Subject: Thank you for scheduling your SolarWinds exam with PSI

Dear (NAME),

Thank you for scheduling a SolarWinds Certification exam. Your exam appointment is confirmed. Please take a moment to review this email for important information regarding your exam.

Appointment Confirmation

Exam Name: (NAME)
Exam Date: (DATE)
Exam Start Time: (START TIME)
Exam Duration: (MINUTES)

- **Day of Exam Identification**

  You are required to provide two forms of identification:

  Approved Government issued IDs:
  - Driver's License
  - State ID, Passport
  - Passport Card
  - Green Card
  - Alien Registration
  - Permanent Resident Card
  - National Identification Card

  In the United States, a Social Security card is **not** an acceptable form of identification.

  Your identification must be current, **not expired**.

  Your identification must contain your **signature and photo**.

  The name on your identification **must match** the name on your registered exam.

  Your identification must be in hard copy form. PSI does not accept electronic copies of identification.

  On the day of your exam, log in up to 15 minutes early to ensure time to complete the identification process.

  If there are issues with the identification process, please contact PSI's candidate support team (examschedule@psionline.com).

- **Exam Cancellation and Rescheduling Policy**

  To avoid a cancellation or rescheduling fee, you must contact PSI up to 48 hours in advance of your exam appointment.

  If you do not cancel or reschedule your exam appointment 48 hours prior to your scheduled exam, your missed exam appointment counts as an exam attempt in your subscription. After you use the two exam attempts provided with your subscription, there is a $100 fee for each

additional exam attempt.

You can register for a missed exam 24 hours after your cancelled exam.

A cancelled exam does not result in a Fail status.

Environment and System Requirements

You must take this exam in a private, well-lit, and quiet room (i.e., your home or office). You cannot take this exam with another person in the room, in a public place, or any area with heavy traffic or noise.

Clear your desk of all books and paper materials. Turn off and store all personal electronics (i.e., phones, tablets, etc.).

A Google Chrome browser and a [screen-share extension](#) are required.

For a list of the full requirements and to run a compatibility check, see [PSI Compatibility Check](#). Select Option 3 to view the full requirements. It is highly recommended that you run a compatibility check prior to your exam day.

- **Special Accommodations**

   If you require exam accommodations, email certification@solarwinds.com and request approval prior to scheduling your exam appointment. Accommodation exams are registered under a unique exam code and some require 30 days or more for arrangements to be made. If you require exam accommodations and have not made arrangements, please cancel this exam appointment with more than 48 hours notification and contact SolarWinds about your special accommodations.

Questions?
Do not reply to this email. If you have questions about scheduling please e-mail:
examschedule@psionline.com.

Thanks,

PSI Services LLC