



PSI Services LLC/AMP
 Phone: (833)-310-6428
 E-mail: examschedule@psionline.com
<http://schedule.psiexams.com>

NEW YORK STATE DEPARTMENT OF HEALTH BUREAU OF EMERGENCY MEDICAL SERVICES (NYEMS)

ELIGIBILITY

Once you have been approved, you are responsible for scheduling an appointment to take the examination.

EXAMINATION PAYMENT AND SCHEDULING

TELEPHONE REGISTRATION

Call PSI at **(833) 310-6428** to schedule an examination appointment. This toll-free number is answered from 8:00 a.m. to 10:00 p.m. (Eastern Time) Monday through Thursday, 8:00 a.m. to 8:00 p.m. on Friday and 9:30 a.m. to 6:00 p.m. on Saturday.

Please have your credit card (VISA, MasterCard, American Express and Discover) available for payment of examination fees. The fee for each exam is \$28.

ONLINE SCHEDULING

For the fastest and most convenient test scheduling process, PSI recommends that candidates schedule their examination appointment online at any time at <http://schedule.psiexams.com> by selecting “Begin Scheduling” from the home page. To use this service on our website, follow these easy steps:

- Once eligibilities are received by PSI, candidates will be able to go to <http://online.goamp.com/CandidateHome/CandidateInformation.aspx>

The screenshot shows the PSI Candidate Services website. At the top, there is a navigation menu with links for ABOUT, SERVICES, CANDIDATES, PORTALS, E-STORE, and PSI CORPORATE. The main content area is titled "Welcome to PSI Candidate Services" and features a section titled "Everything You Need is Three Steps Away". Below this, there is a text prompt: "Let us help you locate detailed information about your examination program! To find a candidate handbook, testing locations, fees and scheduling information, make a selection in each category below." This is followed by three numbered dropdown menus: 1. Select a Category, 2. Select a Program, and 3. Select an Examination. At the bottom right of the form, there is a link: "Already have an account with us? Log in here". On the left side of the page, there are several utility links: Candidate Support Center, Hours (Monday - Thursday 7:00 AM to 9:00 PM Central Time, Friday 7:00 AM to 7:00 PM Central Time, Saturday 8:30 AM to 5:00 PM Central Time), Contact (Contact PSI), Candidate News (Read Candidate News), Inclement Weather, and View Assessment Center Closings.

- Follow the simple, step-by-step instructions to choose your examination by selecting Category: Healthcare; Program: NYS DOH Bureau of Emergency Medical Services; and register for the examination. Please have your credit card (VISA, MasterCard, American Express and Discover) available for online payment of examination fees. The fee for each exam is \$28.

Candidates who are scheduling for the **Certified First Responder (CFR)** or the **Emergency Medical Technician (EMT)** examination may choose to test at a PSI Test Center or by Live Remote Online Proctoring using their own computer. A compatibility check of the computer’s audio/video, webcam and system is required prior to scheduling the Live Remote Online Proctored exam.

DELIVERY MODE (FOR ALL EXAMS) - TEST CENTER

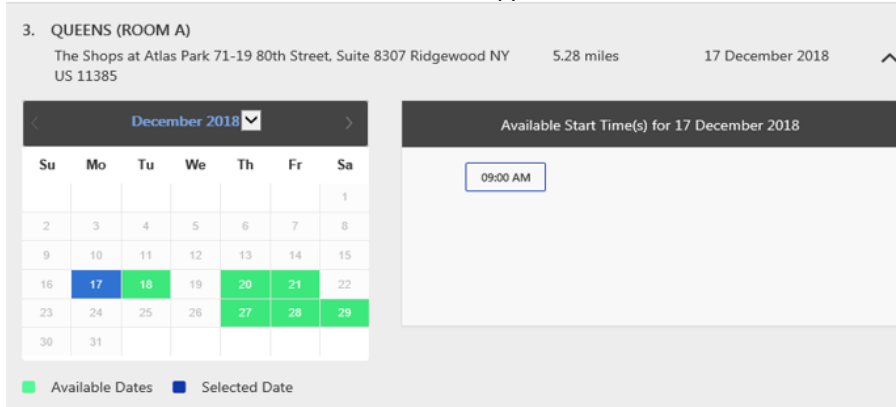
1. Enter the “City or Postal Code” and select “Preferred Month” to take the Exam. Then select “Search Exam Center”.



