



The Accommodations Process

A Guide for Completing an Online
Request

Where people meet potential

Contents

I Need an Accommodation for My Exam	2
Refer to Your Test Sponsor’s Policy	2
My Test Sponsor Approved My Request for an Accommodation	2
What do I do next?	2
What happens after I submit the form?	5
Will the Test Center Administrator or Proctor know about my accommodation?	5
My Test Sponsor Said That PSI Approves Accommodations	6
What do I do next?	6
What happens after I submit the form?	9
Will the Test Center Administrator or Proctor know about my accommodation?	9

I Need an Accommodation for My Exam

Refer to Your Test Sponsor's Policy

We want every candidate to have a great testing experience. We currently provide accommodations in compliance with Section 508 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008, the DOJ Guidance on Testing Accommodations under the ADA (2014), the Model Testing Accommodations outlined by the Best Practices panel convened in 2014-2015, and Section 1557 of the Affordable Care Act.



Your exam sponsor will provide information on their website, in their candidate handbook, or on the exam application if applicable. Typically, your test sponsor approves your accommodation but, in some instances, you will need to apply for an accommodation directly with PSI, who will review and approved the request based upon business rules set out by your test sponsor.

My Test Sponsor Approved My Request for an Accommodation

What do I do next?

Your test sponsor has told you that your accommodation is approved and has also let PSI know about your specific needs. The next step is to complete a form so that we can schedule your exam. Your test sponsor should have provided you with a link to a form to complete regarding your desired dates, times, and locations. The form can be found [here](#).

You will enter about yourself and your exam. This includes the following information.

Information	Example	Tip
Email Address	Ava.ali@email.com	Use an email address that you check regularly in case the Exam Accommodations team needs to contact you
Subject	Ava Ali Accommodation	If you know your candidate ID, it is also helpful to include in the subject line
Candidate First Name	Ava	Make sure your name a registration matches your identification. Refer to your test sponsor's identification policies
Candidate Last Name	Ali	
Candidate ID Number	A1234567	Your candidate ID may be available on your test sponsor's site
Candidate Phone Number	+1 (555) 555-1212	If you live outside of the North America, please include your country code

If you have previously tested with PSI, please check the box that indicates your name is the same.

I confirm that my name matches the name I have previously registered with.

Name Match Check Box

Information	Example	Tip
Exam Name	Exam XYZ	It is helpful to include both the full name and acronym, if known
Exam Program (optional)	Your Test Sponsor	

You will need to select where you are taking your exam, either at a test center or online proctored. Please refer to your test sponsor for information about how you can take your exam.

Where are you taking your exam?

-

I am taking a proctored test at a testing center

I am taking a remotely proctored test

Test type drop down

NOTICE: If you select a testing type that your test sponsor does not use, you will automatically be assigned to the one that is allowed.

Information	Example	Tip
Please provide three dates that you would like to test on	June 1, June 22, July 4	Include at least three dates in the order you prefer
Do you prefer a morning or afternoon session?	Morning	This field is optional and by leaving it unanswered you are indicating that you have no preference.
Description	La Defense, Paris, France	Provide information about where you would like to take your exam (if testing at a test center)

Attachments are optional. As your test sponsor has already approved your accommodation request, you do not need to provide any documentation regarding your accommodation to PSI.

REMEMBER: Click on the Submit button after reviewing the information you have provided in the form.

What happens after I submit the form?

You will receive an email confirmation soon after submitting the form. The email contains a ticket number which should be used as reference.

PSI's Exam Accommodations team will review the information you provided and begin working on fulfilling the request. They will refer to the accommodation(s) approved by your test sponsor and your desired appointment information. In most cases, the Exams Accommodations team will be able to fulfil the request directly. If payment is required to complete your booking, an Exam Accommodation team member will reach out to you for that information. You will receive an email confirmation of your testing appointment once your booking is complete.

In some circumstances, the Exam Accommodations team is unable to fulfil the request at the desired locations or on the desired dates so will contact you to determine other options.

