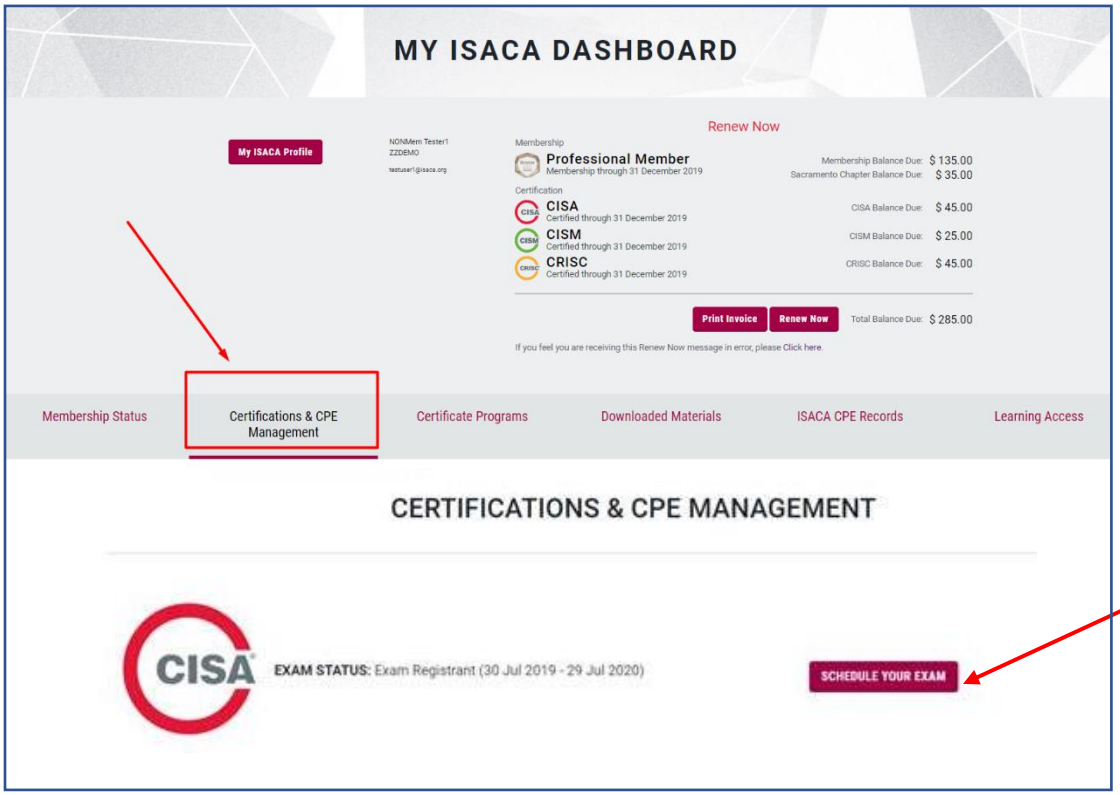
CISA/CRISC/CISM/CGEIT Scheduling Guide

To be eligible to take the CISA, CRISC, CISM or CGEIT exam, candidates must first register. Further details regarding the exams can be found in the Exam Candidate Information Guide. Once you have registered and paid for the exam you will receive a notification by email that you are eligible to schedule your appointment. Please follow the below instructions to schedule or reschedule your exam appointment.

- Scheduling
- Rescheduling
- Cancelling
- Print/View Exam Acknowledgement
- PSI Contact Information

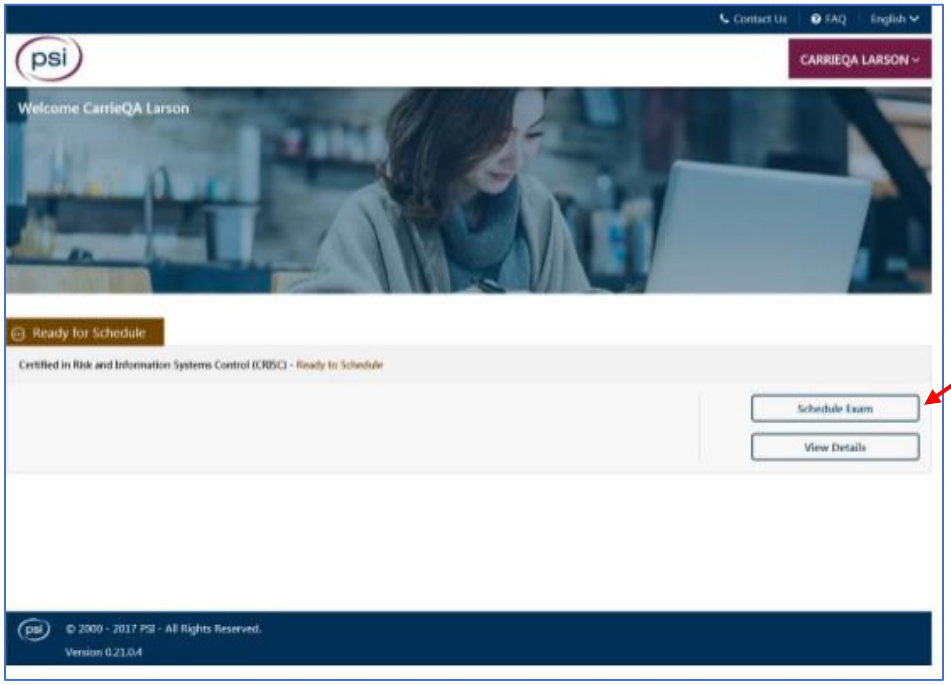
Scheduling

1. To schedule your exam please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the "Certifications & CPE Management" tab. Scroll down until you find the exam that you registered for.

