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Helping you to prepare for exam success

Your guide to remote invigilation for
multiple-choice question (MCQ) exams

March 2025



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Introduction

Important notes for your remotely invigilated MCQ exam

Using a secure online platform you can take exams remotely using your own computer.

The platform provides a helpful familiarisation test to help build your confidence before sitting your exam.

All you need is the right equipment and a suitable location with a good internet connection and you can take your exam in a way that works for you.

Multiple choice question (MCQ) exams by remote invigilation give you the flexibility and convenience to sit your exams at a time that works around your schedule.

This guide provides all of the information you need to prepare for an MCQ exam by remote invigilation. Please read all of the guidance, important information and FAQs carefully before taking your exam.



Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

Prohibited programs (or software)

> [Go to Page 14](#)

Identification checklist

> [Go to Page 16](#)

Mirror check

> [Go to Page 16](#)

About multiple choice question exams by remote invigilation



Flexibility

An online alternative to travelling to an exam centre.



Convenience

Sit your exam in a location that works for you.



Confidence

Use your own equipment and prepare with a familiarisation test.



Trust

Our exams are delivered via a secure browser.

Multiple choice question exams by remote invigilation

Multiple choice question (MCQ) exams follow the structure set out in the exam guide for your unit. You can access this structure via your [RevisionMate](#) account or from the unit page on our website.

MCQ exams by remote invigilation are taken online with an invigilator present (online) to monitor you taking the exam. The exam is delivered by a secure browser which records and shares your video, audio, screen display and keystrokes with the invigilator as you take your exam. This ensures your actions are monitored accurately and fairly, and exam rules are followed as you would expect at an exam centre.

To make sure that you are ready and comfortable on exam day, we recommend that you read the information in this guide carefully and make full use of the tutorial and familiarisation test.

Secure browser

You will be required to download a Secure Browser add-on prior to testing. This is an extra layer of security that will ensure no other application is open during the exam. You can access the download link through the exam scheduling site 30 minutes before your exam.



You are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software. [Go to page 14.](#)



Important notes for your remotely invigilated MCQ exam

By following these top tips you will avoid the majority of problems previously experienced by candidates.

1 We strongly advise you to use a personal computer (not issued by your employer) and a private wired internet connection. This removes the two most common causes of technical issues found with remotely invigilated exams.

- In order for remote invigilation software to do its job of ensuring that candidates are taking exams without assistance, they have to check for a large number of 'prohibited programs'. Many background applications and settings including firewalls and VPNs are typically required by employers in normal circumstances that will not be compatible with the core function of the secure browser. Removing or closing these applications will be different in every case, and you may not have administrative or system rights to be able to do this. This will either interrupt or stop you accessing the exam. Also note that company internet access typically has firewall and virus controls that may be separate to programs on your company laptop.

- If you do not have access to a laptop without corporate software and where you have administration rights and technical expertise to be able to close background applications and firewalls, we currently have more than 70 centres in the UK & over 700 Globally where you can use test centre equipment.
- This guidance is common to the majority of remote invigilated exam providers, and will remove the most common causes of delay and stress in taking your exam.

2 The system check you carry out before the exam will only check that you have a functioning Internet connection, Webcam and Microphone, it will not detect 'prohibited programs', 'firewalls' or other network restrictions. The system check is generic and not bespoke.

To minimise the chances of these conflicting with your exam, please ensure that you leave plenty of time and you have administrative rights to close any background applications.

[System compatibility check >](#)



3 Tutorial. Once you have booked your exam, you will be able to launch a Tutorial by going to the booking via your MyCII/MyPFS Dashboard. This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

4 Explore the familiarisation test, it will give you a great feel for how the exam layout works.

[Check the familiarisation test here](#)

5 You will be required to complete a full 360-degree room scan, showing the entire area where you will be sitting for your exam. This helps provide a complete view of the room to ensure that your testing environment is secure, free of distractions, and complies with exam rules.

- If your webcam is not portable, please obtain one before your exam date.
- Please note that additional room scans may be required during the exam.
- These checks may extend beyond your original start time, but please note that you will still be given the full allotted time for your exam.

Important notes for your remotely invigilated MCQ exam

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By following these top tips you will avoid the majority of problems previously experienced by candidates.

