



# NASBITE CGBP CERTIFICATION EXAMINATION

## ELIGIBILITY

Once you have been approved, you will receive an email confirmation from PSI. You are responsible for contacting PSI to schedule the examination. Your eligibility is valid for one examination attempt.

## INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by going to <https://candidate.psiexams.com/testrac/> and logging in with the User ID and Password that you received via email. Internet Registration is available 24 hours a day. In order to register by Internet, complete the steps below.

- Log onto the website and enter your User ID and Password. You will see your tests listed in the *Registered Records* section of the *Account Activity* page.
- Select the examination and select the Schedule for a Test button. Enter your Zip/City and select Search. A list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.
- You will receive a confirmation email. Be sure to read all of the instructions on the email. Please bring the email to the test center on your scheduled test date.

## TELEPHONE REGISTRATION

To schedule an examination, please call (800) 211-2754. The times of operation for live operators are as follows:

	Monday - Friday	Saturday - Sunday
Eastern Time	8:00am - 8:00pm	9:00am - 5:30pm
Central Time	7:00am - 7:00pm	8:00am - 4:30pm
Mountain Time	6:00am - 6:00pm	7:00am - 3:30pm
Pacific Time	5:00am - 5:00pm	6:00am - 2:30pm

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your exam fee if your *cancellation notice is received a minimum of 2 business days before your scheduled examination date, and rescheduled within the same examination window*. It is not possible to transfer your registration from one test window to another. Unfortunately, there are no exceptions to this policy. Examination fees are non-refundable and non-transferable.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative.

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. Required identification below must match the first and last name under which the candidate is registered.

Candidates are required to bring two (2) forms of ID to the test site. 1 unexpired government issued photo ID with pre-printed name and signature and 1 secondary ID with pre-printed name and signature.

If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

### IDENTIFICATION - Choose One Primary

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

## TESTING SITES

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

## EXAMINATION RESULTS

Candidates will not see or receive scores at the test site. Results will be provided by the sponsor.

## SECURITY PROCEDURES

*The following security procedures will apply during the examination:*

Scratch paper is NOT issued for these exams.  
Calculators are NOT permitted for these exams.  
References are NOT allowed.

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items are to enter the testing center.** Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.