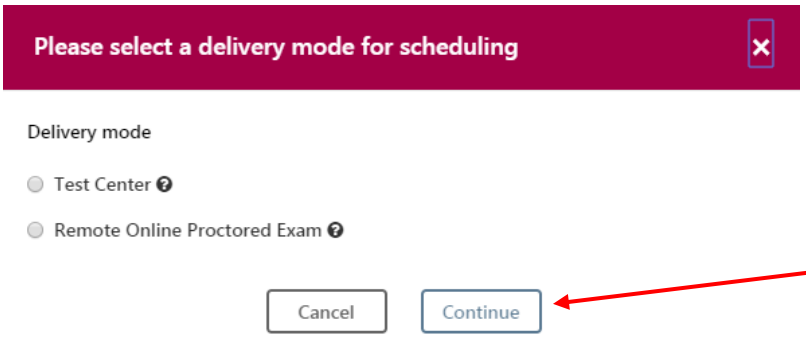


2. Click on the Schedule Your Exam button.

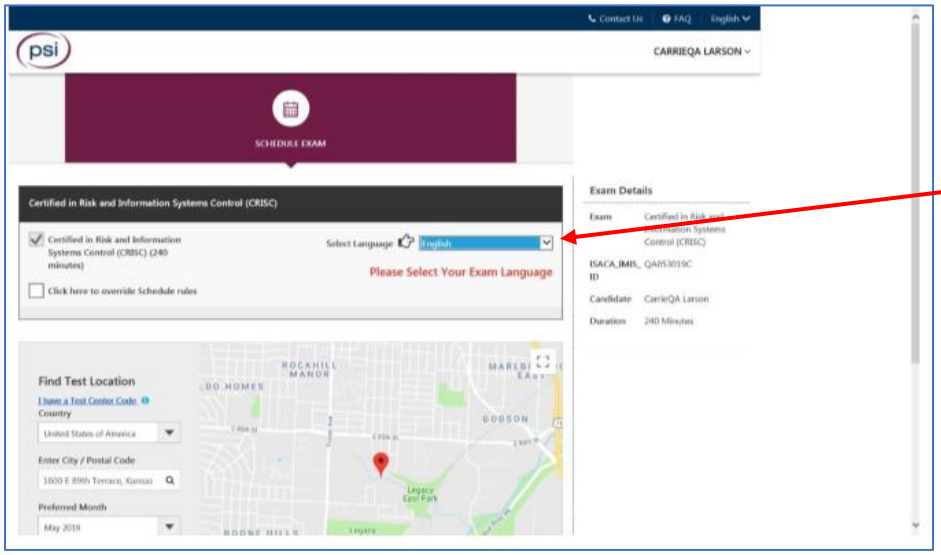
3. You will be taken to the PSI scheduling platform.



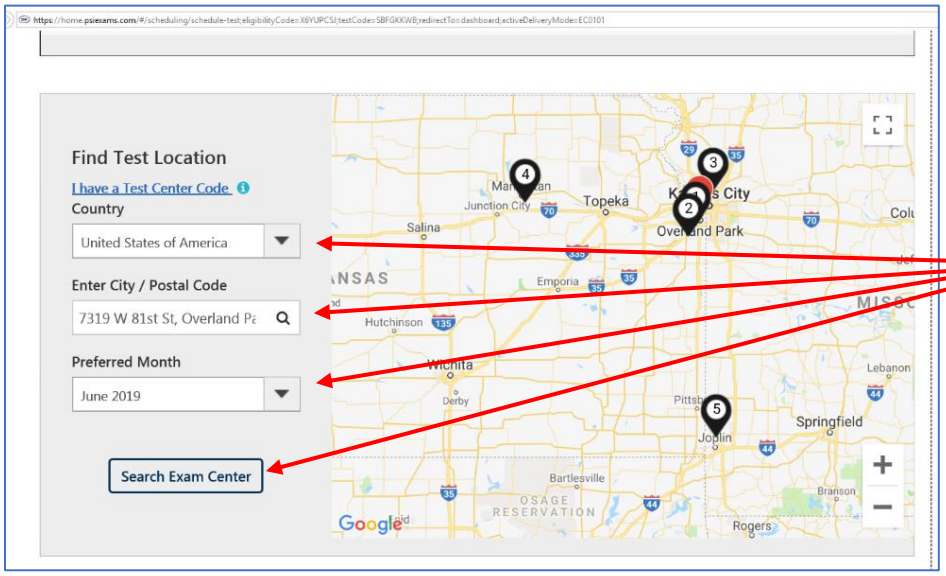
4. Select Schedule Exam.



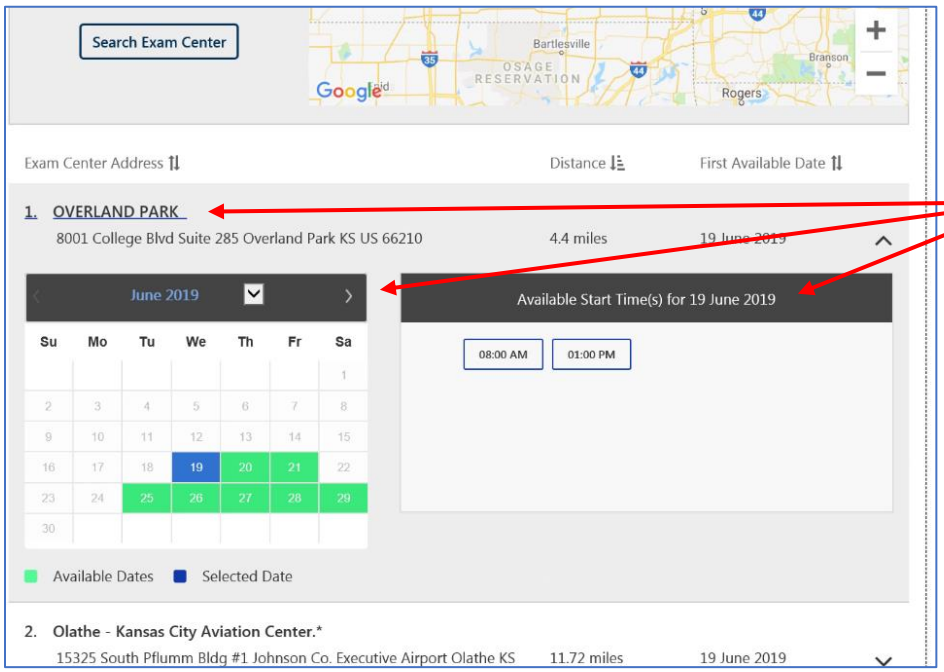
5. Select your delivery mode: In-Person Test Center or Online Remote Proctored. Click Continue.



