



# USPS PROCTOR GUIDE



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# USPS Program Overview

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- Starting December 29, 2014, PSI will be the testing vendor for United States Postal Service exams.
- This program offers testing year round for its candidates.
- PSI will be testing over 225,000 candidates annually for USPS.
- These exams are delivered via the Internet on PSI's Talent Assessment platform and candidates will be listed on your roster.
- Candidate photos are NOT required.
- Each exam has specific material requirements and those are outlined further in this training.
- Test times vary based upon the exam being given. The computer system regulates the time of the exam.
- Monitored bathroom breaks are allowed; however the exam timing does not stop.
- Score reports are NOT provided at the test center.
  - Candidates can login to their candidate account and view results from their home.
- Examinees who experience technical difficulties during their exam are required to wait at least 30 minutes before departing the test center.
  - After 30 minutes, PSI will work with USPS to determine retesting options.
- If anything unusual or out of the ordinary occurs, a USPS incident report must be submitted.

# USPS Exam Details – Test Times

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Exam Name	Session Time	Testing Time
Exam 473 - Delivery, Distribution and Retail	60 minutes	39 minutes
Exam 630 - Postal Police Officer	120 minutes	90 minutes
Exam 710 - Clerical Abilities	120 minutes	69 minutes
Exam 712 - Typing Test	30 minutes	5 minutes
Exam 714 - Data Entry Test	30 minutes	5 minutes
Exam 715 - Automated Markup Test	30 minutes	5 minutes
Exam 718 - Computer Skills Test	60 minutes	Untimed
Exam 741/744 - Accounting Exam	225 minutes	195 minutes
Exam 916 - Custodial Maintenance	90 minutes	44 minutes
Exam 943 - Automotive Mechanic/Automotive Technician Examination	120 minutes	90 minutes
Exam 955 - Maintenance Assessment	150 minutes	100 minutes

Each exam has an allotted amount of session time or time that a candidate may spend on an exam. However, the session time includes the candidates check in, check out times, breaks and possible practice exams.

You must not share the session time information with the candidates. Candidates should not be rushed to finish their exam at any time.

# USPS Exam Details – Materials Allowed

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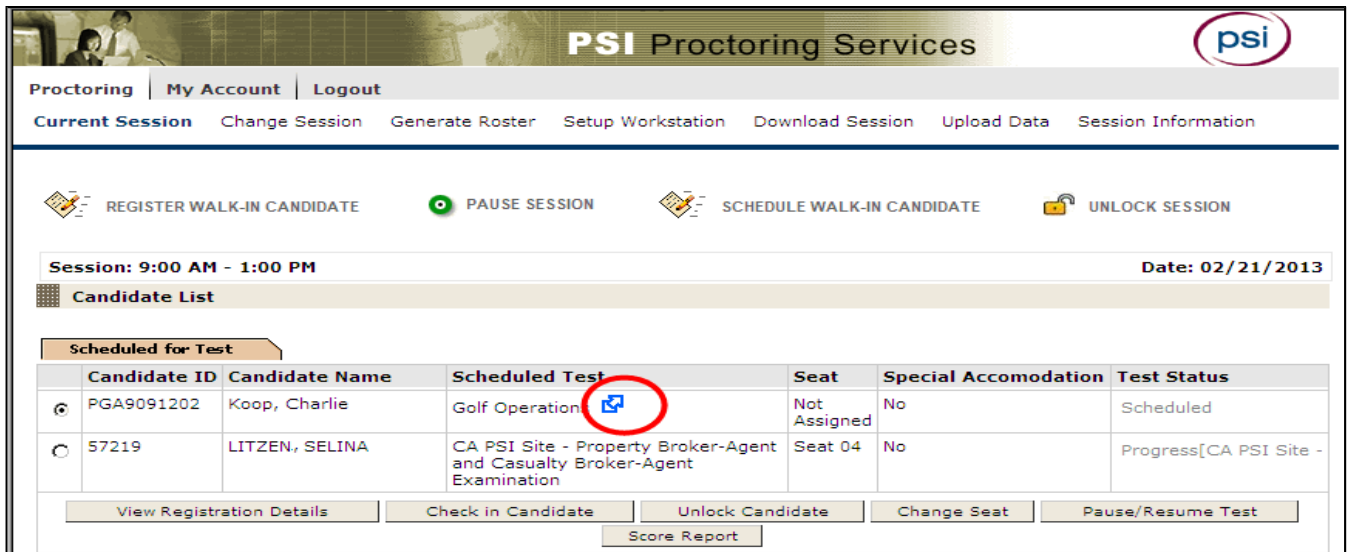
Exam Name	Materials Allowed
Exam 473 – Delivery, Distribution and Retail	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 630 – Postal Police Officer	<ul style="list-style-type: none"><li>• 2 pieces of scratch paper</li><li>• Pencil</li></ul>
Exam 710 – Clerical Abilities	<ul style="list-style-type: none"><li>• 3 pieces of scratch paper</li><li>• Pencil</li></ul>
Exam 712 – Typing Test	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 714 – Data Entry Test	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 715 – Automated Markup Test	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 718 – Computer Skills Test	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 741/744 – Accounting Exam	<ul style="list-style-type: none"><li>• 3 pieces of scratch paper</li><li>• Pencil</li><li>• Hand-held, non-programmable, calculator</li></ul>
Exam 916 – Custodial Maintenance	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 943 – Automotive Mechanic/Automotive Technician Examination	<ul style="list-style-type: none"><li>• No materials allowed</li></ul>
Exam 955 – Maintenance Assessment	<ul style="list-style-type: none"><li>• 2 pieces of scratch paper</li><li>• Pencil</li></ul>

