Exam Scheduling Guide

Contents:

Exam Registration

To be eligible to take ISACA exams, candidates must first register. For registration, please refer to the Registration Guide. Once you have registered and paid for an exam, you will receive a notification by email that you are eligible to schedule your appointment.

⚠️ **Note: Your ISACA profile registration name must be identical to your government-issued photo ID.**

Special Accommodations

Special testing accommodations must be requested during the registration process and approved by ISACA before scheduling an exam. To request special testing accommodations please follow the steps below.

1. During the exam registration process, be sure to check the special accommodations requirement field.
2. Print the Special Accommodations Request Form.
3. Complete the ISACA Special Accommodations Request Form.
   Note: The form must be completed by you and your healthcare professional.
4. Submit the form to ISACA at ISACA Customer Support.

Navigating My ISACA page

1. To schedule your exam please log in to your ISACA profile at www.isaca.org/MyISACA.
   - For the certification exams CISA, CRISC, CISM, CGEIT, or CDPSE, please click the "**Certifications & CPE Management**" tab.
   - For other exams please click the "**Certificates**" tab.
2. Scroll down until you find the exam for which you registered. This will redirect you to the PSI scheduling platform.
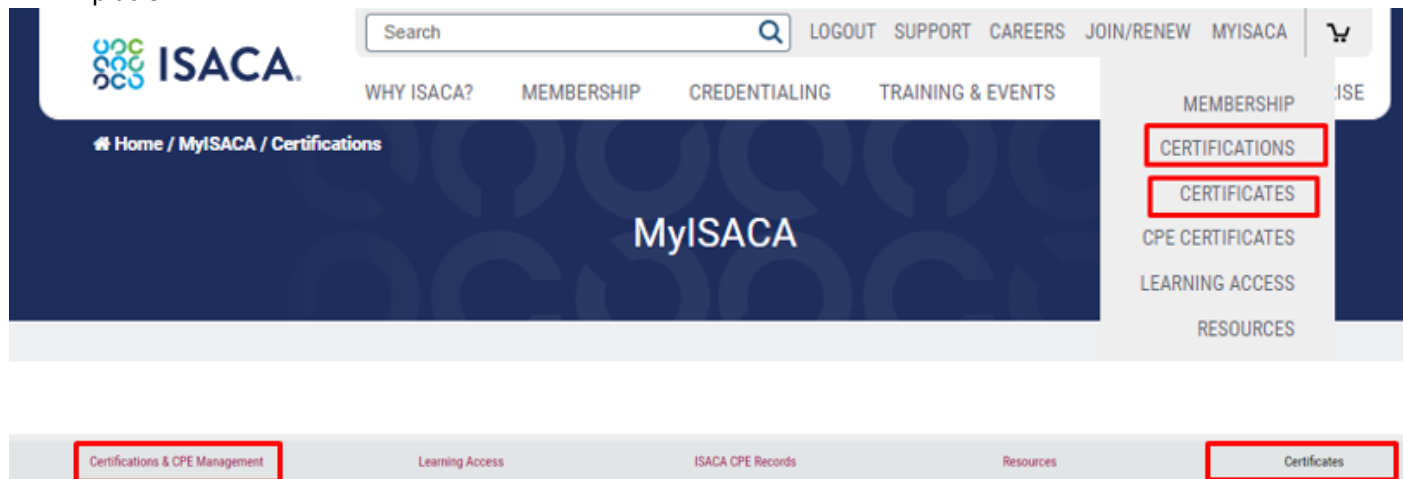
Navigating the PSI Portal

1. After you are directed to the PSI portal, you will see the following options:
    o   Book - Select and Book Tests
    o   Manage - View Booked Tests
    o   Prepare - Purchase Practice Tests (Not applicable for ISACA exams)

2. In the "Book" tab, you will be able to view available tests and select your preferred test option from the list of tests you are eligible to take. Once you have selected the test you want from the eligible options, you will be able to continue your booking process by choosing your preferred modality, location (if applicable), date, and time.

