PCI CMS INSTRUCTIONS

This page provides instructions for the use of PCI's personnel certification management system (CMS). The PCI CMS is the online system through which all certification activities are administered, from initial application and uploading of documents through exam administration and issuing of certifications. The central hub for accessing these functions and information is the certification dashboard, which also allows an individual to access their unique information.

The following sections provide instructions for the major PCI CMS functions

Logging into the PCI CMS

You must have a PCI Account to access the PCI CMS to take an online proctored exam and apply for personnel certification. If you are taking an exam following participation in a PCI QC course, your login information is the same as used to register for the course. Sign in to the Certification Dashboard.

If you do not know your PCI Account username and password, follow these instructions:
- If you have trouble remembering your **Username**, it is typically your work email address. Go to www.pci.org/signin to login and if you do not know your username, click on the *Forgot Username?* to reset the username. Or, if you know your username but have trouble remembering the **Password**, click on the *Forgot Password?* An email will be sent with instructions on how to reset your password.

- If you were registered by someone else for an online exam or QC school, ask the person who enrolled you for the email address they provided for you during the registration process. This will be your username. Go to www.pci.org/signin to login and select *Forgot Password?* An email will be sent with instructions on how to reset your password.

- If you registered for an online exam or QC school yourself, the email address provided during the registration process will be your username. Go to www.pci.org/signin to login and select *Forgot Password?* An email will be sent with instructions on how to reset your password.

- After you establish your account username and password, sign into your account. Click on **My Account** at the top of the page on the Right. Take a moment to review your account page to be sure your contact information is up to date.

- If you have trouble accessing your PCI Account email, please contact PCI at QualityPrograms@pci.org.

If you do not have a PCI Account, see the instructions below.

1. If you are employed by a PCI member organization (PCI-certified plant, certified erector, and supplier or service associate) you are already a member of PCI. For assistance with account creation or how to be added to your company's roster, contact your organization's PCI Company Admin. Details are also available in the How to Access Your Company Roster video. Or email membership@pci.org for assistance.

2. If you are not a member of PCI, click here to create a [Non-Member Account](#).

3. Or create an account by becoming a PCI Member to receive discounts on training, certification, and events. Join here: [PCI Membership](#).

Applying for Certification
[Click here to watch the How to Apply for Certification Video](#)

How to apply for yourself
1. Go to the [Certification Dashboard](#) and login using your PCI account credentials.
2. Click on the tile with the name of the certification for which you wish to apply. The system will only allow you to apply for certifications for which you are currently eligible.
3. Select the 'Personal Information' hyperlink to insert your personal information. Then click the 'Request' button next to Requesting for Myself.
4. Scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
5. Select the 'Experience, Education and Endorsement' hyperlink to insert your information. Then click the 'Request' button next to 'Requesting for Myself'.
6. Submit your experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.
7. Provide the completed form to your endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.
8. Select the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert your information. Then click the 'Request' button next to Requesting for Myself.
9. For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
10. For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.

How to apply for someone else
1. Go to the [Certification Dashboard](#) and login using your PCI account credentials.
2. To complete an application on the behalf of the candidate, click the 'Apply for Somebody Else' tile on the bottom row of the dashboard, then enter the email address for the individual for whom you are applying and click the 'Find' button.
3. If the individual is not in the system, then you will see a User Not Found pop-up window. Click 'Yes, Create New User' in the User Not Found pop-up window. This will create a new user account with that email address.
4. When the individual has been selected, choose the 'Certification Type' and click 'Apply'.

