# INSTRUCTIONS FOR THE CC REMOTE PRACTICE EXAM

**Please carefully read this entire document prior to starting the practice exam.**

**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.**

The purpose of the practice exam is to:
- Prepare your computer system and the remote proctoring software before your actual exam
- Ensure there are no issues with the network you plan to access the exam through
- You are comfortable with how the exam process works and looks

The practice exam can only be completed once. **Please ensure you complete the practice exam on the same device and network you plan to take your actual exam.**

**The CC Exam is an open book exam. You may use any physical reference material during the exam that you wish (books or notes) but you may not use any digital reference material.**

**ABPath recommend using a personal laptop with built-in webcam, microphone, and direct Ethernet connection. Any computer used must have Chrome.**

**You should use the same computer for the practice exam and actual exam.** If you change computers, then the process of installing the remote proctoring components will need to be repeated when taking the actual exam.

You do not need to prep your testing environment for the practice exam. You may have a printed copy of these instructions available during the practice exam. Instructions on how to prep your testing environment for the actual exam are posted on our website. Click here to go directly to the CC section of our website where all remote access exam administration documents are stored.

You will need the system requirements check email sent to you when the practice exam first opened. It contains a link to exam rules and the system requirements check. Once the requirements check is complete, another email will be sent giving access to your practice exam. **This process will repeat, including a system requirements check, when the actual exam opens.**

**Technical support is available from Assessment Systems 24/7.**
By phone: 763-476-4764
By email: support@assess.com

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

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
- LogMeln/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. <mark>**If you have extra monitors or devices and/or any slave computers hooked up to your computer, please disconnect the extra devices.**</mark>

# If you have any questions or concerns regarding these instructions, please contact the Board by phone at 813-286-2444 M-F 8-4 ET, or email to john@abpath.org.

**To initiate the system requirements check, follow the steps below. If you experience any problems, please contact technical support.**

1. **Open the email sent to you with a link to verify your system.** Google Chrome is required

   **Troubleshooting Tip:** If you experience problems opening the system check website, 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 or on a personal laptop in your office.

2. **This is a screen shot of the system requirements check email. Click on "Verify your system meets the minimum requirements for this test".** If Google Chrome is not your default browser, open Chrome and paste the link at the bottom of the email into the address bar.

Dear

Please read and follow all the instructions in this email carefully.

**You are registered for the following tests:**

| Test Name | Test Time |
|---|---|
| 2018 Spring Practice Exam | 60 minutes |

**Instructions:**

1. You MUST use Google Chrome. Make sure you have Google Chrome installed.
2. Read the exam rules.
3. Verify your system meets the minimum requirements for this test. (You must use Google Chrome)

   You must do this at least **24 hours** before the test. **Make sure that you verify requirements on the same computer you plan to take the test on.**

   This will install a Chrome plugin.

If Google Chrome is not your default browser, open the following link in Google Chrome:

