INSTRUCTIONS FOR ABPath CC REMOTE EXAM SESSIONS

These instructions are for those who have registered to take one or more CC examinations remotely. ABPath remote exams utilize the Proctor Exam system. This system allows you to take your Continuing Certification (CC) exam at a time and location convenient for you. It will proctor your exam remotely by recording the visual, audio, and computer aspects of your exam and testing environment.

Each CC examination session (Spring/Fall) consists of a tutorial exam and then any actual exams which you registered to take. The tutorial exam comes first and works exactly like the actual exam except for the questions presented. Completing the tutorial exam will ensure you understand the process before taking any actual exams and your system is ready.

Both the tutorial and any actual CC exam is a two-part process. The first part is the completion of a system requirements check and exam entrance process. Once this is completed you gain access to take the exam in question. The system requirements check and exam entrance processes are repeated for every exam taken.

System Requirements Check & Exam Entrance

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Exam run times:
- Single certification exam: 150 questions. 3 ½ hours for questions, one 10 min break built into exam, 3 hours and 40 mins total
- Combined exam: 200 questions 4 ½ hours for questions, two 10 min breaks built into exam, 4 hours and 50 mins total

General Instructions and Rules:
- Please follow all instructions and guidelines in the Testing Environment Preparation and Exam Rules for the actual exam. You do not need to prepare to take the tutorial exam. Even though you may be at home or in your office taking the exam, you should conduct yourself and follow the same general rules that a testing center would apply.
- All information about the CC examination can be found on the CC Assessment page of abpath.org.
- You will need before the exam:
  - Laptop or desktop computer with webcam and microphone (Tablet, smartphone or other hybrid devices are not permitted)
  - Google Chrome web browser
  - Government issued photo I.D. (military I.D. is not one of the acceptable forms)
- You may use during the exam:
  - Clean dry erase board and marker for writing
  - Physical reference material (including books or notes) gathered before the start of the exam
    - The CC Exam is open book, but digital reference material and additional digital devices beyond the computer used to take the exam are not permitted.
    - You will be asked to show what textbooks you plan to use at the start of your exam.
System Requirements:

- ABPath recommends using a personal laptop with built-in webcam and microphone for simplicity and taking the exam from home. Your computer must have Google Chrome as the web browser.
- The CC exam cannot be taken on a tablet, smart phone, or other hybrid device. Do not try to perform the system check on these unsupported devices.
- You should use the same computer for the tutorial and actual exam. If you change computers, then the process of installing the remote proctoring components will need to be repeated when completing the actual exam’s system check.
- The proctoring program does not allow screen sharing applications to be running while taking the exam. Before starting the system check, make sure you have closed all screen sharing programs, including the following, on your computer:
  - Skype
  - GoToMyPC
  - iTunes
  - Instant Messaging Programs
  - LogMeIn LogMeIn Systray
  - Microsoft Lync
- Additionally, many computers in an institutional setting have remote support applications (like Team Viewer) installed to assist with technical support and these programs will prevent the remote proctoring program from running. If you have extra monitors or devices and/or any slave computers hooked up to your computer, please disconnect the extra devices.

Common Technical Issues

- ABPath recommends taking the exam from home to minimize issues potentially caused by your institution’s firewalls or IT.
- If a question/image fails to load, please go to another question in the same module then come back to reload the question.
- If you encounter issues entering the exam, please try to enter the exam again after closing Google Chrome and completing the following steps:
  - Clear Google Chrome’s browser cache
    - From the Chrome Settings page -> Type “Cache” in the search box at the top -> Select Clear browsing data
  - Turn off anti-virus programs
  - Turn off any additional Google Chrome extension you may have active except Proctor Exam
- If you reach a test code entry screen when starting the exam, you should see an error message at the top of your window stating the exam recording could not start. Please close Google Chrome and restart the exam entrance process using the exam access link already have. Take additional time before completing each step to give the recording time to prepare.
- If you become disconnected during the exam or the exam freezes and you must close it, please close Google Chrome and reenter using the exam link you already have.

Technical Support

If you experience an issue with your exam after attempting the appropriate action provided under Common Technical Issues, please contact support via email (support@assess.com) or phone (651.383.4311 ext. 5). Support may be reached 24 hours a day, 7 days a week, except Holidays.
System Requirements Check & Exam Entrance

A system requirements check is completed before any exam. The systems check for a given exam can only be completed once.

