



SURVEYOR MINIMUM QUALIFICATIONS TEST (SMQT)

SMQT TEST REGISTRATION MANUAL

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Information Classification

Restricted

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INSTRUCTIONS FOR REGISTERING SURVEYOR CANDIDATES FOR THE SMQT

This document is designed to assist you in completing the registration process for surveyor candidates who will be taking the SMQT.

Please note that all instructions for State surveyor candidates also apply to Regional Office (RO) surveyor candidates.

Testing Centers

The automated SMQT is administered at testing centers operated by PSI Services LLC (PSI). More than 700 testing centers are located across the United States, including Alaska, Hawaii, and Puerto Rico. Of these, approximately 200 contain reference materials that can be used by surveyor candidates while taking the SMQT (note that candidates always have the option to bring in their own materials, even if they are available at a testing center). For your information, a list of the testing center names and locations which have reference materials is contained at the end of this document. No specific contact information is listed for a center, because all scheduling and/or cancelling of the SMQT is done through a general number/email/online; not at an individual test center (see page 6 of this document for additional information)

SMQT CANDIDATES ROSTER SHEET

States/ROs (if an RO surveyor candidate) work with surveyor candidates to determine when and where they will take the SMQT. States/ROs will fill out the SMQT Candidate Roster Sheet completely and list 3 possible dates and times for each surveyor candidate to take the test. A sample roster sheet appears on the next page. **Note that the first and last name listed on the roster must match the name on the identification documents that are presented at the test site.** While common nicknames are acceptable (e.g., Bob is listed on the roster while Robert is listed on the identification), entirely different names are not (as might be the case if someone uses their middle name at work but has a different official first name). If you are not sure of a surveyor candidate's "official" name, please ask them prior to registration. Be sure to include ALL information that is requested on the roster sheet.

States/ROs will be responsible for forwarding the roster sheet to PSI Services LLC (PSI), the contractor currently responsible for overseeing the administration of the SMQT, via email (preferred), fax, or mail. Forward the roster sheet to the following **two** contacts:

Sheila Burke

Email: sburke@psionline.com

Cathleen M. Callahan, PhD.

Email: ccallahan@psionline.com

PSI Services LLC

28915 Clemens Road, Suite 216

Westlake, OH 44145

Phone: (440) 808-1514

Fax: (440) 808-1519

States must also ensure that the RO receives a copy of the roster or is aware that a surveyor candidate will be registered for the test.

PSI will enter the information from the roster into a database, which will serve as confirmation to the testing centers that the surveyor candidate(s) listed on the roster sheet is/are eligible to take the SMQT. PSI will have 3 days from the time they receive a roster from the State/RO to ensure the roster information has been added to the eligibility list database. Once PSI has confirmed that a survey candidate's record has been uploaded, they will notify the person who submitted the roster and, if applicable, the surveyor candidate. Once notification is received, surveyor candidates can be registered.

Roster for SMQT Registration

Please place a check or 'Yes' in one of the boxes below, so we know where to send registration confirmation emails

	I would like to have an email sent to myself and each surveyor on the roster below , once they are registered. The surveyors will be responsible for scheduling their test and notifying me of their registration date.
	I would like to have an email sent to me , once the surveyors listed below are registered. I will be responsible for scheduling the surveyor's tests and notifying them of their registration date.

CONTACT INFORMATION						
Name <i>(as it will appear on surveyor identification to be presented at test site)</i>	Surveyor ID Number	Surveyor's email address	Surveyor Address <i>(Street/City/State/Zip)</i>	10-digit Telephone Number	(Optional)	
					Preferred Testing Dates <i>(at least 3)</i>	Preferred Testing Location
			St:			
			City:			
			State/Zip:			
			St:			
			City:			
			State/Zip:			
			St:			
			City:			
			State/Zip:			
			St:			
			City:			
			State/Zip:			
			St:			
			City:			
			State/Zip:			

SMQT REGISTRATION

All work related to SMQT registration is done by one or two designated representatives from each state.

States/ROs have the option of

- Allowing the surveyor candidate to schedule their own test online and notifying the States/RO of their registration date; or
- Scheduling the surveyor candidate's test online or by phone and notifying the surveyor candidate of their registration date.

As the person who submits the roster you must indicate on the roster whether you would like to register the surveyors or whether they will be registering themselves. This will help PSI to determine who they need to send emails to once the record has been processed and the test can be scheduled. To ensure that surveyor candidates can be scheduled to take the SMQT as soon as possible after completing the Basic Long Term Care Course (BLTCC), the registration process should, ideally, begin at least 4 weeks before the preferred test date.

States/ROs will determine eligibility of surveyor candidates to take the SMQT. Among other prerequisites, surveyor candidates must complete BLTCC before taking the test. If a surveyor candidate has been registered but does not complete BLTCC training prior to their test date, the State/RO must cancel or reschedule the test.

If your email address is on the roster you are responsible for scheduling the surveyor candidate's SMQT session and ensuring the candidate is aware of the date/time/location of their test. If the surveyor candidate's email is on the roster, he/she is responsible for scheduling their own test.

SCHEDULING THE TEST

Each time you send in a roster PSI will reply with confirmation that the surveyor(s) can be scheduled, as well as specific instructions for how to schedule.

Online Registration

If you indicate on the roster that you would like the surveyor to schedule their own test, we will also let the surveyor know that their record has been processed and they can go online to register themselves. In this case you should put the surveyor's email on the roster, instruct him or her to register online once they receive the confirmation email from PSI, and then request that they forward the confirmation email to you so that you know when they are testing. This is re-iterated in PSI's email to the surveyor as well.

If you want to schedule online and be able to get a screen shot of the registration date and time, and have the confirmation email sent to the surveyor, you should enter the surveyors' email on the roster (and check the appropriate box stating you will be responsible for scheduling the surveyor's tests and notifying them of their registration date), and then register the surveyor yourself through the online process.

If you always want to receive the confirmation email yourself, and do not want it sent to the surveyor, you will need to include your email on the roster and register the surveyor candidate via phone.

The registration instructions will be sent to whoever is going to be registering the surveyor(s); either you or each surveyor, along with general tips and information about registering. You will be copied on emails if you have indicated the surveyors will register themselves, so that you can track progress and stay informed.

If you or the surveyor cannot find an acceptable test date, PSI has set up an email address specifically to be used to request help with registration. The individuals who monitor this email address have additional ability to change test center hours of operation and to combine shorter appointment times together, opening up more testing options. This email address is only to be used for requests associated with the SMQT and is **ONLY TO BE USED BY the State/Regional representative. Surveyors should NOT be given this email address nor asked to send an email.** Surveyors will be told to let you know if they are having trouble finding an acceptable date, and you will then need to follow up via email.

You will notice that there are more test center options online than those listed in the Test Registration Manual. PSI is trying to offer more options to accommodate your testing needs, however, it is important to note that NOT ALL TEST CENTERS LISTED ONLINE HAVE RESOURCE MATERIALS AT THEIR SITE. If the surveyor is bringing in his/her own resource

materials, they can be registered at any site that is listed. If they are not, you or they will need to ensure they choose a site which has resources. Note that each testing center that does have resources only has 3 copies of each for use at one time, and no test centers have the “Nursing Drug Handbook”. PSI will include a list of sites with resources in our email reply, to aid in scheduling.

All the information above will be included in the email reply which will be sent once the original roster is processed, along with additional information (such as the registration instructions, see Appendix A).

Phone Registration

To register fewer than 5 surveyor candidates at one time via phone, call PSI at the toll-free number listed below. (Note that you can call back to register additional surveyor candidates, but PSI requests that no more than 4 candidates be registered in one telephone session). Be sure to have a copy of the roster with you when you call to register as you will need to access several pieces of information from the roster.

PSI Telephone Number:

1-800-733-9267

You will hear an automated message asking you to indicate which test you are registering for. At the first prompt choose the option associated with certification testing, then listen to the message and choose the prompt associated with “all other tests”. You will then be connected to an operator. If all lines are busy and the anticipated wait is long, you will receive a message asking you to leave your name and telephone number; you will then receive a return phone call from PSI within 24 hours.

