Remote Proctoring Guide
System Requirements & How to Launch an Exam

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

Click to check - [Your computer must adhere to PSI Operating System requirements.](#)

Click to check - [Your computer must pass PSI's system compatibility test.](#)

- You must also have administrative rights on your computer.
- We highly recommend using a personal computer that has not been issued by your employer or organization. Firewalls or security settings from employer-issued computers may prevent the PSI software from operating properly.
- PSI's Secure Browser will be available to download once you "confirm test launch" at least 15 minutes prior to your exam time.

How to Launch the Exam:

- To launch a **certification exam** (CISA, CISM, CRISC, CGEIT, CDPSE), log-in to your [ISACA Dashboard](#), and on the **Certifications & CPE Management tab** click the **Take, Re-Schedule or Cancel Exam** button and you will be taken 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 and you will be taken to the PSI site where you will **Launch** your exam.

- Click **Launch Exam** on the dashboard to prompt the popup below. Click **"Launch Exam"** button to proceed. You may begin the check-in process up to 30 minutes prior to your exam appointment time.

- After clicking the launch button, you are required to download the PSI Secure Browser.

Tests   Program Info

Artificial Intelligence Fundamentals

Exam to verify competency in the skills needed for: Artificial Intelligence Fundamentals

FAQs   Test Instructions

FAQs can be reviewed at https://isaca.force.com/support/s/#faq-categories

PSI Exam Center Regulations - Live Proctored

1. No conversing or any other form of communication among candidates is permitted once you enter the examination area.

2. You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.
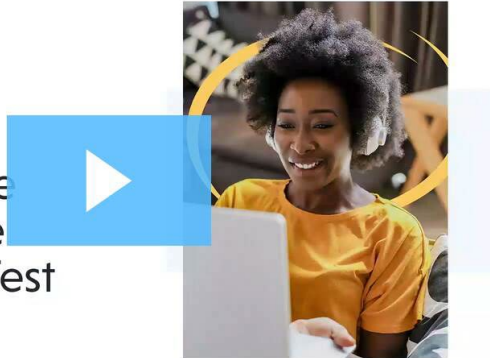
LAUNCH EXAM

VIEW DETAILS

Taking Your Test:

- To download the PSI Secure Browser, and to ensure a smooth check-in, please read 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.
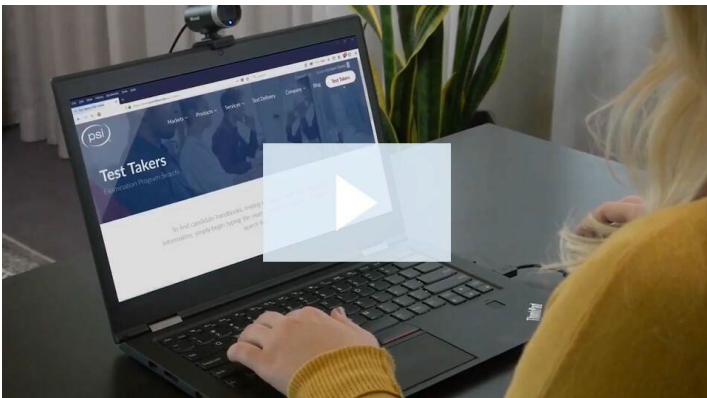
Please view the following video of the Online Exam Tutorial:

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

Recommended Content:
- Scheduling Guide
- Preparation and Remote Proctored Exam FAQs
- Are exams available by Remote Proctor in China?

Contact Supports:
- Please visit ISACA Customer Support for the exam registration, exam billing, special accommodation requests, exam eligibility or study materials.
- PSI Candidate Support with questions about scheduling, rescheduling, or canceling your exam:
  Email: ISACA.support@psionline.com
- PSI Technical Support Team with exam launch or technical concerns: Live Chat or Call PSI Technical Support (International call charges might apply if you are calling outside the USA.)