https://assess.proctorexam.com/check_requirements/

3. If the link opens successfully, you will see the first page of the system check. English is selected by default, you do not need to make a selection. Click "Next Step".
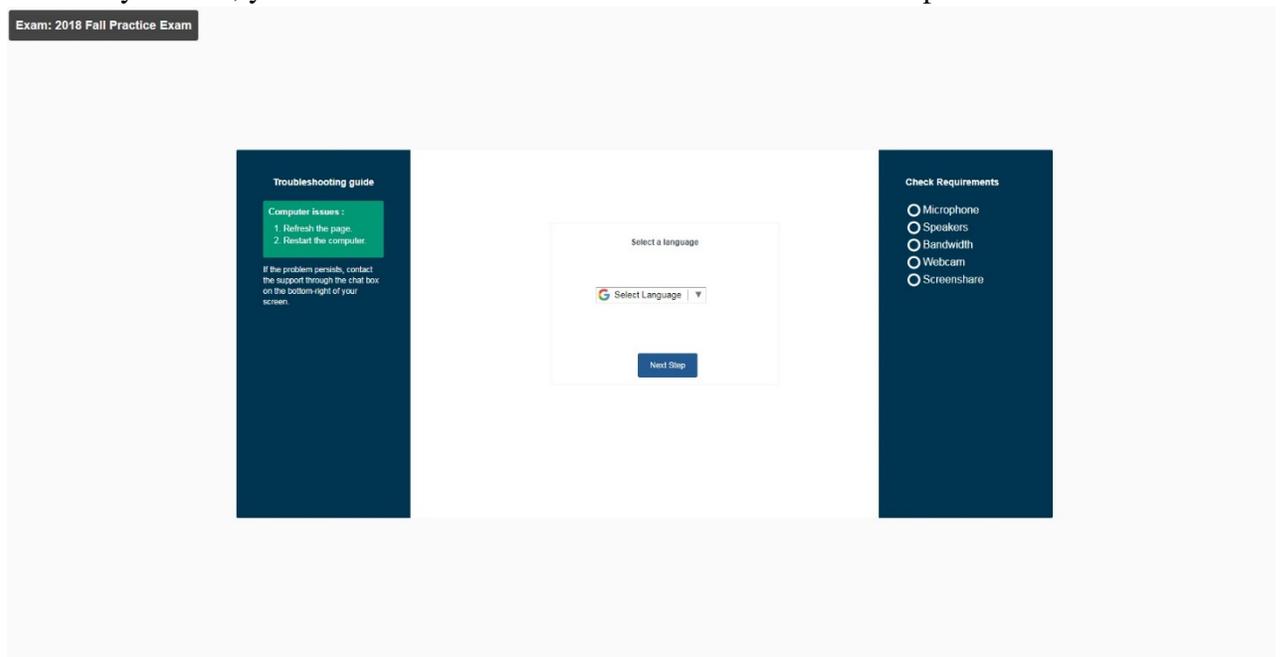
4. **During the system check several components of your computer's system will be tested.** Please ensure that you do not have any patient (or other sensitive) information open on your computer or left out that the camera may see and record. As the microphone is tested the software will ask that you briefly speak or make noise.
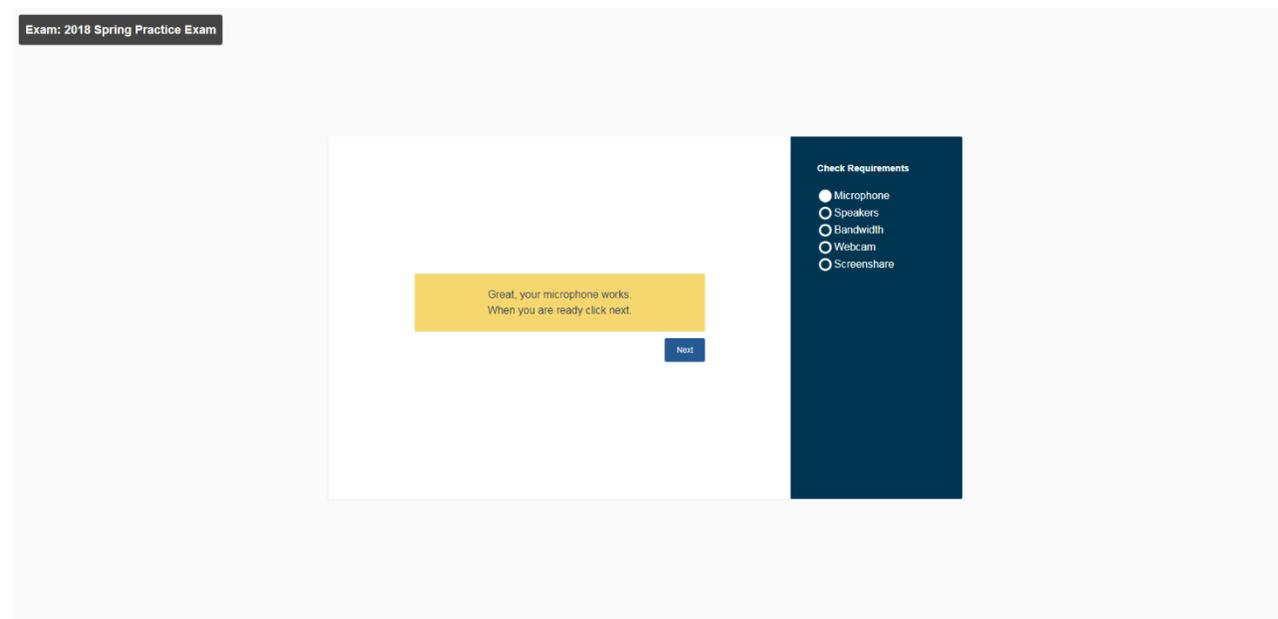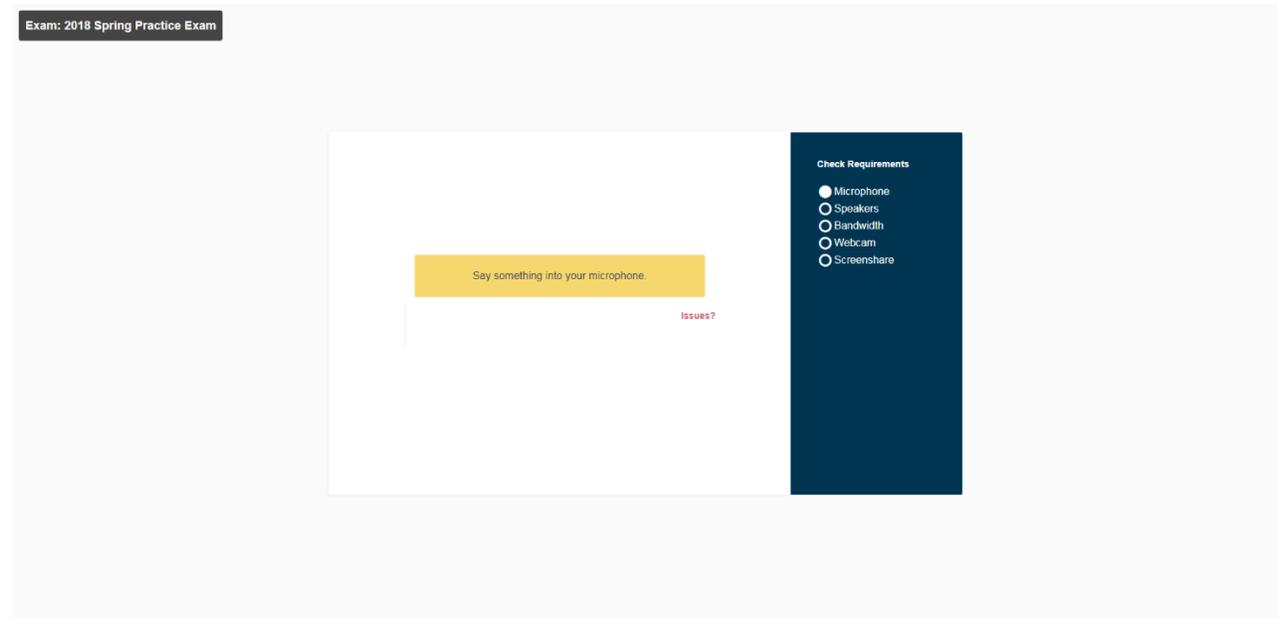