5. Select the 'Personal Information' hyperlink to enter the candidate's personal information.
    a. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
        Note – If you have submitted a request on the behalf of someone else in the PCI CMS prior to completing this application, proceed to enter the candidate's personal information on their behalf by clicking on the 'New Request' button.
6. Scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
7. Click on the 'Arrow' to proceed to the 'Experience, Education and Endorsement' hyperlink to insert the candidate's information.
    a. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
        Note – If you have submitted a request on the behalf of someone else in the PCI CMS prior to completing this application, proceed to enter the candidate's experience, education and endorsement on their behalf by clicking on the 'New Request' button.
8. Submit the candidate's experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.
9. Provide the completed form to the endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.
10. Click on the 'Arrow' to proceed to the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert the candidate's information.
    a. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
        Note – If you have submitted a request on the behalf of someone else in the PCI CMS prior to completing this application, proceed to enter the candidate's ACI certification information on their behalf by clicking on the 'New Request' button.
11. For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
12. For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.

Applying for Recertification
Recertification for Level I, II, GFRC, CFA and CCA follows this procedure. For Level III recertification see 'Renewing Certification without Exam' in the next section below.

How to apply for recertification for yourself
1. Go to the Certification Dashboard and login using your PCI account credentials.
2. Click on 'My Transcripts' in the left-side menu of the dashboard and select your certification to download your certificate. **This is a very important step! Once you**

apply for recertification your old certificate will no longer be available in the system.

3. Return to the certification dashboard by clicking on Certification Dashboard in the upper left-hand corner.
4. Click on the tile with the name of the certification for which you wish to apply. The system will only allow you to recertify for certifications for which you are currently eligible.
5. Read the information provided and click 'Recertify'.
6. **All previous Certification Application information and the certificate will be deleted from the candidate's dashboard upon recertifying, so it is important to have downloaded a copy of the certificate.**
7. Once you are sure you have a copy of the certificate, click 'Yes, Recertify'.
8. Click on the 'Content' tab to begin completing your recertification application.
9. Select the 'Personal Information' hyperlink to insert your personal information. Then click the 'Request' button next to Requesting for Myself.
10. Scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
11. Select the 'Experience, Education and Endorsement' hyperlink to insert your information. Then click the 'Request' button next to 'Requesting for Myself'.
12. Submit your experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.
13. Provide the completed form to your endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.
14. Select the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert your information. Then click the 'Request' button next to Requesting for Myself.
15. For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
16. For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.

How to apply for recertification for someone else

1. A third-party cannot complete a recertification application on the behalf of someone else until the candidate downloads their transcript and applies for recertification by following the steps below.
2. The candidate must go to the Certification Dashboard and login using their PCI account credentials.
3. The candidate should click on 'My Transcripts' in the left-side menu of the dashboard and select their certification to download the certificate. **This is a very important step! Once the candidate applies for recertification, the old certificate will no longer be available in the system.**

4. The candidate should return to the certification dashboard by clicking on Certification Dashboard in the upper left-hand corner.
5. The candidate should click on the tile with the name of the certification for which the candidate wishes to apply. The system will only allow a candidate to recertify for certifications for which the candidate is currently eligible.
6. The candidate should read the information provided and click 'Recertify'.
7. **All previous Certification Application information and the certificate will be deleted from the candidate's dashboard upon recertifying, so it is important to have downloaded a copy of the certificate.**
8. Once the candidate has a copy of the certificate, the candidate will click 'Yes, Recertify'.
9. Then the candidate will click on the 'Content' tab to allow access to the recertification application.
10. This will open the candidate's certification application and either the candidate can complete the application or leave the webpage for a third-party to complete on the candidate's behalf.
11. To complete an application on the behalf of the candidate, log back in to the [Certification Dashboard](#) and click the 'Apply for Somebody Else' tile on the bottom row of the dashboard, then enter the email address for the individual for whom you are applying and click the 'Find' button.
12. Then select the 'Certification Type' and click 'Submit'.
13. Select the 'Personal Information' hyperlink to enter the candidate's personal information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
14. Scroll down the webpage to the Self-Report Form and complete the information as requested and select 'Submit' button on the bottom of the webpage once the information has been completed.
15. Select the 'Experience, Education and Endorsement' hyperlink to insert the candidate's information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
16. Submit the candidate's experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.
17. Provide the completed form to the endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.
18. Select the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert the candidate's information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.
19. For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
20. For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.

