

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
EXAMINATION ACCOUNT REGISTRATION						
1	Accesses the COMEX website online and signs up to create a COMEX user account	System validates age and citizenship of the registrant, records account information details and sends confirmation email.	Based on system response time	COMEX		Online Registration Form
2	Opens COMEX confirmation email and activates COMEX account through corresponding activation link NOTE: Registrants may log in to COMEX to view/update/edit account information. Registrants may also print the corresponding form.	System activates the user account. NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.				
EXAMINATION SLOT RESERVATION						
3	Accesses the COMEX website online and logs in to the system	System authenticates username and password	Based on system response time	COMEX		Log in form
4	Views examination schedules or online offerings through the examination schedule tab	System displays the list of online offerings				Examination Schedule Page
5	Selects desired examination schedule from among the list of online offerings, clicks the 'reserve a slot'	System displays the 'Slot Reservation' confirmation page.				'Slot Reservation' Confirmation Page

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	button, and types the CAPTCHA code NOTE: Applicant may print the details of the 'slot reservation' confirmation	System verifies status of applicant against the E-Retaker*, DIBAR** and EDQIS*** databases. NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.				
6	Opens and prints the 'slot reservation' confirmation email	System sends 'slot reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.				'Slot reservation' confirmation email
EXAMINATION SLOT CONFIRMATION						
7	Appears at the testing center on the scheduled date and time of personal appearance and secures queuing number	Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.	1 minute	CSC Guard on Duty		Queuing stub

*E-retaker – frequency of examinees taking the same level of examination

**DIBAR – Database of Individuals Barred from Taking Civil Service Examination

***EDQIS – Eligibility Data Query Information System

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8	Proceeds to processing area to do the following:	Processor does the following:	18 minutes	ERPO Processor	Php600.00	Valid I.D.
✓ Present queuing number and documents to the Processor/Action Officer	✓ Receive the number, verifies applicant's identity and validates documents submitted. If validated, instructs applicant to pay the examination fee at the cashier					
✓ Pay to the cashier	NB: Cashier issues Official Receipt (O.R.)	Cashier		O.R.		
✓ Present O.R. to the processor	✓ Encode payment details					
✓ Prepare name tag based on specifications	✓ Take applicant's photo					
✓ Sign in the signature tablet, then places thumb in the biometric scanner	✓ Capture signature and fingerprint					
✓ Sign the examination application form	✓ Print the examination application form	AF				
✓ Receive CSID, then proceeds to waiting area for authentication process	✓ Print and issue the CSID	CSID				

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ACTUAL TEST						
9	<ul style="list-style-type: none"> Places thumb in the biometric scanner for authentication of identity Listens to orientation/briefing Signs the EAS and PSP 	<p>System authenticates examinee identity and generates Examinee Attendance Sheet (EAS) and Picture-Seat Plan (PSP) after all examinees' identity have been authenticated.</p> <p>Room Examiner (or RE) conducts orientation/briefing.</p> <p>Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed.</p>	40 minutes	<p>ERPO Processor</p> <p>RE</p> <p>RP/RE/SE</p>		EAS/PSP
10	Proceeds to the COMEX Room	RP guides examinee to the assigned seat/testing machine.	1 minute	RP		
11	Takes the test	RE and RP administer the test.	<p>2 hours and 40 minutes for CSE SubProfessional</p> <p>3 hours and 10 minutes for CSE Professional</p>			
END OF TRANSACTION						