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Please ensure you have a small mirror or other reflective surface ready so you can display the screen, keyboard, and edges of your monitor/screen when requested. In the mirror check, you will be required to show your screen or monitor, the edges of your screen or monitor, and the keyboard area.

- If you do not have a portable mirror or other reflective surface, please obtain one before your exam date.
- Please note that additional mirror checks may be required during the exam.
- These checks may extend beyond your original start time, but please note you will still be given the full allotted time for your exam.
- For more information, please view the mirror check video [here](#).

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You will be asked to confirm your identity using a form of valid photo ID. Photo ID can be uploaded in advance during the booking process or during exam-day check in. Please check your personal details on MyCII/MyPFS are up to date and correct. If you fail to present an acceptable form of identification during the identification checks, you will not be able to sit your exam.

- Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith
- Your ID must also be in date and not have expired.
- Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.

If these guidance notes are not followed it could affect the outcome of any issues logged against the remote exams process.



Before booking your exam

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IT equipment checklist for remote invigilation

Before booking your remote invigilation exam, make sure your computer meets the necessary requirements. To sit your exam by remote invigilation, you will need a laptop computer or desktop PC with one screen only and a webcam. Exams cannot be taken on a tablet, Chromebook, or mobile device.

Minimum system operating requirements

There are minimum system operating requirements to take your online exam.

Click on the link below to see the latest updates for the minimum system operating requirements needed to take your online exam.

Check latest system operating requirements here



Screen monitor display requirements

You are free to use a standalone monitor with a laptop, but the laptop screen must be always closed. To be invigilated effectively, you will need to continuously look at a single screen, rather than looking between two screens. If you choose to use a standalone monitor, you will need to connect a separate webcam. Please ensure that the monitor or laptop screen that you plan to use meets the minimum screen resolution of 1368x769 or higher. We would also recommend that the screen size should be a minimum of 14 inches or 35cm diagonally.

Choosing where to sit your exam

The main benefit of remote invigilation is the flexibility that it provides. If your chosen space meets all of the necessary requirements, you can sit your exam anywhere that suits you. For more information on the required room set up, go to [page 17](#) in this guide.

Familiarisation test

Make sure you try the [familiarisation test](#) to see how it will perform. Note that on smaller screens you may find that you need to scroll and zoom to see the whole screen, so you are strongly advised to take time well before your exam to practice zooming and scrolling or to arrange for an alternative monitor if you prefer.

Internet test

We recommend that you carry out an internet test ahead of your exam booking, and on the day of the exam day itself. Contact your internet provider for instructions on carrying out a test and for assistance if your connection is slow.

The following tips will help you maximise the strength of your internet connection.

- ✓ Use an ethernet cable, even if you have a wireless connection.
- ✓ Turn off all other devices to give your computer network priority.

System compatibility check

Once your equipment has been checked, proceed with a systems check.

We strongly advise you do this before booking your exam, and again at least 48 hours before the day of your exam.

To perform a systems compatibility check, follow these steps:

- 1 Click this link to go to the PSI System Check website.
System compatibility check >
- 2 This will automatically run the diagnostic tool to ensure that the computer and browser you intend to use for the exam are suitable. The system compatibility check will check your webcam, microphone, internet connection (at the time of the check) and operating system. It does not check for Prohibited Programs and will not guarantee full connection for the duration of your exam. Please ensure that you have administrative rights over the computer and know how to disable background applications if these are identified in your exam. You should also avoid using a corporate Wi-Fi or any other internet connection that may include firewalls that you cannot personally control.
- 3 Once the check is complete, you will receive a report flagging issues and offering recommendations to improve your system, if required.

Booking your exam

Choose when to sit your exam

Choose a date and time that suits you.

How to book your exam

Follow the instructions below to book your computer-based exam by remote invigilation:

Exam rules, policies, FAQs, and useful information

Read the exam rules and support information below carefully to help prepare for your exam.

Multiple choice question (MCQ) exams by remote invigilation give you the flexibility and convenience to sit your exam at a time that works around your schedule.