5. The system check will then begin playing music to verify your speakers. Sound is not an element of the CC exam.

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

7. **At this point the system check will check your web camera.** Again, please ensure no confidential or patient data is recorded by the camera.
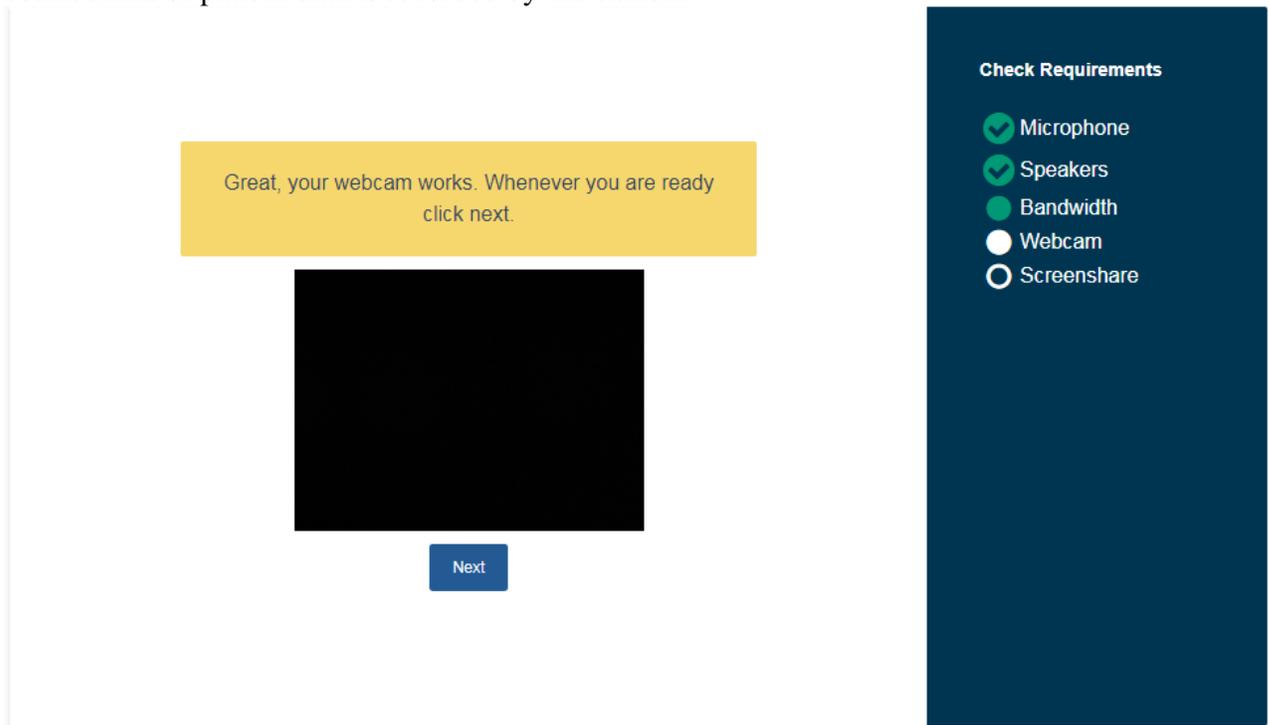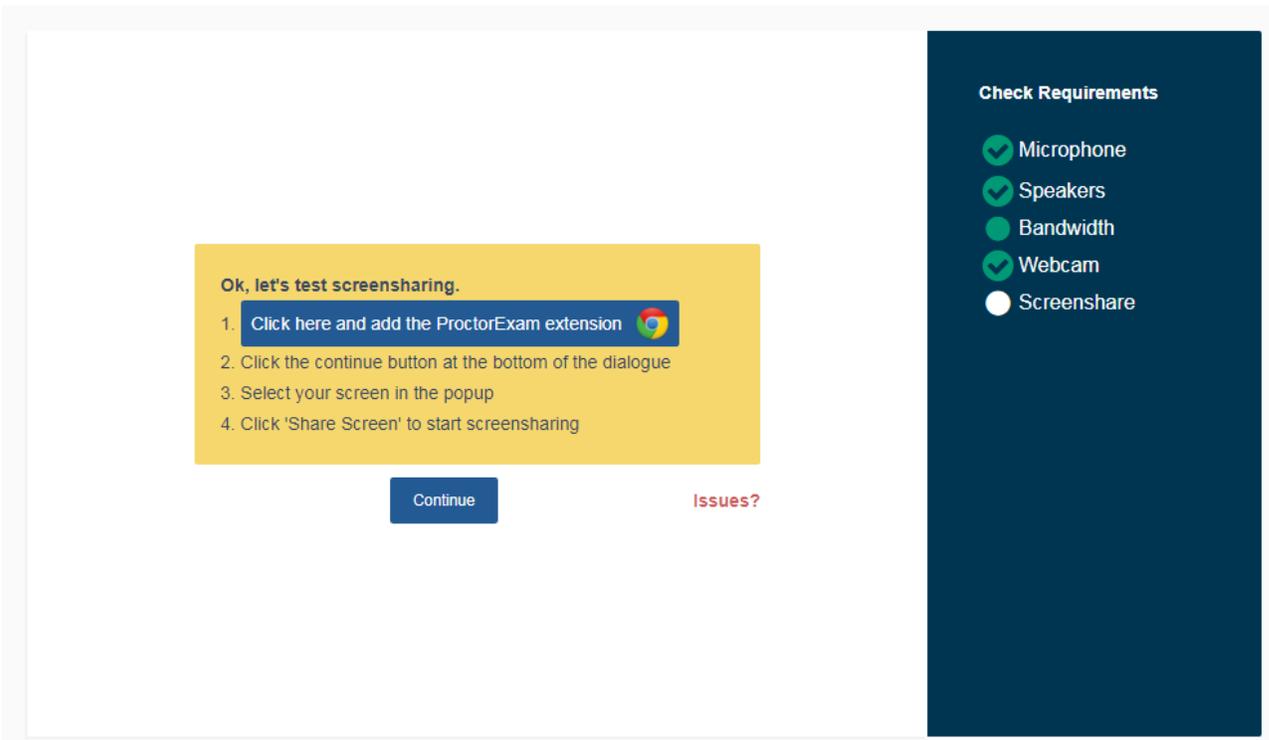
Great, your webcam works. Whenever you are ready click next.

