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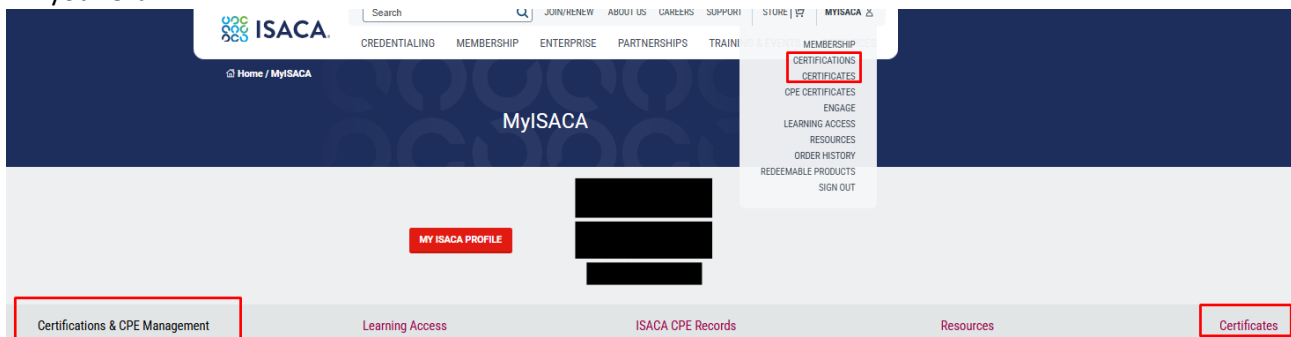
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### Check the following links before you register for your online exam:

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- Please make sure that you have **administrative permission** if you will be using your work computer.
  - We highly recommend using a **personal computer** that has not been issued by your employer or organization. Firewalls and security settings from employer-issued computers may prevent the PSI software from operating properly.
  - If you experience issues on the day of the exam and cannot troubleshoot on employer-issued computer, you will have to retake the exam at your own expense.
  - Before you schedule your remote proctoring exam, it is important to **[verify that your system meets all requirements](#)**. Please run the **[compatibility check](#)** with our exam administrator (PSI).
  - In addition, please run a **[diagnostic check](#)** to confirm that you have sufficient bandwidth and connectivity to the PSI’s remote proctoring video server. For the best exam experience, we recommend using the latest version of the **[Google Chrome Browser](#)**.
  - PSI’s Secure Browser will be available to download once you click “Launch” button at least 15 minutes prior to your exam time.

### How to Launch the Exam

- To launch a **Certification Exam**, log-in to your [ISACA Dashboard](#), and on the **Certifications & CPE Management tab**, click the “**Take, Re-Schedule or Cancel Exam**” button, which will take you to the PSI site where you will **Launch** your exam.
- To launch a **Certificate Program Exam**, log-in to your [ISACA Dashboard](#), and on the **Certificate Tab** click the “**Take, Re-Schedule or Cancel Exam**” button, which will take you to the PSI site where you will **Launch** your exam.



- To take a CMMI exam, please [log-in to your CMMI account](#), and select the exam for which you have registered.
- After you are directed to the PSI page, click the “Manage” tab. Then click the “Launch” button to proceed. You may begin the check-in process up to 30 minutes prior to your exam appointment time.
- After launching your exam, a PSI page will open and automatically download the Bridge secure browser. Open the downloaded file to initiate the installation process.

**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

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

## Taking Your Test

- To download the PSI Secure Browser and to ensure a smooth check-in, please read the [step-by-step instructions](#) as well as [Tips for Environment and Lighting](#).
- You must complete a mirror check using a portable mirror or mobile phone after the room-scan. The purpose of the mirror check is to show the proctor potential blind spots not captured during the room-scan using a built-in webcam. You will have to hold the mirror up to the webcam and display the monitor/laptop screen, keyboard and all four edges of the monitor/laptop screen. If using a mobile phone, it will need to be placed out of reach in the room designated for testing after the mirror check has been completed.
- You can communicate with remote proctors in English using a live chat tool during your exam. Other languages are not available for communicating with remote proctors.

## Exam Tutorial

- Before launching your remote online proctored exam, we recommend that you practice navigating the secure browser and the test environment using PSI's Tutorial Test.
- You can use the Tutorial Test up to three times so that you can get comfortable with the environment.
- The Tutorial Test takes about 30 minutes, so please plan accordingly.
- The tutorial launch link will expire 150 minutes (2 hours and 30 minutes) prior to your scheduled exam time.

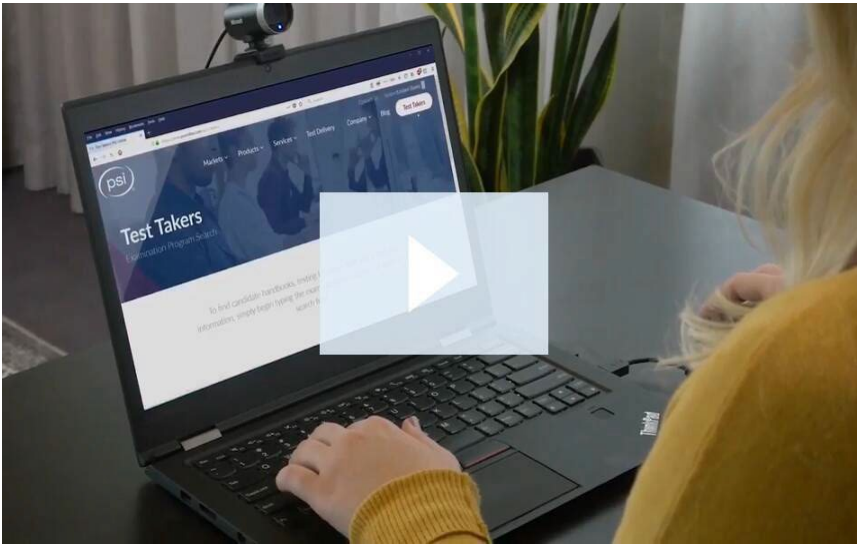
## 📌 Remote Testing Tutorial

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.

Please view the following video of the overall PSI Online Proctoring Experience



### Recommended Content

- [Scheduling Guide](#)
- [A guide to taking your test with PSI](#)
- [Are remote proctoring exams available in China?](#)

### Contact Supports

- Please visit ISACA [Customer Support](#) for exam registration, exam billing, special accommodation requests, exam eligibility or study materials.
- Please contact PSI Candidate Support with questions about scheduling, rescheduling, or canceling your exam:
  - Email: [ISACA.support@psionline.com](mailto:ISACA.support@psionline.com)
  - Phone number: 855-768-1150
- Please contact the PSI Technical Support Team regarding exam launch or technical concerns: Use the [Live Chat](#) or if you wish to speak to a tech support representative, please call:
  - General: +1 888 655 7230
  - International: +1 617 564 9052