How to book

- 1 Log in to [MyCII/MyPFS Dashboard](#).
- 2 Go to **'Booking and results'**
- 3 Click **'view unit'** on the relevant exam voucher
- 4 Click **'Book exam'** and you will be redirected to the PSI platform
- 5 Follow the on-screen instructions
- 6 Photo ID can be uploaded in advance during the booking process or during exam-day check in.

If you require assistance booking your exam, please contact Customer Service via our web chat option on your [MyCII/MyPFS Dashboard](#).

Assessment rules and policies

Please note: It is extremely important that you read and familiarise yourself with all CII exam rules carefully before taking your exam. Please pay particular notice to the conduct rules, and be aware that no toilet breaks are allowed in exams lasting less than 3 hours, and that only water in a clear transparent vessel without labels may be brought into your exam.

Full exam rules can be found within the Assessment Rules, these and relevant policies can be found on our website here:

[Rules and policies](#) >

FAQs

Please read through our FAQs related to MCQ exams by remote invigilation. We regularly update our FAQs online in response to feedback.

View our [FAQs for exams by remote invigilation](#)

Important contact information

Technical problems with remote invigilation:

PSI Technical Support team

Email: cii.candidate@psionline.com
T: +44(0)808 273 9244

Exam entry confirmation/general enquiries:

CII Customer Service
T: +44 (0)20 8989 8464

Access arrangements

The CII is committed to creating conditions that encourage candidates to realise their full potential.

For more information about access arrangements, reasonable adjustments and special considerations, and details of how to apply, visit our [website](#).

Useful links

Additional guidance, other FAQs and videos can be found on the Chartered Insurance Institute website here:

[How to prepare for your MCQ exam by remote invigilation](#)

[MyCII/MyPFS Dashboard](#)

[FAQs for MCQ exams by remote invigilation](#)

[System check](#)

[Video: How to book your exam and amend your booking](#)

[Familiarisation test](#)

[Results information](#)

[Exam rules and policies](#)

[Access arrangements](#)

Before the day of your exam

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Preparing your IT equipment

Ensure your computer equipment meets the requirements so you are ready to take your exam.

We strongly advise that you check your IT equipment and perform another systems compatibility check at least 48 hours before the day of your exam.

- ✓ Check your IT equipment (Go to [page 5-6](#) of this guide).
- ✓ Perform a system compatibility check (go to [page 6](#) of this guide).
- ✓ Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

When planning your exam day, be aware it can take up to 30 minutes for logging in and undertaking the required checks. If you experience technical issues on the day, this can further extend the time.

Tutorial

Once you have booked your exam you will be able to launch a Tutorial by going to the booking via MyCII. This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

Prohibited programs

We strongly advise you to use a personal computer (not issued by your employer)

In order for remote invigilation software to do its job of ensuring that candidates are taking exams without assistance, they have to check for a large number of 'prohibited programs'.

This will be certain software or applications that you may have on your computer that may conflict with the PSI Secure Browser. We strongly advise not using a work computer since these are more likely to have certain applications that will not allow which is conflicting with the secure browser.

- ✓ Close any other software, including anything that may be in the background – particularly anything listed in the system requirements, such as LogMeIn.
- ✓ For Windows, use Task Manager to check and close other programmes.
- ✓ For MACs, use 'Force Quit' from the Apple logo, top left of the screen.

Be aware the system checks you carry out before the exam will only check that you have a functioning Internet connection, Webcam and Microphone, it will not detect 'prohibited programs', 'firewalls' or other network restrictions.

To minimise the chances of prohibited programs interfering with your exam, please ensure that you leave plenty of time and you have administrative rights to close any background applications.

If you do not have access to a laptop without corporate software and where you have administration rights and technical expertise to be able to close background applications and firewalls, we currently have over 70 centres in the UK & over 700 globally where you can use equipment provided at the test centre.



Tutorial

Once you have booked your exam you will be able to launch a Tutorial by going to the booking via MyCII.

This tutorial can only be accessed three times. The tutorial allows you to experience the launch of an exam as it will be on the day and covers some common FAQs.

Familiarisation test

Important: Prepare for the exam with the familiarisation test to get used to the platform.

We highly recommend taking the familiarisation test before your exam to get comfortable with the exam format and the navigation options.

Follow these instructions to take the familiarisation test:

- 1 Click here: [familiarisation test](#)
- 2 Once the test is open, click 'start'.
- 3 Explore the platform to practice navigation and general functionality.