Next

Check Requirements

Microphone
Speakers
Bandwidth
Webcam
Screenshare

8. **The system check will now install the ProctorExam extension to Chrome.** This extension enables screen recording and is necessary to take the remote exam.

Ok, let's test screensharing.

1. Click here and add the ProctorExam extension
2. Click the continue button at the bottom of the dialogue
3. Select your screen in the popup
4. Click 'Share Screen' to start screensharing

Continue          Issues?

Check Requirements

Microphone
Speakers
Bandwidth
Webcam
Screenshare

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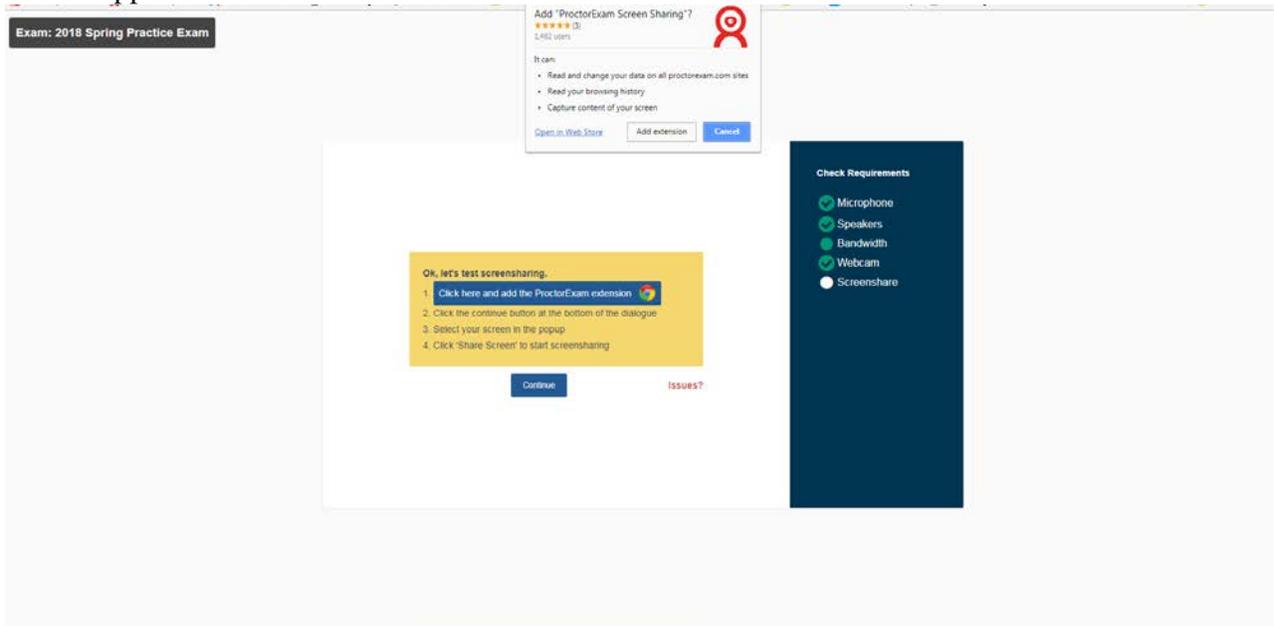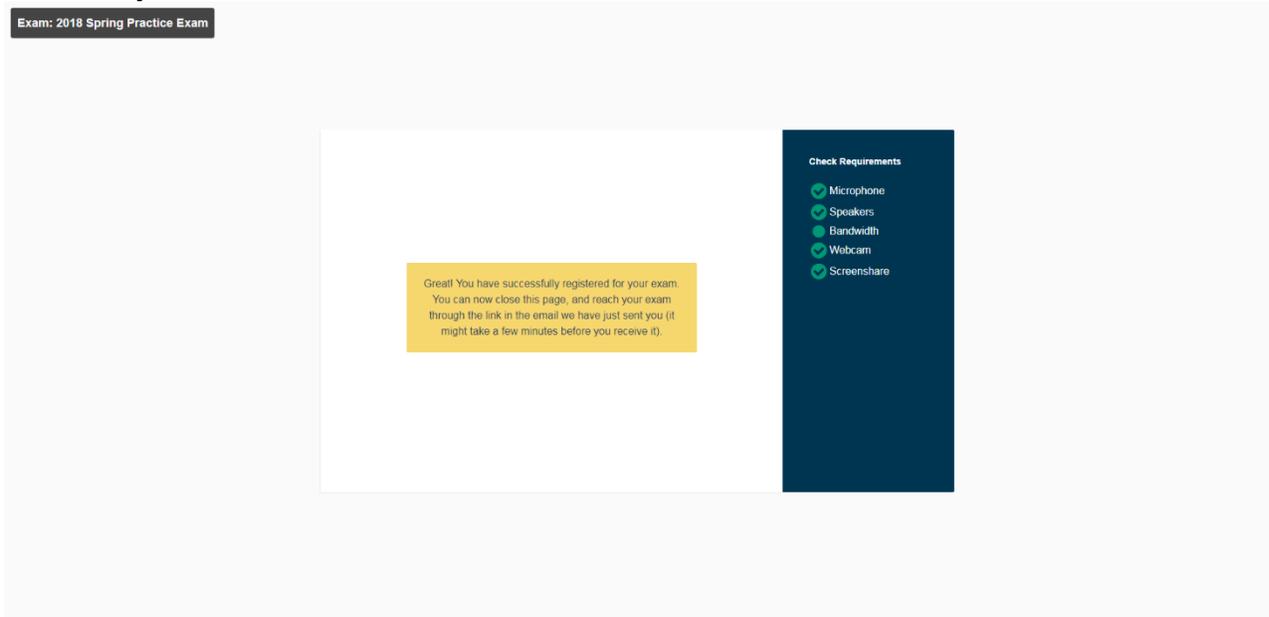