Renewing Certification without Exam

This procedure is applicable for all recertification applications as a Level III. For all other certifications (Level I, II, GFRC, CFA and CCA), the individual must have maintained continuous certification in that program for no less than 12 years to be eligible for renewing without an exam.

How to apply for yourself
1. Go to the Certification Dashboard and login using your PCI account credentials.
2. Click on 'My Transcripts' in the left-side menu of the dashboard and select your certification to download your certificate. **This is a very important step! Once you apply for recertification your old certificate will no longer be available in the system.**
3. Return to the certification dashboard by clicking on Certification Dashboard in the upper left-hand corner.
4. Click on the tile with the name of the certification for which you wish to apply. The system will only allow you to recertify for certifications for which you are currently eligible.
5. Read the information provided and click 'Recertify'.
6. **All previous Certification Application information and the certificate will be deleted from the candidate's dashboard upon recertifying, so it is important to have downloaded and saved a copy of the certificate to your device or network.**
7. Once you are sure you have a copy of the certificate, click 'Yes, Recertify'.
8. Click on the 'Content' tab to begin completing your recertification application.
9. Select the 'Personal Information' hyperlink to insert your personal information. Then click the 'Request' button next to Requesting for Myself.
10. Scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
11. Select the 'Experience, Education and Endorsement' hyperlink to insert your information. Then click the 'Request' button next to 'Requesting for Myself'.
12. Submit your experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.
13. Provide the completed form to your endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.
14. Select the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert your information. Then click the 'Request' button next to Requesting for Myself.
    - For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.
    - For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.
15. Email PCI at Qualityprograms@pci.org to request renewal without an exam once all application forms are completed.

16. PCI will review the request and the completed online applications.
17. PCI will email the candidate to confirm receipt of the request and to communicate the outcome of the application review.
    - If the request has been approved, PCI will include a link to pay for the renewal without exam.
    - Click on the link to complete your transaction and enter your credit card information. Once the transaction has been processed, a receipt will be emailed.

How to apply for someone else
1. A third-party cannot complete a recertification application on the behalf of someone else until the candidate downloads their transcript then applies for recertification by following the steps below.
2. The candidate must go to the Certification Dashboard and login using their PCI account credentials.
3. The candidate should click on 'My Transcripts' in the left-side menu of the dashboard and select their certification to download the certificate. **This is a very important step! Once the candidate applies for recertification, the old certificate will no longer be available in the system.**
4. The candidate should return to the certification dashboard by clicking on Certification Dashboard in the upper left-hand corner.
5. The candidate should click on the tile with the name of the certification for which the candidate wishes to apply. The system will only allow a candidate to recertify for certifications for which the candidate is currently eligible.
6. The candidate should read the information provided and click 'Recertify'.
7. **All previous Certification Application information and the certificate will be deleted from the candidate's dashboard upon recertifying, so it is important the candidate has downloaded and saved a copy of the certificate to their device or network.**
8. Once the candidate has a copy of the certificate, the candidate will click 'Yes, Recertify'.
9. Then the candidate will click on the 'Content' tab to allow access to the recertification application.
10. This will open the candidate's certification application and either the candidate can complete the application or leave the webpage for a third-party to complete on the candidate's behalf.
11. To complete an application on the behalf of the candidate, log back in to the Certification Dashboard and click the 'Apply for Somebody Else' tile on the bottom row of the dashboard, then enter the email address for the individual for whom you are applying and click the 'Find' button.
12. Then select the 'Certification Type' and click 'Submit'.
13. Select the 'Personal Information' hyperlink to enter the candidate's personal information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.

14. Scroll down the webpage to the Self-Report Form and complete the information as requested and select 'Submit' button on the bottom of the webpage once the information has been completed.

15. Select the 'Experience, Education and Endorsement' hyperlink to insert the candidate's information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.