The familiarisation test is designed for all candidates. While there might be slight differences in layout, it will give you a good idea of how to navigate and use the platform functionality.

Top tip

It is very important that candidates take the exam familiarisation test before the day of the exam to minimise possible issues during the exam.

Identification checklist

To ensure the identification details shown in your exam match our records, you must make sure your personal details on MyCII/MyPFS are correct and up to date. Your identification will be exactly matched to these details.

- ✓ Check your personal details on MyCII/MyPFS are up to date and correct.
- ✓ You need one form of any of the accepted identification documents listed below:
 - A current passport.
 - A valid driving licence containing both your photograph and signature.
 - A national identity document containing both your photograph and signature (excluding UK National Identity Cards).
- ✓ Your identification documents must be original documents, photocopies will not be accepted.
- ✓ Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.

If you do not hold one of these forms of identification, you will be expected to obtain one before the exam. If you fail to present an acceptable form of identification during the identification checks, you will not be able to sit your exam.

Photo ID

Photo ID can be uploaded in advance during the booking process or during exam-day check in. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex Smith.

Mirror check

Please have a mirror ready so that you can display the screen, keyboard, and edges of your monitor/ screen when requested.

Room scan

You will be required to complete a full 360-degree room scan showing the entire area where you will be sitting your exam. If your webcam is not portable (portable webcams are either built into portable laptops or are detachable from a PC monitor, allowing you to easily show your surroundings) please get hold of one before your exam date. Please note, additional room scans may be required during the exam.

Mirror check

In the mirror check you will be required to show your screen or monitor, the edges of your screen or monitor and keyboard area. If you do not have a portable mirror or other reflective surface, please get hold of one before your exam date. Please note, additional mirror checks may be required during the exam.

Watch [this video](#) to see a mirror check demonstration.

Before the day of your exam



Room set up

Check if the location you choose to sit the exam meets the necessary requirements.

Things you can take in to the exam

Please read below what you must bring to your exam.

Things you cannot take in to the exam

Please read below what you are prohibited from taking into the exam.

A key benefit to sitting your exam by remote invigilation is being able to choose your ideal location. Providing the space meets the necessary requirements, you can take your exam at home, at work or at any other location of your choice.

Room set up checklist

To see if the location you have chosen for your exam is suitable, use the checklist below.

- ☒ Is the room secure and private?
- ☒ Is it well-lit and uncluttered?
- ☒ Is the room free from noise or disturbances?
- ☒ Does the room have a door you can close?
- ☒ Do you have access to a clear workspace?
- ☒ Does your chosen location have reliable internet access?

Important: Use an ethernet cable to connect to the internet, even if you have a wireless connection.

Items you can take into your exam

You will need the following items to sit your exam:

- ☒ Your exam log-in details.
- ☒ A mirror to show the area around your computer.
- ☒ Your photo ID. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith.
- ☒ Candidates are advised to bring two sets of photo ID to help capture your photo ID with your webcam in case there are lighting or reflection issues.
- ☒ A web camera and microphone.
- ☒ 2 sheets of A4 blank paper and a pen for notes.
- ☒ Water in a clear and transparent bottle or vessel with no label.
- ☒ A non-programmable physical calculator (there is a computer-based calculator you can use).

Examples of items you cannot take into your exam

- ☒ Food.
- ☒ Headphones.
- ☒ Tablets or mobile phones (including iPhones/smartphones).
- ☒ Notes or notebooks (other than 2 blank sheets of paper).
- ☒ Watches, smart watches, fitness trackers or other non-religious wrist gear e.g. bracelets (please note that thread/twine/fabric friendship bracelets that are not easily removed and bracelets/bangles worn for religious purposes can be left on).
- ☒ Smart glasses and similar devices.
- ☒ Electronic equipment capable of communicating or being programmed to hold alphabetical or numerical data and/or formulae.

Before the day of your exam

Helpful hints and tips

More tips to help you on your exam day.

On the day support

Contact information from CII Customer Service and PSI support below.

