

# CDM, CFPP Credentialing Exam Testing Accommodations Request Process (for CBDM-approved candidates only)

**The below process describes how to submit for review and approval a request for testing accommodations as allowed under the Americans with Disabilities Act of 1990 (ADA).**

**NOTE:** If you are not yet CBDM-approved to sit for the CDM, CFPP Credentialing Exam, you *cannot* apply for testing accommodations. If the PSI Testing Accommodations Request form is submitted to PSI before you are CBDM-approved to sit for the exam, PSI will not have a record set up for you and cannot process your request.

1. **After PSI sends notice of eligibility to schedule the exam, complete and submit the PSI Testing Accommodations online form that is available [here](#).**
  - a) **Provide required information as directed in the table below.** All of this information is required for PSI to assess an individual's eligibility for requested accommodations as allowed under ADA.
  - b) During the online form completion process with PSI, **the fully completed and signed two-page Request for Special Accommodations form (available [here](#)) must be uploaded.**
    - This is the same form that you submitted to CBDM when you completed the [CDM, CFPP Credentialing Exam online application](#) process. Both pages *must* be completed and signed prior to uploading it during the online PSI Testing Accommodations Request process.
    - Incomplete forms will result in a delay in processing your testing accommodations request.
2. **PSI sends an e-mail confirmation of receipt of the online Testing Accommodations form** to the e-mail address on the form.
  - The e-mail will come from [support@psi-cdex.zendesk.com](mailto:support@psi-cdex.zendesk.com) Be sure to look for the e-mail and check your Spam folder.
  - **The PSI confirmation of receipt e-mail includes a ticket/reference number.** When corresponding with PSI about your testing accommodations request, refer to this number.
3. **PSI reviews the form and documentation to determine** if the request qualifies for accommodations.
  - If the disability and requested accommodations qualify under ADA for testing accommodations, PSI will notify you of such. If information is missing, PSI will notify you of required actions.
  - If the accommodations request is denied, PSI sends e-mail notification that requested testing accommodations cannot be provided as allowed under ADA. An exam appointment will need to be scheduled online with at <https://psionline.com/test-takers>
  - CBDM sends e-mail notice of determination on the testing accommodation request.
4. If testing accommodations are approved for a requested date/time, **within about two business days, PSI sends e-mail confirmation of when the testing appointment has been scheduled.**
  - Based on availability/other factors, it may be necessary for the approved accommodations to be provided on a different day/time and location other than that requested on the form. As needed the PSI Accommodations team will work with you to schedule the exam appointment.
  - An appointment is not confirmed until PSI sends an e-mail confirming the appointment. Approved accommodations will be made available as scheduled when such is confirmed via e-mail from PSI.
5. In accordance with CBDM policy, you must schedule and complete the exam during your assigned 90-day test window that begins with the date of the initial e-mail from PSI providing information about how to schedule your exam appointment. For additional CBDM policy, refer to the CDM, CFPP Credentialing Exam Candidate Handbook available [here](#).

## Guide to Completing PSI Online Request for Testing Accommodations Form for CDM, CFPP Credentialing Exam

**Directions:** The online form contains the following questions. *Please respond to each question as indicated below. Failure to do so may result in delayed processing of the request. After all questions have been answered and the completed/signed 2-page accommodations request form has been uploaded, you must **Submit** the PSI online form.*

**NOTES:**

- *This form cannot be completed until CBDM sends e-mail notice of eligibility to sit for the exam and PSI sends e-mail notice of eligibility to schedule the exam.*
- *For assistance with completing the PSI online form or testing accommodation questions, contact the PSI Accommodations department at 1-800-367-1565, ext. 6750 (Monday through Friday 8 a.m. to 5 p.m. CT). This phone number is **only** for matters related to testing accommodations requests.*

### Guide to Completing the PSI Online Testing Accommodations Request Form

Question	Example	Comments
<b>1. Please choose a ticket category.</b>	Pre-Approved Accommodations	This question automatically populates with the response <i>Pre-Approved Accommodations</i> . – Please <b>do NOT change this response</b> . Doing so may result in a delay in processing of the testing accommodations request.
<b>2. Your e-mail address</b>	Ava.ali@e-mail.com	Enter the <b>e-mail address that you provided on the CDM, CFPP Credentialing Exam application</b> and that you have in your ANFP record. – If the PSI Accommodations department needs to contact you, they will use this e-mail address.
<b>3. Subject</b>	Ava Ali - ID number Accommodation request	In the subject line, list the following: – <b>Your name</b> <i>exactly</i> as listed on the <i>CDM, CFPP Credentialing Exam application</i> – <b>Your candidate ID number</b> assigned to you/included in PSI’s confirmation e-mail – <b>“Accommodation request”</b>