Once you are connected to a testing center representative, he/she will have access to the database of all surveyor candidates who have been listed as eligible to take the SMQT. The representative will ask you for the 5-digit ID of each surveyor candidate you are scheduling and then look up the surveyor candidate in the database. The representative will confirm several pieces of information about each surveyor candidate being registered (e.g., name, email, etc.), and then ask you when and where the surveyor candidate would like to be scheduled for testing.

You should have the roster sheet in front of you when you call to schedule a test. You should know the names and locations of the testing center(s) the surveyor candidate has chosen (on the roster), and you should also have a list of several possible test dates (also on the roster). The representative will look up the preferred testing center and dates in their database and inform you of all possible testing times. You will simply indicate which

time the surveyor candidate should be registered for. The testing center representative will confirm the date and time with you verbally, and the registration process will be complete. In addition to this verbal confirmation, PSI will send a notification to the email address listed on the roster sheet. **The person who receives the email should communicate all test-related information to the surveyor candidate as soon as possible.**

SECURITY

Be sure to tell surveyor candidates what to expect when they arrive at the testing center. (While information about the test is included in the registration confirmation email/Candidate Information Bulletin sent by PSI, it is also helpful to repeat this information when discussing the SMQT with surveyors). Surveyor candidates taking the automated SMQT should be aware of the following:

The test administrator will sign in the surveyor candidate. The surveyor candidate will be required to provide two forms of identification (that are signed). One form of identification must be a photo ID, and both forms of identification must be signed. Expired IDs will not be accepted. The surveyor candidate will then be photographed, and his/her finger will be digitally scanned.

The test administrator will provide the surveyor candidate with the reference materials which can be brought into the exam room. The specific reference materials that will be provided are:

- Chapter 7, State Operations Manual
- Appendix PP, State Operations Manual
- Psychosocial Severity Guide
- LTCSP – Procedures Guide

Surveyor candidates are also allowed to bring in a Nursing Drug Handbook (there is no specific required drug handbook that must be used). Note that no testing center contains any type of drug handbook, so they must be brought in by all candidates, even those who are getting the 4 resources listed above at the testing center.

Important Note: Each PSI testing center with resources will have 3 copies of the reference materials, therefore, unless a surveyor candidate brings in his/her own material, no more than 3 candidates should be scheduled to take the SMQT at the same testing center, at the same time.

Surveyor candidates can also bring in their own copies of these reference materials if they wish. If a surveyor candidate brings in his/her own reference material, the test

administrator will look through the material to make sure there are no loose or extra papers in them. They will also ask surveyor candidate if any test-specific information, such as test questions, has been written in the manual. We are depending on the integrity of the surveyor candidates. Surveyor candidates can add tabs to their manuals, but the tabs can only contain either the name or the number of the section that follows. Surveyor candidates will be asked to agree to comply with all security procedures.

Nothing except the photo identification, the reference material, and scratch paper (which will be provided at the test center) will be allowed in the testing room. An electronic calculator will be available during testing and can be accessed directly on the computer.

PSI does not have storage lockers; therefore, surveyor candidates should only bring in the materials they will need for the test (e.g., no purses or briefcases should be brought into the testing center).

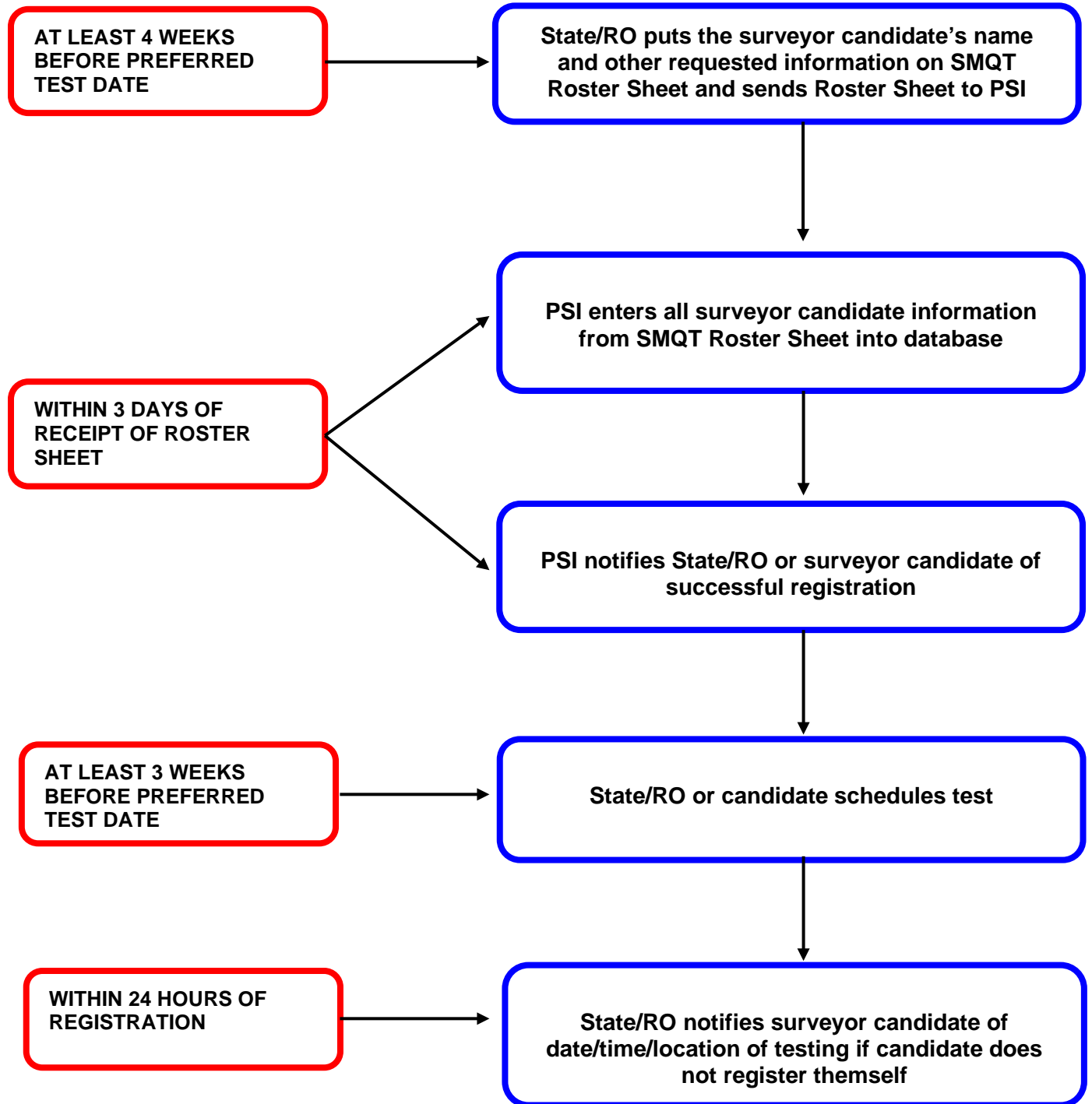
Surveyor candidates can take breaks as needed; however, the clock does not stop during breaks. If a surveyor candidate leaves the testing room for a break, his/her finger will be digitally scanned again before he/she can re-enter the testing room.

CANCELLATIONS

If a scheduled test session must be cancelled, the surveyor candidate or the state/RO representative must call PSI at least 48 hours before the scheduled test time. If a test is cancelled less than 48 hours in advance, CMS will be charged. The State/RO representative must notify PSI and the RO of all cancellations. To cancel, call 1-800-733-9267, the same number used to register surveyor candidates to take the test. Surveyor candidates who register online have the option of re-accessing their account and cancelling the test.

Once a test has been cancelled, it cannot be rescheduled until a new roster has been submitted to PSI, and the new roster has been processed through the system.

SMQT REGISTRATION FLOW CHART



SPECIAL ACCOMMODATIONS

It is the responsibility of the RO to review and approve or deny requests for special accommodations for the SMQT. PSI cannot review or approve these accommodations. Any candidate requesting an accommodation must first provide acceptable medical documentation to the State/RO describing the reason for the accommodation, as well as the specific accommodation that is requested (e.g., 60 minutes of extra time, bottle of water allowed in the testing room, immediate access to specific medications needed, etc.).