Helpful hints and tips

- ✓ You will need to show both sides of any sheets of paper to the invigilator.
- ✓ Prepare your test environment in advance.
- ✓ Move items out of reach and tidy things away if you can; this makes it easier for the invigilator to verify the room is secure.
- ✓ If you have a mobile device with you for use in case of an issue, make sure it is out of reach.
- ✓ Let people in your house or place of work know you should not be disturbed.

Exam day support

Please contact us using the contact information below to resolve issues.

For technical issues where the invigilator cannot assist, please contact the PSI support line:

T: +44 (0)80 8273 9244

CII Customer Service
Online web chat service
Mon to Fri: 8am – 6pm (GMT).

T: +44 (0)20 8989 8464



On the day of your exam

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Exam day checklist

Check you have the following items ready before taking your exam:

- ✓ Your exam log-in details.
- ✓ A mirror to show around your computer.
- ✓ Your photo ID. Please ensure that you use exactly the same name as you have on your MyCII/MyPFS record. For example, if your MyCII/MyPFS record is Alexander Smith, do not use Alex or Al Smith. Go to [Page 15](#).
- ✓ A web camera and microphone.
- ✓ 2 sheets of A4 blank paper and a pen for notes.
- ✓ Water in a clear and transparent bottle or vessel with no label.

How to access your exam

Plan to be ready at your computer 30 minutes before the start of your exam.

Logging in and starting your exam.

You will have received a confirmation email containing a link to the Bookings and Results section of your MyCII/MyPFS Dashboard.

Click the link in your confirmation email 30 minutes before the start of your exam. Use this link to login and then select the "Launch Exam" option beside your scheduled exam.

You will be required to download a Secure Browser add-on prior to your exam. This is an extra layer of security that will ensure no other application is open during the exam.

You will be able to download the required secure browser 30 minutes before the exam. If you arrive more than 15 minutes after your scheduled start time, you will not be allowed to take your examination.

- 1 Click on the link in your confirmation email and then select the 'Launch Exam' link beside your scheduled exam.
- 2 Click 'yes' to launch the exam.
- 3 Once the secure browser is launched, it will perform a system check and notify you of any applications that need to be closed.
- 4 You will be asked to confirm your identity using a valid photo ID. You will then be transferred to a check-in specialist who will help you through the remainder of the check-in.

- 5 Follow the instructions from your check-in specialist to perform an environment check.

- 6 Once the check in process is complete, wait for the invigilator to unlock your exam.

If you are waiting for longer than five minutes, use the web chat support facility to contact with your invigilator.

- 7 Once the exam is unlocked, you can begin your exam under the supervision of the invigilator.

If you experience any issues, use the web chat support facility to contact the invigilator.

Exam day support numbers

CII Customer Service
T: +44 (0)20 8989 8464

PSI support
T: +44 (0)80 8273 9244

Have you checked **prohibited programs** (or software)? > [Go to Page 14](#)

Identification checklist > [Go to Page 16](#)

Mirror checks > [Go to Page 16](#)

Please note if you have taken a remotely invigilated MCQ exam prior to April 2022, this is a new process, and your room scan will now be done live with the Proctor, rather than as part of the self-check.

Please note you are strongly advised not to use a laptop provided by your employer as these typically include security protocols that conflict with any remote invigilation software.

On the day of your exam

Practical hints and tips

Internet usage

Ask members of your household to limit, or ideally to refrain from using the internet during your exam. Streaming videos, online gaming and similar activities can impact internet and Wi-Fi performance.

Wi-Fi signal

Position your laptop or PC in an area where the Wi-Fi signal is the strongest.

Important: To avoid connectivity issues, we strongly advise you to connect your computer directly to the router via an ethernet cable.

Prepare your IT equipment

Connect your computer to a power source before you start your exam to maintain power for the duration of the exam.

Perform the system compatibility check on the laptop or PC you are going to use to take the exam.

The system compatibility check will check your webcam, microphone, internet connection (at the time of the check) and operating system. It does not check for Prohibited programs and will not guarantee full connection for the duration of your exam.

Please note we strongly advise not using a computer supplied by your employer because of the security conflicts this will cause.

Room scan

To make it easy for the invigilator to verify the room is secure, move items out of reach and tidy things away. If you have a mobile phone with you, make sure it is out of reach. Please note, additional room or desk scans may be required during the exam.