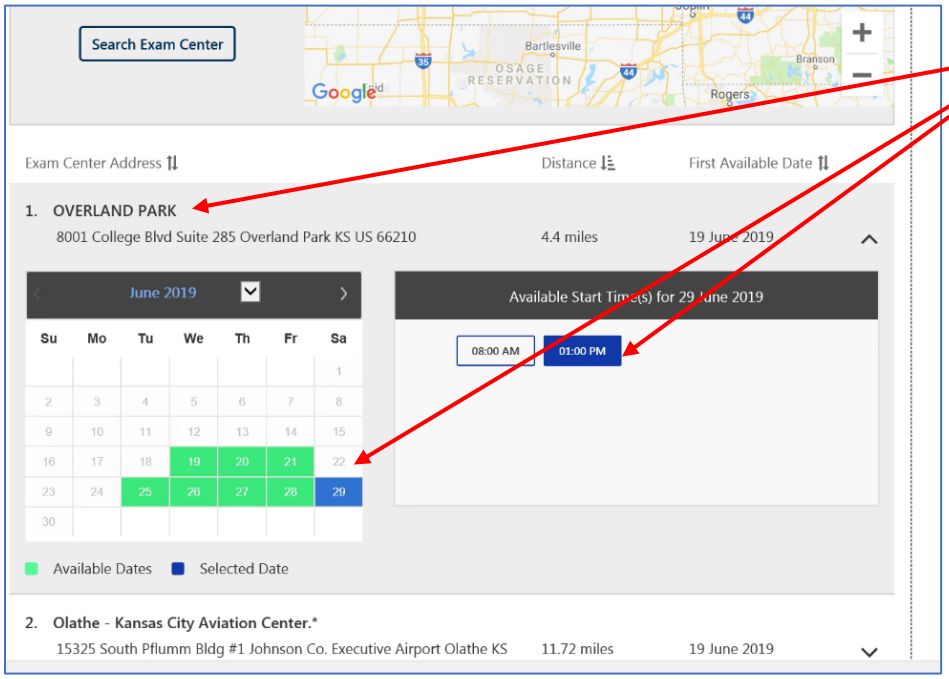
6. Select the correct exam language from the drop-down menu.



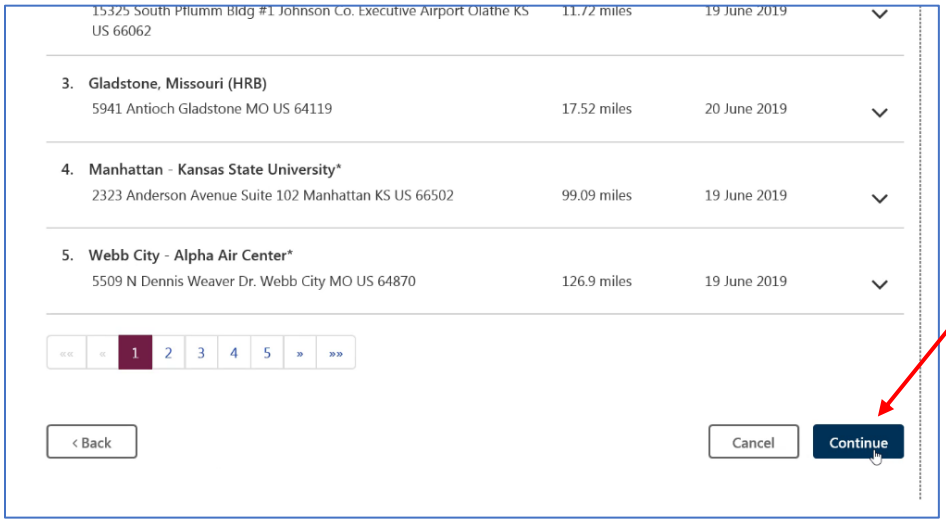
7. Enter your preferred country, city or postal code, and month. Click Search Exam Center.



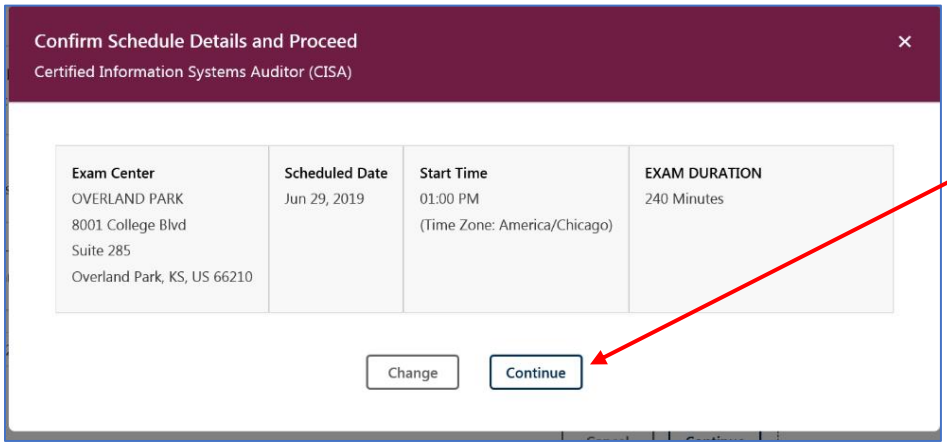
8. Click your preferred exam location from the search results to view the available dates and times.



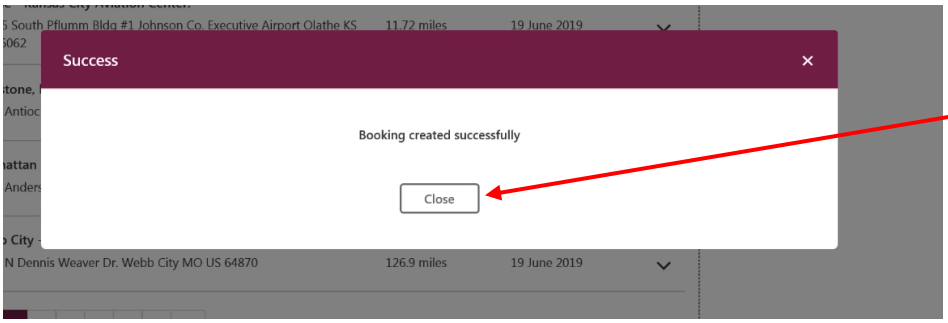
9. After choosing a location, select the date and time of your choice.