Each exam has different materials allowed. The table shown here should be referenced when providing testing materials to candidates. Please remember that you must collect all materials, including all pieces of scratch paper, from the candidate when the exam is complete.

# Proctor Navigation: Check - In

Please familiarize yourself with the content of this tutorial as it will allow you to become acquainted with how to process a candidate for USPS testing.

1. The USPS candidate appears on your proctoring screen just like any other candidate with one exception. The blue icon below denotes that the exam is considered to be a Third Party exam.

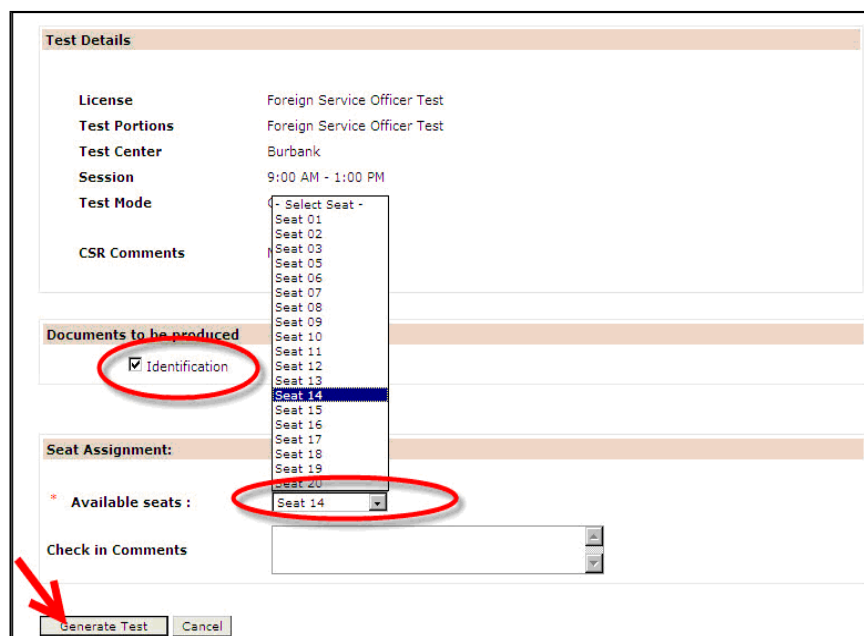


The screenshot shows the PSI Proctoring Services interface. At the top, there are navigation tabs for 'Proctoring', 'My Account', and 'Logout'. Below that, there are links for 'Current Session', 'Change Session', 'Generate Roster', 'Setup Workstation', 'Download Session', 'Upload Data', and 'Session Information'. The main area contains several action buttons: 'REGISTER WALK-IN CANDIDATE', 'PAUSE SESSION', 'SCHEDULE WALK-IN CANDIDATE', and 'UNLOCK SESSION'. The session details are 'Session: 9:00 AM - 1:00 PM' and 'Date: 02/21/2013'. A 'Candidate List' section is visible, with a sub-section for 'Scheduled for Test'. The table below shows two candidates:

Candidate ID	Candidate Name	Scheduled Test	Seat	Special Accomodation	Test Status
PGA9091202	Koop, Charlie	Golf Operation 	Not Assigned	No	Scheduled
57219	LITZEN, SELINA	CA PSI Site - Property Broker-Agent and Casualty Broker-Agent Examination	Seat 04	No	Progress[CA PSI Site -

Below the table are buttons for 'View Registration Details', 'Check in Candidate', 'Unlock Candidate', 'Change Seat', 'Pause/Resume Test', and 'Score Report'.

2. Place a checkmark in the "Documents to be produced" box only after you have verified that the correct candidate is there in front of you and that the candidate has brought the correct identification.
3. Select the seat number for the workstation in which the candidate will be testing.



The screenshot shows the 'Test Details' form. The 'License' is 'Foreign Service Officer Test', 'Test Portions' is 'Foreign Service Officer Test', 'Test Center' is 'Burbank', and 'Session' is '9:00 AM - 1:00 PM'. The 'Test Mode' dropdown is open, showing a list of seats from 'Seat 01' to 'Seat 20', with 'Seat 14' selected. The 'Documents to be produced' section has a checked 'Identification' box circled in red. The 'Available seats' dropdown is also circled in red, showing 'Seat 14' selected. A red arrow points to the 'Generate Test' button at the bottom left.