If the State approves the request, it will be sent to the RO. Once the RO reviews the documentation, he/she will approve or deny the request for accommodations. If an accommodation is approved, the RO must notify Cathleen Callahan, PSI, at ccallahan@psionline.com. The RO should include the name and surveyor ID number of the person who will need an accommodation, the city and State the person will be testing in, and the specific accommodation that is requested. The RO should not send any of the medical documentation to PSI or CMS. PSI will work directly with the State/RO representative in scheduling a test with an accommodation.

FREQUENTLY ASKED QUESTIONS

Please review the frequently asked questions and answers listed below. If you have a question that is not listed, please contact Sheila Burke at sburke@psionline.com or Cathleen Callahan at ccallahan@psionline.com or Synora Jones at Synora.Jones@cms.hhs.gov.

1. *What if none of the dates and times listed for testing are available when I call to schedule the SMQT?*

In some cases, particularly if you call close to the desired date of testing, the preferred times and locations for testing will not be available. In this case, ask/look for a list of available test times that are close to the desired test time. **If it appears that no testing times are available/given at the preferred test center, please complete the form below and submit a request to PSI's Client Support team.**

Email address and format for registration requests when you cannot find a time using online registration.

If you cannot find a time that fits your need when registering online, send an email request to:

CMSClientSupport@psionline.com

Use the format below in the body of the email:

Exam Name: SMQT

Candidate name:

Candidate ID number:

Test Site Location:

Date #1:

Date #2:

Date #3:

AM or PM Session:

Length of exam: 270 minutes.

If no tests times are available at the requested date/time, contact the surveyor candidate as soon as possible, and ask him/her to choose his/her top two choices for test times (ask for two because one of them may have been taken since you last spoke with PSI). Then contact PSI again to schedule the test. Remember, you cannot reschedule tests, so if you pick a test time without consulting with the surveyor candidate first, and the test time does not work, you will have to cancel the test and begin the registration process again.

2. *What if the testing center representative tells me that he/she cannot schedule a test for a particular candidate (e.g., the person or is not in the database)?*

First, ask the PSI representative to look up the surveyor candidate by his/her surveyor ID number. If the surveyor candidate still cannot be found, you should immediately contact Sheila Burke, PSI's SMQT representative, by calling (440) 808-1514 or by emailing her at sburke@psionline.com. She will then determine the cause of the problem. Once the problem is resolved, the SMQT representative will contact you and inform you that the surveyor candidate is now eligible for registration (or, in some cases, inform you of the reason the surveyor candidate is not, in fact, eligible). Remember that PSI has 3 days after receipt of the roster to register surveyor candidates.

3. *What forms of ID are acceptable to use at the testing center?*

Each surveyor candidate must provide a primary form of identification (primary ID) and a secondary form of identification (secondary ID). Any ID that is presented which contains an expiration date that is expired will not be accepted. Primary IDs must contain a photograph and a signature; secondary IDs must contain a signature.

Acceptable primary IDs include State driver's licenses, passports, and military IDs. Any document that has been pre-printed with the candidate's name and has been signed by the candidate can be used as a secondary ID. Examples of acceptable secondary IDs include U.S. Social Security Cards, debit (ATM) cards, credit cards, health insurance cards, and any other ID on the list of primary IDs.

4. *What if the name on the two IDs to be presented does not match exactly or one does not match the name that was on the roster submitted for registration? How different can names be and still be acceptable?*

PSI will accept IDs that do not exactly match the name on the registration roster and/or the primary and/or secondary ID. There are some general guidelines about how much the names on various documents can differ and still be acceptable. The following list describes some of the more common acceptable variations:

- Names that have a one letter difference due to a typographical error are acceptable (e.g., Alex Johnson is on the ID, but the name Alex Johnton is on the roster).
- Names that are common variations on a name are also acceptable (e.g., Robert Smith is on the ID but the name on the roster is Bob Smith).
- Variations on the middle name are also acceptable (e.g., Mary Rose Smith is the name on the roster, Mary R. Smith is on the primary ID, and Mary Smith is on the secondary ID).

5. *What if I realize that I mistyped a name or ID number on the roster, or I need to change a name on the roster?*

Contact PSI's SMQT representative, Sheila Burke, as soon as possible (via email at sburke@psionline.com). Indicate the name as it originally appeared on the roster as well as the new name that will be used. PSI will submit a new record for that candidate.

6. *Are notes and tabs allowed in the reference materials that can be taken into the SMQT test room for use during the test)?*

Yes, tabs and notes are allowed on the pages in the manuals if the candidate provided their own manuals; however, any test-specific information such as test questions is not allowed. No loose papers are allowed, and no writing is permitted in manuals supplied by PSI.

7. *Are paper clips allowed?*

No, paper clips are not allowed in the documents that are brought into the testing room.

8. *How long does it take to receive test results?*

PSI has one week (or 5 business days) to send test results via email to the person in each State/RO designated to receive test results. So, for example, if a surveyor candidate takes the test on Thursday, the 1st at 2:00, the State/RO must receive the surveyor candidate's test results no later than the end of the day on Thursday the 8th. If a government holiday falls between the 1st and the 8th, the results could be delayed by one day.

9. *What if it has been more than a week since someone in my State tested, and I still don't have test results?*

Contact the SMQT representative, Sheila Burke, immediately to ask about the status of the results. She can be reached via email at sburke@psionline.com or by telephone at 440-808-1514.

10. *What if the person who is designated to receive results and/or submit rosters is on leave and is being replaced temporarily, or is leaving the job and being permanently replaced?*

Prior to leaving, the supervisor of the person designated to receive results and/or submit rosters must contact Sheila Burke and Cathleen Callahan at sburke@psionline.com and ccallahan@psionline.com, and notify them of the change via email. The email notification should include the name of the person being replaced, the name of the person who is replacing him/her, as well as whether the change is for receipt of SMQT results or for registration. Also include title, complete office name, address (not P.O. Box), phone, fax, and email address. Remember that one person is designated to receive results and a primary and alternate are designated to register surveyor candidates for the SMQT.

For a person that is temporarily taking over results or registration duties, the email should also include full contact information including title, complete office name, address (not P.O. Box), phone, fax, and email address. Once the permanent person is back, another email that contains the same information should be sent to Sheila Burke and Cathleen Callahan.

Please follow these instructions to avoid delays in registration or receipt of results.

APPENDIX A: PSI TEST SITES WITH SOURCE MATERIALS

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
BIRMINGHAM (SUITE 100)	100 Centerview Dr.	Suite 100	Vestavia Hills	Alabama	35216
HUNTSVILLE	4900 University Square	Suite 4	Huntsville	Alabama	35816
MOBILE	Dorsey Center	6051-B Airport Blvd.	Mobile	Alabama	36608
MONTGOMERY	500 Interstate Park Dr	Suite 530	Montgomery	Alabama	36109
PHOENIX	5727 N. 7th Street, Suite 301		PHOENIX	Arizona	85014
TEMPE	40 W. Baseline Road, Suite 221		TEMPE	Arizona	85283
TUCSON AZ	2601 N. Campbell Ave Suite 201-3		Tucson	Arizona	85719
HARRISON - NORTH ARKANSAS COLLEGE*	1515 Pioneer Dr		Harrison	Arkansas	72601
NORTH LITTLE ROCK - BARRETT AVIATION, INC.*	8318 Remount Rd	North Little Rock Airport	North Little Rock	Arkansas	72118
ANAHEIM	2301 W. Lincoln Ave., Ste 252	Park Gate Center	Anaheim	California	92801
ATASCADERO	7305 Morro Road	Suite 201A	Atascadero	California	93422
BAKERSFIELD	5405 Stockdale Highway	Suite 103	Bakersfield	California	93309
BURBANK (NAOMI ST)	2835 N Naomi St	Suite 110	Burbank	California	91504
CARSON	17420 Avalon Blvd.	Suite 205	Carson	California	90746
EL MONTE - SANTA FE SPRINGS	10330 Pioneer Boulevard	Suite 285	Santa Fe Springs	California	90670
FRESNO	351 E. Barstow	Suite 101	Fresno	California	93710
HAYWARD	24301 Southland Dr.	Suite B-1	Hayward	California	94545
LAGUNA HILLS	23297 SOUTH POINTE DR	SUITE 140	LAGUNA HILLS	California	92653
REDDING	2861 CHURN CREEK, UNIT C		Redding	California	96002