### Guide to Completing the PSI Online Testing Accommodations Request Form

Question	Example	Comments
<b>4. Description (Test Center location)</b>	La Defense, Paris, France	List <b>city and state for the Test Center</b> at which you would like to sit for the exam. – To see status of available PSI Test Center locations, look <a href="#">here</a> .
<b>5. Candidate First Name</b>	Ava	Enter your <b>first and last name</b> <i>exactly</i> as it was listed on your <i>CDM, CFPP Credentialing Exam application</i> and as included in the e-mail PSI sent with information on how to schedule an exam appointment.
<b>6. Candidate Last Name</b>	Ali	
<b>7. Candidate Phone Number</b>	+1 (555) 555-1212	List the <b>phone number</b> at which you can best be reached. This should be the same phone number you listed on your exam application. – If you live outside of the North America, include your country code.
<b>8. Have you registered for the exam?</b>	Enter yes or no based on your status of registering for exam prior to submitting the online form	If you are applying for testing accommodations, do <b>NOT</b> schedule your exam appointment online. <b>You must make your Testing appointment request through this form.</b> – <i>If your request is approved as allowed under ADA and CBDM policy, and you are already scheduled for the exam with PSI (via online registration or otherwise), you may need to cancel your original testing appointment so that PSI can make approved accommodations available.</i>
<b>9. Exam Name</b>	CDM, CFPP Credentialing Exam	<b>Answer questions 8, 9 and 10 exactly as shown in the Example column.</b>
<b>10. Exam Program (optional)</b>	CBDM	
<b>11. Program Sponsor (optional)</b>	CBDM	
<b>12. Where are you taking the exam?</b>	Select: “I am taking a proctored test at a PSI testing center”	For the CDM, CFPP Credentialing Exam, you must select “I am taking a proctored test at a PSI testing center.” <b>You must answer this question to proceed to the next question.</b>

### Guide to Completing the PSI Online Testing Accommodations Request Form

Question	Example	Comments
		<ul style="list-style-type: none"> <li>- <i>If you select a testing type that CBDM does not use, you will automatically be assigned to one that CBDM uses.</i></li> </ul>

## Guide to Completing the PSI Online Testing Accommodations Request Form

Question	Example	Comments
<p><b>13. What type of accommodation are you requesting?</b></p>	<p>Check all that apply</p>	<p><b>NOTE:</b> This question only appears <i>only</i> after you answer question 12.</p> <p>To select a specific accommodation, check the box next to that accommodation. <b>Check all that apply</b> and all that you included on the completed hard copy <i>Special Accommodations Request form</i> that you must upload with this online form. (See 16 and 17 below.) Each accommodation will be provided only when requested <i>and</i> approved for a qualifying disability under ADA and in accordance with CBDM policy.</p> <ul style="list-style-type: none"> <li>- <u>Reader</u></li> <li>- <u>Interpreter</u> - Does not apply to CDM, CFPP Credentialing Exam. English as a second language does not qualify as a disability under ADA.</li> <li>- <u>Translator</u> - Does not apply to CDM, CFPP Credentialing Exam. English as a second language does not qualify as a disability under ADA.</li> <li>- <u>Extra time</u> – Up to 1.5 is allowed when requested and approved</li> <li>- <u>Private room</u> - This is comparable to a reduced distraction environment</li> <li>- <u>Food/Drink</u> – Allowed when for an approved disability</li> <li>- <u>Paper and Pencil Exam</u></li> <li>- <u>Large Font exam</u></li> <li>- <u>Braille exam</u></li> <li>- <u>Screen Magnifier</u></li> <li>- <u>Screen reader</u></li> <li>- <u>Minor testing</u> - Does not apply to CDM, CFPP Credentialing Exam</li> <li>- <u>Out of state testing</u> - Does not apply to CDM, CFPP Credentialing Exam</li> <li>- <u>Other</u> - Provide details about what is requested</li> </ul>

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Question	Example	Comments
<b>14. Please provide three dates that you would like to test on</b>	June 1, June 22, July 9	<p><b>Include at least three dates in the order that you prefer.</b> Make sure that requested dates allow PSI time to process/approve the request accommodations and ensure that the requested PSI Test Center can make the accommodations available.</p> <ul style="list-style-type: none"> <li>- Requested dates should be 45 days after form is submitted to allow processing time.</li> <li>- In accordance with CBDM policy, you must schedule and complete the exam during your assigned 90-day test window as indicated in e-mail from PSI with information on how to schedule your exam appointment. For additional CBDM policy, refer to the CDM, CFPP Credentialing Exam Candidate Handbook available <a href="#">here</a>.</li> </ul>
<b>15. Do you prefer a morning or afternoon session?</b>	Morning	If you leave this question unanswered, you are indicating that you have no preference for morning or afternoon and PSI will assign a time based on availability.
<b>16. Please confirm that you have uploaded all necessary documents</b>	See Comment	<p><b>Upload the fully completed two-page Request for Special Accommodations</b> (downloadable <a href="#">here</a>).</p> <ul style="list-style-type: none"> <li>- This is the same form that you submitted to CBDM when you completed the <i>CDM, CFPP Credentialing Exam online application</i>. Both pages <b>must</b> be completed and signed prior to uploading during completing the <i>PSI online Test Accommodations Request form</i>.</li> <li>- Submitting incomplete forms will delay processing of your testing accommodations request.</li> </ul>
<b>17. Attachments (required for CDM, CFPP Credentialing Exam)</b>	See comment	<p><b>Upload the fully completed two-page Request for Special Accommodations form</b> and place a checkmark in the box.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Please confirm that you have uploaded all necessary documents (if applicable) for your accommodations request in the Attachments field below</p> </div>

**NOTE: Click the SUBMIT button after reviewing information provided in the form. Your form/request will *not* be processed until you do so.**