

FPSI Online Entry-Level Test

DISCLAIMER

By agreeing to this disclaimer, I understand that I will not be given a refund once I have paid for the test registration.

By agreeing to this disclaimer, I agree that I have read the following details about the online test and recruitment information.

Question: *Am I required to apply with the city or department prior to testing?*

Answer: Yes, in order to be invited to register and take the online test, every candidate must apply with the city or department during the *open* application period. Please refer to the City's/Department's *required* application information for details and instructions. Pay close attention to the application deadlines provided. You must apply *and* qualify in order to be invited to register and take the test! Once you have been notified that you are a qualified candidate, you will receive further information on how to register for the test.

Question: *How do I register to take the online test?*

Answer: Once you are a qualified candidate, you must **register** for the online test during the registration period. The website and instructions to register will be provided to you before the registration period opens. The registration period will be open according to the city/department requirements. If you do not register during this registration period, you will not be allowed to take the online test. **NO refunds are allowed once you have registered to take the online test!**

Question: *Is there a fee to register for the online test?*

Answer: Yes, the cost to register for the online test is \$35.00 (*non-refundable*).

Question: *How do I contact support during the online test?*

Answer: For the fastest response, you may email support at help@fpsi.com. On the actual test day(s), IT Support will be available from 7:00 a.m. - 7:00 p.m. (PST).

Question: *How will I receive access to take the online test?*

Answer: Every registered candidate will receive one (1) *unique* test link to take the online test. The test link and important instructions will be emailed to you from the Test Genius platform from this email: onlinetesting@invitations.testgenius.com. You will receive the link anywhere between two (2) to three (3) days before the test day/test window opens. If you do not see the test link email in your inbox before the test window, please carefully check your other email folders (*e.g. spam/promotions/categories/unread*) before emailing support! If you still cannot locate the test link email, please email help@fpsi.com for assistance.

Question: *How much time will I have to take the online written test?*

Answer: Depending on the specific online test the city or department is using, you will be allotted two and a half (2 ½) **or** three (3) hours to take the online test. Pay close attention to the important test instructions and times that are sent to you prior to the 24-hour test day or multiple test day window. *Please note: all testing times are Pacific Standard Time (PST).*

Question: *What do I need to be able to take the test online?*

Answer: **In order to take the test, candidates must ensure they have or can do the following:**

- Laptop or desktop computer (Windows, Mac, or Linux operating systems).
- Turn *off* any scheduled updates or scans for laptop or computer on the test day.
- Be sure internet service provider is working for the entire test with at least **20 Mbps** upload/download speed. Check your speed here: <https://fiber.google.com/speedtest/>
- Do not use a mobile/cellular hotspot.
- Must use one of the following internet browsers with the most current version: Chrome, Safari, Edge or FireFox. *Google Chrome is preferred.*
- Candidates may not use Internet Explorer as their browser.
- Candidates may not use their cell phone, iPad, tablet or chromebook to take test.

Question: *Can I start the test and take a break and then access the test again?*

Answer: No. Once you start the online test, your time will start and you are not allowed to close your browser or leave the test. Your final test time will be calculated and reported to the department you are testing with. Additionally, your test link will only work once. **You will not be given more than one test link, so ensure that you are able to dedicate the time to take the test before you click the link.**

Question: *Do I need a webcam to take the test?*

Answer: You do not need a webcam to take the online test. Candidates are expected to take the test without assistance and without the use of a calculator. Integrity is one of the most important characteristics of a public safety department and you are expected to demonstrate this critical trait during the testing period. Measures have been put into place to confirm that your online test score accurately depicts your skills in the areas measured by the test. If you are unable to demonstrate consistency between your online test results and those integrity measures that the department may elect to use (i.e., a confirmatory test, a polygraph, etc.), you will be removed from the recruitment process.