

You are now eligible to take the exam for the PMI certification for which you applied. Please read these instructions carefully, as they will guide you through the process of scheduling your exam and provide you with important information about the testing centers. Please note: scheduling, rescheduling and cancellation instructions and policies vary by administration type (Paper Based Testing vs. Computer Based Testing).

Before You Begin:

You will need the unique PMI Eligibility ID (located in your scheduling notification) to schedule.

Because testing volume is high, it is recommended that you schedule your exam well in advance of your desired date for testing.

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Scheduling Your Exam: For PBT Administration

If you qualified to take a paper-based examination, you will not have to do anything to schedule a PBT appointment after you have successfully submitted your examination payment. Candidates sitting for a paper-based administration submit their examination registration along with the examination payment. Once your payment is submitted, you will receive an email notification confirming the details of the event for which you have registered.

Approximately 20 days before the date of the event, you will receive an additional notification containing your final testing site instructions. This confirmation will contain your examination date and location, your arrival times, information on what to bring to the testing site, and a contact person.

Scheduling Your Exam: For CBT Administration

Schedule Online

Schedule your appointment online at the Prometric website (www.prometric.com/pmi).

- Select “Schedule an Appointment.”
- Select your geographical location from the dropdown menu, and click “Next.”
- Read through the examination information presented on your screen, and click “Next.”
- Read through and agree to the Policies and Data Privacy Notice
- Enter your unique PMI Eligibility ID (the number ending with an “E” located on your scheduling notification) and the first four letters of your last name (as they appear on your government-issued identification). Click “Next.”
- Use the tool provided to search for testing sites in your area. Select “Schedule an Appointment.”
- Locate and select your exam date and time. Available dates will appear in blue on the calendar, and dates with no appointments available will be in grey. Select your date from the calendar provided, and then your time. Click “Next.”
- Confirm your contact information and provide a valid email address. Please note, the email address provided will be the email to which your examination confirmation will be sent. Once your information is entered and confirmed, click “Next.”
- Review your final appointment details, and then click “Complete Appointment.” Your appointment will not be scheduled until you click “Complete Appointment.”

Your examination confirmation, along with your 16 digit unique confirmation number, will be displayed. This information will also be sent via email to the address provided.

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.

Schedule via telephone

When calling Prometric's Candidate Care Center, the representative will ask for:

1. Testing program: Project Management Institute
2. Name of examination: (CAPM, PMI-ACP, PMI-PBA, PMI-SP, PMI-RMP, PMP, PgMP, PfMP)
3. PMI Eligibility ID (the number including an E located on your scheduling notification)

NOTE: Please be advised that when scheduling by telephone, you will still receive an email confirmation of your examination appointment. You will also be able to retrieve your confirmation from the Prometric website.

Inside North America:

Use the Prometric Telephone System to schedule, reschedule, cancel, or confirm your exam appointment.

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 North America:

Please visit the [Prometric](#) website for the service center information for your region.

Scheduling 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 contact the Prometric Service Center in your region. Please see the list on the previous page.

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

- Testing program: Project Management Institute
- Name of examination: (CAPM, PMI-ACP, PMI-PBA, PMI-SP, PMI-RMP, PMP, PgMP, PfMP)
- PMI Eligibility Number (the number including an E located on your scheduling notification)

If you need to reschedule or cancel an appointment with special accommodations, you will need to call the same number you used when scheduling your appointment.

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

How to Cancel or Reschedule an Exam

Rescheduling and Cancellation Policies for CBT Exams:

You can reschedule or cancel your exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric Testing Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully.

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US\$70. This fee helps to ensure greater seating availability at Prometric Testing Centers because candidates who wait until the last minute to reschedule or cancel their exams are reserving seats that could be used by others.

The fee will be charged when you go online to Prometric's website to reschedule or cancel your exam within the 30-day timeframe. The US\$70 charge will appear on your credit card as a charge from Prometric. The 30-day timeframe does not include the day of the exam appointment. For example, if you scheduled your exam for 5 May, you must reschedule or cancel the exam on or before 4 April to avoid the fee.

For emergency situations in which you are unable to change your exam appointment before 30 days within your exam appointment, the Extenuating Circumstance Policy may apply. However, PMI will evaluate these situations on a case-by-case basis to determine if a refund of the rescheduling fee is appropriate.

Read the FAQs document for more details on this new rule.

Within 2 Days of Your Appointment

You need to reschedule or cancel your appointment before you are within two calendar days of your exam appointment. If you wait until you are within two days of your exam appointment, you will be able to cancel your appointment and you will forfeit the entire exam fee. You will not be able to reschedule your appointment at this point and will need to pay the associated reexamination fees to schedule a new exam.

Date of Exam Appointment	Date that you Reschedule or Cancel	Fee Amount
30-Day Policy		
5 May	4 April (or before)	No Fee
5 May	5 April (up until 2 May)	US\$70
2-Day Policy		
5 May	2 May	US\$70
5 May	3 May (you are unable to reschedule, but can cancel the appointment)	Forfeit the entire exam fee

How to Reschedule/Cancel: CBT

To reschedule or cancel your CBT appointment, go to the Prometric website (www.prometric.com/pmi). You should select “Reschedule/Cancel” and then select your geographical location from the drop down menu. Click “Next”. Enter your unique 16 digit confirmation number and the first four letters of your last name.