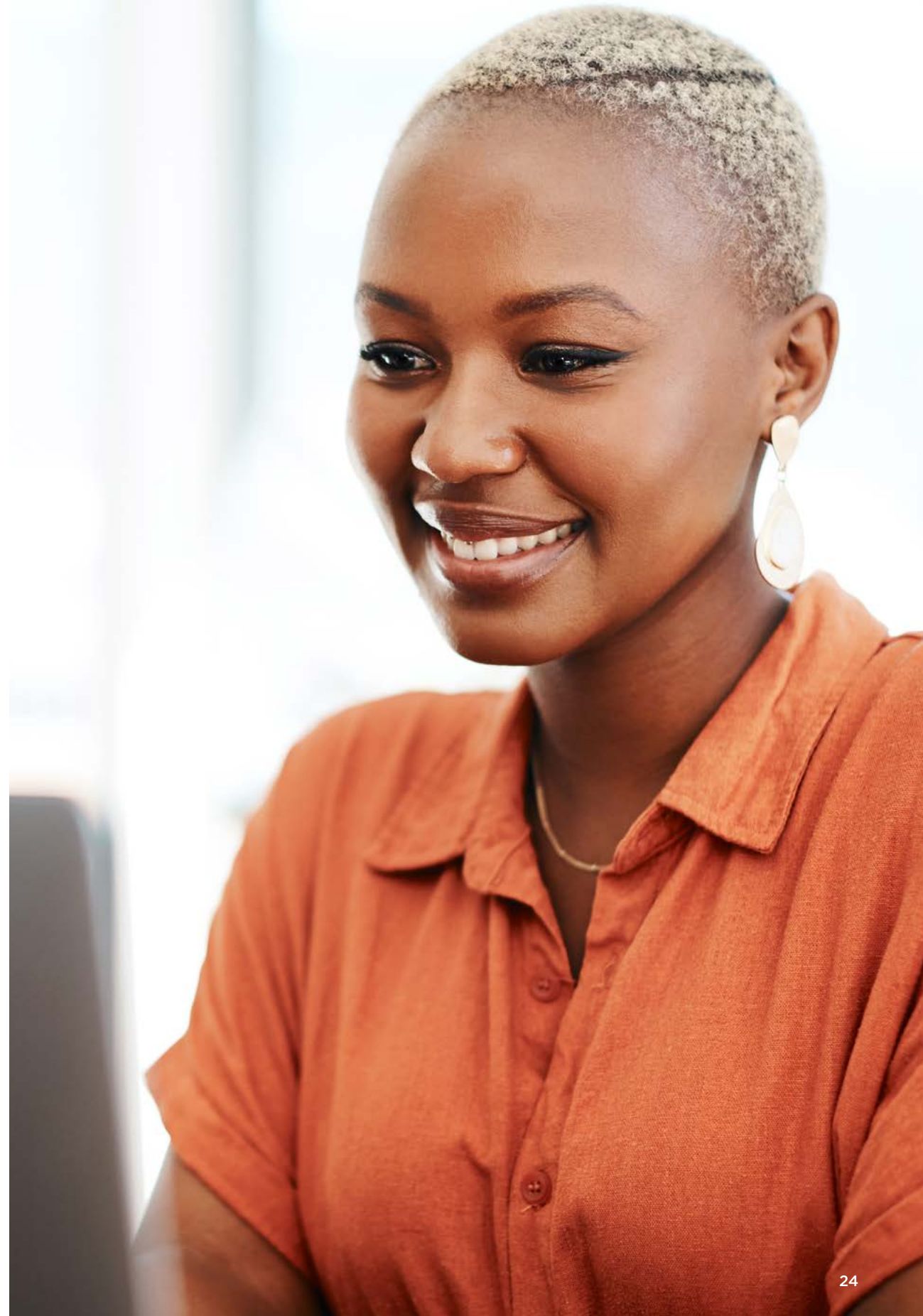
Internet connection

If the internet connection is lost during the exam, your answers will be saved and you can carry on where you left off.

Important: Candidates will be required to go through the full check-in process again before continuing their exam.

