

Test Center Rules and Requirements

**Candidates must review and agree to the [Application Handbook](#) prior to scheduling an exam. To reschedule an appointment, candidates must contact PSI at least 48 hours before their examination. Within 48 hours, the candidate will be required to pay a reseat fee. To contact PSI: (833) 333-4755 or examschedule@psionline.com.

All CMCI candidates who schedule an exam at a test center agree to the following policies and procedures for the day of the test. Please carefully read the rules and notices below regarding your exam. Exam fees are non-refundable and non-transferable. Your registration will be invalid, you will **NOT** be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment at least 48 hours before the scheduled examination date.
- Do not appear for your examination appointment or arrive after examination start time
- Do not present proper identification when you arrive for the examination.

The following security procedures will apply during the examination:

- You may not have any reference or study materials in the examination room with you.
- You may not exit the building during the examination.
- Cell phones, pagers, and children are never allowed in the examination site.
- You may not use your own calculator during the exam. The examination software will provide an on-screen calculator.
- No smoking, eating, or drinking will be allowed in the examination center.
- You may not attempt to copy or remove any content from the exam, attempt to reproduce exam questions, or discuss questions on the exam with anyone else after the exam. Distributing examination content may disqualify examination results and lead to legal action under copyright laws.
- You must provide a valid government-issued photo ID and another valid ID that has a matching signature to the name on the government-issued ID for the signature portion of the verification of ID. Photocopies, temporary government IDs, or military IDs are NOT accepted for the government-issued ID. All identification provided must match the name on your CCM application.

Failure to provide ALL the required identification on the exam day is considered a missed appointment. You will not be able to take the examination at that time and you will forfeit your examination fees.

NOTE: If you recently changed your name, or if your last name includes a generation indicator (e.g., Jr., III), be sure that your name is the same on your education verification, your examination registration form, and your 2 forms of identification.

Please make sure that you have read the [Application Handbook](#) before making payment or scheduling an examination date.

Once you have read and agree to these terms, please click "agree" to begin the exam.

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