

## Trouble-shooting PCI Certification Management System (CMS) Issues during an Exam

### Invitation code doesn't work

- Check the “CapsLock” key. This typically should be turned off.
- Be sure to correctly use O’s and 0’s.
- Be sure to use the “under-score” key, by holding “SHIFT” and “ - “.
- If issues persist, contact [Qualityprograms@pci.org](mailto:Qualityprograms@pci.org).

### Examinee cannot login/Forgot username

- Check the “CapsLock” key. This typically should be turned off.
- The examinee’s username is typically their work email address. If the examinee’s username is not their work email address, then use their personal email address.
- If the examinee cannot remember the username, click Forgot Username, and provide PCI the examinee’s email address. If the work email address was entered and PCI’s system does not recognize this, then try entering a personal email address instead.
- A reset email will be sent by PCI and the examinee must click on the link within the email to reset their username.
- After resetting the username, the examinee will also have to reset their password using the new username.

### Examinee cannot login/Forgot password

- Check the “CapsLock” key. This typically should be turned off.
- Once the username has been reclaimed, the examinee can proceed to click Forgot Password.
- Click Forgot Password to reset the password. Depending on the email address set in PCI’s system, the reset email will either be sent to the examinee’s work email or personal email account. Retrieve that email and follow the instructions to reset the password.
- Once the password is reset, log into the [Certification Dashboard](#).

### Submit button disappears, or system glitches

- The examinee should log out of the PCI CMS, close the web browser, then reopen the web browser and log back into the [PCI CMS](#).
- Check the internet connection.
  - Is there a connection?
  - Is the speed sufficient?
- If issues related to internet connectivity persist:
  - A Speed Test can be performed to gather more information.
  - Restart the router and/or modem to ensure a solid connection is made from a laptop to the internet network.

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### Exam Question or Image doesn't display properly

- The examinee can Bookmark the question and continue onto the next question, then go back to flagged questions later.
- The examinee should log out of the PCI CMS, close the web browser, then reopen the web browser and log back into the [PCI CMS](#). The exam will resume once the examinee is logged back into the CMS and the invitation code is re-entered.
- The examinee should restart their computer if issues persist.
- Or, if still an issue, the router and/or modem can be restarted to ensure a solid connection is made from a computer to the PCI CMS.

### Nothing works

- If issues persist, then check the examinee's internet connectivity.
  - If there is no internet connectivity, then restart the router and/or modem, to ensure a solid connection is made from the laptop to the internet network.
- If there is internet connectivity and issues persist, then check the Wi-Fi signal. Make sure a connection is established.
- If the internet is connected and there is a Wi-Fi signal being received by the laptop, run a Speed Test to gather more information.
- If the internet connectivity is not an issue and none of the troubleshooting advice above works, then reconfirm the examinee is using software and hardware that is supported by the PCI CMS.
  - The examinee shall use a laptop, less than 5 years old with:
    - Wi-Fi capability and
    - Google Chrome or MS Edge web browser.
    - Internet Explorer is not supported.
  - The examinee's laptop must have a suitable operating system:
    - Windows 10 or later, or
    - any MacOS that is post-Maverick.
- If using a company owned laptop, make sure the laptop's security features are not denying access to the PCI CMS.