3. In the "Manage" tab, you will be able to view and manage the tests you have previously booked. In case you need to modify any test details such as time, date, or location (if applicable), you may reschedule or cancel your exam. In addition, you can view the "Test Instructions."
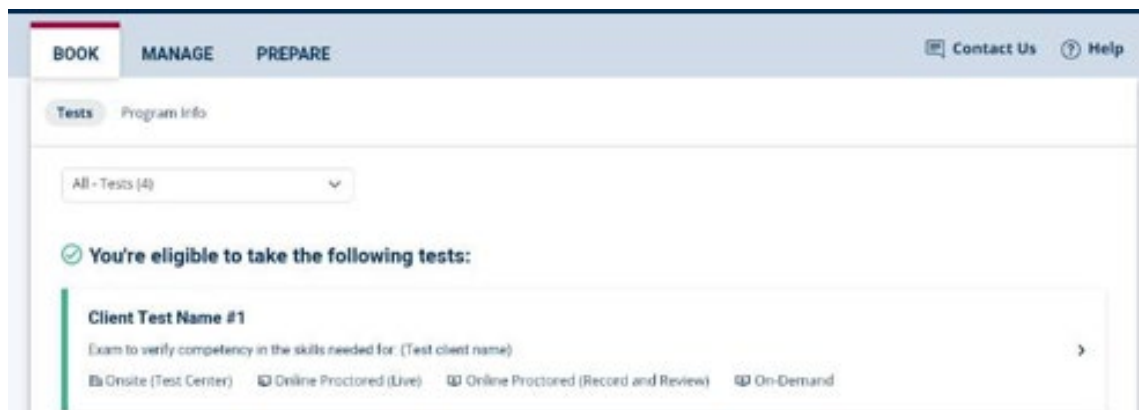   *Note: A receipt can be downloaded from My ISACA, Order History.* www.isaca.org/MyISACA

Scheduling

1. Go to the Book tab
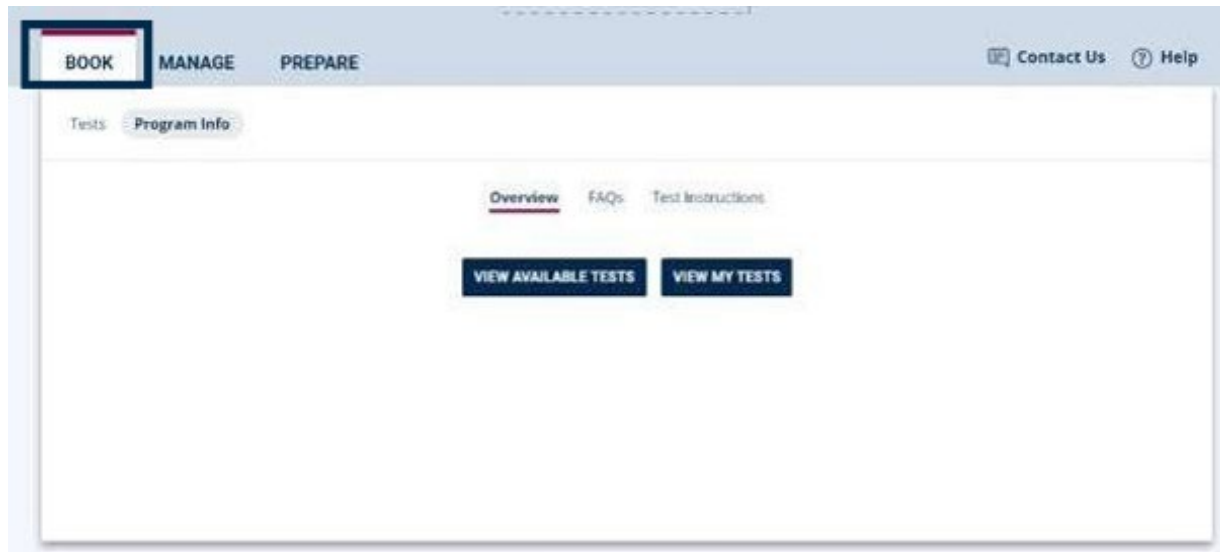
By clicking the "View Available Tests" button under the book tab, you will be able to display the different tests available for you to book.