10. Scroll down and click Continue.

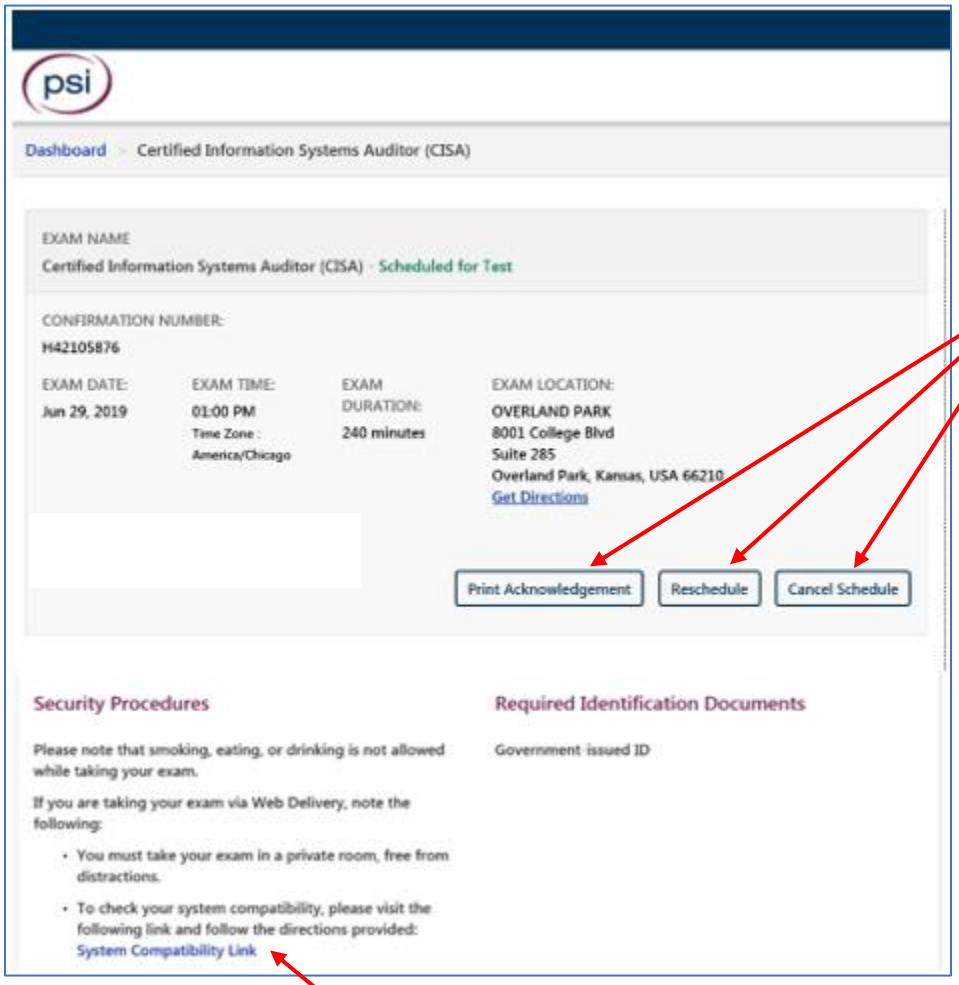


11. Review your Schedule Details. If everything is correct, click Continue.



12. If this pop-up Success box does not close automatically, click Close.

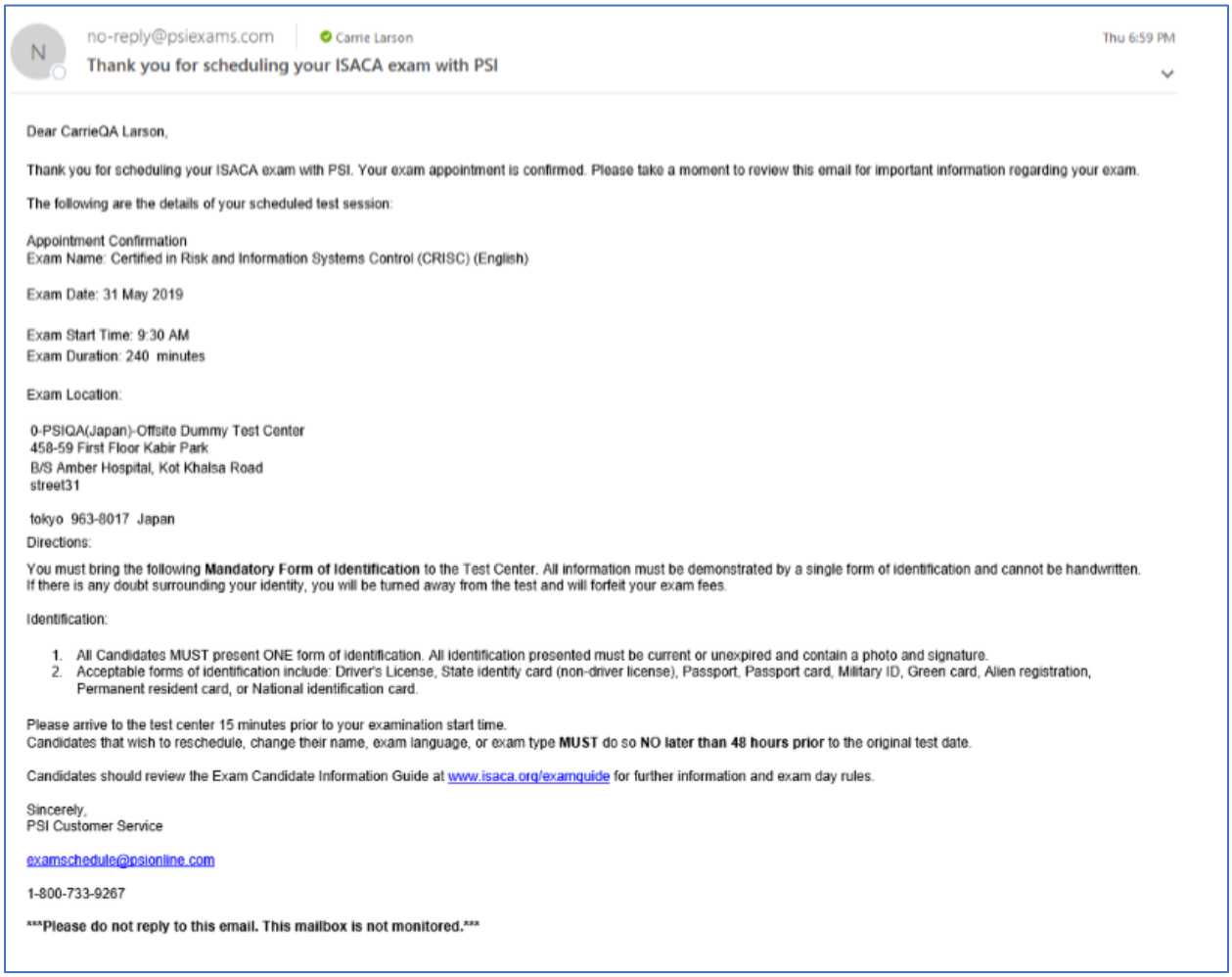
13. View your schedule details.



