



Online Proctoring Guide

Full Guide

Version: 1.0

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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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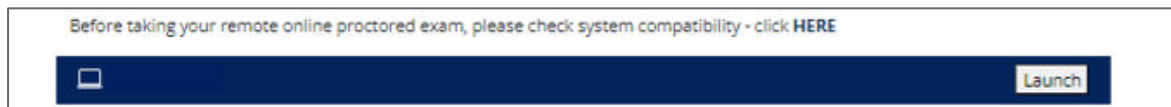
Before Your Exam

- 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.

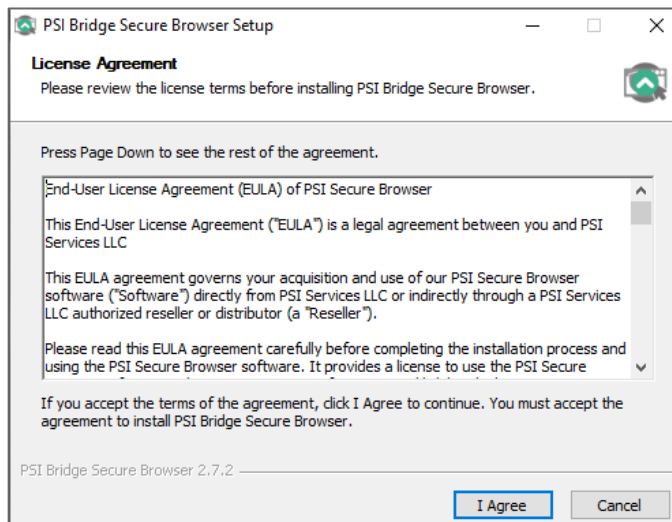
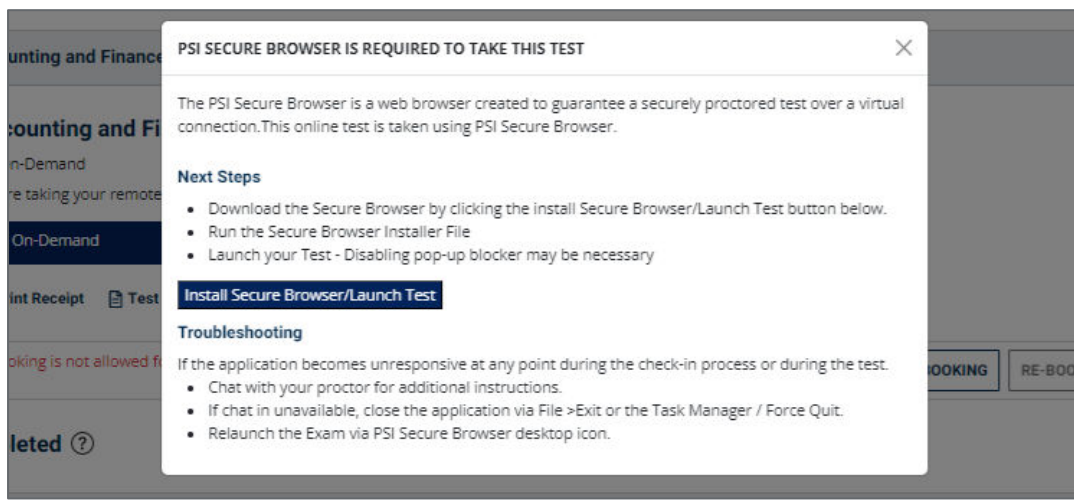


2. Confirm [Secure Browser installation](#), Test Launch and Accept the License Agreement.

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.

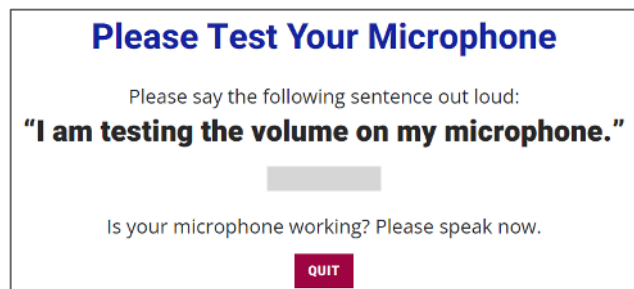
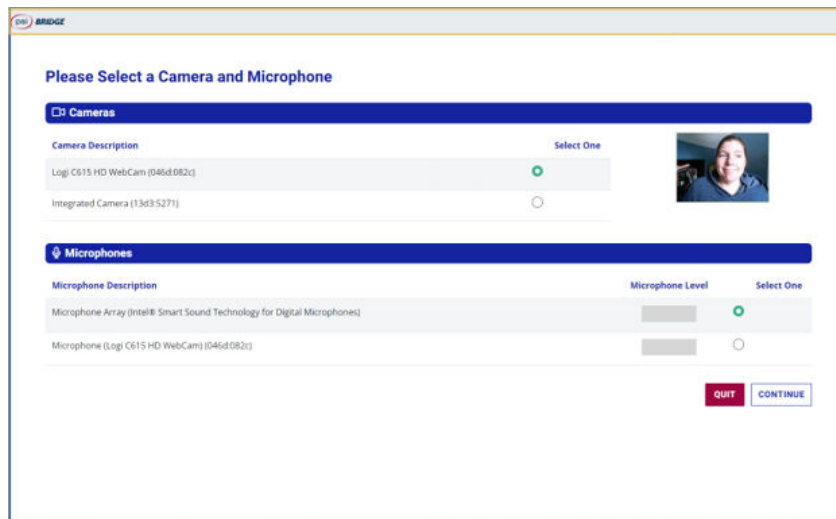
After launching your exam, a PSI page will open and automatically download the Bridge secure browser. Open the downloaded file to initiate the installation process.