**10.** Once the extension is installed, a window will pop up asking you to share your screen. **You should not have multiple screens to choose from as multiple screens are not allowed when taking the CC examination.**

**11.** If your screen is shared successfully, you will see it in a small preview window, just as your web camera feed was checked.
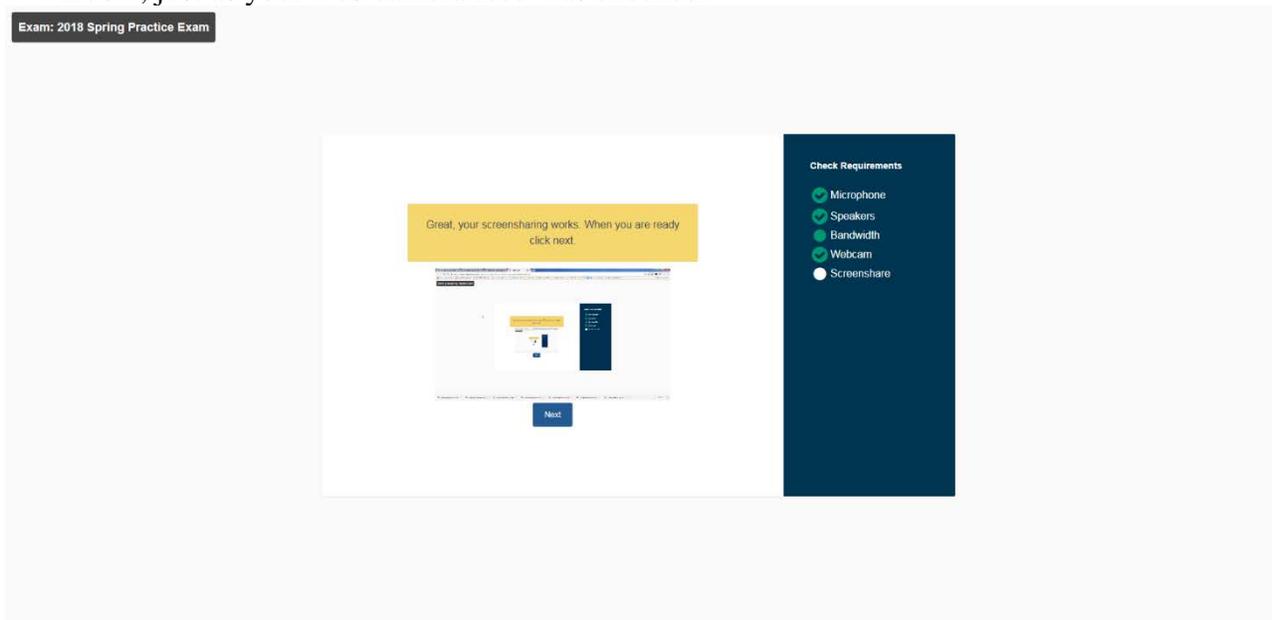
**12. To initiate the practice exam, view the email sent after successful completion of the system check.** The system check will confirm that you will receive your access email.

