



EXAMINATION SCHEDULING INSTRUCTIONS

You are now eligible to take the examination for the PMI credential for which you applied. Please read these instructions carefully as they will guide you through the process of scheduling your credential exam and provide you with important information about the credential exam testing centers.

HOW TO SCHEDULE YOUR EXAMINATION APPOINTMENT

Use the unique PMI identification code (located in your scheduling notification) to schedule for the credential exam. Due to high testing volume, it is recommended that you schedule your exam appointment at least six weeks before your desired date for testing.

SCHEDULE ONLINE

For Paper-Based Testing (PBT)

If you wish to take a paper-based examination, you have already been scheduled. Please await your e-mail confirmation that will arrive 20-25 days before the event. This confirmation will contain the site instructions.

For Computer-Based Testing (CBT)

You can schedule your CBT exam appointment online at the [Prometric website](#).

When you press "Start," you will be prompted to complete the following steps:

1. Select the country where you live
2. Select "Schedule an Exam" option
3. Read and Agree to the Data Privacy Notice
4. Enter your Eligibility ID and first four letters of your last name
5. Make a selection from the Available Test Sites offerings in your area
6. Select the examination date and time

NOTE: Print out your exam confirmation information once you schedule your exam online. Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.

SCHEDULE BY TELEPHONE (For CBT Exams only)

When calling Prometric's Customer Care Center, the Customer Service Representative will ask for:

1. Testing program: Project Management Institute
2. Name of examination: (CAPM[®], PgMP[®], PMI-RMP[®], PMI-SP[®], PMP[®])
3. PMI identification code (the number ending with E located on your scheduling notification)

NOTE: Please be advised that when scheduling by telephone, you must go to the [Prometric website](#) to print your confirmation information.

Schedule by Telephone continued...

Inside North America:

Use the Prometric Telephone System to schedule, reschedule, cancel, or confirm existing exam appointments. You can also obtain the test center's phone number, address and directions.

Service available: Monday–Friday 8 a.m.–8 p.m. (US Eastern Time)
 Number: 1 800 268 2802, follow the prompts
 Hearing impaired call: 1 800 529 3590

Outside of North America:

If you live outside North America and wish to schedule your examination appointment by telephone, refer to the phone numbers on this chart.

Prometric Regional Service Centers

Region	Phone Number	Hours of Operation Local Time
Australia, New Zealand (Auckland)*	612 9640 5899	Mon.–Fri. 8:30 a.m. – 5 p.m.
India	91 124 4517140	Mon.–Fri. 9 a.m. – 5:30 p.m.
Japan	81 3 5541 4800	Mon.–Fri. 8:30 a.m. – 7 p.m.
Korea	82 2 2116 8331 or 1566 0990	Mon.–Fri. 8:30 a.m. – 7 p.m.
South East Asia: Bangladesh, Hong Kong, Indonesia, Malaysia, Nepal, Pakistan, Philippines, Singapore, Taiwan, Thailand	60 3 7628 3333	Mon.–Fri. 8 a.m. – 8 p.m.
Europe: Armenia, Belgium, Bulgaria, Croatia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Kazakhstan, Lithuania, Netherlands, Norway, Poland, Portugal, Romania, Russia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Uzbekistan	31 320 239 540	Mon.–Fri. 8 a.m. – 8 p.m.
Middle East: Egypt, Israel, Jordan, Kuwait City, Lebanon, Saudi Arabia, Syria, United Arab Emirates; North Africa	31 320 239 530	Sun.–Thurs. 9 a.m. – 6 p.m.
Sub-sahara Africa: Botswana, Ghana, Kenya, Mauritius, Nigeria, South Africa, Tanzania, Uganda, Zimbabwe	31 320 239 593	Mon.–Fri. 8 a.m. – 6 p.m.
Latin America: Argentina, Bolivia, Brazil, Chile, Colombia, Dominican Republic, Guatemala, Mexico, Panama, Peru, Venezuela; Caribbean	443 751 4995	Mon.–Fri. 9 a.m. – 5 p.m. EST

*Candidates who live in Christchurch, or Wellington, New Zealand need to contact pbtexams@pmi.org to schedule an exam appointment.

NOTE: Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.

How to Schedule an Exam with Special Accommodations

If you have been granted special accommodations for the exam, please follow these steps for scheduling:

- Candidates who live inside North America must call Prometric Special Conditions Department at 1 800 967 1139
- Candidates who live outside North America must e-mail certexamdelivery@pmi.org

When scheduling your examination with special accommodations, be prepared to provide the following:

1. Testing program: Project Management Institute
 2. Name of examination: (CAPM, PgMP, PMI-RMP, PMI-SP, PMP)
 3. PMI identification code (the number ending with E located on your scheduling notification)
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HOW TO CANCEL OR RESCHEDULE AN EXAM APPOINTMENT

For CBT Exams

If you need to cancel or reschedule a CBT examination, you must do so no later than 48 hours before your scheduled examination appointment.

You should call Prometric directly (the same number you called when scheduling your exam) and not the local site where you will take the examination.

You can cancel online by following the prompts on the [Prometric website](#).

For PBT Exams

To cancel or reschedule a PBT examination, you must e-mail PMI at pbtextams@pmi.org no later than 35 calendar days before the scheduled examination administration date. In your e-mail letter, include your name, your PMI identification number, group ID number (available from your PBT sponsor or on the [Prometric website](#)), and the location of the PBT event in your e-mail.