14. From here you may print your exam schedule details, reschedule, or cancel your exam appointment.

Please note: The system compatibility check only applies to remotely proctored exams. CISA, CISM, CGEIT and CRISC are all tested on-site, so no system check is required.

15. You will receive a confirmation email from PSI at the email address on file with ISACA.



no-reply@psiexams.com | Carrie Larson | Thu 6:59 PM

Thank you for scheduling your ISACA exam with PSI

Dear CarrieQA Larson,

Thank you for scheduling your ISACA exam with PSI. Your exam appointment is confirmed. Please take a moment to review this email for important information regarding your exam.

The following are the details of your scheduled test session:

Appointment Confirmation
Exam Name: Certified in Risk and Information Systems Control (CRISC) (English)

Exam Date: 31 May 2019

Exam Start Time: 9:30 AM
Exam Duration: 240 minutes

Exam Location:

0-PSIQA(Japan)-Offsite Dummy Test Center
458-59 First Floor Kabir Park
B/S Amber Hospital, Kot Khalsa Road
street31

tokyo 963-8017 Japan

Directions:

You must bring the following **Mandatory Form of Identification** to the Test Center. All information must be demonstrated by a single form of identification and cannot be handwritten. If there is any doubt surrounding your identity, you will be turned away from the test and will forfeit your exam fees.

Identification:

1. All Candidates MUST present ONE form of identification. All identification presented must be current or unexpired and contain a photo and signature.
2. Acceptable forms of identification include: Driver's License, State identity card (non-driver license), Passport, Passport card, Military ID, Green card, Alien registration, Permanent resident card, or National identification card.

Please arrive to the test center 15 minutes prior to your examination start time.
Candidates that wish to reschedule, change their name, exam language, or exam type **MUST** do so **NO later than 48 hours prior** to the original test date.

Candidates should review the Exam Candidate Information Guide at www.isaca.org/examguide for further information and exam day rules.

Sincerely,
PSI Customer Service

examschedule@psionline.com

1-800-733-9267

Please do not reply to this email. This mailbox is not monitored.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.

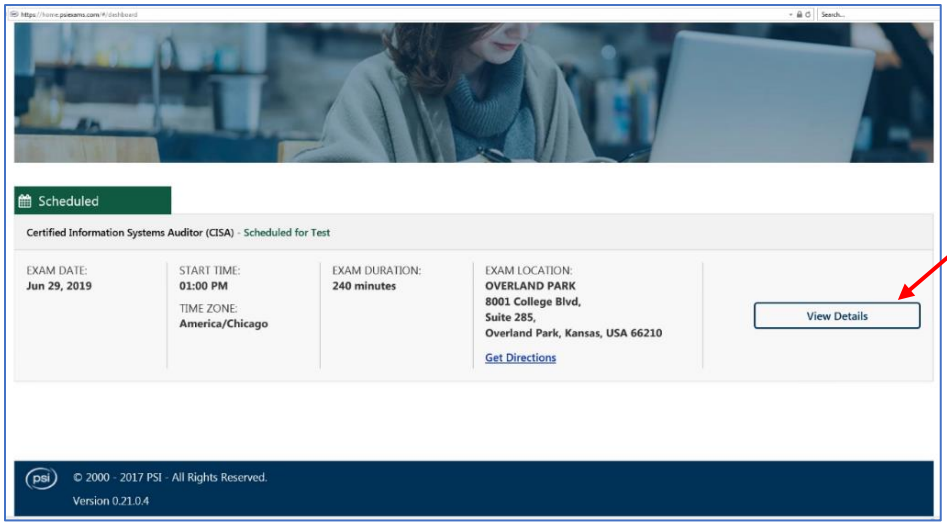
Rescheduling

Note: All rescheduling and cancelling of testing appointment 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.

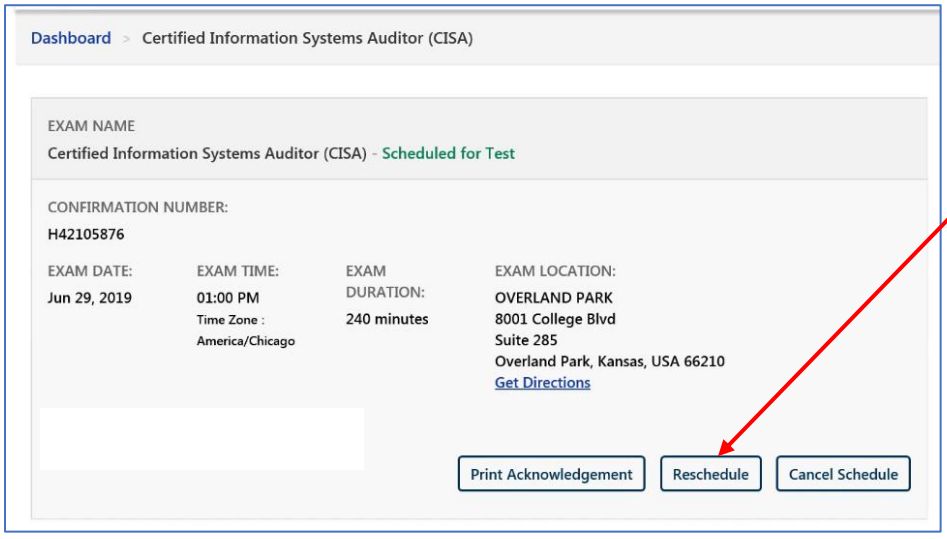
1. To reschedule your exam please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the "Certifications & CPE Management" tab.