Exam: 2018 Spring Practice Exam

**Check Requirements**

- ✅ Microphone
- ✅ Speakers
- 🟢 Bandwidth
- ✅ Webcam
- ✅ Screenshare

Great! You have successfully registered for your exam. You can now close this page, and reach your exam through the link in the email we have just sent you (it might take a few minutes before you receive it).

**13. Here is an example of the practice exam email. Click "Start Your Test" to continue.**

Dear

Congratulations! Your system meets the minimum requirements for this test!

**You are registered for the following tests:**

| Test Name | Test Time |
|---|---|
| 2018 Spring Practice Exam | 60 minutes |

## START YOUR TEST

(You must use Google Chrome!)

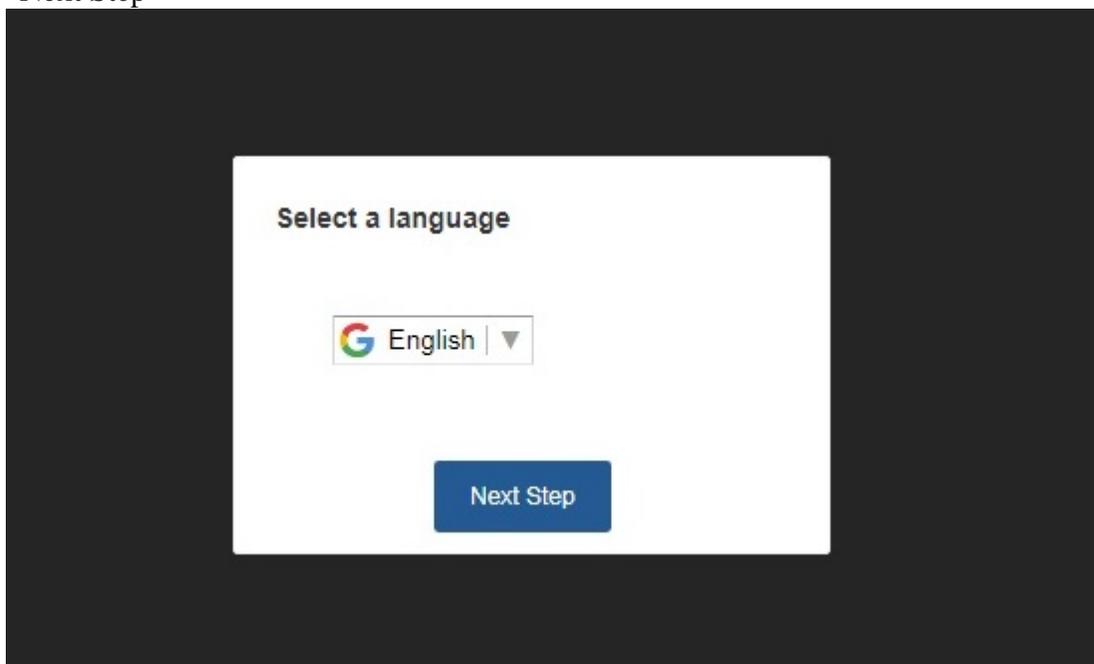If Google Chrome is not your default browser, open the following link in Google Chrome:

