PSI ONLINE PROCTORED EXAM SET UP GUIDE

Atlassian prepared this simplified guide for candidate scheduled for an online exam. If you run into any issues not covered below, you should refer to the FAQ's from PSI, check out their tutorial video, or contact PSI Bridge Tech Support Team.

All proctored exams are offered both online and at testing centers. If you can't resolve the online exam issues, you can cancel 48 hours before your exam appointment and schedule a new exam appointment at a *testing center*.

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Important Notes

⚠ Go through the System Compatibility Check at https://home.psiexams.com/static/#/bcheck. This is only the minimum requirements. You may encounter unexpected additional issues. Please contact PSI Bridge Tech Support Team in advance for help.

⚠ Please be aware that you cannot take an exam using a virtual machine even though the compatibility check may not display any issues. The compatibility check is unable to detect a virtual machine.

⚠ PSI requires using Chrome 58.0 and above to start the exam check-in process. If you don't have Chrome browser, please download it prior to your exam appointment from https://www.google.com/chrome/.

⚠ 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.

⚠ On the day of your exam appointment, please note that you will have to first download the Secure Browser app during check-in process. This app is a web browser to guarantee securely proctored exam over a virtual connection in a restricted environment.

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
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. First and Last Name must match your ID and the name in your Certification Portal account that you used to schedule your exam appointment. If you need to update your account name, please contact Atlassian Certification Team.
Internet Connection Speed	Should be at least 50 kbits per second
Webcam and microphone	Integral or external. Examples are an internal laptop camera or a wireless webcam. Use of a phone or another computer's camera is NOT acceptable. Note that you will be asked to scan the room from which you are testing in prior to launching your exam. Please make sure your camera is able to allow a full pan of your room and desk.
Operating Systems	Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, and Catalina MAC OS* *see troubleshooting section
Security Settings	Should be disabled. Please be advised that security settings on your device may inhibit you from downloading the Secure Browser app and launching the exam. If you have any concerns, please contact PSI Bridge Tech Support Team.
Browsers and Versions	Chrome 58.0 and above; Cookies must be enabled. Be sure the bar to the right of 'Block 3rd Party Cookies' is gray and NOT blue.
Applications	Javascript must be enabled.
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. You may have one English Dictionary or English-(Language) Dictionary. The room is well lit, quiet, and free from distraction.
Other	Ensure you have no scheduled backups, pending updates/automatic restarts, or other activity that could consume resources or interrupt your exam.

What to Expect on Day of 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
    - Interaction with another individual during your test session is not permitted.
    - You cannot take a break for any reason. If you leave the workstation during the exam, your exam will be suspended.
    - You may not lean out of the camera view during your test session. Don't cover your mouth and keep your eyes on the screen during exam. The proctor must be able to see you at all times.
    - Speaking aloud during the exam is prohibited.
    - 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. Your launch button will be enabled when your exam is fully prepared for delivery.

1. Log into the Certification Portal at least 30 minutes prior to your exam time for check-in. 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 if this is your first time taking an exam with PSI. Once installed then the app will launch. If it does not launch, double click on the PSI Secure Browser icon on your Desktop. If you have already installed the Secure Browser from a previous test, then you can proceed to next step.
3. After launching the installed app, you will be asked to use only ONE monitor. The system will run a compatibility check again.
4. Start the ID Verification process. The system will ask you to take a photo of your ID with your connected internal or external webcam. You must present valid, unexpired and government-issued ID(s) with name match in order to take your test.
5. Next, your photo will be taken and then you will be asked to scan your room with the camera. There is a button that allows you to retake your photo if needed. The proctor will then ask you to show your ID to the camera so they can manually verify the ID one final time.
6. Once everything is reviewed and approved by the proctor (may take a few minutes), the exam will be ready for you to click **Start.** Please be advised that the online proctor will not start your exam until your scheduled exam time.

Troubleshooting

If at any point during the check-in process or the exam, the Secure Browser app becomes unresponsive:

1. Chat with your proctor for additional instructions
2. If chat is unavailable, close the application via File > Exit or the Task Manager
3. Relaunch the exam via PSI Secure Browser desktop icon

For Catalina MAC OS users, before launching the Secure Browser App for online exams, please check your settings to allow camera sharing.