PMI Exam Cancellation/Reschedule Policy	
Examination Type	Time requirements
CBT	48 hours before the examination
PBT	35 calendar days before the examination

NOTE: If you fail to notify the appropriate party within the specified time period and/or fail to meet a scheduled examination appointment, you forfeit the full credential fee and will have to pay the full reexamination fee in order to schedule another exam.

TEST CENTER INSTRUCTIONS

Check-in procedure:

On the day of the examination, please arrive one half hour before your scheduled appointment. You must sign in, present the required identification, and provide your unique PMI identification code. You may also be asked to provide the confirmation number received when scheduling the appointment.

IMPORTANT Information about Your Identification:

In order to be admitted into the testing center, you must bring a government-issued identification. Your identification needs to include:

1. English characters/translation
2. your photograph and
3. your signature

If your government-issued identification does not display a photograph or a signature, an additional, secondary identification may be used, which includes a photograph and/or signature (whichever is missing from the government-issued identification).

Your identification must exactly match your name as it appears on your scheduling notification.

If the name on your identification and scheduling notification does not exactly match, you will not be permitted to test, and will have to pay the re-examination fee in order to reschedule.

There will be NO exceptions made to this policy.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid passport
- Valid military ID
- Valid national identity card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following **ARE NOT** acceptable forms of identification:

- Social Security cards
- Library cards

Items PROHOBITED from the Testing Center:

You may NOT bring anything into the testing area or to the desk where you take the exam. This includes:

food	beverages	book bags
coats	sweaters	luggage
calculators	eyeglass cases	paggers
cellular telephones	tape recorders	dictionaries
or any other personal items		

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- Calculators are built into the CBT exam.
 - Calculators will be provided to those candidates taking a PBT exam by the testing administrator on the day of the exam.
 - Scrap paper will be provided to ALL credential candidates by the testing center administrator on the day of the exam.

GROUNDS FOR TEST SITE DISMISSAL

The test center administrator/supervisor or proctor is authorized to dismiss you from an examination administration (test site). If this was to happen, PMI's Certification Department may cancel your exam scores or take other appropriate action.

You may be dismissed or subject to disciplinary action if there is a reasonable basis to conclude that you have engaged in any of the following conduct:

1. Using or attempting to use someone else to take the test.
2. Failing to provide acceptable personal identification.
3. Having access to, or using, notes or any prohibited aid related to the test.
4. Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining whether specific conduct constitutes disruptive behavior).
5. Communicating, in any manner, with another person other than the test administrator/supervisor or proctor about the test during the administration, including attempting to give or receive assistance.
6. Attempting to remove scrap paper from the testing room.
7. Exceeding time permitted for a scheduled break.
8. Eating or drinking in the testing room.
9. Leaving the testing room or test center vicinity without permission.
10. Removing or attempting to remove, examination related material, or portions of a test in any format from the testing room.
11. Attempting to tamper with a computer.
12. Engaging in any dishonest or unethical conduct, such as cheating.
13. Failing to follow any other examination administration regulations set forth in PMI Certification Department policies given by the test administrator/supervisor, or specified in any examination materials.

PMI's Certification Department reserves the right to take all action including, but not limited to, barring you from future testing and/or canceling your scores for failure to comply with the test administrator/supervisor's directions. If your scores are canceled, you will be notified of such action and its basis, and your examination fees will not be refunded.

Report Irregularities or Wrong-Doings:

Although tests are administered under strict supervision and security measures, examination irregularities may sometimes occur. You are required to contact us as soon as possible to report any observed behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the exam, or using notes or unauthorized aids. All information will be held in confidence.

CREDENTIAL CANDIDATE CONFIDENTIALITY POLICY

We have received a number of phone calls from examinees and from instructors conducting examination preparation workshops for PMI's credential exams inquiring whether PMI has a policy on post-examination debriefing.

Examinee Sample Questions to PMI about the Exam:

- 1) "I attended a pre-examination workshop, and the instructor called and asked me if there was anything on the examination that was not covered in the class. Can I give the instructor this information?"
- 2) "I just took the examination and passed. Can I give the people in my study group who have not yet taken the examination examples of the questions and answers?"
- 3) "I'm thinking about taking a workshop from Company X. They use PMI credential holders who just passed the examination to provide training for the examination. Is this permissible?"

Instructor Sample Questions to PMI about the Exam:

- 1) "What can I ask a credential candidate about the exam, and can I repeat this information to my students?"
- 2) "If I didn't ask, but an examinee offered to discuss with me some questions and answers seen on the examination, can I use this information in my class?"

PMI Examination Security & Confidentiality Policy

The examination, answer sheets, worksheets, and/or any other test or test-related materials remain the sole and exclusive property of PMI. These materials are confidential and are not available for review by any person or agency for any reason.

When you submit an application, you agree to abide by the PMI Certification Application/Renewal Agreement (found in this handbook). Among other things, this document addresses post-examination questions and discussions. The Certification Application/Renewal Agreement states: **"...Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual."** The questions shown above are examples of potential violations to the Certification Application/Renewal Agreement located in the credential handbook.

If you are found to have violated the examination confidentiality policy or the Certification Application/Renewal Agreement, the status of your credential could be affected. Disciplinary actions against violations include revocation of your credential or permanent suspension from any PMI credential examinations.

If you have any questions about any of the material covered in this letter, please contact PMI at:

customercare@pmi.org

emea-servicecentre@pmi.org

asiapacific-sc@pmi.org

customercare.india@pmi.org

if you live in Europe, the Middle East and Africa, or

if you live in the Asia Pacific region

if you live in India

If you cannot link to Prometric's website within this PDF file, you can access it at www.prometric.com/pmi.