Examity – Frequently Asked Questions

Q: How many tests will I be taking?
A: The number of tests a student is given varies. Students should verify their TSI status with the TSI office at (936) 261-3610 before registering and paying any fees for the exam.

Q: I only need to take a specific section(s) of the ACCUPLACER test. How do I know I’m signing up for the right one?
A: The voucher that you received correlates directly with the test that you will be taking. By utilizing the voucher code that you were provided, you can be sure that you’re signing up for the correct test, even if the Exam Name in the Examity system just says “ACCUPLACER.

Q: I need test accommodations during my test. How do I get those approved?
A: Test Accommodations are available for students with documented disabilities. All students are obligated to self-identify and students must renew test accommodations every semester. Students can submit requests for accommodations by sending an email to the Office of Testing Services at aetesting@pvamu.edu. Students MUST submit and have test accommodations request approved prior to completing the TSI pre-assessment and test registration form.

- The subject of the request email should read “TSIA Accommodations Request”.
- The body of the email should state the accommodation(s) you will need for the exam.
- You must also attach official documentation from an official agency or doctor that specifies the disability (ies) and test accommodations recommendations. Documentation must be signed by a licensed professional in the field of the disability and must match the accommodations request. The documentation should be no more than five (5) years old.

Q: How long do I have to complete my test(s)? Is it timed?
A: TSI test are untimed.

Q: If I don’t have a picture ID, can I still test?
A: No, you cannot test. The picture ID is used to verify your identity.

Q: What browser do I need to use to test?
A: Google Chrome or Firefox.

Q: Can I use a Chromebook to take my test?
A: No, you must use a windows or mac desktop computer or laptop if you are taking an exam with Examity. Students with Chromebook would need to contact the Office of Testing Services at aetesting@pvamu.edu for instructions on how to take their exams.

Q: Can I take the test on my cell phone?
A: No. You cannot use your mobile phone to take the test.

Q: Do I need to complete my test(s) within one scheduled appointment?
A: Yes.
Q: Do I need an ACCUPLACER account in order to test/register for a test?
A: No. Students do not need an ACCUPLACER account. The Office of Testing Services will create a student profile for you within ACCUPLACER.

Q: Where do I go to login, schedule/reschedule my test, or build my Examity profile?
A: Please go to accuplacer.examity.com/web/ and sign in. You will then be brought to your Examity dashboard where you can complete all necessary tasks.

Q: What do I do if my username or password isn’t working, or I’m not able to reset my password?
A: First, please confirm that you are using the correct URL: accuplacer.examity.com/web/. If the URL is correct and these credentials are not working, please reach out to our support team via live chat on the Examity dashboard, email (support@examity.com), or phone (855-392-6489, option 1)

Q: I’m having problems creating my Examity profile. How can I get help?
A: Contact Examity Support via online chat, email (support@examity.com), or phone (855-392-6489, option 1) and they can assist.

Q: Where do I find my ACCUPLACER voucher number?
A: The voucher number can be found in the email you received from ACCUPLACER when it was created. If you cannot find it, please contact the Office of Testing Services at aetesting@pvamu.edu with your PVAMU student ID number, full name, and your five digit PV Marketplace receipt number for assistance.

Q: Who can I contact about obtaining a new voucher or to ask questions about an existing one?
A: Students can contact the Office of Testing Services at aetesting@pvamu.edu. Student must provide their PVAMU student ID number, full name, and your five digit PV Marketplace receipt number in order for a new voucher to be sent. Examity does not provide vouchers or handle exam voucher payment.

Q: I never received a voucher number. Whom should I contact?
A: If you do not have a voucher number, please Office of Testing Services at aetesting@pvamu.edu with your PVAMU student ID number, full name, and your five digit PV Marketplace receipt number for assistance.

Q: How do I start my exam with Examity on test day?
A: Go to the Examity dashboard and hit “Start Exam” button.
Q: Do I have to test at the time I selected, or can I begin testing once I’ve finished registering?
A: To ensure that support is available, you must test at your scheduled time. If you need to re-schedule, you can do that from within your Examity account.