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
RIVERSIDE - MISSION GROVE	7888 Mission Grove Parkway S.	Suite 130	Riverside	California	92508
SACRAMENTO	8950 Cal Center Drive	Suite 158	Sacramento	California	95826
SAN DIEGO	5440 Morehouse Dr.	Suite 2300	San Diego	California	92121
SAN FRANCISCO - SUITE 2400	150 Executive Park Blvd		San Francisco	California	94134
SANTA CLARA	2936 Scott Blvd.		Santa Clara	California	95054
SANTA ROSA	160 Wikiup Drive	Suite 105	Santa Rosa	California	95403
VENTURA	4245 Market St	Suite 208	Ventura	California	93003
VISALIA	3400 W Mineral King Ave	Suite D	Visalia	California	93291
WALNUT CREEK	175 Lennon Lane	Suite 203	Walnut Creek	California	94598
CENTENNIAL (DENVER)	12150 E. Briarwood Ave	Suite 125	Centennial	Colorado	80112
COLORADO SPRINGS	5050 Edison Avenue	Suite 121	Colorado Springs	Colorado	80915
DURANGO	799 East 3rd Street	Suite 3	Durango	Colorado	81301
FORT COLLINS	3000 S College Ave Suite# 206		Fort Collins	Colorado	80525
WHEAT RIDGE (DENVER)	4891 Independence St.	Suite 220	Wheat Ridge	Colorado	80033
MILFORD	500 BIC Drive	Suite 101	Milford	Connecticut	06461
WEST HARTFORD (FARMINGTON AVE), CT	1245 Farmington Ave	Suite 203	West Hartford	Connecticut	06107
DOVER - DELAWARE STATE UNIVERSITY	1200 N DuPont Hwy	Thomasson Bldg., Rm 202	Dover	Delaware	19901
CLEARWATER	4311 General Howard Drive	St. Petersburg Airport	Clearwater	Florida	33762
FLORIDA ATLANTIC UNIVERSITY	777 Glades Road	SU 80 Room 210	Boca Raton	Florida	33431
JACKSONVILLE (ROOM A)	1801 Art Museum Drive	Bldg. 3500, Suite 101	Jacksonville	Florida	32207
MIAMI GARDENS	Lincoln Square South Tower	18425 NW 2nd Ave, Suite PH4	Miami Gardens	Florida	33169

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
MILTON - AIRCRAFT MGMT SERVICES INC DNS*	5600 N Airport Rd	Peter Prince Field	Milton	Florida	32583
NAPLES	200 Aviation Drive North	Naples Municipal Airport	Naples	Florida	34104
ORLANDO (ROOM A)	5125 Adanson Street	Suite 450	Orlando	Florida	32804
ORLANDO - VALENCIA ENTERPRISES	1800 South Kirkman Road	Bldg. 19, Room 219 Valencia Community College	Orlando	Florida	32811
ATLANTA - ADVANCED TECHNOLOGY GROUP*	5600 Roswell Road	Suite 009	Atlanta	Georgia	30342
MACON	3902 Northside Dr.	Suite C5	Macon	Georgia	31210
SAVANNAH - SAVANNAH TECHNICAL COLLEGE*	190 Crossroads Parkway - Crossroads Campus		Savannah	Georgia	31407
THOMPSON - SPIRIT AVIATION	454 John T. Lane Road (Airport Road)	Thomson-McDuffie Airport	Thomson	Georgia	30824
TIFTON	251 Southwell Blvd.	Suite A	Tifton	Georgia	31794
HONOLULU (ALA MOANA)	Ala Moana Pacific Center	1585 Kapiolani Blvd, Suite 1135	Honolulu	Hawaii	96814
BOISE	1755 N Westgate Drive	Suite 130	Boise	Idaho	83704
BOISE - JETSTREAM AVIATION INC.*	4700 W Aeronca St.	Boise Airport KBOI	Boise	Idaho	83705
POCATELLO - IDAHO STATE UNIVERSITY*	1001 S. 8th Ave-Graveley Hall South, Room 251		Pocatello	Idaho	83209
CHAMPAIGN - PARKLAND COLLEGE*DNS	Parkland College	2400 W Bradley Ave, U203	Champaign	Illinois	61821
CHICAGO	PSI Chicago	332 S. Michigan Avenue, Suite 410	Chicago	Illinois	60604
EAST PEORIA - ILLINOIS CENTRAL COLLEGE*	Illinois Central College	1 College Drive, Room L220 in Library & Adm Bldg.	East Peoria	Illinois	61635

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
GLEN ELLYN - COLLEGE OF DUPAGE - GLEN ELLYN CAMPUS*	College of DuPage - Glen Ellyn Campus	425 Fawell Blvd, BIC 2A08	Glen Ellyn	Illinois	60137
LAKE-IN-THE-HILLS - BLUE SKIES PILOT SHOP*	8411 Pyott Road, Suite 106	Lake-In-The-Hills Airport	Lake-In-The- Hills	Illinois	60156
SPRINGFIELD, ILLINOIS	PSI Springfield	3223 South Meadowbrook Road, Suite B	Springfield	Illinois	62711
WEST CHICAGO - ILLINOIS AVIATION ACADEMY*	Illinois Aviation Academy	32 W 751 Tower Rd	West Chicago	Illinois	60185
AVON - IVY TECH COMM COLLEGE*	7508 Beechwood Center Rd.	Room 103	Avon	Indiana	46123
COLUMBUS - IVY TECH COMMUNITY COLLEGE*	4475 Central Ave		Columbus	Indiana	47203
EVANSVILLE - IVY TECH COMMUNITY COLLEGE*	Ivy Technical Community College	3401 N First Avenue	Evansville	Indiana	47710
FISHERS - TOM WOOD AVIATION INC.*	9913 Willow View Rd	Indianapolis Metropolitan Airport	Fishers	Indiana	46038
FORT WAYNE - IVY TECH COMMUNITY COLLEGE*	3701 Dean Drive- North Campus	Harshman Hall Room 0126	Fort Wayne	Indiana	46805
GARY - IVY TECH COMM COLL*	1440 E 35th Ave.	South Building - Room 208	Gary	Indiana	46409
GOSHEN - IVY TECH COMMUNITY COLLEGE*	Elkhart County Campus	22531 County Rd 18	Goshen	Indiana	46528
INDIANAPOLIS	9302 N. Meridian St	Suite 194	Indianapolis	Indiana	46260
INDIANAPOLIS - IVY TECH COMMUNITY COLLEGE*	9301 E 59th St-Rm 152	Ivy Tech Community College	Indianapolis	Indiana	46216
KOKOMO - IVY TECH COMMUNITY COLLEGE*	1815 E Morgan St, Rm M100		Kokomo	Indiana	46901
LAFAYETTE - IVY TECH COMMUNITY COLLEGE*	3101 S Creasy Lane	Ivy Hall Building Rm 1135	Lafayette	Indiana	47906
MUNCIE - IVY TECH COMMUNITY COLLEGE*	4301 South Cowan Rd Room 520		Muncie	Indiana	47302