16. Submit the candidate's experience and education information, then click on the "Download Endorsement Form" button to download the Endorsement form.

17. Provide the completed form to the endorser for signature, then save the file to your computer or network. Upload the signed endorsement form to PCI by clicking the "Select" button.

18. Select the 'ACI Concrete Field Testing Technician – Grade 1 Certification' hyperlink to insert the candidate's information. Then enter the candidate's email address in the 'Requesting On-Behalf of' field and click 'Add by Email'.

    - For Level I and II certification, scroll down the webpage to the Self-Report Form and complete the information as requested. Select the 'Submit' button on the bottom of the webpage once the information has been completed.

    - For Level III, GFRC, CFA and CCA certification, enter 'No' for the first question on the form, then scroll down the webpage and select 'Submit'.

18. Email PCI at Qualityprograms@pci.org to request renewal without an exam once all application forms are completed.

19. PCI will review the request and the completed online applications.

20. PCI will email the candidate to confirm receipt of the request and to communicate the outcome of the application review.

    - If the request has been approved, PCI will include a link to pay for the renewal without exam.

    - The candidate must click on the link to complete the transaction and enter the credit card information. Once the transaction has been processed, a receipt will be emailed.

Uploading Documents to an Application

How to upload documents for yourself

1. You can upload documents to any of the application sections: Personal Information; Experience, Education and Endorsement; and ACI Concrete Field-Testing Technician Grade 1 Certification.

2. The candidate must go to the Certification Dashboard and login using their PCI account credentials.

3. From the Certification Dashboard, click on the applicable certification tile to access your application and upload a resume, signed endorsement form, CFA audit log, ACI certificate, or other miscellaneous documentation.

4. Then click on the Certification Application Form.

5. Click the applicable section within the application form where you want to upload a document.

- Resume – Use the 'Upload Resume' field on the form in the Experience, Education and Endorsement section of the online application.
- Signed endorsement form – Use the 'Uploading Endorsement Form' field on the form in the Experience, Education and Endorsement section of the online application.
- ACI certificate or PCI-approved equivalent – Use the 'ACI Certificate' field on the form in the ACI Concrete Field-Testing Technician Grade 1 Certification section of the online application.
- CFA audit log or other miscellaneous documentation – Use the 'Upload Resume' field on the form in the Experience, Education and Endorsement section of the online application.

6. Upload documents by clicking the "Select" button to select the appropriate file.
7. Once the selected file has finished uploading, click 'Submit' at the bottom of the page to save your uploaded document(s) to your application.

How to upload documents for someone else

1. You can upload documents to any of the application sections: Personal Information; Experience, Education and Endorsement; and ACI Concrete Field-Testing Technician Grade 1 Certification.
2. To upload document on the behalf of a candidate, login to the [Certification Dashboard](#) using your PCI account credentials.
3. From the Certification Dashboard, click on the 'Apply for Somebody Else' tile.
4. Below the 'Third Party Applications' section, click on the candidate's name in the list, to access their application and upload documents.
5. Click the applicable section within the application form where you want to upload a document.
   - Resume – Use the 'Upload Resume' field on the form in the Experience, Education and Endorsement section of the online application.
   - Signed endorsement form – Use the 'Uploading Endorsement Form' field on the form in the Experience, Education and Endorsement section of the online application.
   - ACI certificate or PCI-approved equivalent – Use the 'ACI Certificate' field on the form in the ACI Concrete Field-Testing Technician Grade 1 Certification section of the online application.
   - CFA audit log or other miscellaneous documentation – Use the 'Upload Resume' field on the form in the Experience, Education and Endorsement section of the online application.
6. Upload documents by clicking the "Select" button to select the appropriate file.
7. Once the selected file has finished uploading, click 'Submit' at the bottom of the page to save the uploaded document(s) to the application.