2. Click on the preferred test site.

Exam Center Address	Distance	First Available Date	
1. Fresh Meadows - Horizon Technical Consultants* 6921 164th St, Suite 9 Fresh Meadows NY US 11365	0.76 miles	26 December 2018	▼
2. Flushing - Alliance Computing Solutions* 135-41 37th Ave, 4th FL Flushing NY US 11354	2.87 miles	26 December 2018	▼
3. QUEENS (ROOM A) The Shops at Atlas Park 71-19 80th Street, Suite 8307 Ridgewood NY US 11385	5.28 miles	17 December 2018	▼
4. New York - A Brainseed Testing Center - Times Square* 566 7th Ave, Suite 703 New York NY US 10018	10.72 miles	28 December 2018	▼
5. Bronx - New View Test Centers, LLC* 3250 Westchester Ave, Suite 126 Bronx NY US 10461	13.7 miles	27 December 2018	▼

3. Then click on the date and time to make an appointment to take the exam and confirm your selection.



You are now scheduled and will receive an email confirmation.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

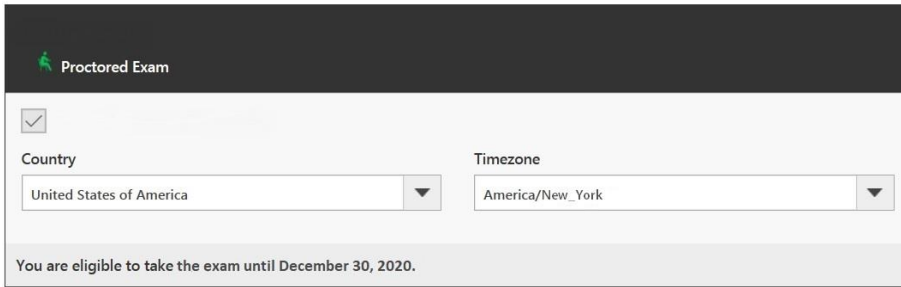
In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (833) 310-6428. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psonline.com/openings.

TESTING SITES

Site Address	City	State	Postal Code
12 Metro Park Rd, Suite 101	Albany	NY	12205
3250 Westchester Ave, Suite 126	Bronx	NY	10461
34 Marconi Street	Bronx	NY	10461
54 Macdonough Street	Brooklyn	NY	11216
527 Coney Island Ave	Brooklyn	NY	11218
3121 Clinton St, Suite 6	Buffalo	NY	14224
841 Route 146	Clifton Park	NY	12065
1 Academic Drive, Room 102 Chemung Hall (CHM 102)	Corning	NY	14830
135-41 37th Ave, 4th Floor	Flushing	NY	11354
102-50 67th Drive	Forest Hills	NY	11375
6921 164th St, Suite 9	Fresh Meadows	NY	11365
50 Clinton St, Suite 303	Hempstead	NY	11550
204 W Old Country Road	Hicksville	NY	11801
9-25 East Fourth Street, Suite 11	Jamestown	NY	14701
520 Columbia Drive, Suite 101	Johnson City	NY	13790
4171 US Route 11	Malone	NY	12953
20 Broad Hollow Road, Suite LL10	Melville	NY	11747
139 Fulton St, Suite 605	New York	NY	10038
355 East 4th St	New York	NY	10009
566 7th Ave, Suite 703	New York	NY	10018
545 Eighth Ave, Suite 1210	New York	NY	10018
205 Main Street	Oneonta	NY	13820
201 South Avenue, Suite 501	Poughkeepsie	NY	12601
The Shops at Atlas Park, 71-19 80th Street, Suite 8307	Ridgewood	NY	11385
1512 Ridge Road West	Rochester	NY	14615
1000 E Henrietta Rd, Bldg 6, Room 207	Rochester	NY	14623
625 Bomber Dr, Suite 133	Rome	NY	13441
245 Middle Country Road	Selden	NY	11784
1911 Richmond Ave, Suite 130	Staten Island	NY	10314
6443 Riding Rd, Suite 108	Syracuse	NY	13206
20104 NYS Route 3	Watertown	NY	13601
155 Mamaroneck	White Plains	NY	10601
34 Oriskany Blvd	Whitesboro	NY	13492
6205 Main St, North Campus	Williamsville	NY	14221

DELIVERY MODE - REMOTE ONLINE PROCTORED EXAM
Certified First Responder (CFR) or Emergency Medical Technician (EMT) examinations ONLY

1. Select Country and Time zone.



2. Select the date and time you will be taking the exam. **DO NOT HIT CONTINUE. YOU MUST FIRST CHECK THE COMPATIBILITY OF YOUR COMPUTER** to include Audio/Video Check, Webcam Check and System Check. You must use Google Chrome Browser. Please note that if your computer performs any system update (i.e. software, server, firewall, webcam, etc.) from the time you schedule your exam to when you attempt to launch your exam, you may experience issues with your compatibility. It is best to conduct another compatibility check on the machine that you will be taking your exam at least 24 hours prior to your scheduled exam. You may also check your compatibility before or after registering for your exam by [clicking here](#).

HERE'." data-bbox="47 375 952 629"/>

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by [clicking here](#).

You are now scheduled and will receive an email confirmation.

RESCHEDULING AN EXAMINATION APPOINTMENT

A candidate may reschedule an appointment for examination within the candidate's eligibility period ONCE at no charge online at <http://schedule.psiexams.com> OR by calling PSI at (833) 310-6428 at least two business days prior to the scheduled testing appointment.

