Public Safety Testing

911 DISPATCHER / CALL RECEIVER EXAM

ONLINE IN-HOME TESTING REQUIREMENTS

EQUIPMENT REQUIREMENTS

1. **You must have both a mobile smartphone/tablet AND a desktop/laptop for the exam.**

    a. Mobile smartphone or tablet.
Your mobile device will be used to connect to videoconferencing software so that PST can monitor you while you take the examination. Your device must meet the following requirements:

- iPhone 5 or later running iOS11+
- iPad 3rd gen or later running iOS11+
- Android device running Android OS 5+
- Camera and Microphone enabled for the videoconferencing software

    b. A desktop or laptop computer.
You will take the examination on your computer using a downloaded web browser. Your device must meet the following requirements:

- Windows 8.1, Windows 10, Windows 11
- MacOS X 10.11 up to macOS 12
- Javascript and Cookies enabled

2. **Wired Headphones.**

These will be connected to your computer for the audio portion of the exam. Bluetooth and/or wireless headphones ARE NOT permitted.

3. **A reliable internet connection on each device.**

Your mobile device and PC must be connected to the internet at all times. Your mobile device should have a 3G+ or WiFi connection. At least 3 Mbps or better (broadband recommended) is required. If you lose your internet connection at any time, you will be locked out of the examination. Data rates may apply

TESTING CONSIDERATIONS

1. The instructions/check-in process may take 30-45 minutes. There are two sections of the exam and the maximum alloted time for the exam is 2 hours and 15 minutes once the exam begins.

2. Once the exam begins, you will not be allowed to leave your workspace for any reason. You will be permitted to take a short bathroom break (if needed) between sections of the test.

3. There is a note-taking feature (similar to MS Paint) built into the testing application and this is the only note-taking you are permitted. You can view a comparable feature here: **https://canvaspaint.org/.** Any attempt to take notes outside of the testing application will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process.

4. You will be recorded and monitored, and you'll install secure testing software on your desktop/laptop that will restrict the use of your computer for test-taking purposes only.

5. You must choose a testing location that is quiet, private, and free from distractions. Take your test in a closed room, away from any roommates or family members. Advise any roommates or family members to minimize noise while you are testing.

6. You will be required to upload and/or sign three documents to your PST account prior to testing. **Documents must be received at least 24 hours before your scheduled exam or you may forfeit your exam seat and be required to reschedule.**

7. **READ THE CANDIDATE GUIDE IN FULL TO ENSURE YOU ARE PREPARED FOR THE EXAM.** Available once you register for an exam.