2. View Available Tests and Details

3. If there is an event available for scheduling, you have the option to enter that event invitation code on the following page. If you do not have an event code, this part may be skipped.
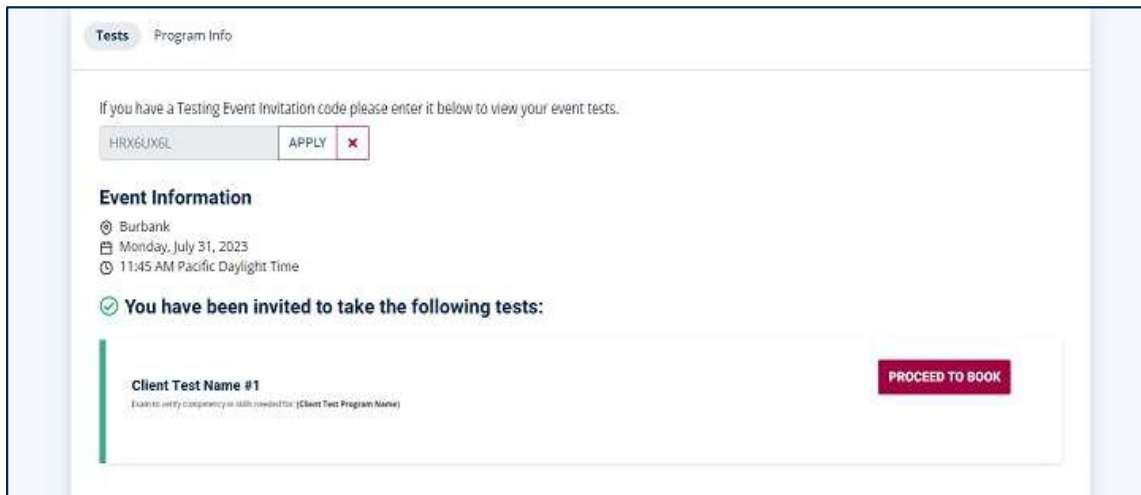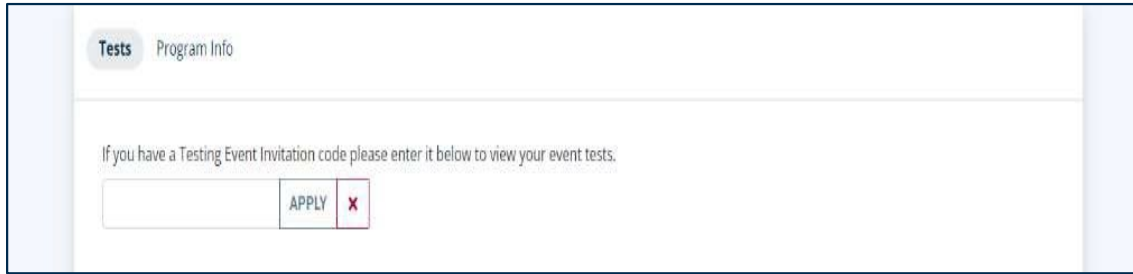
4. Once you click your preferred test option, you will be able to view test details such as duration, test type, preparation information, FAQs, and test instructions.
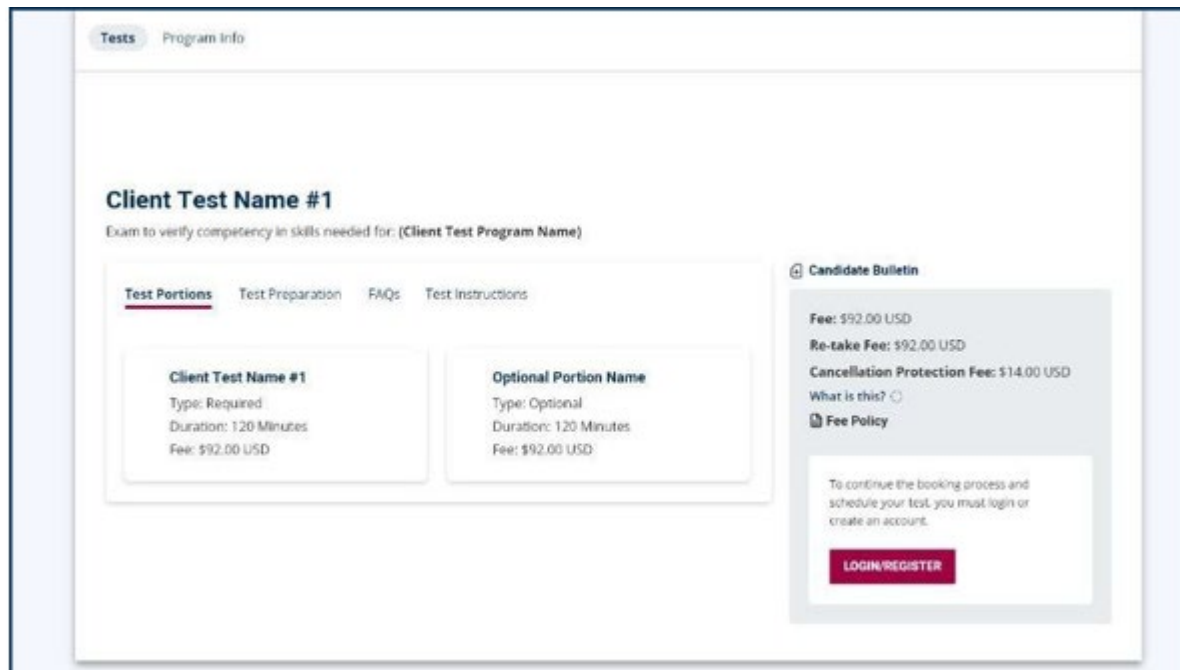
5. Check for Available Modalities and Dates
   You will be able to view the test formats available for taking that specific test, such as an Online Proctored modality, Test Center modality or On-Demand modality, you will be able to select the option you prefer for your test. Please consider that your Test Sponsor may offer your test just in some selected modalities.