2. Click the Take, Reschedule or Cancel Exam link.

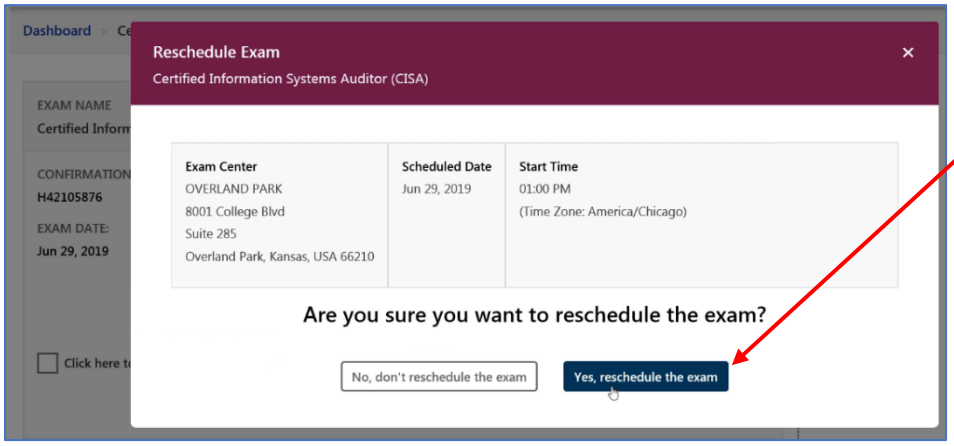
3. You will be taken to the PSI scheduling platform.



4. Click View Details to begin rescheduling.



5. Click Reschedule.



7. Click Yes, reschedule the exam.

Please note: Your current exam appointment will not be cancelled until you choose a new exam date.

8. To finish rescheduling your exam, refer to step 5 of the Scheduling instructions above.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.

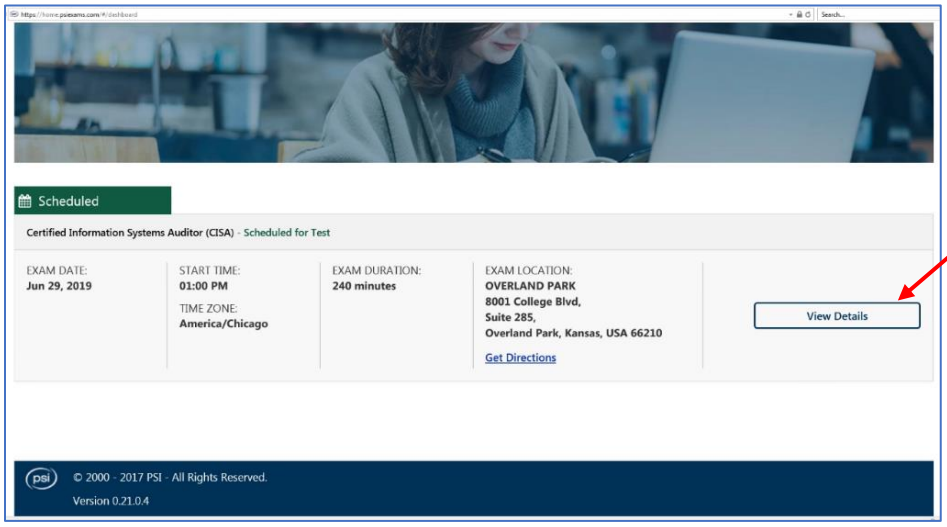
Cancelling

Note: All rescheduling and cancelling of testing appointment 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.

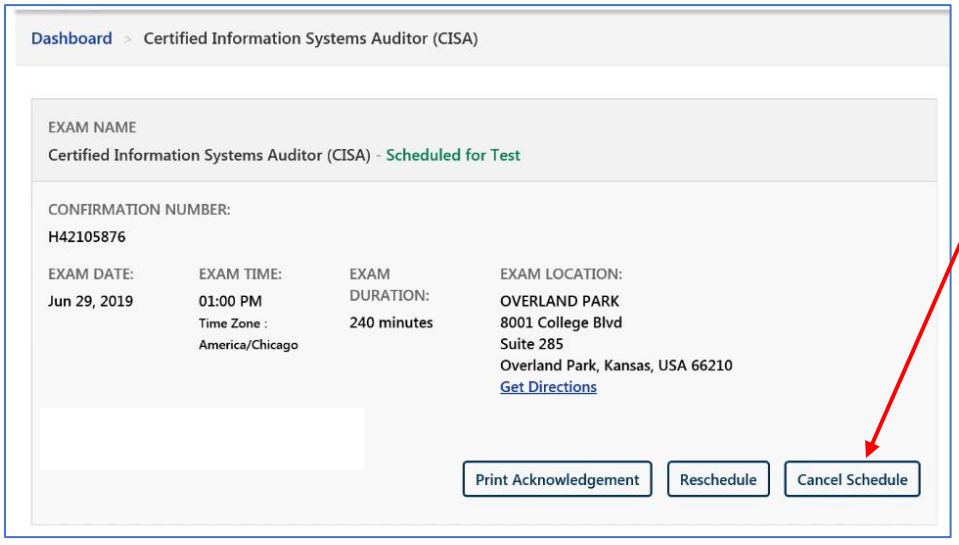
1. To cancel your exam please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the "Certifications & CPE Management" tab.