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

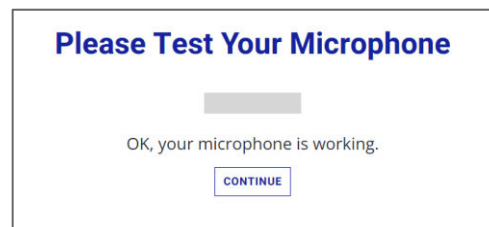


3. Select the appropriate camera and microphone

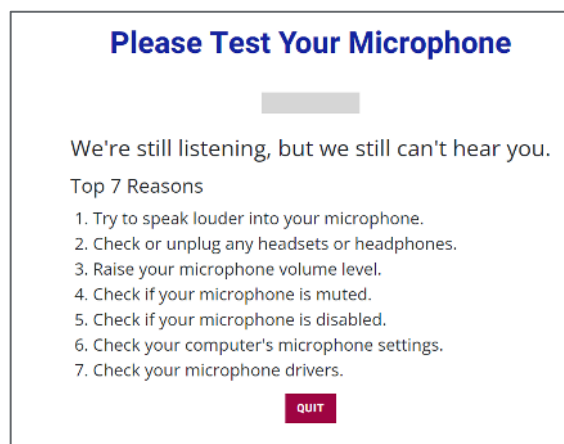
A selection message will not appear if you have only one camera and one microphone, if this is the case you will be asked to do a microphone check in the following screen:



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

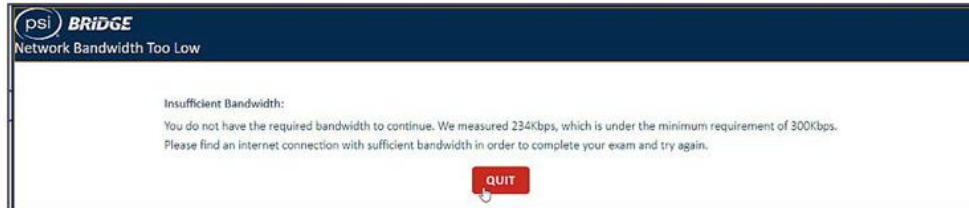


If any additional steps need to be completed to pass the microphone, you will see the following prompt when no audio is detected:



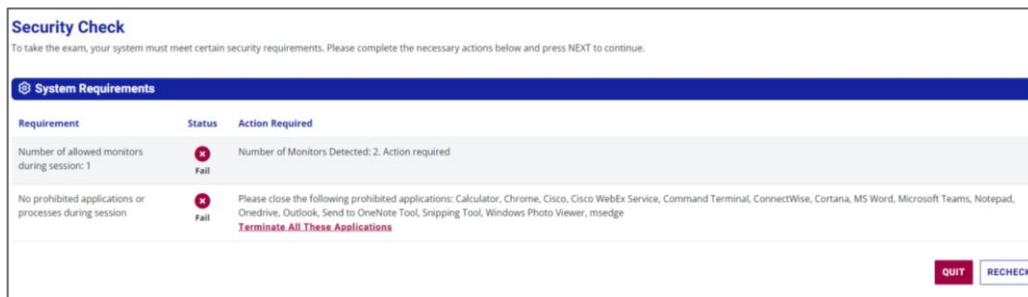
4. A Bandwidth check will run in the background

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

PSI

WE ARE ALMOST READY TO GET STARTED!