Updating an Application

How to update your application

1. Go to the [Certification Dashboard](#) and login using your PCI account credentials.
2. From the Certification Dashboard, click on the applicable certification tile to access your application.
3. You can update any of the application sections; Personal Information; Experience, Education and Endorsement; and ACI Concrete Field-Testing Technician Grade 1 Certification. Click the applicable section that needs to be updated.
4. You can update any of the information within the online form by overwriting the existing data entered on the form.
5. Once you have completed all necessary updates, click 'Submit' at the bottom of the page to save your updated application.

How to update an application for someone else
1. To update an application on the behalf of a candidate, login to the [Certification Dashboard](#) using your PCI account credentials.
2. From the Certification Dashboard, click on the 'Apply for Somebody Else' tile.
3. Below the 'Third Party Applications' section, click on the candidate's name in the list, to access their application.
4. You can update any of the information within the online form by overwriting the existing data entered on the form.
5. Once you have completed all necessary updates, click 'Submit' at the bottom of the page to save the candidate's updated application.

Requesting a Proctored Exam
[Click here to watch the How to Request a Proctored Exam Video](#)
How to request a proctored exam for yourself
1. Go to the [Certification Dashboard](#) and login using your PCI account credentials.
2. Click on the 'Proctored Exam Request' tile near the bottom of the Certification Dashboard and select 'Add to Cart'. Complete payment for the Proctored Exam requested. Each exam requested must be paid separately. For example: 'Candidate A' requests both Level I & II exams.
    o 'Candidate A' will complete payment for Level I then fill-out the rest of the online request form.
    o Once the request for Level I is completed, 'Candidate A' can then click on 'Request Another Exam' to complete payment for the Level II exam. Upon completion of payment for the Level II exam, 'Candidate A' can then fill-out the rest of the online form.
3. To begin the request form, select 'Schedule For Myself'.
4. To complete the request form, you will either choose or search for your proctor from a list of PCI-approved proctors. Once you find your proctor, click 'Select Proctor'. (If you want to propose a new PCI proctor, reference the Examinee Request to Use a New Proctor section on the Proctor Resources webpage.)
5. Enter your exam date, select the type of certification you seek, then select the type of exam you are requesting, such as, retake2 or recert1, and click 'Next'.

- o The retake exams are only applicable if you failed the previous exam(s). If you failed the exam once you choose retake1.
- o The recert exams reflect whether this is your original certification or a subsequent recertification. If you already achieved this certification twice before you would choose recert2.
- o This can also be used in combination. If this is your second attempt on your first recertification exam (you failed once before), you would select recert1retake1.
6. Review your information, then select 'Confirm and Submit Request'.
7. Once the request has been submitted, a system-generated confirmation email will be sent to PCI, the candidate, and the proctor. This email contains the details of your exam request and represents the requesting party's submittal of the proctored exam request forms to PCI. All requests, including the type of exam requested, will be reviewed by PCI staff for approval and processing.
8. Click on 'Request Another Exam' if you would like to sign-up for a second Proctored Exam.

How to request a proctored exam for someone else
1. Go to the Certification Dashboard and login using your PCI account credentials.
2. Click on the 'Proctored Exam Request' tile near the bottom of the Certification Dashboard and select 'Add to Cart'. Complete payment for the Proctored Exam requested. Each exam requested must be paid separately. For example: 'Candidate A' requests both Level I & II exams.
   - o 'Candidate A' will complete payment for Level I then fill-out the rest of the online request form.
   - o Once the request for Level I is completed, 'Candidate A' can then click on 'Request Another Exam' to complete payment for the Level II exam. Upon completion of payment for the Level II exam, 'Candidate A' can then fill-out the rest of the online form.
3. To begin the request form, enter the candidate's email address in the 'Schedule For' field.
4. To complete the request form, you will either choose or search for the proctor from a list of PCI-approved proctors. Once you find the proctor, click 'Select Proctor'. (If you want to propose a new PCI proctor, reference the Examinee Request to Use a New Proctor section on the Proctor Resources webpage.)
5. Enter your exam date, select the type of certification you seek, then select the type of exam you are requesting, such as, retake2 or recert1, and click 'Next'.
   - o The retake exams are only applicable if you failed the previous exam(s). If you failed the exam once you choose retake1.
   - o The recert exams reflect whether this is your original certification or a subsequent recertification. If you already achieved this certification twice before you would choose recert2.
   - o This can also be used in combination. If this is your second attempt on your first recertification exam (you failed once before), you would select recert1retake1.
6. Review your information, then select 'Confirm and Submit Request'.