2. Click the Reschedule or Cancel Exam link.

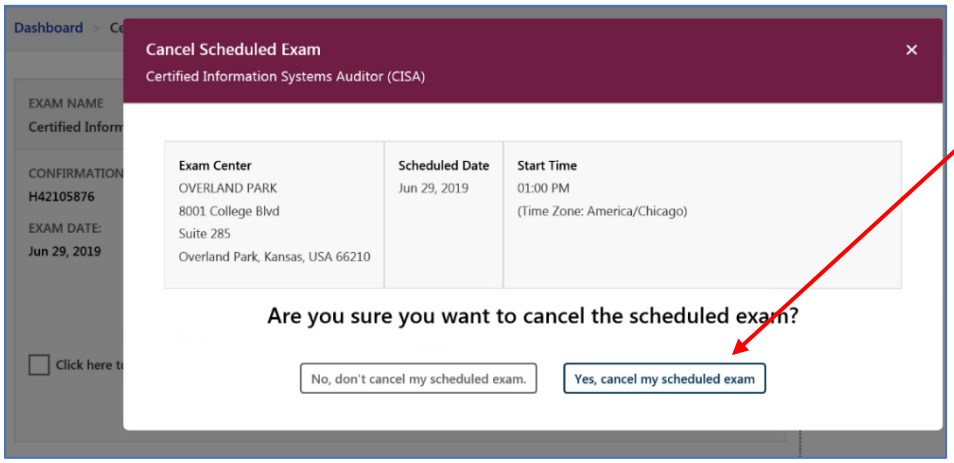
3. You will be taken to the PSI scheduling platform.



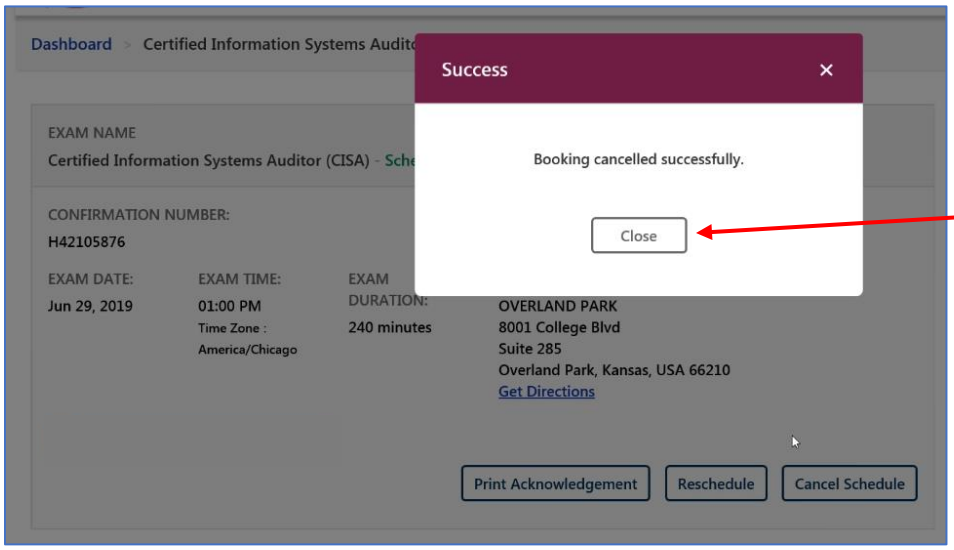
4. Click View Details to begin cancelling.



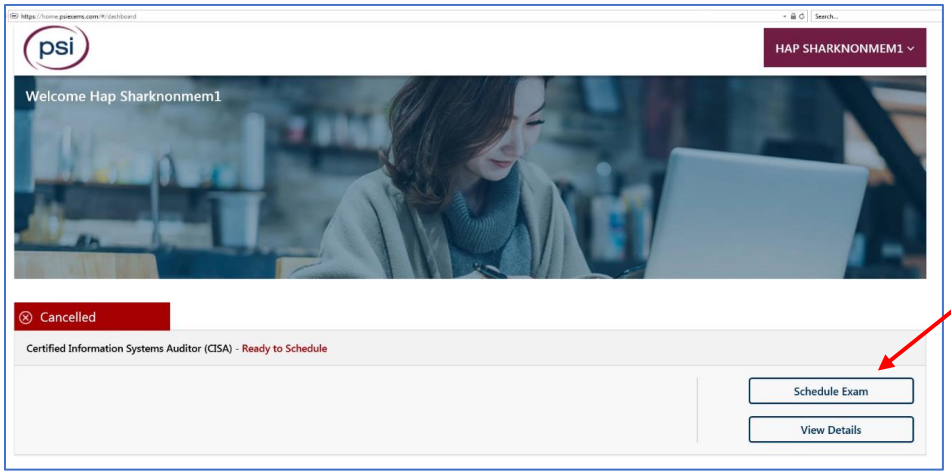
5. Click Cancel Schedule.



6. Click Yes, cancel my scheduled exam.



7. View the cancellation confirmation and click Close.



8. If you need to reschedule your exam after cancelling, click Schedule Exam and refer to step 5. of the Scheduling instructions above.

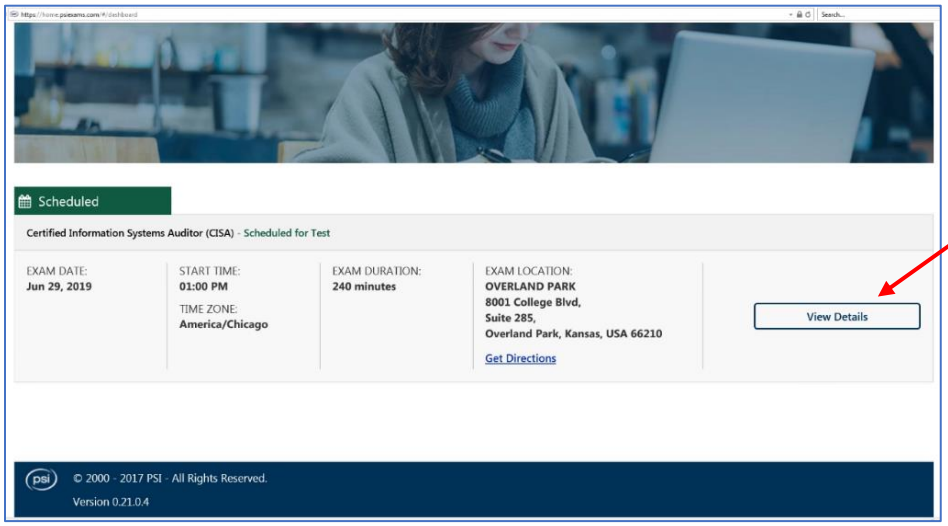
For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.