Will the Test Center Administrator or Proctor know about my accommodation?

After your booking is complete, the Exam Accommodations team ensures that the test center or the remote proctoring team are aware of the accommodations you require.

Best wishes for success on your exam.

My Test Sponsor Said That PSI Approves Accommodations

What do I do next?

Your test sponsor has told you that your accommodation must be reviewed and approved by PSI. The next step is to complete a form so that we can schedule your exam. The form can be found [here](#).

You will enter about yourself and your exam. This includes the following information.

Information	Example	Tip
Email Address	Ava.ali@email.com	Use an email address that you check regularly in case the Exam Accommodations team needs to contact you
Subject	Ava Ali Accommodation	If you know your candidate ID, it is also helpful to include in the subject line
Description	La Defense, Paris, France	Provide information about where you would like to take your exam (if testing at a test center)
Candidate First Name	Ava	Make sure your name a registration matches your identification. Refer to your test sponsor's identification policies
Candidate Last Name	Ali	
Candidate Phone Number	+1 (555) 555-1212	If you live outside of the North America, please include your country code

If you have registered for the exam, your original appointment may need to be cancelled so that PSI can fulfil your accommodation request.

Have you registered for the exam?

-
Yes
No

Previously Registered Dropdown



Information	Example	Tip
Exam Name	Exam XYZ	It is helpful to include both the full name and acronym, if known
Exam Program (optional)	Your Test Sponsor	
Program Sponsor (optional)	Your Test Sponsor (for licensure candidates)	

You will need to select where you are taking your exam, either at a test center or online proctored. Please refer to your test sponsor for information about how you can take your exam.

Where are you taking your exam?

-

I am taking a proctored test at a testing center

I am taking a remotely proctored test

Test type drop down

NOTICE: If you select a testing type that your test sponsor does not use, you will automatically be assigned to the one that is allowed.

You will be asked to select the accommodation(s) after you have selected where you are taking your exam. This question only appears once a that question is answered.

What type of accommodation are you requesting?

▼

Accommodation list drop down

To select a specific accommodation, check the box next to the item.

What type of accommodation are you requesting?

Extra Time × Private Room ×

- Reader
- Interpreter
- Translator
- Extra Time
- Private Room
- Equipment

Accommodation list drop down with checkboxes

If you selected “Other (special equipment, seating, etc.)” or “Other (please specify below)” as an accommodation, you will need to provide details about what is required.

If you chose Other (special equipment, seating, etc.), please specify the accommodation (optional)

Place to write in information for “Other” responses

Information	Example	Tip
Please provide three dates that you would like to test on	June 1, June 22, July 4	Include at least three dates in the order you prefer
Do you prefer a morning or afternoon session?	Morning	This field is optional and by leaving it unanswered you are indicating that you have no preference.

Please confirm that you have uploaded all necessary documents (if applicable) for your accommodations request in the Attachments field below.

Checkbox confirming uploaded documentation

Attachments are shown as optional but please note that documentation may be required according to your test sponsor's rules.

REMEMBER: Click on the Submit button after reviewing the information you have provided in the form.

What happens after I submit the form?

You will receive an email confirmation soon after submitting the form. The email contains a ticket number which should be used as reference.

PSI's Exam Accommodations team will review the information you provided and begin working on fulfilling the request. They will refer to the accommodation(s) rules of your test sponsor and your desired appointment information. In most cases, the Exams Accommodations team will be able to fulfil the request directly. If payment is required to complete your booking, an Exam Accommodation team member will reach out to you for that information. You will receive an email confirmation of your testing appointment once your booking is complete.

In some circumstances, the Exam Accommodations team is unable to fulfil the request at the desired locations or on the desired dates so will contact you to determine other options.

Will the Test Center Administrator or Proctor know about my accommodation?

After your booking is complete, the Exam Accommodations team ensures that the test center or the remote proctoring team are aware of the accommodations you require.

Best wishes for success on your exam.



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