7. Once the request has been submitted, a system-generated confirmation email will be sent to PCI, the candidate, the proctor, and the requesting party. This email contains the details of your exam request and represents the requesting party's submittal of the proctored exam request forms to PCI. All requests, including the type of exam requested, will be reviewed by PCI staff for approval and processing.
8. Click on 'Request Another Exam' if you would like to sign-up for a second Proctored Exam, or to sign-up a second candidate.

Taking an Online Exam

As with all exams, preparation is very important to be successful. Please reference the Preparing for an Online Exam information.

If the user has any issues with the PCI CMS during the exam session, refer to the Trouble-shooting System Issues During an Exam section below.

How to Start an Online Exam

1. The examinee must have a PCI account to take an online exam. The examinee will login to the Certification Dashboard then either click 'By Invitation' on the left-side or click on the 'Exam' tile.
2. The proctor will enter the exam invitation code that was provided by PCI in the 'Invitation Code' field and click 'Enroll'.
3. This will open the Exam Overview Page, and the examinee should click 'Show More' to read all exam instructions. Once ready, the examinee will click 'Get Started'.
4. The examinee will be taken to the User Agreement page and should read the entire agreement before clicking in the checkbox at the bottom of the webpage, which will signify acknowledgement and agreement with the statements made in the User Agreement. Once the checkbox has been clicked, a 'Start' button will appear, and the examinee should click 'Start'.
5. After closing the 'Good Luck' pop-up and clicking 'Go to Exam', the examinee will be taken to the Exam page and can click 'Start Exam'.

How to Take an Online Exam

1. The examinee must remain in the PCI CMS for the entire duration of the online exam. Navigating away from the exam onto another browser, window or tab during the exam will be considered cheating and will result in automatic failure of the exam.
2. All exam questions are in a multiple-choice format, and there is only one correct answer to each question.
   a. For each question, the examinee will select the option they think is the best answer to the question by clicking on the appropriate selection, A, B, C or D.
   b. Once the examinee has selected the best answer to the question, the selection must be finalized by clicking 'Submit Answer'. The selection can still be changed after being submitted; however, answers to questions that are not "submitted" will be counted as incorrect.

c. Incorrect answers and unanswered questions count as 0 points.

3. Some exam questions have an image displayed above the question. These images can be scaled to a larger size for easy viewing. In the bottom right-side corner of the image's display window, click on the 'Magnifying Glass' icon to make the image larger.

   a. The image will become a pop-up with a '+' icon to increase image size if the examinee wants to make the image larger.

   b. The examinee can also reduce the image size by clicking the 'minus-sign' (-) icon or X on the top-right corner of the image's pop-up window.

4. Exam Tools

   a. Bookmark – If the examinee does not immediately know the answer to the question, the question can be skipped by clicking on the 'Bookmark' icon to tag the question for later review.

      o If the question has been bookmarked, the 'Bookmark' icon will turn a yellow color in the exam question page.

   b. Text Size – If the examinee has trouble reading the exam questions and multiple-choice answers, the font size can be increased by clicking the font tile or 'A a' icon.

   c. Eliminate Answer Options – To cross-out multiple-choice answers that are not correct and help narrow down to the best answer, the examinee can click the strikethrough tile or 'abc' icon, then click the checkbox(es) next to the selection(s) the examinee would like to remove from their available options and click 'Update'.

   d. Notes – To record notes before deciding on an answer to a question, the examinee can click on the 'Notepad' icon and type these notes into the notepad. Once done typing, click 'Update' to close.

      o The examinee should save their notes if they are not certain which answer to choose. The examinee will have the opportunity to review the question and the saved notes once the examinee makes a pass through the entire exam.

   e. Calculator – To use a calculator to aid in selecting an answer, the examinee can click on the 'Calculator' icon.

      o To use advanced functions, click the 'Advance Toggle Panel' button. This button is an arrow pointed downward 'V'.