End of examination

- 1 On screen warnings indicating remaining test time will be given for all online examinations.
- 2 No time extensions can be given (unless previously agreed by the CII). At the end of the exam you will need to destroy any notes you have made in front of the camera witnessed by the invigilator.
- 3 Results will be shown on the screen at the end of the examination for all computer based multiple choice exams.
- 4 If you believe circumstances have negatively impacted your exam performance, speak to the invigilator immediately to request an Incident Log is completed and inform CII Customer Service in writing within 5 working days of sitting the exam.
- 5 You are required to cooperate with any CII investigation regarding this examination.



On the day of your exam

Exam day support

What to do if you experience technical issues

Problem or issue	What this means	What you can do
Prohibited programs	You have software running on your computer, which is conflicting with the secure browser.	<ul style="list-style-type: none"> Close any other software, including anything that may be in the background – particularly anything listed in the system requirements, such as LogMeIn. For Windows, use Task Manager to check and close other programmes. For MACs, use ‘Force Quit’ from the Apple logo, top left of the screen..
Network bandwidth too low	Your broadband is not strong or consistent enough to take the exam.	<ul style="list-style-type: none"> If possible, move closer to the Wi-Fi router. Connect via ethernet cable. Switch off other devices connected to broadband. Try resetting your router. If possible, ask members of your household to stay off the internet or refrain from heavy use during your exam (streaming video content, online gaming and similar activities can heavily impact Wi-Fi performance and internet connectivity speed).
Unable to access/click your exam or exam not listed	Your exam booking may not have been successfully completed.	<ul style="list-style-type: none"> Check your email inbox for confirmation of your exam and click the link to download the secure browser. Check your email spam folder if not in your inbox. If you have booked your exam and it is not showing in your MyCII/MyPFS Dashboard, or if you have not received a confirmation email, please contact CII Customer Service by calling 0208 989 8464.
Could not login to exam site or your password is not working	All MCQ exams are single sign-on from your MyCII/MyPFS account.	<ul style="list-style-type: none"> If you are unable to log into MyCII/MyPFS, use the reset password function or contact CII Customer Service by calling 0208 989 8464.
Failure to get past the compatibility check/system requirement check	<p>Your system may be below minimum software and hardware requirements.</p> <p>Your system date and time may not be correct.</p>	<ul style="list-style-type: none"> Perform the PSI System Check in advance of your exam date so that you can arrange for alternative equipment if required. Check the system date and time are correct.
Unable to run installer	You may not have authority to install software on this computer.	<ul style="list-style-type: none"> You are strongly advised not to use a computer over which you do not have administrative rights and capabilities (especially one provided by your employer). If someone else has administrative rights to install software, make sure that they are available to support you during the exam.
Keys/button functions not working during exam	This could be a browser caching issue.	<ul style="list-style-type: none"> Try to refresh or reload the exam. Clear your browser cache to remove saved data (this will NOT delete your submitted answers). Close and relaunch the browser. If all else fails, uninstall, and reinstall the browser.
Camera or microphone set up issues	There may be driver conflicts, or you may not have the right camera or microphone defaulted.	<ul style="list-style-type: none"> Check which camera drivers are listed in Chrome: //settings/content/camera. Check which camera is set to be the default in Device Manager (Look under either “Camera” and/or “Imaging Device”). Go to Control Panel> Programs and Features and delete all the camera drivers listed in Chrome except for the default camera driver listed in Device Manager.

Exam day support contact information

While most exam candidates experience no technical issues, support will be available if you do encounter a problem on the day.

Please contact us using the contact information below to resolve issues.

For technical issues where the invigilator cannot assist, please contact the PSI support line:
T: +44 (0)80 8273 9244

CII Customer Service

Online web chat service
 Mon to Fri: 8am – 6pm
 (UK Time).

T: +44 (0)20 8989 8464

After the exam

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How to access your results

How to access your record of achievement

How to access your qualification completion certificate

Planning your next enrolment or exam

Results for computer-based multiple-choice exams will be made available on the day. Your results will appear on screen and will be displayed in the 'Bookings and results' section of your MyCII/MyPFS Dashboard normally within 48 hours of you completing.

Your results in MyCII/MyPFS will include feedback on areas of strength and weakness in your performance in the exam.

To access your results:

- 1 Log on to [MyCII/MyPFS Dashboard](#).
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