1. Open System Preferences
2. Click Security & Privacy
3. Click the Lock icon to Unlock the settings
4. Click Camera > Allow PSI Secure Browser
5. Click Microphone > Allow PSI Secure Browser
6. Click Accessibility > Allow PSI Secure Browser
7. Click Screen Recording > Allow PSI Secure Browser
8. Click the Lock Icon to make changes
9. Reopen the PSI Secure Browser

For Window users, before launching the Secure Browser App for online exams, please check your settings to allow camera sharing.

1. Open device settings
2. Allow chrome under camera and microphone
3. Reopen the Secure Browser.

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.

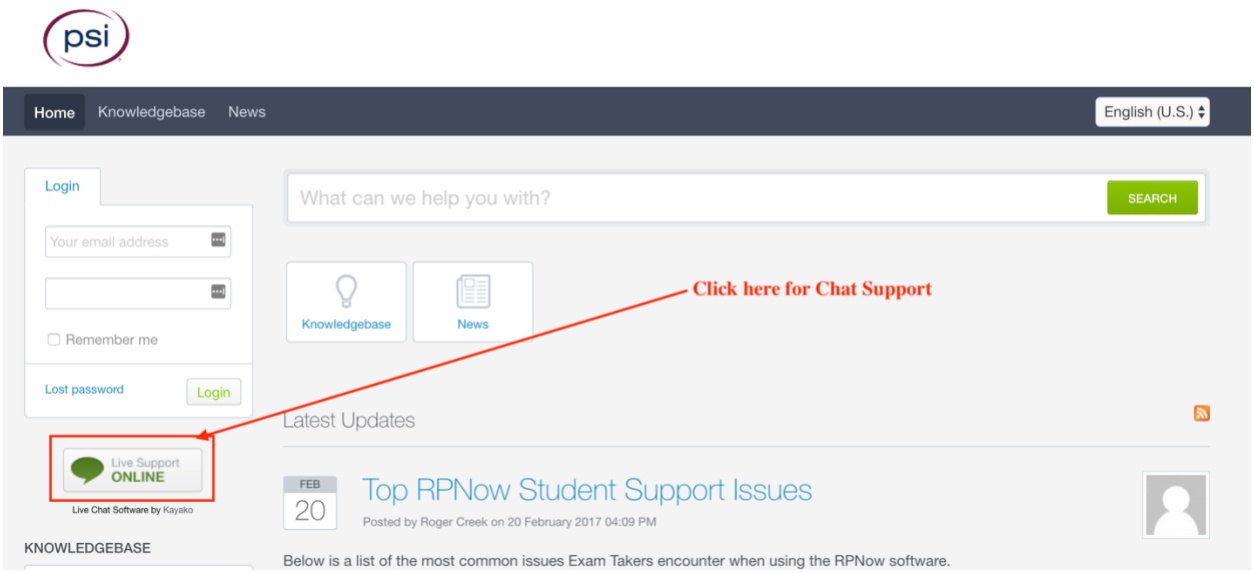
Get help by Live Chat, phone or email
Test takers who are having issues launching exam, please contact PSI Bridge Tech Support via Chat at http://clientportal.softwaresecure.com/support/ then click "Live Support Online button".

You can also contact them via phone:

USA: 1-844-267-1017

Outside the USA: 1-617-564-9052

To reach Atlassian Certification Team, please submit a ticket at our Service Desk.



Can't make it work?

If your exam appointment is more than 48 hours away…	To reschedule or to cancel your exam, log in to the Atlassian Certification Portal. Go back to the registration page to make changes by clicking on the Schedule and Take an Exam link. If you need additional scheduling assistance, you can contact PSI Candidate Support Team at 1-800-211-2754 or email examschedule@psionline.com.
If your exam appointment is less than 48 hours away…	Please contact Atlassian Certification Team at our Service Desk.
If your exam appointment has already passed…	Please contact Atlassian Certification Team at our Service Desk.

Note: Cancelling or rescheduling an appointment within 48 hours of the original appointment will result in forfeiture of the paid exam fee.