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
SOUTH BEND - IVY TECH COMMUNITY COLLEGE*	250 E. Sample Street		South Bend	Indiana	46601
TERRE HAUTE - IVY TECH COMMUNITY COLLEGE*	1700 E Industrial Drive		Terre Haute	Indiana	47802
CEDAR RAPIDS	4935 BOWLING STREET, SW	STE 203	CEDAR RAPIDS	Iowa	52404
COUNCIL BLUFFS	1705 MCPHERSON	SUITE 300	COUNCIL BLUFFS	Iowa	51503
WEST DES MOINES	1001 OFFICE PARK RD	SUITE 315	W. DES MOINES	Iowa	50265
AUGUSTA - KANSAS COPTERS AND WINGS INC.*	4800 W. Beech Drive Suite 8	Augusta Municipal Airport	Augusta	Kansas	67010
MANHATTAN - KANSAS STATE UNIVERSITY*	2323 Anderson Avenue	Suite 102	Manhattan	Kansas	66502
OLATHE - KANSAS CITY AVIATION CENTER.*	15325 South Pflumm Bldg #1	Johnson Co. Executive Airport	Olathe	Kansas	66062
OVERLAND PARK	8001 College Blvd	Suite 285	Overland Park	Kansas	66210
WICHITA - AVIATION TESTING INC.*	9914 E Harry		Wichita	Kansas	67207
BOWLING GREEN - SOUTHCENTRAL KENTUCKY CTC*	1127 Morgantown Rd		Bowling Green	Kentucky	42101
LEXINGTON - NEXGEN AVIATION LLC*	4144 Aviator Rd.		Lexington	Kentucky	40510
LOUISVILLE - UNIVERSITY OF LOUISVILLE*	Davidson Hall, Rm 310		Louisville	Kentucky	40208
MOUNT STERLING - KENTUCKY AIRMOTIVE, INC.*	709 Airport Rd	Mount Sterling-Montgomery Co. Airport	Mount Sterling	Kentucky	40353
OWENSBORO - OWENSBORO COMM AND TECH COLLEGE*	1501 Frederica St		Owensboro	Kentucky	42301
SOMERSET COMMUNITY COLLEGE - KCTCS	808 Monticello Street		Somerset	Kentucky	42501
BATON ROUGE	8338 Summa Avenue	#302	Baton Rouge	Louisiana	70809
LAFAYETTE II - ACADIAN AVIATION TESTING	123 Grissom Road		Lafayette	Louisiana	70508

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
NEW ORLEANS - DELGADO COMMUNITY COLLEGE	615 City Park Ave	Bldg. 2, Rm 302	New Orleans	Louisiana	70119
PINEVILLE - FLIGHTLINE AIR SERVICE LLC	200 Lake Buhlow Road	Pineville Municipal Airport	Pineville	Louisiana	71360
PSI - BATON ROUGE	8338 Summa Avenue	Suite #302	Baton Rouge	Louisiana	70809
PSI SHREVEPORT (910 PIERREMONT)	910 Pierremont Road	Suite 216	Shreveport	Louisiana	71106
FARMINGTON - UNIVERSITY OF MAINE AT FARMINGTON*	252 Main St-Franklin Hall-3rd Floor		Farmington	Maine	04938
SANFORD - SOUTHERN MAINE AVIATION LLC*	199 Airport Rd	Sanford Regional Airport	Sanford	Maine	04073
BALTIMORE - FALLS ROAD	6115 FALLS RD.	SUITE 100	BALTIMORE	Maryland	21209
CHURCHVILLE - HARFORD AIR SERVICES LLC*	3538 Aldino Road	Harford County Airport Area	Churchville	Maryland	21028
COLLEGE PARK	4920 NIAGARA ROAD	SUITE 211	COLLEGE PARK	Maryland	20740
CROFTON	2137 ESPEY COURT	SUITE 3	CROFTON	Maryland	21114
FREDERICK - FREDERICK FLIGHT CENTER INC.*	330 Aviation Way	Frederick Municipal	Frederick	Maryland	21701
BOSTON (SUITE 305)	56 Roland St	Suite 305	Charlestown	Massachusetts	02129
FALL RIVER	218 SOUTH MAIN ST	SUITE 105	FALL RIVER	Massachusetts	02721
LAWRENCE	1 Ballard Way	Suite 104	Lawrence	Massachusetts	01843
SPRINGFIELD	1111 ELM STREET	SUITE 32A	WEST SPRINGFIELD	Massachusetts	01089
ANN ARBOR - AVIATION CENTER*	719 Airport Drive	Ann Arbor Municipal	Ann Arbor	Michigan	48108
BATTLE CREEK - WMU - COLLEGE OF AVIATION*	3300 Sixth Avenue	WK Kellogg Airport	Battle Creek	Michigan	49037
DEARBORN	3200 Greenfield Rd.	Suite 253	Dearborn	Michigan	48120
FLINT - AVFLIGHT FLINT CORPORATION*DNS	3375 W Bristol Ave		Flint	Michigan	48507
GAYLORD	440 W. MAIN STREET	SUITE D	GAYLORD	Michigan	49735

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
GRAND RAPIDS - SUITE 145	4595 BROADMOOR SE, SUITE 145		GRAND RAPIDS	Michigan	49512
GRAND RAPIDS - SUITE 201	4595 BROADMOOR AVE SE, SUITE 201		GRAND RAPIDS	Michigan	49512
HOLT (LANSING)	4202 CHARLAR DRIVE	STE 1	HOLT	Michigan	48842
MARQUETTE	1229 W. WASHINGTON		MARQUETTE	Michigan	49855
SOUTHFIELD - CROSSROADS - SUITE 361	16250 NORTHLAND DRIVE	STE 361	SOUTHFIELD	Michigan	48075
SOUTHFIELD - LAHSER ROAD	26400 Lahser Road, Suite 150		Southfield	Michigan	48033
DULUTH	416 West Superior Street		Duluth	Minnesota	55802
EDINA (ROOM A)	6550 York Ave	Suite 515	Edina	Minnesota	55435
LAKE ELMO - VALTERS AVIATION*	3275 Manning Ave N	Lake Elmo Airport	Lake Elmo	Minnesota	55042
MANKATO - NORTH STAR AVIATION*	Mankato Regional Airport	3030 Airport Rd.	Mankato	Minnesota	56001
MOORHEAD	819 30th Ave South	Suite 108	Moorhead	Minnesota	56560
ROCHESTER (MN)	3155 Superior Drive NW		Rochester	Minnesota	55901
WOODBURY	6053 Hudson Rd	Suite 210	Woodbury	Minnesota	55125
JACKSON MS 1	2679 CRANE RIDGE DR.	SUITE B	JACKSON	Mississippi	39216
CAPE GIRARDEAU - CAPE GIRARDEAU CAREER AND TECHNOLOGY CENTER*	1080 S. Silver Springs Rd.		Cape Girardeau	Missouri	63703
KIRKSVILLE - KIRKSVILLE AREA TECHNICAL CENTER*	1103 S Cottage Grove		Kirksville	Missouri	63501
ST. LOUIS - BRUNETTI-PESC-CO. INC.*	11131 South Towne Sq. Suite G		St. Louis	Missouri	63123
ST. LOUIS, MO	11100 Mueller Road	Suite 7 & 8	St. Louis	Missouri	63123
HELENA - SYLVAN LEARNING CENTER		1075 N. Rodney Street, Suite 111	Helena	Montana	59601
NORTH PLATTE - MID-PLAINS COMMUNITY COLLEGE*	1101 Halligan Drive, Rm 205	North Platte Comm. College	North Platte	Nebraska	69101

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
OMAHA - UNIVERSITY OF NEBRASKA*	6001 Dodge Street - Kayser Hall - Room 522		Omaha	Nebraska	68182
ELKO	225 SILVER ST	SUITE 102	ELKO	Nevada	89801
LAS VEGAS (ROOM A)	3210 EAST TROPICANA AVENUE		LAS VEGAS	Nevada	89121
RENO	1755 E PLUMB LANE	SUITE 108	RENO	Nevada	89502
MANCHESTER - NATIONAL FLIGHT SIMULATOR, LLC*	175 Ammon Drive Suite 103		Manchester	New Hampshire	03103
NASHUA - EAST COAST AERO CLUB*	117 Perimeter Road	Boire Field - KASH	Nashua	New Hampshire	03063
BRICK	260 Chambersbridge Rd	Unit # 1A	Brick	New Jersey	08723
CHERRY HILL	950 N. Kings Highway	Suite 301	Cherry Hill	New Jersey	08034
HAMILTON TOWNSHIP	3525 Quakerbridge Rd	Suite 1000	Mercerville	New Jersey	08619
LINWOOD	222 New Road	Suite 301	Linwood	New Jersey	08221
NORTH BRUNSWICK	The Shoppes at North Brunswick	980 Shoppes Blvd, 2nd floor	North Brunswick	New Jersey	08902
PARAMUS	1 Kalisa Way	1st Floor	Paramus	New Jersey	07652
PARSIPPANY	239 New Road	Suite A-203	Parsippany	New Jersey	07054
WEST WINDSOR - MERCER COUNTY COMMUNITY COLLEGE*	1200 Old Trenton Road	West Windsor Campus-Library Bldg., Rm 208	West Windsor	New Jersey	08550
ALBUQUERQUE - BROADBENT	2820 Broadbent Parkway	Suite E & F	Albuquerque	New Mexico	87107
LAS CRUCES	1001 N. Solano	Suite D	Las Cruces	New Mexico	88001
ROSWELL	105 E. Fifth Street		Roswell	New Mexico	88201
SANTA FE	4001 Office Court Drive	Suite 301	Santa Fe	New Mexico	87507
ALBANY - SYLVAN LEARNING CENTER*	1A Pine West Plaza Washington Ave. Ext.		Albany	New York	12205
FRESH MEADOWS - HORIZON TECHNICAL CONSULTANTS*	6921 164th St, Suite 9		Fresh Meadows	New York	11365
NEW YORK - A BRAINSEED TESTING CENTER - TIMES SQUARE	566 7th Avenue	Suite 703	New York	New York	10018

