



Online Proctoring Guide Full Guide

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Classification: Public

PSI Bridge[™] allows you to take your proctored exam anytime, anywhere.

With 24/7 support and a seamless test delivery integration, PSI Bridge was built by a team with decades of proctoring experience to ensure an optimal experience.

Where people meet potential

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Before Your Exam

- Book your test using the link provided by your organization test sponsor
- Have your photo identification ready (note: military ID's and credit cards are not allowed)
- Make sure you comply with the test rules provided by your organization sponsor
- Review video walk-through of the testing experience

Accessing Your Test

1. Launch your test via the link provided by your organization or as part of your booking confirmation email

Your launch link will be activated up to 15 minutes before your assigned appointment time. If you do not have this link, please contact your organization.



Before taking your remo	te online proctored exam, please	check system compatibility - clic	k HERE
			Launch

2. Confirm<u>Secure Browser installation</u>, Test Launch and Accept the License Agreement.

First time users will be prompted to Install Secure Browser while returning test-takers will be prompted to Launch Test. The secure browser should install automatically.

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.

The following is how the License Agreement for install will look if Secure Browser is not already installed and the Installation screen:

unting and Finance	PSI SECURE BROWSER IS REQUIRED TO TAKE THIS TEST	<	
ounting and Fi	The PSI Secure Browser is a web browser created to guarantee a securely proctored test over a virtual connection. This online test is taken using PSI Secure Browser.		
n-Demand re taking your remote	Next Steps		
On-Demand	Download the Secure Browser by clicking the install Secure Browser/Launch Test button below. Run the Secure Browser Installer File Launch your Test - Disabling pop-up blocker may be necessary		
int Receipt 🛛 📄 Test	Install Secure Browser/Launch Test		
	Troubleshooting		
oking is not allowed fo	If the application becomes unresponsive at any point during the check-in process or during the test. Chat with your proctor for additional instructions. 	OOKING	RE-BOOM
leted ⑦	 If chat in unavailable, close the application via File >Exit or the Task Manager / Force Quit. Relaunch the Exam via PSI Secure Browser desktop icon. 		

🔯 PSI Bridge Secure Browser Setup —	×
License Agreement Please review the license terms before installing PSI Bridge Secure Browser.	
Press Page Down to see the rest of the agreement.	
End-User License Agreement (EULA) of PSI Secure Browser	
This End-User License Agreement ("EULA") is a legal agreement between you and PSI Services LLC	
This EULA agreement governs your acquisition and use of our PSI Secure Browser software ("Software") directly from PSI Services LLC or indirectly through a PSI Services LLC authorized reseller or distributor (a "Reseller").	
Please read this EULA agreement carefully before completing the installation process and using the PSI Secure Browser software. It provides a license to use the PSI Secure	
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install PSI Bridge Secure Browser.	
PSI Bridge Secure Browser 2.7.2	_
I Agree Cancel	

3. Select the appropriate camera and microphone

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A selection message will not appear if you have only one camera and one microphone, if this is the case you will be asked to do a microphone check in the following screen:

Cameras			
Camera Description	Select On		
Logi C615 HD WebCam (046d:082c)	0	10 - C	140.
Integrated Camera (13d3:5271)	0		
Microphones			
Microphone Description		Microphone Level	Select On
Microphone Array (Intel® Smart Sound Technology for Digital Microphones)			0
Microphone (Logi C615 HD WebCam) (D46d.082c)		qu	
	Microphone		
Mcrophene (Logi C615 HD WebCarri (D46d D82c) Please Test Your I	Microphone		
Please Test Your I	ntence out loud:	•	

If the microphone check is appropriately passed, you will see the following screen:

e Test Your Microphone
OK, your microphone is working.

If any additional steps need to be completed to pass the microphone, you will see the following prompt when no audio is detected:

Please Test Your Microphone
We're still listening, but we still can't hear you.
Top 7 Reasons
1. Try to speak louder into your microphone.
2. Check or unplug any headsets or headphones.
3. Raise your microphone volume level.
Check if your microphone is muted.
5. Check if your microphone is disabled.
Check your computer's microphone settings.
7. Check your microphone drivers.
QUIT

4. A Bandwidth check will run in the background

If you do not have sufficient bandwidth, you will receive the below message. You can try using a different computer, taking the exam in a different location, restarting your router or making sure others are not using excessive bandwidth on your connection.