Please note, if you are within two days of your examination appointment, not counting the date of the appointment itself, you will be unable to reschedule your appointment. The only option presented will be to cancel. Cancellation of an appointment within two days of the examination will result in the forfeiture of the full examination fee, as dictated by the policies on the previous page.

Emails to Prometric or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have Internet connectivity problems, or experience any issues rescheduling or cancelling your examination online, you can call Prometric directly to reschedule or cancel your appointment. Contact telephone numbers for all Prometric Service Centers are located in your Examination Scheduling Instructions and in this handbook. All candidates are instructed not to call the testing site to reschedule or cancel the examination.

Rescheduling and Cancellation Policies for PBT Exams:

To reschedule or cancel a paper-based testing (PBT) exam appointment, you must email pbtextams@pmi.org no later than 35 calendar days before the scheduled examination administration date. Include your name, your PMI identification number, group ID number, (both found on your confirmation email) and the location of the PBT event in your email. The group ID number is available on the [Prometric website](http://www.prometric.com) or from the PBT sponsor.

Extenuating Circumstances

PMI understands that there are times when personal emergencies may cause you to:

- Reschedule or cancel our exam within 30 days of the appointment, or
- Miss a scheduled exam appointment (resulting in a no-show status).

These are referred to as extenuating circumstances and can include:

- Medical emergency,
- Military deployment,
- Death in immediate family,
- Illness in immediate family, or
- Natural disaster

Extenuating circumstances **do not** include work-related circumstances.

Should a situation like this occur, PMI will examine your situation and take appropriate action.

1. If your circumstance forces you to reschedule or cancel your exam within 30 days of the appointment: Go to Prometric's website as soon as you know you are unable to make your scheduled appointment and reschedule or cancel your exam. You will be charged the \$70 fee; however, you can contact PMI Customer Care with an explanation and supporting documents (e.g., accident report, medical documentation, etc.) to obtain a refund on the late rescheduling/cancellation fee, if approved by PMI.

2. If your circumstance forces you to miss your scheduled exam appointment (resulting in a no-show status):
 - a. Please contact PMI Customer Care within 72 hours following the missed exam appointment. You will be asked to provide an explanation along with supporting documentation (e.g., accident report, medical documentation, etc.) in order for you to reschedule or cancel your exam without penalty, if approved by PMI.
 - b. PMI will review all claims on a case-by-case basis. If your extenuating circumstance claim is not approved, you will be required to pay the full reexamination fee to sit for the exam.

No-Show Status

Failure to notify Prometric or PMI within the specified time periods to reschedule or cancel your exam and failure to meet a scheduled examination appointment will result in a no-show status. If you reach a no-show status, you forfeit the exam fee. You will have to pay the full reexamination fee in order to schedule another examination.

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 examination confirmation notice received when scheduling the appointment.

Important Information about Your Identification:

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

- English characters/translation
- your photograph and
- 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), and your name printed on the identification. All identification must be current (e.g., not expired).

All forms of identification being presented at the testing center must match your name exactly as it appears on the scheduling notification. Your identification documents must be in good condition, and cannot be bent, frayed, taped, cracked or otherwise damaged in any way. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. Neither PMI nor Prometric will make any exceptions to this policy.

If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be required to apply for reexamination and pay the reexamination fee in order to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification 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 | • Pagers |
| • Cellular telephones | • Tape recorders | • Dictionaries |
| • Watches | • Wallets | • Medication |
| • Eye drops | • Any other personal items | |

Items such as sweaters and jewelry may be worn into the testing center, but cannot be removed once you have entered the testing room.

The Testing Center Administrator will provide you with either a booklet of scratch paper and two pencils or two erasable marker boards, two markers and an eraser. Which of these two note-taking items is provided is dependent on the testing center's available supplies; candidates will not have a choice between scratch paper and the marker board. Calculators are built into the CBT exam; however, you may raise your hand at any time during the examination and request a hand held calculator. Hand held calculators will be provided to all candidates taking a PBT exam. If you require additional scratch paper at any time during the examination, you may raise your hand and request it. The Testing Center Administrator will remove the used scratch paper and provide you with a fresh booklet. Candidates may only have either one booklet of scratch paper or two marker boards at their testing terminal at any given time.

You will be provided with a locker on the day of your examination to store your personal belongings. Once your items are stored, you will be unable to access your locker until you have completed your examination appointment.

If you will require any personal items in the testing room due to a medical condition, such as food, beverages or medication, you will need authorization from PMI prior to scheduling your examination appointment. Please review the Special Accommodations policy in your credential handbook for additional information on obtaining authorization.

Please review your credential handbook for additional information what to expect at the testing center on the day of your examination appointment.

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, or tearing the scrap paper.
7. Eating or drinking in the testing room.
8. Leaving the testing room or test center vicinity without permission.
9. Removing or attempting to remove, examination related material, or portions of a test in any format from the testing room.
10. Attempting to tamper with a computer.
11. Engaging in any dishonest or unethical conduct, such as cheating.
12. 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 your respective 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 Customer Care in your region.

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