



## THE AMERICAN COLLEGE OF PSYCHIATRISTS

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# PIPE FAQ's

**Q: When I attempt to access the demo or actual PIPE, I see a blank screen. What is causing this?**

A: Most likely, you do not have the proper version of Shockwave on your computer. It is available as a free download from the Adobe Web site, <http://get.adobe.com/shockwave/>. If you still have trouble accessing the exam, contact our outside tech support service, DXR Group, at (800) 453-8040, or [pipesupport@dxrgroup.com](mailto:pipesupport@dxrgroup.com), Monday through Friday, from 9:00 a.m. to 5:00 p.m. Central Time.

**Q: I'm having difficulty logging in for the first time. What should I do?**

A: Make sure that your chosen login id and password are between eight and 12 alpha-numeric characters and that you've entered your assigned exam code correctly (i.e., as seven lower-case letters and a number). If you still have trouble accessing the exam, contact our outside tech support service, DXR Group, at (800) 453-8040, or [pipesupport@dxrgroup.com](mailto:pipesupport@dxrgroup.com), Monday through Friday, from 9:00 a.m. to 5:00 p.m. Central Time.

**Q: Does the Member discount apply to Members of the American Psychiatric Association?**

A: No. You must be a Member of The American College of Psychiatrists to claim the Member discount.

**Q: Once I send in my order form, how long will it be before I can access the exam?**

A: College staff fulfill PIPE orders at the end of each business day. You should receive an e-mail with your exam code by 5:30 p.m. Central Time. You will also receive a hard copy of this information, along with a credit card receipt (unless you've paid by check) in the mail.

**Q: How long will I have to take PIPE?**

A: You have eight months from the date of purchase to take PIPE. During that time, you can return to the exam as often as you'd like.

**Q: When should I score my exam?**

A: You should only score your exam when you have completed the entire test. Once you've selected the "score" option, you will be locked out of answering additional questions. However, after you've scored the exam, you still will be able to review exam items, including your answers, references and rationales.

**Q: Can I erase my answers and take the exam again?**

A: No. Once you've completed a question there is no way to erase your answer. The same is true of the exam as a whole; once you've completed the exam, you cannot erase your answers and retake the test. However, after you've scored the exam, you still will be able to review exam items, including your answers, references and rationales until the exam expires eight months from your purchase date.

**Q: How often does The College update PIPE?**

A: The College updates PIPE every two years and introduces a new exam every other July (2009, 2011, 2013, etc.).

**Q: Is there a passing score required to obtain CME or fulfill ABPN's self-assessment requirement?**

A: No. You are only required to complete the exam in order to obtain CME credit and/or fulfill ABPN's self-assessment requirement. Although you score the exam upon completion, the score is for your reference only.

**Q: How do I obtain CME credit for completing PIPE?**

A: To obtain CME credit, fill out a CME request form and an evaluation form and return them to The College via fax or mail. The forms were included in your original e-mail and are also available online at <http://acpsych.org/pipe>, under "CME Accreditation." Once we receive these forms, we will send you a CME certificate by mail within two weeks.

**Q: How do I prove to ABPN that I've fulfilled my self-assessment requirement?**

A: Your PIPE CME certificate will serve as proof that you've completed a self-assessment activity as required by ABPN.