PSI Online Proctored Exam Set Up Guide

We've prepared this simplified guide for users who are running typical PCs or Macs with up-to-date operating systems and browsers. If you run into any issues not covered below, you should refer to the FAQ's from PSI at https://home.psiexams.com/#/faq, check out the video at https://youtu.be/FvqONzwF2nM, contact Support Team.

Important Notes

⚠ Go through the System Compatibility Check at https://home.psiexams.com/static/#/bcheck.

⚠ Your computer must meet all system requirements to launch the exam successfully on exam day. A green check mark for each requirement will allow you to successfully launch and take the exam on the day of your exam appointment.

⚠ Please disable firewalls or use a computer without a corporate firewall. Firewalls may interfere with installing the secure browser needed to take the test. You should use a computer on which you have the privileges needed to install applications.

Audio/Video Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Logitech HD Webcam C270 (046d:0825)
Microphone	✓	Default - Microphone (2- HD Webcam C270) (046d:0825)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 79.0
Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension).	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 50 kbits per second	✓	2418490

Requirements & Preparation

Type	Requirement
Internet Connection Speed	Should be at least 50 kbits per second
Webcam and microphone	Integral or external. The camera must be connected to your computer. Internal laptop camera is acceptable. Use of a phone or another computer's camera is not acceptable.
Operating Systems	Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension)
Browsers and Versions	Chrome 58.0 and above; Cookies must be enabled.
Applications	Javascript must be enabled.
Other	Ensure you have no scheduled backups, pending updates/automatic restarts, or other activity that could consume resources or interrupt your exam.
Exam Room	You must be alone in the room. The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, one mouse, and one English Dictionary or English-(Language) Dictionary. The room is well lit, quiet, and free from distraction.
Certification Portal Login	Make sure you have your username (Atlassian Testing ID) and password and can log into the Certification Portal before your exam appointment time.
Acceptable IDs	Government-issued ID such as Driver's License or Passport

Complete the steps below at least forty-eight (48) hours prior to your online proctored exam.

Step 1: Register for your online-proctored Atlassian Exam

- Log in to the Atlassian Certification Portal and click Schedule and Take an Exam.
- Search and choose by exam name.
- We recommend selecting a time at least 48 hours in the future; if you run into any issues with this setup, you'll need to make sure to reschedule your exam before 48 hours prior to your appointment time.

Step 2: Prepare your Exam Environment

Leave yourself sufficient time before your exam appointment to ensure your testing room meets these criteria:

- You must be alone in the room.
- The room is well lit, quiet, and free from distraction.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- You may not use dual monitors.
- Hard-copy of English Dictionary or English-(Language) Dictionary is allowed. The Proctor will require you to flip through the dictionary to confirm there are no papers, notes, etc. inside. No other study material or aids are permitted.
- Watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items around your neck and wrists.
- Review Exam Rules
    - o Interaction with another individual during your test session is not permitted.
    - o You cannot take a break for any reason. If you leave the workstation during the exam, your exam will be suspended.
    - o You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
    - o Speaking aloud during the exam is prohibited.
    - o You will be recorded during the entire exam experience.

Step 3: Take your Exam

First, check over the Requirements & Preparation section and update your configuration as needed to make sure nothing will interfere with your exam session. You may connect with our Remote Proctors for testing up to 30 minutes prior to your scheduled start time. Your launch button will be enabled when your exam is fully prepared for delivery. Help or Live Chat Support will always be available during your exam.

1. Log into the Certification Portal at least 15 minutes prior to your exam time. Make sure all applications are closed and that you have your ID ready.
2. Click Schedule and Take an Exam. Launch your exam to start installing the Secure Browser app. After launching the installed app, you will be asked to use only ONE monitor. The system will run a compatibility check again.
3. Start the ID Verification process and connect with the online proctor. You must present valid, unexpired and government-issued ID(s) in order to take your test.
4. You will be asked to scan your testing room with the camera prior to launching your exam.
5. Once everything is reviewed and approved by the proctor, then the exam will be ready for you to click **Start.**

Get Help

Start by looking over the **PSI Web Delivery - Remotely Proctored** FAQ's from PSI at
https://home.psiexams.com/#/faq or check out the video tutorial at
https://youtu.be/FvqONzwF2nM.

Get help by Live Chat, phone or email
Test takers who need to contact PSI within 48 hours prior to the test should call 1-800-211-2754
or email examschedule@psionline.com.

If you have questions about the Atlassian Certification Program, visit
https://www.atlassian.com/university/certification.

You can also contact Atlassian Certification Team by submitting a ticket at our Service Desk.

Can't make it work?
To reschedule or to cancel your exam, log in to the Atlassian Certification Portal.

Candidates who wish to reschedule or cancel MUST do so BEFORE 48 hours prior to the
original test date and time. Cancelling or rescheduling an appointment within 48 hours of the
original appointment will result in forfeiture of the paid exam fee.