https://assess.proctorexam.com/student_sessions/

14. Below is the first screen of the exam entrance process. Click "Next Step".

15. Click "Continue".
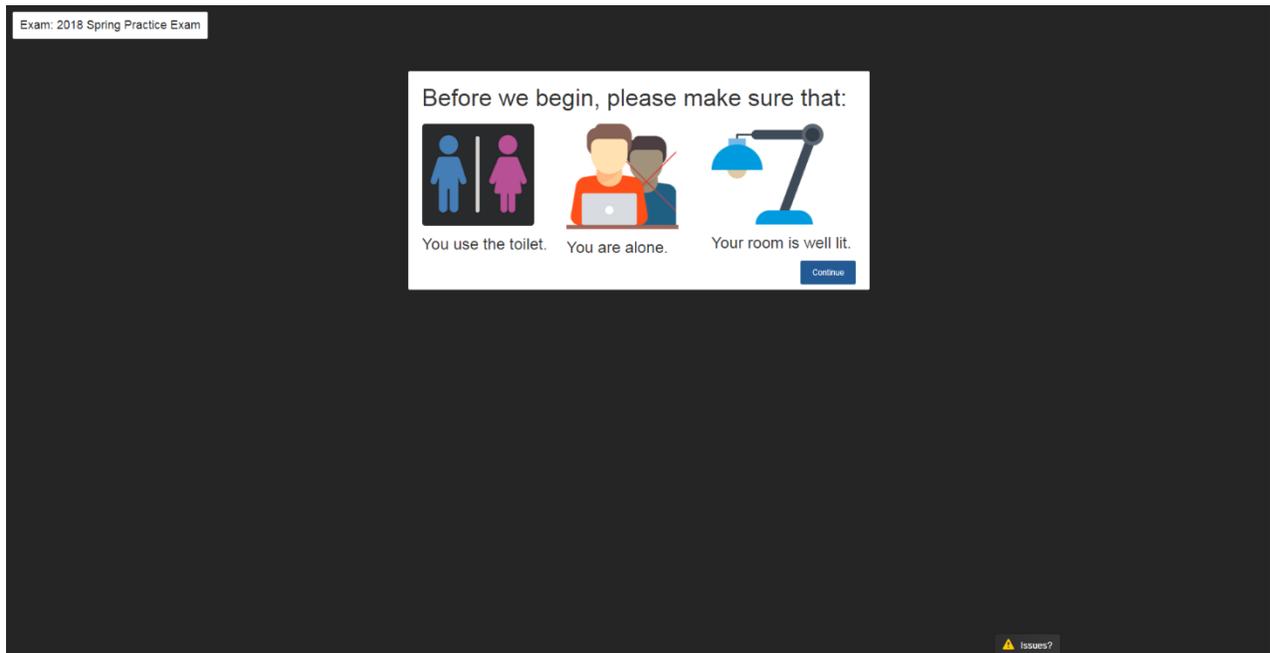


16. You will again be prompted to select a language. English is selected by default. Click "Next Step"
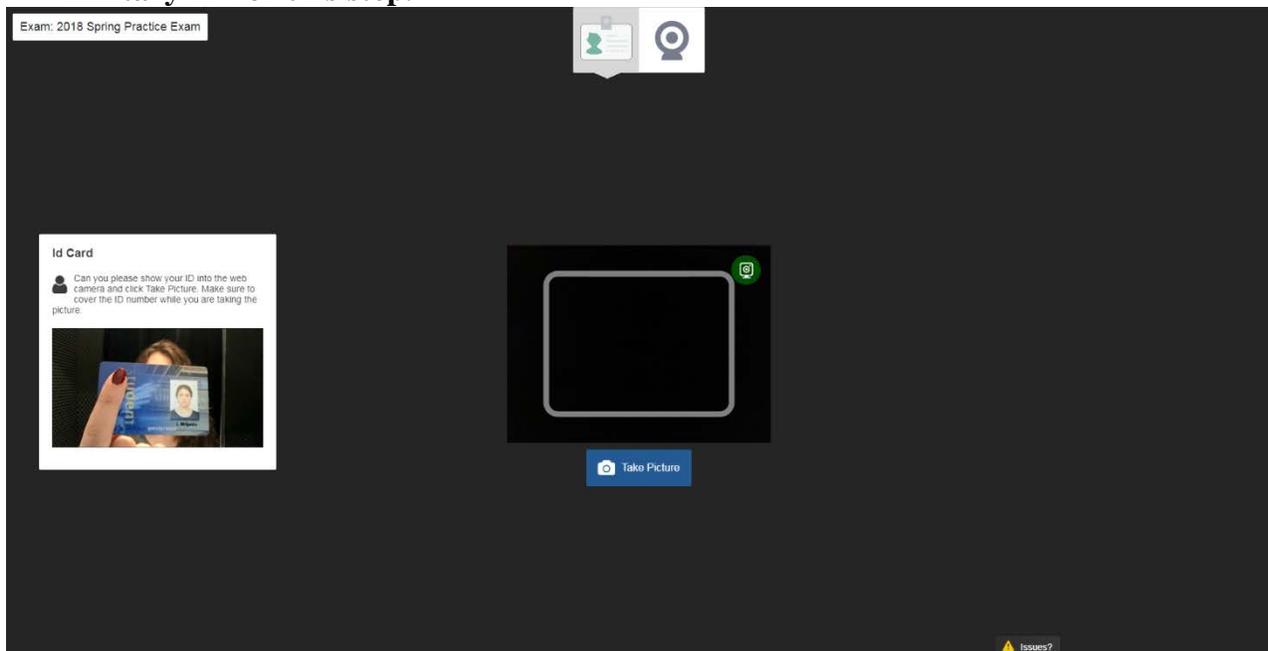


