# This document relates to the PMI RPC exams only

Although the PMI are responsible for all exams, we urge you to contact Testreach directly (using the details below) if you encounter any issues during your exam. We suggest that you keep the PMI informed/in the loop, however Testreach will be your first point of contact for any technical issues you may experience.

If you decide to contact PMI, this may delay your response time, as we will be acting as the 'middleman' between the learner and Testreach, meaning it would be much more suitable to contact the Testreach team directly.

As you, the learner, are taking the exam(s), your organisation should not be contacting Testreach on your behalf (unless they have permission from the Qualifications team).

| PMI | email: pmiqualifications@pensions-pmi.org.uk |
| | Qualifications Team – 0207 392 7436 |
| TestReach | email: support@testreach.com |
| | ☎+44 (0)203 475 8685 |

**As all learners are being live invigilated, you will be asked to show your ID to your remote proctor. Below is a list of ID they will accept. Please let us know immediately if you don't have any of the ID shown below.**

Accepted ID:

| ID | Accepted (Y/N) |
|---|---|
| Passport | Y |
| Driver's License | Y |
| Work ID | Y |
| National ID card | Y |
| EU ID card | Y |
| Birth certificate | Y |

**All PMI exams should be taken in exam conditions. Although snacks are allowed, eating a full meal (e.g. breakfast/lunch/dinner etc is not permitted)**

**Please carefully read the list of resources/equipment you are allowed/not allowed to use during your exam:**

Allowed Resources:

| Resource | Permitted | Not Permitted |
|---|---|---|
| Water/snacks | X | |
| Pen/paper | | X |
| Dictionary | | X |
| Physical Calculator | | X |
| Whiteboard | | X |
| Timer | | X |
| Books/notes | | X |

Allowed Equipment:

| Equipment | Accepted (Y/N) |
|---|---|
| Headphones | Y |
| 2nd monitors | Y - ONLY IF THE 2ND MONITOR MIRRORS THE 1ST MONITOR |
| Electronic devices (tablet/smart watch/Fitbit) | N |
| Hotspot | Y – if necessary |
| Earplugs | N |
| Open Book | N |