6. Once you select the modality you prefer, you will be able to select the country and time zone you intend to take your test in, this will allow you to view the available date and time options to take your test.
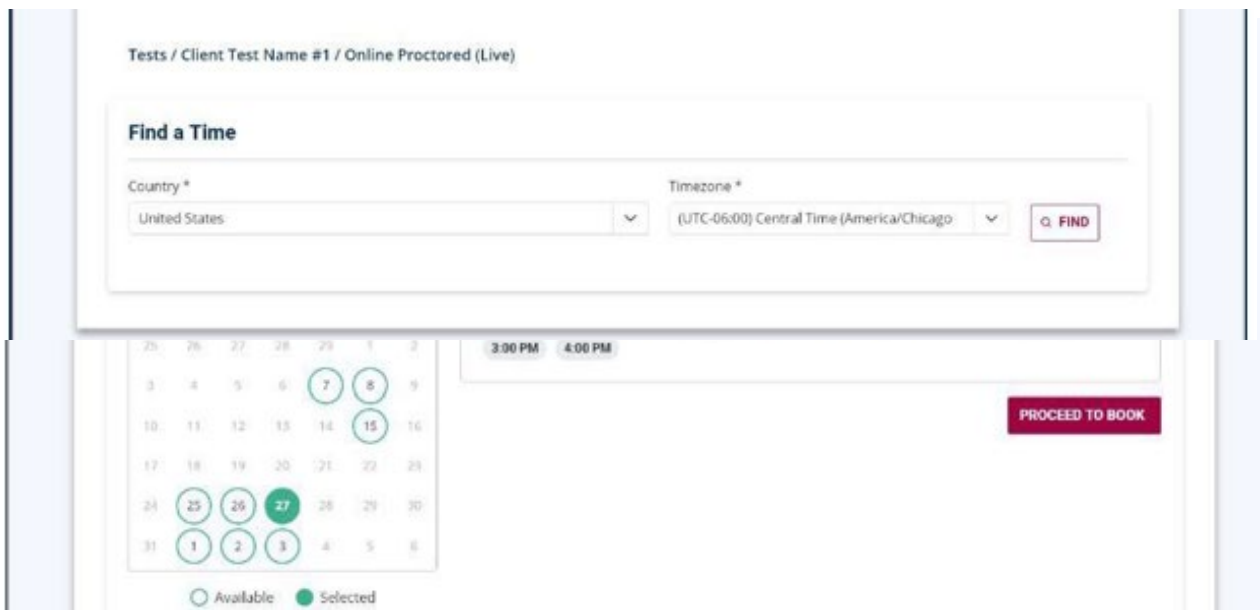
7. If you would like to check the current availability at testing center, please find an testing center from here.