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
ROCHESTER - MONROE COMMUNITY COLLEGE*	1000 E Henrietta Rd	Bldg. 3, Room 107 - (Park in Lot M only)	Rochester	New York	14623
RONKONKOMA - HERITAGE FLIGHT ACADEMY*	2075 Smithtown Avenue	Islip MacArthur Airport	Ronkonkoma	New York	11779
SYRACUSE - PROFESSIONAL CAREER CENTER*	6443 Ridings Road	Suite 108	Syracuse	New York	13206
WILLIAMSVILLE - ERIE COMMUNITY COLLEGE (NORTH CAMPUS)	6205 Main St	Admin Bldg. G, Rm G109	Williamsville	New York	14221
ASHEVILLE	1306-C Patton Avenue		Asheville	North Carolina	28806
CARY - NC ELITE CAREER SERVICE CENTER LLC*	132 Quade Dr		Cary	North Carolina	27513
CHARLOTTE - TYVOLA EXECUTIVE PARK	5701 Westpark Drive, Suite 101		Charlotte	North Carolina	28217
FAYETTEVILLE	3724 Sycamore Dairy Rd., Ste 128	Arbor Alley Bldg.	Fayetteville	North Carolina	28303
GREENVILLE	2404 South Charles Blvd	Suite B	Greenville	North Carolina	27858
RALEIGH	5711 Six Forks Road	Suite 208	Raleigh	North Carolina	27609
WILMINGTON	311 Judges Road	Suite 8D	Wilmington	North Carolina	28405
WINSTON-SALEM	1540 Westbrook Plaza Dr.	Suite 103	Winston-Salem	North Carolina	27103
BISMARCK	120 N. 3rd Street, Suite 75		Bismarck	North Dakota	58501
FARGO - FARGO JET CENTER*	3802 20th St North	Hector Field - Door1	Fargo	North Dakota	58102
MINOT - MINOT STATE UNIVERSITY*	500 University Ave W	Ctr for Extended Lrng - Admin Bldg., Rm 361	Minot	North Dakota	58707
AKRON	1815 Market Street	#101 Bryden Center	Akron	Ohio	44313
CAMBRIDGE	1300 Clark Street	Suite 4	Cambridge	Ohio	43725
CINCINNATI	4000 Executive Park Drive	Suite 105	Cincinnati	Ohio	45241

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
CLEVELAND	7029 Pearl Road	Suite 320	Middleburg Heights	Ohio	44130
COLUMBUS SOUTH	6431 Alum Creek Drive	Suite I	Groveport	Ohio	43125
COLUMBUS STATE COMMUNITY COLLEGE	315 Cleveland Ave. WD Bldg.	Room 223	Columbus	Ohio	43216
TOLEDO	1446 S. Reynolds Road	Suite 201	Maumee	Ohio	43537
TROY	1100 Wayne Street	Suite 3330	Troy	Ohio	45373
OKLAHOMA CITY	3800 N. Classen Blvd, Ste C-20		Oklahoma City	Oklahoma	73118
OKLAHOMA CITY II	2401 NW 23rd St, Suite 60	Shepherd Mall Office Complex	Oklahoma City	Oklahoma	73107
AURORA - AMERICAN FLIGHT SCHOOLS*	22785 Airport Rd NE	Aurora State Airport, Blue Gate # 5	Aurora	Oregon	97002
EUGENE	1955 Empire Park Drive	Suite A	Eugene	Oregon	97402
INDEPENDENCE - NUTSCH.COM LLC*	4901 Airport Rd	Independence State Airport	Independence	Oregon	97351
ALLENTOWN	1620 Pond Road	Suite 50 (located on the lower level)	Allentown	Pennsylvania	18104
ERIE	2700 W. 21st Street	Suite 21 and 22	Erie	Pennsylvania	16506
HARRISBURG	2300 Vartan Way	Suite 245	Harrisburg	Pennsylvania	17100
KING OF PRUSSIA	601 South Henderson Road	Suite 205	King of Prussia	Pennsylvania	19406
PHILADELPHIA	One Bala Avenue	Suite 315	Philadelphia	Pennsylvania	19004
PITTSBURGH	1789 South Braddock Ave	STE 296	Pittsburgh	Pennsylvania	15218
PSI - SCRANTON	1125 Lackawanna Trail	Routes 6 and 11	Clarks Summit	Pennsylvania	18411
CRANSTON	Garden City Center	100 Midway Road, Suite 13	Cranston	Rhode Island	02920
CHARLESTON	4600 Goer Dr, Suite 112A		Charleston	South Carolina	29406
COLUMBIA	121 Executive Center Drive, Suite 143	Synergy Business Park, Congaree Building	Columbia	South Carolina	29210

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
COLUMBIA	Synergy Business Park, Congaree Building	121 Executive Center Drive, Suite 143	COLUMBIA	South Carolina	29210
GREENVILLE/SPARTANBURG (SUITE 218)	150 EXECUTIVE CTR. DR.	SUITE 218	GREENVILLE	South Carolina	29615
MYRTLE BEACH	1601 N. OAK ST.	SUITE 305	MYRTLE BEACH	South Carolina	29577
WATERTOWN - LAKE AREA TECHNICAL INSTITUTE*	1201 Arrow Ave	Student Center Entrance, Rooms 506	Watertown	South Dakota	57201
JACKSON, TN	368 North Parkway	Suite 3	Jackson	Tennessee	38305
KNOXVILLE - S GALLAHER VIEW ROAD (SUBURBAN OFFICE PLAZA)	301 S Gallaher View Rd	Suite 114	Knoxville	Tennessee	37919
NASHVILLE (1102 KERMIT DRIVE)	The Oaks	1102 Kermit Drive, Suite 101	Nashville	Tennessee	37217
ABILENE	1290 S Willis St.	Suite 109	Abilene	Texas	79605
AMARILLO - TECKLA	4312 Teckla	Suite 500	Amarillo	Texas	79109
ARLINGTON (2401 E RANDOL MILL)	Centerpoint IV	2401 East Randol Mill Road	Arlington	Texas	76011
AUSTIN - ANDERSON SQUARE	8000 Anderson Square	Suite 301B	Austin	Texas	78757
AUSTIN - LACOSTA CORPORATE PARK	6448 Hwy 290 East	Suite F111	Austin	Texas	78723
CORPUS CHRISTI	2820 South Padre Island Dr.	Suite 105	Corpus Christi	Texas	78415
DALLAS - ONE EMPIRE	1140 Empire Central Dr.	Suite 610	Dallas	Texas	75247
DALLAS/RICHARDSON - COIT RD.	300 N. Coit Road	Suite 172	Richardson	Texas	75080
DALLAS/RICHARDSON - COLLINS BLVD	1701 N. Collins Blvd.	Suite 130	Richardson	Texas	75080
EL PASO - THE ATRIUM	1155 Westmoreland	Suite 110	El Paso	Texas	79925
FORT WORTH	6801 McCart Ave.	Suite B-1	Fort Worth	Texas	76133

