addition, you can view the "Test Instructions."
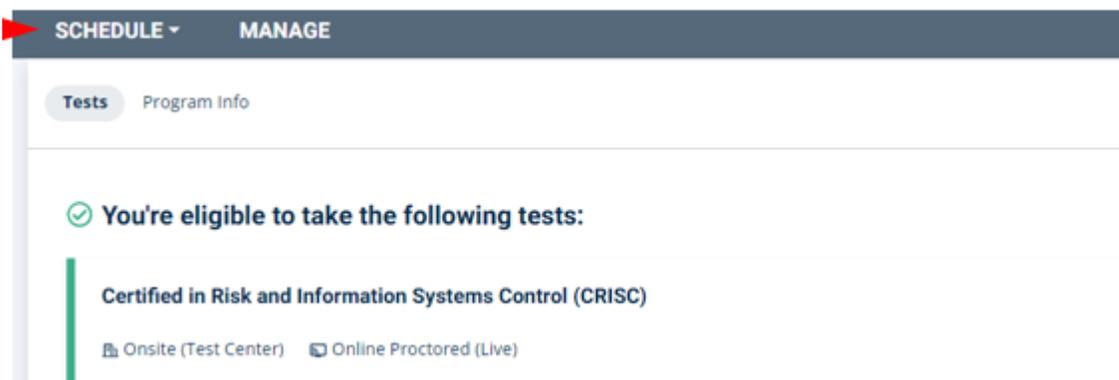   *Note: A receipt can be downloaded from My ISACA, Order History.* www.isaca.org/MyISACA

4. If you wish to change the language for navigating the scheduling website, you can do so on the top right.

Scheduling

1. Go to the Schedule tab. You will see your registered exam.

2. Once you click your preferred test option, you will be able to view test details such as FAQs, and test instructions. Please click "CONTINUE BOOKING" to proceed with scheduling.

Certified in Risk and Information Systems Control (CRISC)

FAQs Test Instructions

FAQs can be reviewed at https://isaca.force.com/support/s/#faq-categories

PSI Exam Center Regulations - Live Proctored

1. No conversing or any other form of communication among candidates is permitted once you enter the examination area.

2. You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.

CONTINUE BOOKING

3. Select test language and test modality.
You will be able to view the test formats available for taking that specific test, such as an Online Proctored modality or Test Center modality, you will be able to select the option you prefer for your test. Please note that Test Center modality is not available for certificate exams.
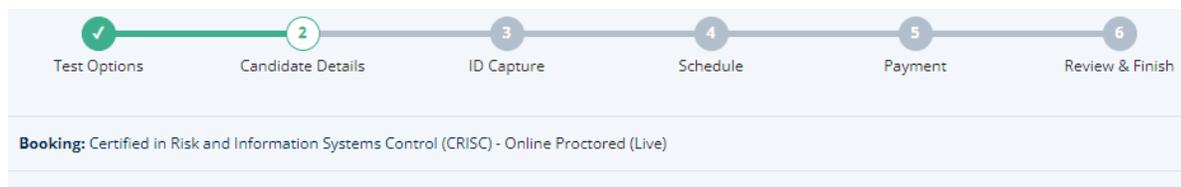
Language

Select Test Language *

English   ⌄

Test Format

✔ ▣ Online Proctored (Live) ⓘ

     ▤ Onsite (Test Center) ⓘ

4. Please confirm if the exam registration name matches your government issued ID name. If the registration name does not match the name on your government issued ID that will be presented on exam day, please contact ISACA's Customer Experience Center for an update.

✔ Test Options	2 Candidate Details	3 ID Capture	4 Schedule	5 Payment	6 Review & Finish

Booking: Certified in Risk and Information Systems Control (CRISC) - Online Proctored (Live)

Candidate Details

First Name   Last Name

███████   ██████

Email Address *

██████████

5. You have the option to upload your government-issued ID in advance to present during the exam check-in. If you prefer not to upload an ID, click "SKIP ID CAPTURE" to proceed with scheduling.

✓	✓	3	4	5	6
Test Options	Candidate Details	ID Capture	Schedule	Payment	Review & Finish

Booking: Certified in Risk and Information Systems Control (CRISC) - Online Proctored (Live)

Upload Photo Identification

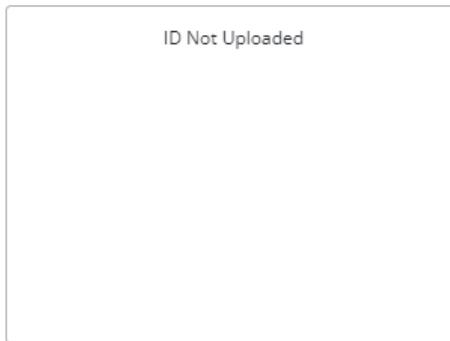Before you can submit your Photo ID please fill out the ID information.

Please ensure that the image and text are clear and readable.

Name on ID*

[   ]

ID Not Uploaded

Identification Type*

[⊙ ∨]

Required

ID Expiration Date

[mm/dd/yyyy   □]

[SAVE AND CONTINUE]   [SKIP ID CAPTURE]

Photo Identification Capture

As part of taking an Online Proctored live test you must meet certain requirements during the check-in process before beginning your test. One of the check-in requirements is that you must submit a Photo Identification card to a live proctor for verification. We highly recommend that you go ahead and capture your Photo ID card and submit it here. Your Photo ID will be saved under your account and can be view by the proctor during the check-in process. You can skip this ID capture step as it is not required to book your test today or if you have already submitted one. If you did not submit your Photo ID today you can still submit it later after this booking.