8. Final Confirmation
On the Review page, Test Taker information is displayed in the Candidate Details section. Make sure you have selected all your preferred test options before booking, such as modality, location (if applicable), date and time. Select the Conditions of Use and Privacy Notice box, then click Purchase.
Even if you have already paid for the exam upon registration, you will still have to click Purchase to finalize your booking, and the Total Price will show as $0. You will view the Order Summary as the last confirmation step.

Rescheduling and Cancellation

⚠️ **Note: All rescheduling and cancelling of testing appointments must be done a minimum of 48 hours prior to your originally scheduled appointment. After this point, candidates must either take the exam as scheduled or forfeit their registration fees.**

1. To cancel your exam, please log-in to your ISACA profile at www.isaca.org/MyISACA and click on either the "Certifications & CPE Management" tab or the "Certificates" tab.

2. After you are directed to the PSI page, click the "Manage" tab. You will be able to view and manage the tests you have previously booked, in case you have not booked any tests, you will be able to click on the "Book a Test" options to see the list of available and eligible test options and continue your booking process. You will also be able to modify any test details such as time, dates, and location (if applicable) by re-booking a test.

In addition, you may view the Test Instructions.
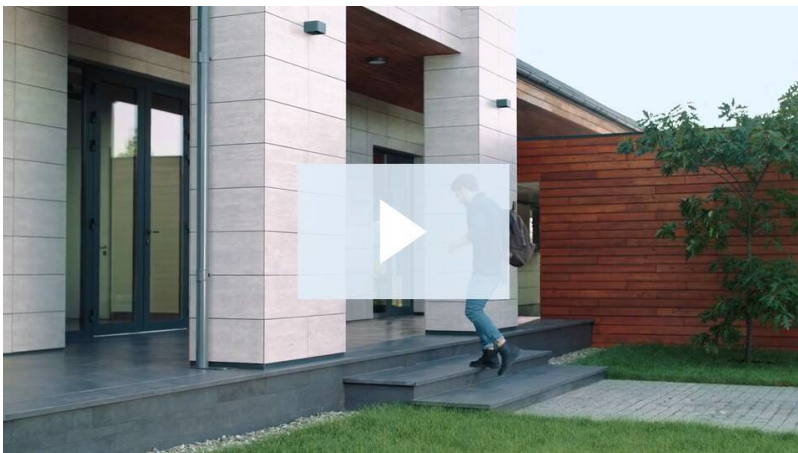*Note: A receipt can be downloaded from My ISACA, Order History.* www.isaca.org/MyISACA

Recommended Contents:

Please view the following videos to get an overview of PSI Test Experience:

- PSI Online Proctoring Experience
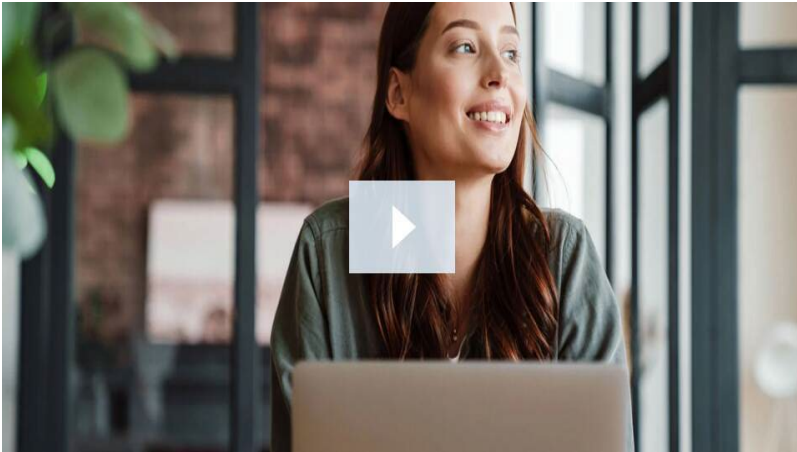
- PSI Test Center Experience

- Exam Candidate Guides
- PSI FAQs
- What kind of experience should I expect at my exam?
- Preparation and Remote Proctored Exam FAQs
- ISACA's Remote Proctored Exam FAQs

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 Phone numbers: Click here
- 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.)