How to Complete and Submit an Online Exam

1. Once all exam questions have been answered, the examinee should review the exam before submitting if the total time allotted for the exam has not expired. The examinee will have the option to submit the exam for scoring by clicking 'Proceed'.

2. Click on 'Review' if any questions were bookmarked or the examinee would like to review the answers before submitting the exam for scoring.

   a. The examinee will be taken back to the Exam page. On the bottom-half of this page, all the exam questions are visible only as tiles.

   b. Blue tiles represent answered questions that have been submitted.

   c. White tiles with a '?' icon within the tile represent unanswered questions.

   d. If any Exam Tools were used for an exam question, the respective tool's icon will be displayed within the question tile for any questions in which the tools have been utilized.

3. Once all questions have been answered, or if the total time allotted to take the examination has not expired, the examinee will have the option to submit the exam for scoring. Click 'Submit Exam'.
4. If the total time allotted to take the exam has passed, the system will immediately end the exam and score the exam, and any unanswered questions or questions without answers submitted will be marked as incorrectly answered in the system.

After the Exam has been Submitted

1. Once the exam has been scored by the online system, the exam score and a notification will appear above the Exam page indicating whether the examinee passed or failed the exam.
2. On the Exam page, click 'Report' below the exam score to open the exam score report. The score report shows an examinee how they performed on the various topics within each certification exam.
  a. This information is helpful for those who did not pass the exam and want to identify areas where they did not perform well prior to taking another exam.
  b. Examinees can click the icons near the top right-side of the score report page to either Download, Email, or Print their report.
  c. Emailing the score report is most effective. The online system will email a PDF of the exam score report to any email address provided. Click the 'Email' button, enter the desired email address, and click 'Send Email'. Additional emails can be added individually.
3. PCI will email the examinee further details about the certification typically within two weeks of the exam.
4. Once PCI determines all certification requirements have been met, the certification will be issued with the effective date being the date the last certification requirement was attained. All certificates are provided as a PDF via email directly to you.

Reviewing Results of Previous Exams

1. Login to the Certification Dashboard and click 'My Courses' on the left-side.
2. All completed courses will be listed. Select the desired certification exam from the list.
3. From the Exam page, click 'Report' below the exam score on the page to open the post-exam scoring report. The score report shows an examinee how they performed on the various topics within each certification exam.
  a. This information is helpful for those who did not pass the exam and want to identify areas where they did not perform well prior to taking another exam.
  b. Examinees can click the icons near the top right-side of the score report page to either Download, Email, or Print their report.

c. Emailing the score report is most effective. The online system will email a PDF of the exam score report to any email address provided. Click the 'Email' button, enter the desired email address, and click 'Send Email'. Additional emails can be added individually.

Accessing Your Certificate

1. Once PCI approves the issuance of a certification, the PCI CMS will email a system-generated notice informing the certification candidate that the requirements for certification have been met.
   a. The email will have a link to the CMS for the certification candidate to review and download the certificate.
   b. The email will also include a PDF attachment of the certificate.
2. Copies of certificates are stored in the system for future reference. To access these, login to the Certification Dashboard.
   a. The issued certification's tile on the dashboard page will be colored Green and state, "Active" underneath the title.
   b. Click on the 'My Transcripts' menu on the left-hand side of the dashboard and select the applicable certificate to view, print, email or download.

Trouble-shooting System Issues during an Exam