The CC exam and system requirements check cannot be taken on a tablet, smart phone, or other hybrid device. Do not try to perform the system check with any of these unsupported devices. To initiate the system requirements check, follow the steps with screenshots below. If you experience any problems, please contact technical support.

1. **Open the email sent to you with a link to complete the systems check for an exam.** If Google Chrome is not your default web browser, open Chrome separately and paste the link into a new tab.

   **Troubleshooting Tip:** Please ensure you are opening the link in Chrome. Please note that due to institutional firewalls, you may find it easier to take the exam from home.

2. This is a screenshot of the system requirements check email. Click on “Verify your system meets the minimum requirements for this test” in the email or copy the link into Chrome. **Note that the “Test Name” field tells you what exam a system requirements check is for.**

   ![System Requirements Check Email Screenshot](image-url)
3. If the link opens successfully, you will see the first page of the system check. English is selected by default, so you do not need to make a language selection. Click “Next Step”.

4. **During the system check several components of your computer’s system will be tested.** Please ensure that you do not have any patient (or other sensitive) information open on your computer or left out that the camera may see and record. As the microphone is tested the software will ask that you briefly speak or make noise.
5. The system check will then begin playing music to verify your speakers. Sound is not an element of the CC exam so you may confirm that you hear the music even if you do not.

6. The system check will next mention bandwidth and internet connection requirement. It is your responsibility to ensure your internet connection is consistent and fast enough.

7. **At this point the system check will check your web camera. You should see yourself and your surroundings.** Again, please ensure no confidential or patient data is recorded by the camera.
8. The system check will now install the ProctorExam extension to Chrome if your device has not previously completed a system requirements check. This extension enables screen recording and is necessary to take the remote exam.

![ProctorExam extension installation](image)

9. The option to install the ProctorExam Screen Sharing Chrome extension will then appear. Click on “Add extension.”

![Install extension](image)

**Troubleshooting Tip:** If you are having trouble installing the Chrome extension please contact exam technical support or your organization’s IT department if your organization’s IT policy prevents the installation. Please note that due to institutional IT policy, you may find it easier to take the exam from home.

10. Once the extension is installed, a window will pop up asking you to share your screen. **You should only have one screen to select as multiple screens are not allowed when taking the CC examination.**
11. If your screen is shared successfully, you will see it in a small preview window, just as your web camera feed was shown in step 7.

12. To initiate an exam, view the email sent after successful completion of the system check. The system check will confirm that you will receive your access email once completed.
13. Here is an example of an exam access email. Click “Start Your Test” to continue. **Note that the “Test Name” field tells you what exam the link in that email gives access to.**

![Exam Access Email Example]

14. Below is the first screen of the exam entrance process. Click “Continue”.

![Exam Entrance Process Screen]
15. You will again be prompted to select a language. English is selected by default. Click “Next Step”

16. You will then be asked to share your screen and check your microphone again. Once you are sharing your screen, a small toolbar will appear at the bottom of your screen. Click “Hide”.

17. You will be prompted to close all applications and browser windows/tabs except for your exam. This includes the tab you may still have open with the exam access email.

18. If you still have tabs or applications open, you will see this error message.
19. The identification portion of the exam entrance will now begin. On the ID screen, display your government issued photo ID to the camera. Do not provide a military I.D.

20. Next, you will be asked to confirm the photo you just took. You will be asked to confirm after all entrance steps, and the confirmation screen will be similar.
21. Next, you will be asked to take a photo of yourself using the webcam. Review and submit the photo if it is of acceptable quality.

22. You will then be notified that everything beyond this point is recorded.

Troubleshooting Tip: If you receive an error message before completing the exam entrance, please try again using the exam access link emailed to you. Proceed slowly through the exam entrance process to ensure the recording has time to start.
23. Ensure the camera feed is clear and bright. Your eyes should be visible in the recording. Ensure your face is in the center of the frame.

24. You should then see your camera feed and a confirmation screen. Click “Start Exam.”
25. You are now ready to start your exam. Select “Click here to start the test” to begin. It is very important that you keep this tab open during your exam so that you may click “Finish Exam” once done.