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 reschedule your appointment at least two business days before the scheduled 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.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT THE EXAMINATION SITE

Candidates need to provide one (1) valid form of non-expired, government issued identification, **bearing photo and signature.**

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

ACCEPTABLE IDENTIFICATION (with photo) - Choose one

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card (accepted at test sites only)
- US Government Issued Alien Registration Card
- Permanent resident card with photograph
- Native American tribal ID Card with photograph
- Foreign government-issued passport with photograph
- Canadian provincial driver's license with photograph
- Indian and Northern Affairs Canada card with photograph (INAC)

Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will be given a piece of scratch paper and a pencil. These will be returned to the proctor at the end of your examination.
- Calculators are not allowed.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
 - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY TEST CENTER COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

IDENTIFICATION SCREEN

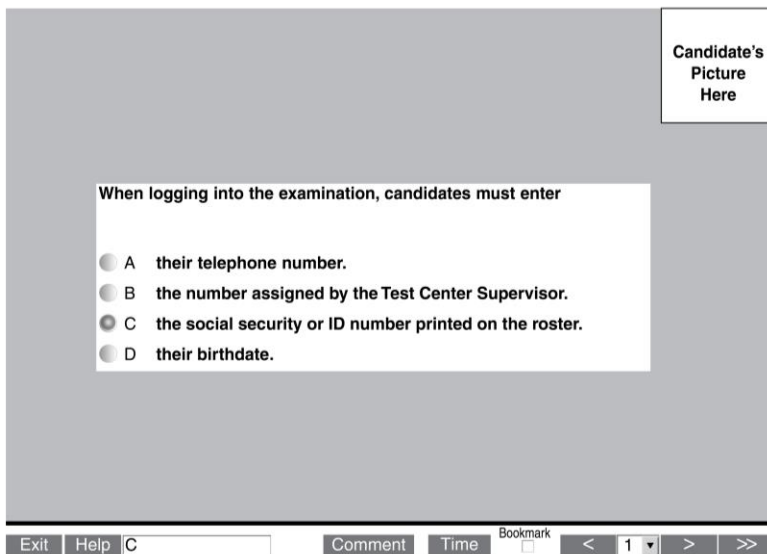
You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

TEST QUESTION SCREEN

The lower menu bar on the screen provides mouse-click access to the features available while taking the examination.



One question appears on the screen at a time. You may click on the "Time" box to monitor your time. A digital clock indicates the time remaining for you to complete the examination. IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

TAKING THE REMOTE ONLINE PROCTORED EXAMINATION Certified First Responder (CFR) or Emergency Medical Technician (EMT) examinations ONLY

Proctors for online testing will communicate with candidates on-screen during the test and pause the exam whenever unauthorized persons or activity appear on video monitors or in audio recordings. The proctor may end the test if an interruption is not corrected appropriately.

Candidates must provide one (1) valid form of non-expired, government issued identification, bearing photo and signature. A military ID will not be accepted for a remote online proctored exam, however, all other Identification listed below are acceptable for this delivery mode.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

ACCEPTABLE IDENTIFICATION FOR REMOTE ONLINE PROCTORED EXAMINATIONS - Choose One (Must be current)

- ↘ Driver’s license with photograph
- ↘ State identity card (non-driver license) with photograph
- ↘ Passport
- ↘ Passport card
- ↘ Green Card
- ↘ Alien registration
- ↘ Permanent resident card
- ↘ National identification card

With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, and cameras) are NOT permitted during the remote online proctored exam. Candidates are not allowed to use scratch paper or a calculator during the remote online proctored exam. No breaks are allowed. You may not exit the camera view during the examination. Food is not allowed; however, clear drinks only are permitted in a clear container/bottle with no label.

BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. You must use Google Chrome Browser.

Please note that if your computer performs any system update (i.e. software, server, firewall, webcam, etc.) from the time you schedule your exam to when you attempt to launch your exam, you may experience issues with your compatibility. It is best to conduct another compatibility check on the machine that you will be taking your exam at least 24 hours prior to your scheduled exam. You may also check your compatibility before or after registering for your exam by [clicking here](#).

LAUNCHING THE EXAMINATION

You can launch the examination up to 30 minutes before the scheduled start time.

The screenshot shows a user interface for an online exam. At the top left, there is a green header with a person icon and the text 'Online Exam'. Below this, a grey bar contains '- Scheduled for Test' on the left and 'Eligibility End Date: Sep 17, 2020' on the right. The main content area is divided into four columns: 'EXAM DATE: Sep 30, 2019', 'START TIME: 11:00 AM' and 'TIME ZONE: America/New_York', 'EXAM DURATION: minutes', and a text block that reads 'Before taking a remote online proctored exam, check system compatibility - click HERE'. To the right of these columns are two buttons: 'Launch Exam' and 'View Details'. A red arrow points from the text 'up to 30 minutes before the scheduled start time' to the 'Launch Exam' button.

If you have any questions regarding your compatibility check, or if you experience issues launching your exam, you may contact our remote proctoring technical support at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by [clicking here](#).

EXAMINATION RESULTS

Your score will be given to you immediately following completion of the examination.

Candidates must wait 24 hours after their exam appointment to reschedule a new exam attempt. To reschedule, return to <http://schedule.psiexams.com> and login to your online account. Click on “Register for another examination”, select the 3 steps, agree to the terms, make payment, then schedule.

Candidates who have tested unsuccessfully three (3) times within their eligibility date range must complete another course.