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
HARLINGEN	Executive Central	722 Morgan Blvd., Suite C	Harlingen	Texas	78550
HOUSTON - NORTHWEST FREEWAY	9800 Northwest Freeway	Suite 200	Houston	Texas	77092
HOUSTON EAST	Atrium Tower	11811 I-10 East Freeway, Suite 260	Houston	Texas	77029
HOUSTON NORTH (GREENBRIAR PLACE)	650 North Sam Houston Pkwy, East	Suite 535	Houston	Texas	77060
HOUSTON SW	9555 W. Sam Houston Pkwy South	Suite 140	Houston	Texas	77099
LUBBOCK	4413 82nd Street	Suite 210	Lubbock	Texas	79424
SAN ANTONIO - COMPUTER DRIVE	9502 Computer Drive	Suite 105	San Antonio	Texas	78229
SAN ANTONIO - PARK TEN BLVD	6800 Park Ten Blvd. Ste 174W		San Antonio	Texas	78213
TYLER	3800 Paluxy Dr.	Suite 310	Tyler	Texas	75703
WACO	345 Owen Lane	Suite 124	Waco	Texas	76710
NORTH OREM (PROVO)	581 West 1600 North Suite C		NORTH OREM	Utah	84057
NORTH SALT LAKE	25 North 400 West	Suite 7	North Salt Lake	Utah	84054
SUNSET (OGDEN)	2465 N. Main Street	Suite 11C	Sunset	Utah	84015
RUTLAND - VERMONT ADULT LEARNING*	16 Evelyn St. Suite 101		Rutland	Vermont	05701
CHARLOTTESVILLE	2114 ANGUS ROAD	SUITE #105-B	CHARLOTTESVILLE	Virginia	22901
NORFOLK - CROSS DATA INC.*	861 Glenrock Rd.	Ste. 105	Norfolk	Virginia	23502
RICHMOND	Moorefield VI Building	620 Moorefield Park Drive, Suite 205	Richmond	Virginia	23236
ARLINGTON - ARLINGTON FLIGHT SERVICES*	18810 59th Dr NE	Bldg. 44A	Arlington	Washington	98223
EVERETT	1010 SE Everett Mall Way	Suite 208	Everett	Washington	98208

TEST SITE NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE
OLYMPIA	3435 MARTIN WAY E	STE I	OLYMPIA	Washington	98501
SEATTLE - GALVIN FLYING SERVICE INC*	7001 Perimeter Rd South	Boeing Field	Seattle	Washington	98108
YAKIMA - MCCORMICK AIR CENTER*	3210 W Washington Ave		Yakima	Washington	98903
BECKLEY - WEST VIRGINIA UNIVERSITY*	700 A Street		Beckley	West Virginia	25801
BRIDGEPORT - ROBERT C BYRD NAT'L AEROSPACE*	1050 E Benedum Industrial Dr		Bridgeport	West Virginia	26330
GREEN BAY - NORTHEAST WISCONSIN TECHNICAL COLLEGE*	2740 W Mason St Room SC365		Green Bay	Wisconsin	54307
LA CROSSE - UNIVERSITY OF WISCONSIN-LA CROSSE*	308 16th St. North	Counseling & Testing Center	La Crosse	Wisconsin	54601
MADISON - WISCONSIN AVIATION*	Wisconsin Aviation Inc.	3606 Corben Ct.	Madison	Wisconsin	53704
CASPER - CASPER COLLEGE*	125 College Dr	Thorson Business Institute, Rm BU120	Casper	Wyoming	82604

APPENDIX B: CMS ONLINE NAVIGATION GUIDE

Create an Account

Website: <https://candidate.psiexams.com/>

New Users:

Click on **Create Account**

****Important - The name you enter must match the name that is on your registration email notice****

NOTE: If you have already created an account in the PSI system, type in your email address and password.

psi PSI Exams Online Home | FAQs | Contact Us | PSI Bookstore

Welcome to PSI Exams online

Discover an easy to use, paperless, and interactive approach to expedite your examination process.

Find Information or Download Candidate Information Bulletin

We offer a variety of services for Real Estate, Insurance, Construction, Barber, Cosmetology and other professional licenses and certifications.

To Find Information or Download a Candidate Information Bulletin, Click on one of the Categories Below:

- Academic**
- Certification/Professional Associations**
- FDNY**
- Federal Agencies**

PSI News

weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

Testrac Candidates [CLICK HERE to login to your account using the information provided to you in an email notification from PSI.](#)

New Users

You can:

- » **Create an account**
- » **Register for an examination**
- » **Schedule an examination**

For assistance with online scheduling, please call PSI Customer Service at 833-892-5439.

PSI Online Navigation Guide

Fill out the required
fields* Email Address
First Name
Last Name
Create Password
Retype Your Password
Choose Security Question
Security Answer

Mark the *“Check here to attempt to locate existing records for you in the system.”* box

After you have completed these steps, you will need to complete the process by clicking on the “Submit.”

Step 1

Your Details

Email Address:*

Last Name:*

First Name:*

Generation(Jr.,Sr.,etc.)

Middle Name:

If you have previously contacted a PSI Customer Support representative and paid for an examination, or you believe that your licensing or certification agency has provided PSI with eligibility information for you, Please check the box below:

☐ Check here to attempt to locate existing records for you in the system.

Step 2

Enter a password for your account and select your security question and answer.

Create a password:*

(The password must contain at least five characters. It is case sensitive and can contain letters and numbers only. Spaces are not allowed.)

Retype your password :*

Retype to confirm your password.

Choose a Security Question: :*

-- Select --

Security Answer :*


Submit

Clear

For assistance with online scheduling, please call PSI Customer Service at 833-892-5439.

Schedule Your Exam

Once you have logged in, click on “View all my activities” on the Welcome Page.

 **PSI Exams Online**

Home | [FAQs](#) | [PSI Bookstore](#) | [Logout](#)

Welcome **Liberti Fake**

Welcome to your PSI Home Page!
You can select the following options under **My Tasks** on the right hand menu:

- Register test - allows you to register for a test.
- Schedule test - allows you to schedule a test and to select the testing center.
- Reschedule test - allows you to reschedule a test appointment.
- Apply for retest - allows you to apply for retest if you have failed in your previous test.
- Pay for the test - allows you to pay for the test online.
- Duplicate score report- allows you to apply for a duplicate score report of the exam that you have passed.

You can maintain your personal account information by selecting the following options under **User Info** :

- Change personal profile - allows you to change and update your demographics information.
- Change login details - allows you to change your Email address & password.

Download Candidate Information Bulletin

Buy Books Online


My Tasks

- » [PSI Learning Academy](#)
- » [Helpful Resources](#)
- » [Online Practice Tests](#)
- » [View all my activities](#)
- » [Register for a test](#)
- » [Schedule for a test](#)
- » [Pay for a test](#)
- » [Cancel/Reschedule a test](#)
- » [Apply for a retest](#)
- » [Order a duplicate score report](#)
- » [Print a Receipt](#)
- » [Find test date](#)

User Info

- » [Update personal profile](#)
- » [Change password](#)

View all my activities




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PSI Online Navigation Guide


If there are no activities displayed, please click on “Find My Records” to provide additional information.

 **PSI Exams Online**

Home | FAQs | PSI Bookstore | Logout

Account Activity

If there are no activities displayed on this page, please click the button below to provide additional information so that we can locate your records:

 [Find My Records](#)

Registered records


Test Name	Portion Name(s)	Sponsor	Eligibility Expires	Tasks Due
NO ACTIVITIES FOUND				
Register for a test				

Scheduled records

Test Name	Sponsor	Portion Name(s)	Schedule Date / Start Time	Confirmation No.	Status
NO ACTIVITIES FOUND					

Past activity (last 10 records)

Test Name	Sponsor	Tested Date	Portion (Result)	Status
NO ACTIVITIES FOUND				

 [Back to welcome page](#)

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PSI Online Navigation Guide

Select the following from drop down menus.