Tutorial Exam Instructions

1. You do not need to prep your testing environment for the tutorial exam.

2. The CC exam cannot be taken on a tablet, smart phone, or other hybrid device.

3. Please note that when image enlargement is discussed, the normal behavior is for the image to fill the screen. Clicking an image in the exam does not increase the detail or resolution of the image, only allowing the image to reach its native size.

Troubleshooting Tip: If a question fails to load, please select another question in the current module and then go back. This should reload the question.

Troubleshooting Tip: If you cannot see the NEXT, PREV, and REVIEW buttons your browser’s
zoom level may be too high. Zoom out or return to 100% zoom to see the navigation buttons at the bottom of the screen.

4. You can use the NEXT button at the bottom of the screen to navigate to the next question.

5. When you have completed the tutorial module, you will be asked to verify that you are done. The tutorial exam can only be completed once.

Upon successful completion of the tutorial exam ABPath will set up your actual CC exam and email another system check at the start of the exam window.

**Actual Exam Instructions**

**Reminders:**

- The CC exam cannot be taken on a tablet, smart phone, or other hybrid device. Do not try to perform the system check with any of these unsupported devices.
- Clicking an image in the exam does not increase the detail or resolution of the image. It only causes the image to increase to its native size.
- You should use the same computer for the system check, tutorial exam, and actual exam. If you change computers, then the process of installing the remote proctoring components will need to be repeated. Any computer used must have Google Chrome.
- You must prepare your testing environment according to the [Testing Environment Preparation and Exam Rules](#).
- You will need a government issued photo I.D. (non-military) during exam entrance.

1. **You will need to perform the system requirements check again.** Open the email sent to you at the start of the actual exam window. If there have been no changes to your computer, this should take only a couple of minutes. Follow the instructions and prompts as before and illustrated in these instructions.

2. **Please ensure that you do not have any patient (or other sensitive) information left out that the camera may see.**

3. Once the system requirements check is complete you will be sent a link start your actual exam. Click on “Start Your Test” in the email sent to you after the system check is complete.

4. An actual exam consists of three parts: Honor Code, exam questions, and a survey.

   Exams have either 3 ½ or 4 ½ hours for questions. You may see that your session has more time than this. The instructions, survey, and built in break(s) have their own separate time limit which adds to the total.

5. You will need to perform the exam entrance process before beginning any CC exam. This is the same process that you already performed during the tutorial exam.

6. You should now have access to start the exam. Click on the “Click here to start the test” button on the left.

7. Keep the Proctor Exam tab open so you may return once your exam is finished. It is very important that you keep this tab open during your exam so that you may click “Finish Exam” once you complete the survey and submit your exam.
8. Your exam will have built in break periods. One optional 10-minute break for 150-question exams and two 10-minute breaks during 200-question exams. Breaks may only be taken when the program offers it to you. **You are not allowed to get up from the exam outside of these break periods, except in the event you need your phone to contact technical support.** Break periods may be ended early by proceeding to the next exam question. The exam will resume automatically after ten minutes.

9. You can use the NEXT button at the bottom of the screen to navigate from one question to the next, and from the final question of a module to the next module. You may also click on a question number at the top to jump to that question.

   **Once you have completed a module, you will not be able to go back to that module. Please be sure to answer all of the questions within a module before moving on.**

   **Troubleshooting Tip:** If a question fails to load, please select another question in the current module, and then go back. This should reload the question.

   **Troubleshooting Tip:** If you cannot see the NEXT, PREV, and REVIEW buttons your browser’s zoom level may be too high. Zoom out or return to 100% zoom to see the navigation buttons at the bottom of the screen.

10. Answered questions will be denoted with a slash in the top row of question numbers. Any questions that you mark for review using the REVIEW button will have its question marked yellow in the top row of question numbers.

11. When you have completed an exam section you will be asked to verify that you are done. **This will be your last chance to review any questions from the module you are currently in.** Click “Ok” on the popup and “I Am Done” in the bottom right to complete and submit that specific exam section.
12. When you have completed the exam, you will be asked to close your exam tab. Go back to the initial tab used to start the exam, the tab you were asked to leave open in step 7 and click on “Finish Exam”. You will then see a box asking you to confirm.