

ACTION	PROCTOR RESPONSE
Candidate's ID is expired.	Do not allow to test
Photo or other information on ID does not match candidate sitting for exam.	Do not allow to test
Candidate has brought a drink into the testing area.	Candidate will be asked to completely clear their desk of all items including any drinks and food. Not allowed to begin until has been removed.
Candidate is chewing gum or eating something in middle of exam.	Pause exam and warn candidate (2). If situation doesn't improve, terminate exam.
Candidate is talking with someone standing near the testing area after beginning the test.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
Someone walks into candidate's testing room and speaks to them.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
Candidate has papers out in the testing area.	Candidate will be asked to completely clear their desk of all items including any drinks and food. Not allowed to begin until has been removed. Printed Scenario Booklets and scratch paper are NOT permitted in the Webcam Proctoring environment.
Candidate pulls out papers in the middle of testing.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
Candidate has cell phone out in the testing area surface.	Candidate will be asked to completely clear their desk of all items including any drinks and food. Not allowed to begin until has been removed.
Candidate pulls out cellphone in the middle of testing.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
If cell phone rings while exam is in progress	Ask candidate to ignore call or exam will have to be terminated.
Candidate is taking pictures of testing screen.	Pause exam and make candidate show you deleting the pictures via webcam. Terminate exam. Candidates are not allowed to reschedule.
Candidate is wearing headphones/earbuds.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
Candidate wants to take an unscheduled break during the exam.	Pause exam from the screen but the time keeps going.
Candidate takes a break (walks away from test station) without monitor approval, then returns.	(1) Warning. Situation doesn't improve, terminate exam
Candidate looks away from screen while exam is in progress.	Pause exam and warn candidate (2). If situation doesn't improve, terminate exam.
Candidate opens an additional program or tab while exam is in progress.	Pause exam and warn candidate (1). If situation doesn't improve, terminate exam.
Candidate reads questions out loud.	Pause exam and warn candidate (2). If situation doesn't improve, terminate exam.

Candidate uses profanity, threatens to harm, bully or in any way harass Proctor (whether verbally or in writing, including through electronic communications)	Pause exam and warn candidate (2). If situation doesn't improve, terminate exam.
Disconnection from exam on candidate's end	Wait 15 minutes for candidate to return. If candidate doesn't return within that time frame (or reach out via email/chat/phone to let us know they are attempting to rejoin), exam should be marked complete. Clock is not impacted by dropped session.
Disconnection from exam due to PSI's end	Work as quickly as possible to bring candidate back online and in exam. (should be no more than 5-10 minutes) and allow to continue exam. Clock is not impacted by dropped session.
Candidate does not show up to take test. How soon are they allowed to schedule it again? (FYI-Innovative Exams has a 24-hour cancellation policy)	Can only reschedule any time with 24-hour cancellation notice. A No Show can reschedule (up to one reschedule after a no-show).
Candidate cancels exam less than 24 hours prior to scheduled appointment time. How soon are they allowed to schedule it again? (FYI-Innovative Exams has a 24-hour cancellation policy)	Can reschedule any time as long as with 24-hour advance