4. Click on the “Generate Test” button.

The test has been successfully generated

**Assignment Details**

**Candidate Id** 1234567890  
**Candidate Name** Marge Brown  
**License** Foreign Service Officer Test  
**Licensing Authority** Foreign Service Officers Test (FSOT)  
**Test Portions** Foreign Service Officer Test  
**Seat**   
**Factsheet**

Date	Test Center	Session
01/10/2013	Burbank , CA	9:00 AM - 1:00 PM

Now it is time for the candidate to login at the workstation you selected and to proceed with setting up the exam. The proctor does NOT need to accompany the candidate to the workstation.

5. At the assigned test workstation, the candidate enters their Candidate ID and clicks the “Enter” button:

• Please enter your eCareer/EDI and press the Green Enter key on the keyboard or click on the Enter button.  
• To clear the eCareer/EDI and re-enter, press the Yellow Trase key on the keyboard or click the Trase button.

eCareer/EDI

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6. The candidate reads and selects “Agree” to the PSI security notice:

**psi** Examination Online

**PSI SECURITY AGREEMENT FOR EXAMINATIONS**

**Test Center Location:** Burbank **State:** CA

**SECURITY AGREEMENT:**

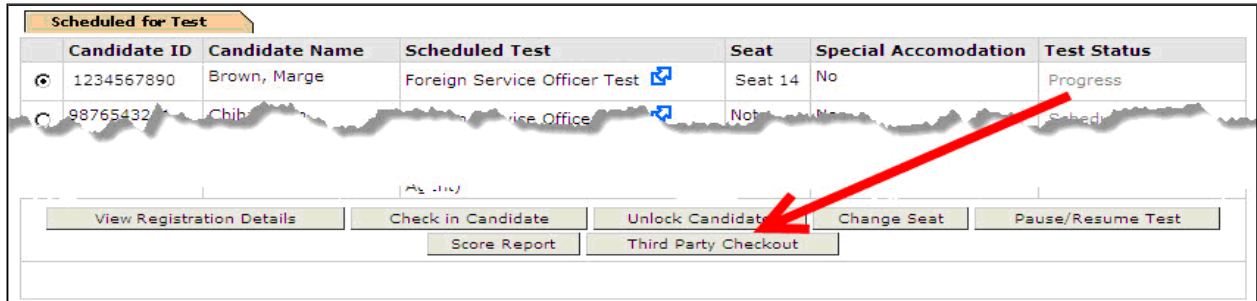
I HAVE READ THE FOLLOWING PSI SECURITY AGREEMENT AND CONSENT TO TAKE THE EXAMINATION UNDER THE CONDITIONS STATED HEREIN:

- I will not give or receive assistance while taking the test, including the use of unauthorized study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.
- I will not copy and remove exam questions or answers from the test center.
- I will not have in my possession a cell phone, pager, or other unauthorized materials.
- I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
- I understand that violating the confidential nature of the licensing test can result in severe civil or criminal penalties, invalidation of test scores, and you will be reported to the authorized agency.

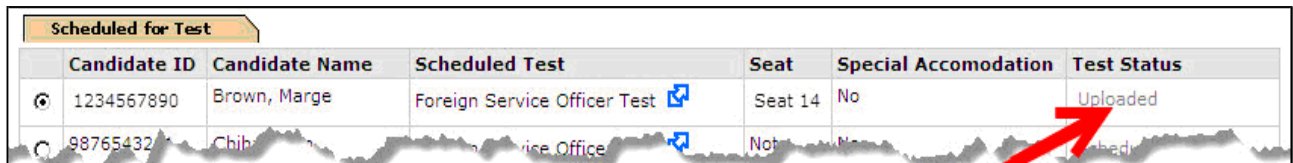
**Note:** If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file.

# Proctor Navigation: Check – Out

1. After the candidate has completed the exam, the proctor proceeds with the check-out process on PSI Proctoring Services by clicking on the “Third Party Checkout” button to ensure that reporting of scores and candidate details is complete:



- After performing the Third Party Checkout, the candidate’s status changes to Uploaded.



This confirms the candidate has been checked out completely and that their scores have been submitted. Please remember to collect both the scratch paper and pencil BEFORE you have checked-out the candidate and BEFORE the candidate leaves the test center.



# Exam Security and Resources

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Type of Support	Phone Number	Email Address
USPS Technical Support for Proctored Exams	800-367-1565 x7193	ESTECH@psionline.com
USPS Proctor Support for Company Sites	Regional Site Supervisor	Regional Site Supervisor
USPS Proctor Support for 3 <sup>rd</sup> Party Sites	N/A	SITEADMIN@psionline.com
USPS Candidate Support	N/A	USPSTechSupport@psionline.com
USPS Reasonable Accommodation Support	N/A	USPSRA@psionline.com

In addition to manuals and policies/procedures, PSI also provides contact information for your testing needs. The above table outlines the key contact details for the USPS Proctors to reach based on their requests.