How to Capture Your Photo ID

We have provided a secure site for capturing your Photo ID online. You have the option to use your mobile phone camera or desktop/laptop camera. Please scan the QR code with your phone camera to begin or use the provided link if you wish to use your desktop or laptop camera.

Use desktop or laptop camera

Please note you must have access to a connected camera on your desktop or laptop in order to capture the ID.

Scan to use mobile phone camera

[SAVE AND CONTINUE]   [SKIP ID CAPTURE]

6. Once you select the modality you prefer, you will be able to select the country and time zone you intend to take your test in, this will allow you to view the available date and time options to take your test.

Find a Time

Country*		Timezone*		
United States	˅	Pacific Time (America/Los_Angeles)	˅	**FIND**

Time slots available for: Wednesday August 14

| 12-HOUR FORMAT | 24-HOUR FORMAT |

12:00 AM	12:30 AM	1:00 AM	1:30 AM	2:00 AM	2:30 AM	3:00 AM
3:30 AM	4:00 AM	4:30 AM	5:00 AM	5:30 AM	6:00 AM	6:30 AM
7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM
10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	1:00 PM	1:30 PM
2:00 PM	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM
5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM	8:00 PM	8:30 PM
9:00 PM	9:30 PM	10:00 PM	10:30 PM	11:00 PM	11:30 PM	

BOOK THIS TIME SLOT

7. If you would like to check the current availability at testing center, please find a testing center from here

8. Final Confirmation
On the Review Booking page, test taker information is displayed in the Candidate Details section. Make sure you have selected all your preferred test options before booking, such as modality, location (if applicable), date and time. Select the Terms of Use and Privacy Notice box, then click Purchase.
Even if you have already paid for the exam upon registration, you will still have to click Purchase to finalize your booking, and the Total Price will show as $0. You will view the Order Summary as the last confirmation step.
Note: A receipt can be downloaded from My ISACA account or CMMI account.

9. After the booking, you will receive a confirmation email from PSI.

10. You can also print the confirmation once the booking is complete.

Booking Confirmation   DONE   🖨 PRINT CONFIRMATION

Candidate Details

Test Taker ID: ▮▮▮▮

Client Name: ISACA

Street Address 1:

City:

Postal Code:

Test Taker Name: ▮▮▮▮

Email Address: ▮▮▮▮

Street Address 2:

State:

Country: ▮▮

Booking Information

Certified in Risk and Information Systems Control (CRISC)

🌐 English

📅 Monday, July 1, 2024 **Add to Calendar ▾**

🕐 3:00 PM Pacific Daylight Time

⧖ 240 Minutes

◉ Online Proctored (Live)

Before taking your remote online proctored exam, please check system compatibility - click **HERE**

📋 **Confirmation Number:** M123972807

Order Date: Thursday, June 13, 2024

Rescheduling and Cancellation

⚠ **Note: All rescheduling and cancelling of testing appointments 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 or cancel your exam, please log-in to your ISACA or CMMI account first.

2. After you are directed to the PSI page, click the "Manage" tab. You will be able to view and manage the tests you have previously booked. Please click CANCEL BOOKING to proceed with exam cancellation or rescheduling.

| SCHEDULE ▾ | **MANAGE** | | | 🗨 Contact Us | ? Help |

My Tests   My Practice Tests

Bookings: ⑦

Certified in Risk and Information Systems Control (CRISC)

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18 DAYS 2 HOURS 20 MINUTES

🗓 Monday, July 1, 2024 **Add to Calendar** ▾

🕐 3:00 PM Pacific Daylight Time

⧗ 240 Minutes

👥 **Current Computer Time: Thursday, June 13, 2024, 9:39 AM Hawaii-Aleutian Standard Time**

◎ Online Proctored (Live)

| ❶ **Remote Testing Tutorial** | **LAUNCH TUTORIAL TEST** |

Timing: PSI recommends completing the tutorial **1-3 days prior to your exam date.** The Launch link will expire **150 minutes (2 hours and 30 minutes)** prior to your scheduled exam time.

Duration: The tutorial will take approximately 30 minutes to complete.

Attempts: Launch the tutorial test up to three (3) times to familiarize yourself with the environment.

Prior to test day, we recommend that you familiarize yourself with PSI's **Secure Browser** and the remote testing environment. Please use the computer you plan to use for your exam. Your successful completion of the tutorial test is essential to ensuring a smooth start to your online testing experience. Completing the tutorial will **ensure you know how to:**

- Download and install the **Secure Browser**
- Identify and deactivate/uninstall prohibited programs and processes
- Understand how our mobile ID upload process works
- Navigate the Secure Browser interface
- Successfully close out and exit your test

| 🖥 Online Proctored (Live) | Launch |

📋 **Confirmation Number** M123972807

🖨 View/Print Confirmation   📄 Test Instructions   ⌄ More Information

| CANCEL BOOKING | **RE-BOOK** |

Recommended Contents:

Please view the following videos to get an overview of PSI Test Experience:

- [PSI Online Proctoring Experience](#)

- [PSI Test Center Experience](#)

- [Exam Candidate Guides](#)
- [PSI FAQs](#)
- [What kind of experience should I expect at my exam?](#)
- [Preparation and Remote Proctored Exam FAQs](#)
- [ISACA's Remote Proctored Exam FAQs](#)

Contact Supports:

- Please visit [ISACA Customer Support](#) for the exam registration, exam billing, special accommodation requests, exam eligibility or study materials.
- PSI Candidate Support with questions about scheduling, rescheduling, or canceling your exam:
  Email: ISACA.support@psionline.com
- PSI Phone numbers: [Click here](#)
- PSI Technical Support Team with exam launch or technical concerns: [Live Chat](#) or [Call PSI Technical Support](#)
  (International call charges might apply if you are calling outside the USA.)