Q: How do I reschedule my appointment?
A: Log in to Examity and use the Reschedule/Cancel menu option to change your appointment.

Q: I can’t test after all. How do I cancel and request a refund of the Examity fee?
A: If you paid for the testing appointment, contact Examity Support via online chat, email (placementrefund@examity.com), or phone (855-392-6489, option 1). You will need to provide your name, email address, Exam ID, and Order Number from your receipt.

Q: How can I make sure my computer will work properly on test day?
A: Log in to your Examity account. You can test your computer requirements via the My Profile dashboard.

Q: Is there a specific place where I need to take my test? Can I take it in a public library or at a coffee shop?
A: Tests cannot be taken in a public space like a public library or coffee shop where other people are around. You must take your test in a room that is free of people and distractions. Your workspace must be clear—i.e. you cannot have unauthorized items such as notes or reference materials on/around your desk.

Q: What items are considered unauthorized?
A: Except for electronic medical devices, all of the following are prohibited in the test area and during the test: cell phones, headphones, handheld calculators or calculators of any kind, naps, bathroom breaks, food or drinks, watches, tablets and any other electronic device, hats or hoods (unless worn as a religious requirement), purses, backpacks, flash/thumb drives or other portable electronic storage devices, tobacco products, dictionaries, thesauruses, books, pamphlets and reference materials, slide rules, protractors, compasses, rules, highlighters and colored pens, weapons or firearms, jewelry.
Q: What should I do if I have unauthorized items in my testing room?
A: Because these items must be placed in an area outside your testing room, we recommend placing them in a different room for the duration of your test.

Q: I had problems starting my exam and when I tried again, the message said there was no exam scheduled. How do I get into my test?
A: Contact Examity Support via online chat, email (support@examity.com), or phone (855-392-6489, option 1) and they can assist. For further assistance, contact the Office of Testing Services at (936) 261-3627 or aetesting@pvamu.edu

Q: I am having webcam and/or audio issues, what should I do?
A: Contact Examity Support via online chat, email (support@examity.com), or phone (855-392-6489, option 1) and they can help troubleshoot your issue. If this issue persist, then students should contact the Office of Testing Services at aetesting@pvamu.edu for instructions on how to take their exams.

Q: I’m getting a message when I try to start testing in Examity saying my Last Name is not the same as on my voucher. What do I do?
A: Contact the Office of Testing Services at aetesting@pvamu.edu with your PVAMU student ID number, full name, and your five digit PV Marketplace receipt number for assistance. Request that the last name on your new voucher created matches the last name in your Examity profile.

Q: Am I allowed to use a calculator during my test?
A: No. Handheld calculators are NOT allowed. Students may only use the calculator that is built into the exam. A calculator will only appear if a specific test question requires a calculator; it may not be available for every math question.

Q: How can I get help with technical problems during my exam?
A: Contact Examity Support via online chat or email (support@examity.com) for assistance. For further assistance, contact the Office of Testing Services at (936) 261-3627 or aetesting@pvamu.edu.

Q: During the test, I accidentally hit the Stop Sharing button and I am locked out of the test. What should I do?
A: When you see the Screen sharing has stopped message, click the Continue button. When prompted, click Share to share your entire screen again.

Q: Can I leave the room during my test to use the restroom or get food/water?
A: No. To ensure the integrity of your test results, you must remain in camera view at all times. If you need to use the bathroom, please do so before starting your test.

Q: When will I receive my exam results?
A: Examity only provides test proctoring, and does not score or distribute exam results. Students needing to access their test scores should review the “TSI Results” section at www.pvamu.edu/tsi.
Q: Do I have to alert my school that I completed my test?
A: No. The Office of Testing Services is notified when you have completed testing. Furthermore, your test scores will be verified and uploaded into the university system within 48 hours after you can completed the test.