



Dear exam candidates,

The corona virus 2019 (COVID-19) situation is rapidly evolving, the board is continuously looking for ways to protect the health, safety, and welfare of all licensees and applicants. Given the fluid nature of this unique situation, and increasing numbers of reported infected persons, the board's testing vendor, PSI, has elected to immediately close all testing sites to further prevent the spread of the virus. Below is a statement from PSI's leadership team:

*Owned and Operated Test Center Closures*

*To do our part to reduce the spread of COVID-19, we have made the difficult decision to close our owned and operated test centers. Please see [the message from our CEO](#) related to these closures. NOTE: If the hyperlink isn't working for you, please copy and paste this link into your browser:*

<https://www.psonline.com/blog/psi-services-ceo-owned-and-operated-test-center-closures-in-the-us>

*Rescheduling*

*Effective immediately, candidates can reschedule up to and including the day of testing at no penalty and no documentation required. NOTE: In most cases, candidates can reschedule their examinations on-line and they are encouraged to do so. If a candidate chooses to reschedule through our candidate support call center hold times are expected to be extensive under the current circumstances.*

*Candidates that are a part of an eligibility program will be provided guidance if a new eligibility is required in order to reschedule and how to obtain it.*

*We are obtaining guidance from our clients on how to support and accommodate candidates who must test within a specified period.*

*Thank you all for your patience and understanding throughout these unprecedented times.*

Please continue to check the board's website for additional updates. Additionally, we encourage everyone to sign up for email notifications from the board at

[https://apps.tn.gov/notify-app/sign\\_up.html](https://apps.tn.gov/notify-app/sign_up.html).