Select Organization: Certification/ Professional Associations

Select Sponsor Name: Center for Medicare and Medicaid Services (CMS)

Enter your CMS ID Number

Click Submit

psi PSI Exams Online

Home | FAQs | PSI Bookstore | Logout

Find Record

Select Organization
Certification/Professional Associations ▼

Select Sponsor Name
Center for Medicare and Medicaid Services (CMS) ▼

Enter your CMS_ID_NUMBER
00001 x

5 digit number assigned by CMS

Submit Cancel

Download Candidate Information Bulletin

Buy Books Online

My Tasks

- » [PSI Learning Academy](#)
- » [Helpful Resources](#)
- » [Online Practice Tests](#)
- » [View all my activities](#)
- » [Register for a test](#)
- » [Schedule for a test](#)
- » [Pay for a test](#)
- » [Cancel/Reschedule a test](#)
- » [Apply for a retest](#)
- » [Order a duplicate score report](#)
- » [Print a Receipt](#)
- » [Find test date](#)

User Info


- » [Update personal profile](#)
- » [Change password](#)

Back to welcome page

For assistance with online scheduling, please call PSI Customer Service at 833-333-4754.

PSI Online Navigation Guide

The account activity page should now display your registered records. Click on "Schedule for Test"

 **PSI Exams Online**

Home | [FAQs](#) | [PSI Bookstore](#) | [Logout](#)

Account Activity

If there are no activities displayed on this page, please click the button below to provide additional information so that we can locate your records:

[Find My Records](#)

Registered records


Test Name	Portion Name(s)	Sponsor	Eligibility Expires	Tasks Due
Surveyor Minimum Qualifications Test (SMQT)	Surveyor Minimum Qualifications Test (SMQT)	Centers for Medicare and Medicaid Services (CMS)	08/03/2021	Schedule for a test

Scheduled records

Test Name	Sponsor	Portion Name(s)	Schedule Date / Start Time	Confirmation No.	Status
NO ACTIVITIES FOUND					

Past activity (last 10 records)

Test Name	Sponsor	Tested Date	Portion (Result)	Status
NO ACTIVITIES FOUND				

 [Back to welcome page](#)

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For assistance with online scheduling, please call PSI Customer Service at 833-333-4754.

PSI Online Navigation Guide

Confirm your examination details

Enter the zip or city of your choice in the field under 'Test Center Selection'

Click Search

 **PSI Exams Online**

[Home](#) | [FAQs](#) | [PSI Bookstore](#) | [Logout](#)

Schedule a Test

Select Test Center ➡ Select Date & Session ➡ Confirmation


Test does not support multiple sessions, so portions have to be scheduled together.

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.


Exam:	Surveyor Minimum Qualifications Test (SMQT)
Sponsor:	Centers for Medicare and Medicaid Services (CMS)
CMS_ID_NUMBER:	1
Candidate Name:	Liberti Fake

Test does not support multiple sessions, so portions have to be scheduled together.

Test Portion	
<input checked="" type="checkbox"/>	Surveyor Minimum Qualifications Test (SMQT) (270 minutes)

Test Center Selection	
Country: USA	Zip or City: Start typing Zip code or City name
	<input type="button" value="Search"/> 

[Click here](#) to send an email to Customer Support. (Pop-up blockers must be disabled)

 [Back to welcome page](#)

For assistance with online scheduling, please call PSI Customer Service at 833-333-4754.

PSI Online Navigation Guide

This will generate testing locations in the surrounding area of your zip code request.



PSI Exams Online

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Schedule a Test

[Select Test Center](#) ➔ [Select Date & Session](#) ➔ [Confirmation](#)

Test does not support multiple sessions, so portions have to be scheduled together.

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.

Exam: Surveyor Minimum Qualifications Test (SMQT)
Sponsor: Centers for Medicare and Medicaid Services (CMS)
CMS_ID_NUMBER: 1
Candidate Name: Liberti Fake

Test does not support multiple sessions, so portions have to be scheduled together.

Test Portion

☒ Surveyor Minimum Qualifications Test (SMQT)
(270 minutes)

Test Center Selection

Country: Zip or City:

Choose one or more test centers, then click the 'Continue' button to view available dates for scheduling:

	Distance	Test Center Name	Address
<input checked="" type="checkbox"/>	0.0 miles	OLATHE	18000 W. 105th St.,Corporate Ridge Office Park,Olathe,Kansas,66061
<input type="checkbox"/>	171.4 miles	COUNCIL BLUFFS	1705 MCPHERSON,SUITE 300,COUNCIL BLUFFS,Iowa,51503
<input type="checkbox"/>	194.2 miles	WEST DES MOINES	1001 OFFICE PARK RD,SUITE 315,W. DES MOINES,Iowa,50265
<input type="checkbox"/>	246.3 miles	St. Louis - Brunetti-Pesc-Co. Inc.	11131 South Towne Sq. Suite G,St. Louis,Missouri,63123
<input type="checkbox"/>	268.3 miles	CEDAR RAPIDS	4935 BOWLING STREET, SW,STE C,CEDAR RAPIDS,Iowa,52404

1 2 3 4 5 6 Next 1 - 5 of 30

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Schedule a Test

Select Test Center ➡ Select Date & Session ➡ Confirmation

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.

Exam: Surveyor Minimum Qualifications Test (SMQT)
Sponsor: Centers for Medicare and Medicaid Services (CMS)
CMS_ID_NUMBER: 1
Candidate Name: Liberti Fake
Test Portion(s): Surveyor Minimum Qualifications Test (SMQT) (270 minutes)

You may take test on [08/08/2020] or later

Please choose the date and month (or date range) to check the available sessions.

From: 08/08/2020 ? To: 09/07/2020 ? Find

Test Center	Available Date	Start Time
<input type="radio"/> OLATHE, Kansas	08/24/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	08/25/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	08/26/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	08/27/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	08/28/2020	9:00 AM
<input type="radio"/> OLATHE, Kansas	08/29/2020	1:00 PM
<input type="radio"/> OLATHE, Kansas	08/31/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	09/01/2020	1:30 PM
<input checked="" type="radio"/> OLATHE, Kansas	09/02/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	09/03/2020	1:30 PM
<input type="radio"/> OLATHE, Kansas	09/04/2020	9:00 AM
<input type="radio"/> OLATHE, Kansas	09/05/2020	1:00 PM

Schedule

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PSI Online Navigation Guide

You will receive a pop-up message to confirm your selection. If correct, click OK to proceed to confirmation details.

 **PSI Exams Online**

[Home](#)

Schedule a Test

Thank you for scheduling your test on the PSI!

You will receive a confirmation email shortly. Please be sure to **print the confirmation email** and bring it along with any other required documents to the test center.

Your Schedule Details

Exam:	Surveyor Minimum Qualifications Test (SMQT)
Sponsor:	Centers for Medicare and Medicaid Services (CMS)
Confirmation Number:	L71797938
Test Center:	OLATHE
Address:	OLATHE 18000 W. 105th St., Corporate Ridge Office Park, Olathe, Kansas, USA
Test Schedule Date:	09/02/2020
Test Schedule Time:	1:30 PM

You must arrive at the test center 30 minutes before the start of your schedule time or you forfeit your examination fees and will not be allowed to take your scheduled examination.

Directions to Test Center: From East - Take I-435 W to K-10/Lawrence exit 1B. From K-10, exit at Ridgeview Rd and turn left. Take first left into office park. The PSI office is on left. From North - Take I-35 S to I-435 W exit 222B, then take K-10/Lawrence exit 1B. From K-10, exit at Ridgeview Rd and turn left. Take first left into office park. The PSI office is on left. From West of I-35, take I-435 S, then take K-10/Lawrence exit 1B. From K-10, exit at Ridgeview Rd and turn left. Take first left into office park. The PSI office is on left. From South - Take I-35 N to I-435 W exit 222B, then take K-10/Lawrence exit 1B. From K-10, exit at Ridgeview Rd and turn left. Take first left into office park. The PSI office is on left. From West - Take K-10/Lawrence exit 1B. From K-10, exit at Ridgeview Rd and turn right. Take first left into office park. The PSI office is on left. Please park in the spots designated for visitors/testers at the front of the building.

 **Print Details**

Additionally, you will receive an email confirming your appointment.

If you require further assistance with online scheduling, please contact PSI Customer Service at 833- 333-4754 or email us at examschedule@psionline.com.

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