5. A Security Check will prompt you to close any prohibited processes you currently have running according to your test rules

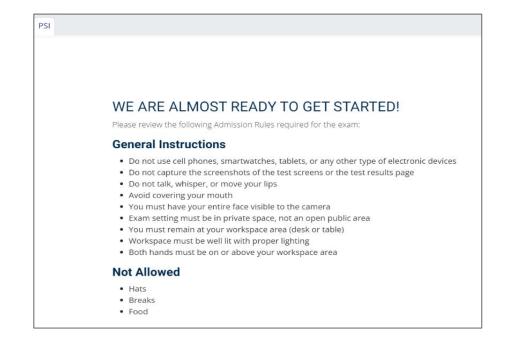
You can close the programs immediately with the "Terminate This Application" or close them manually before rechecking.



6. Agree to the Candidate Privacy Agreement



7. Accept your Organization's Admission Rules



8. You will be connected to a Check-In Specialist

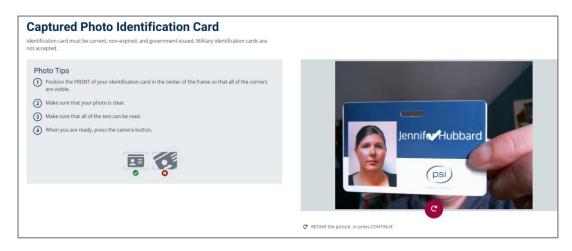


Authenticating Your Identity

1. Take a picture of your Photo ID

Make sure your picture is visible and the name on the ID is readable. If the picture is unclear, you will be able to retake the photo.

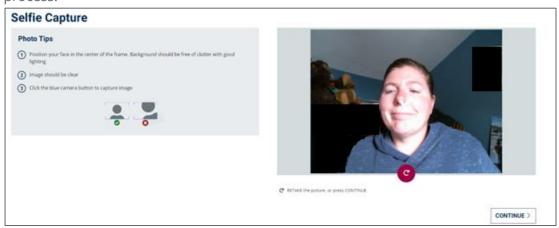
You will see the following before and after screens during your photo identification process:



2. Provide a Selfie capture

If the picture is unclear, you will be able to retake the photo.

You will see the following before and after screens during your desk surface scan process:



3. Live Environment Scan

The Check-in Specialist will guide you through a live scan of your environment, verify your identification and selfie photos, and verify any required eligibility documents.



PSI Bridge Secure Browser Usage

1. Tools

• The bar at the top of the screen will have a picture in picture view of the webcam.



• There is also a Live Chat button for technical support, the option to show any available Shortcuts, and Zoom in/out.



• An internet bar will provide connection guidance for test takers

all

- If enabled by the Test Sponsor, there may be additional tools available during test taking:
 - A Notepad/Whiteboard for note taking can be enabled from the secure browser using this button:





🕄 Whitebo	ard				>
C	5	¢	100%	Style	• 0

• A calculator can also be utilized from the secure browser if enabled:



Taking And Completing Your Exam

1. Connecting to an Online Proctor

Please wait while you are being connected to one of PSI's dedicated Online Proctors, you may see the following screen:



2. Select and Enter your Test within the PSI Secure Browser

Depending on your test driver, entry into your test may look slightly different than the below test.

PSI Services Certification Exar	n		
Test Information Username Himab Knowledge Area Dence Tig Area Dence Styre Dence Styre Dence Mandeor of questions 8 Vendor Dence			Start
Time limit 60 minutes	You may change a submitted answer	You CANNOT suspend this lost	NO Cut-off Score
est Properties • You may navigate between question • You may change a given ensuer	is		

3. Complete your exam and submit your answers in the Test Driver



4. Once you completed your exam, confirm you want to permanently end your test by clicking on the "End Proctoring Session" button and confirm you want to permanently end your exam.

Click the "End Session" button inside your test and confirm you want to submit your results for scoring.



Click the "End Proctoring Session" button inside PSI Bridge and confirm you want to permanently end your exam session.

Do you really want to exit?				
CANCEL	ОК			

5. Your exam has now been successfully concluded and submitted.

Depending on your Test Sponsor, you might immediately view the test results, or you may be given instruction to consult your score later on.

How do I get help?

PSI Technical support is 24/7 and can be reached at any time. Please click on the Live Chat button within the browser for assistance.