Please review the following Admission Rules required for the exam:

General Instructions


- Do not use cell phones, smartwatches, tablets, or any other type of electronic devices
- Do not capture the screenshots of the test screens or the test results page
- Do not talk, whisper, or move your lips
- Avoid covering your mouth
- You must have your entire face visible to the camera
- Exam setting must be in private space, not an open public area
- You must remain at your workspace area (desk or table)
- Workspace must be well lit with proper lighting
- Both hands must be on or above your workspace area

Not Allowed

- Hats
- Breaks
- Food

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

You will be connected to the next available Check-in Specialist
Don't worry, the timer for your test has not started yet
Your check-in submissions have been sent to us 💡
Number of test takers ahead of you: 0



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:

Captured Photo Identification Card

Identification card must be current, non-expired, and government-issued. Military identification cards are not accepted.

Photo Tips

- 1 Position the FRONT of your identification card in the center of the frame so that all of the corners are visible.
- 2 Make sure that your photo is clear.
- 3 Make sure that all of the text can be read.
- 4 When you are ready, press the camera button.

RETAKE the picture, or press CONTINUE

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:

Selfie Capture

Photo Tips

- 1 Position your face in the center of the frame. Background should be free of clutter with good lighting.
- 2 Image should be clear.
- 3 Click the blue camera button to capture image.

RETAKE the picture, or press CONTINUE

CONTINUE >

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.



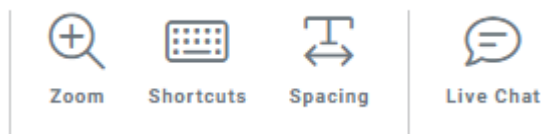
PSI Bridge Secure Browser Usage

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.

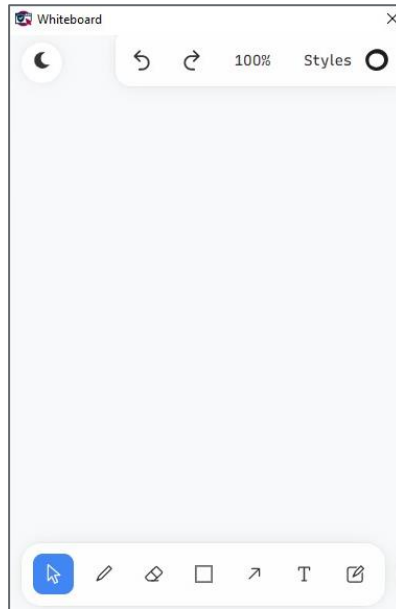


- An internet bar will provide connection guidance for test takers

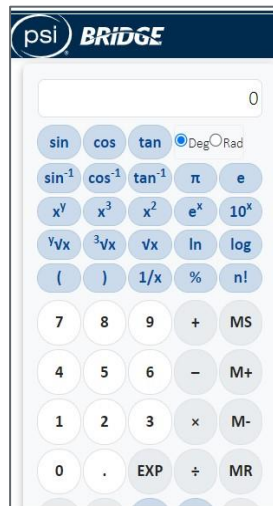


- If enabled by the Test Sponsor, there may be additional tools available during test taking:
 - A Notepad/Whiteboard for note taking can be enabled from the secure browser using this button:





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



Taking And Completing Your Exam

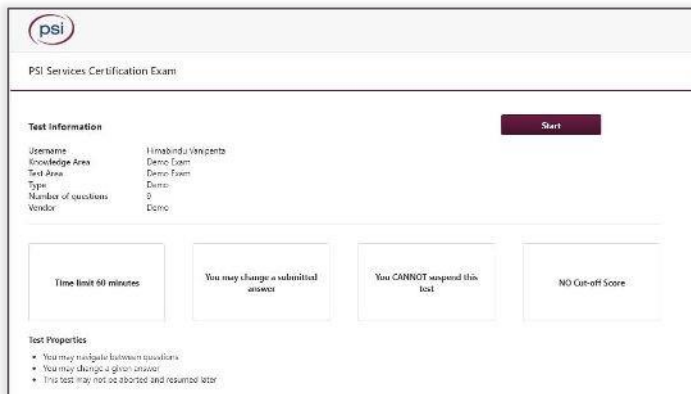
1. Connecting to an Online Proctor

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.

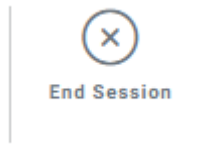


3. Complete your exam and submit your answers in the Test Driver

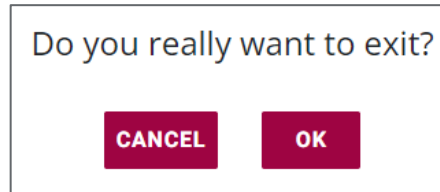


4. Once you completed your exam, confirm you want to permanently end your test by clicking on the “End Proctoring Session” button and confirm you want to permanently end your exam.

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.



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.