Print/View Exam Acknowledgement

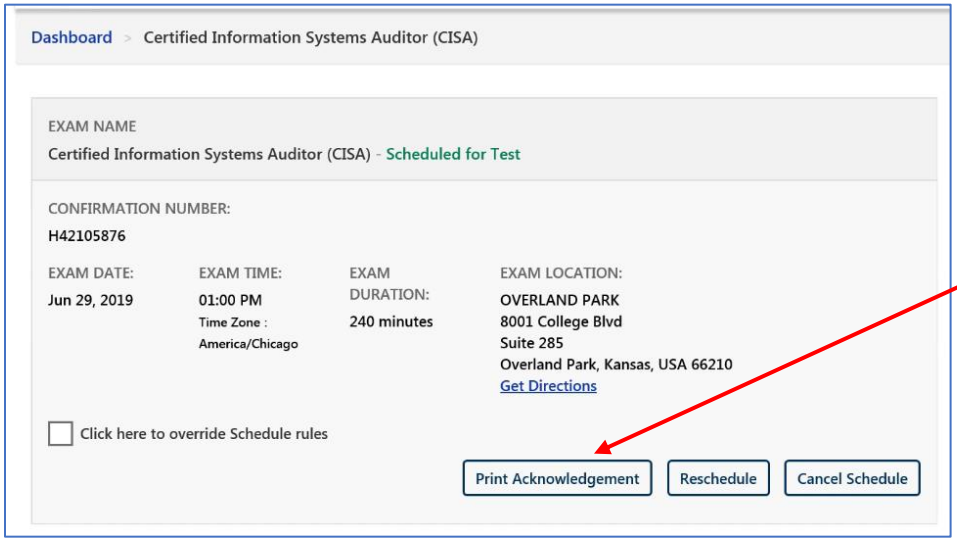
1. To print or view your Exam Acknowledgement please log-in to your ISACA profile at www.isaca.org/MyISACA and click on the “Certifications & CPE Management” tab.

2. Click the Reschedule or Cancel Exam link.

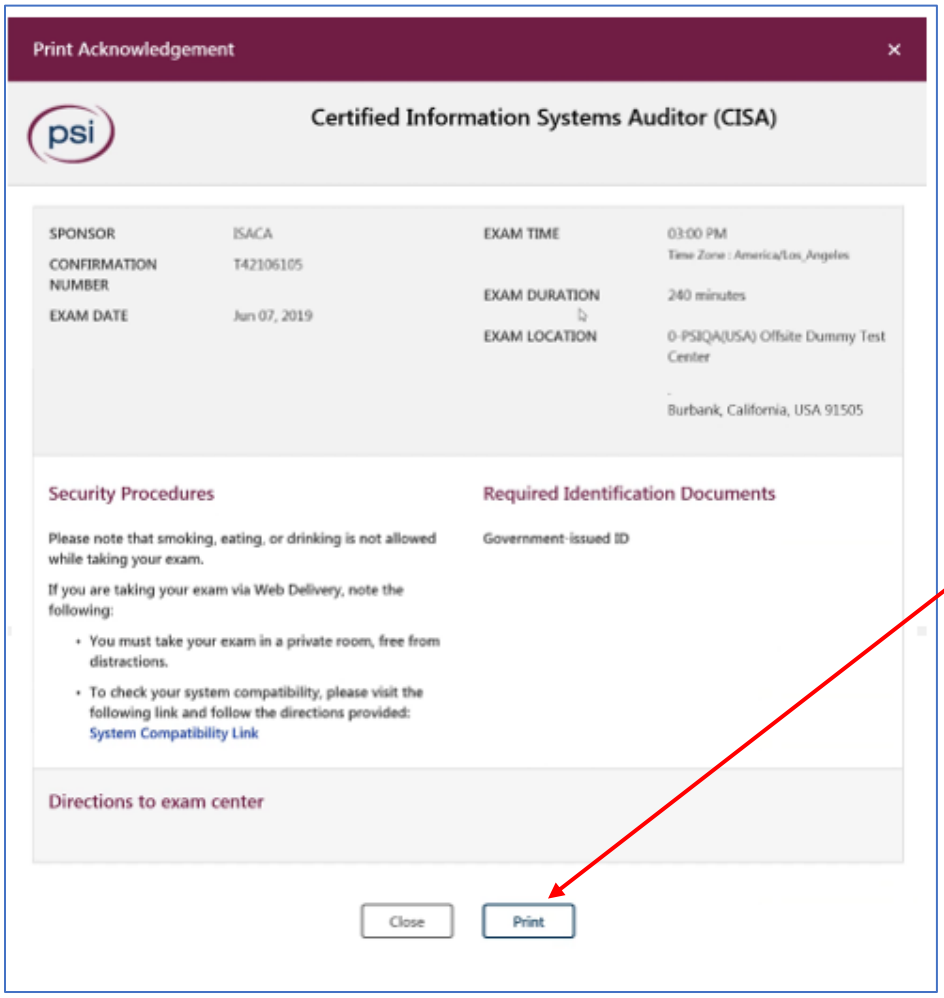
3. You will be taken to the PSI scheduling platform.



4. Click View Details to begin.



5. Click Print Acknowledgement.



6. Click Print and follow your usual printing process on your device.

For additional scheduling support, you may also reach out to our exam vendor PSI at examschedule@psionline.com or click here for the phone number in your region.

PSI Contact Phone Numbers

CUSTOMER SERVICE

Country: USA
Phone: (855) 768-1150
Email: examschedule@psionline.com

Country: Australia
Phone: 1800-290-545
Email: examschedule@psionline.com

Country: Brazil
Phone: 0800-892-4336
Email: examschedule@psionline.com

Country: China
Phone: 10800-713-1993
Email: examschedule@psionline.com

Country: China
Phone: 10800-1301-952
Email: examschedule@psionline.com

Country: Germany
Phone: 0800-180-3394
Email: examschedule@psionline.com

Country: India
Phone: 000-800-040-2059
Email: examschedule@psionline.com

Country: Japan
Phone: 0066-33-821-817
Email: examschedule@psionline.com

Country: Korea, Republic of
Phone: 00308-133-142
Email: examschedule@psionline.com

Country: Singapore
Phone: 800-1302-289
Email: examschedule@psionline.com

Country: United Kingdom
Phone: 0800-210-0978
Email: examschedule@psionline.com