17. You will then be asked to share your screen and check your microphone again.

18. You will be prompted to close all applications and browser windows/tabs except for your exam.

19. If you still have tabs or applications open, you will see this error message.

2 tabs open

Please close all tabs besides this one

OK
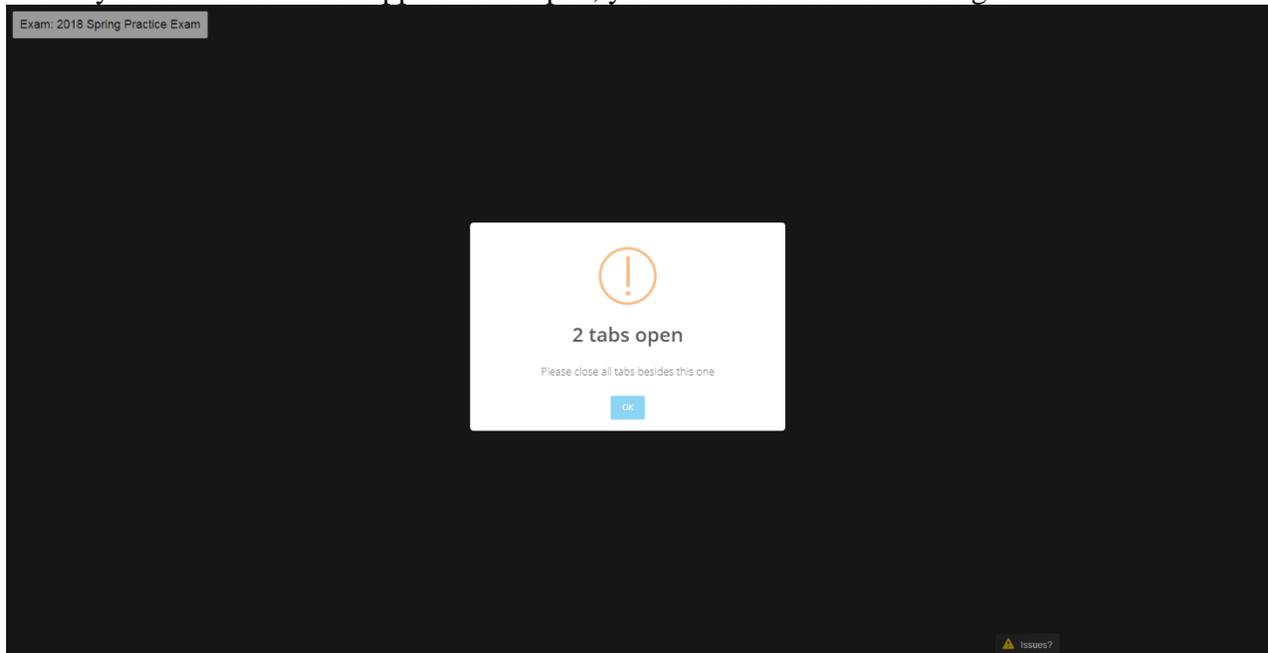
Issues?

**20. 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 ID for this step.**

**Id Card**

Can you please show your ID into the web camera and click Take Picture. Make sure to cover the ID number while you are taking the picture.

Take Picture

Issues?

**21. 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.**
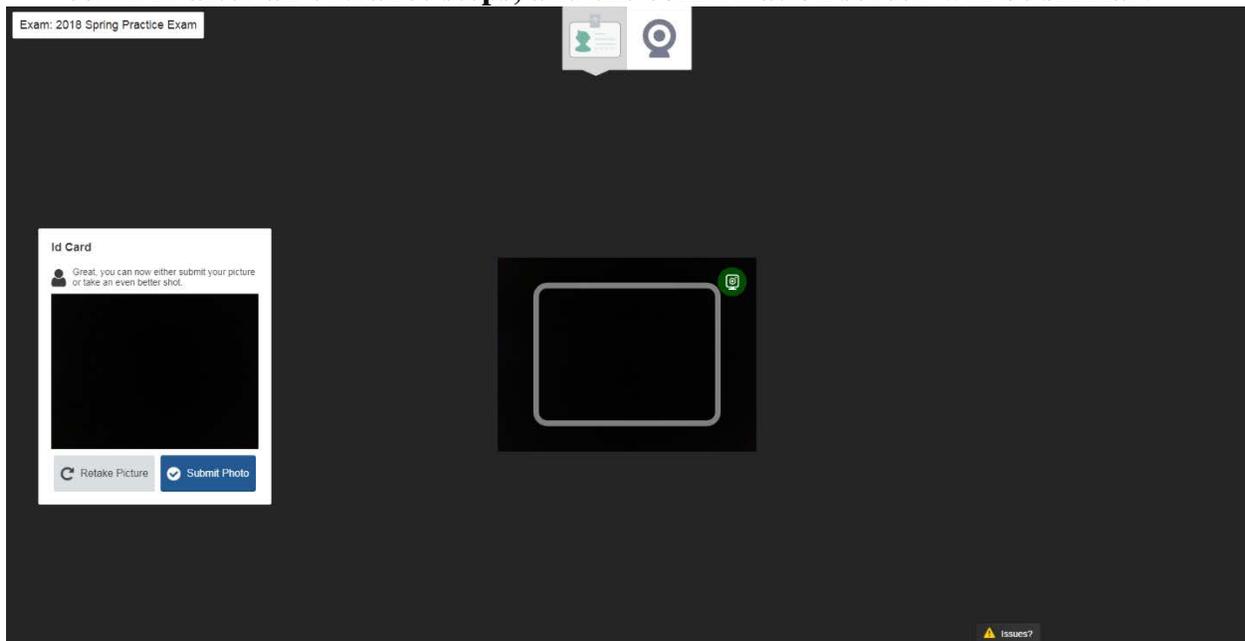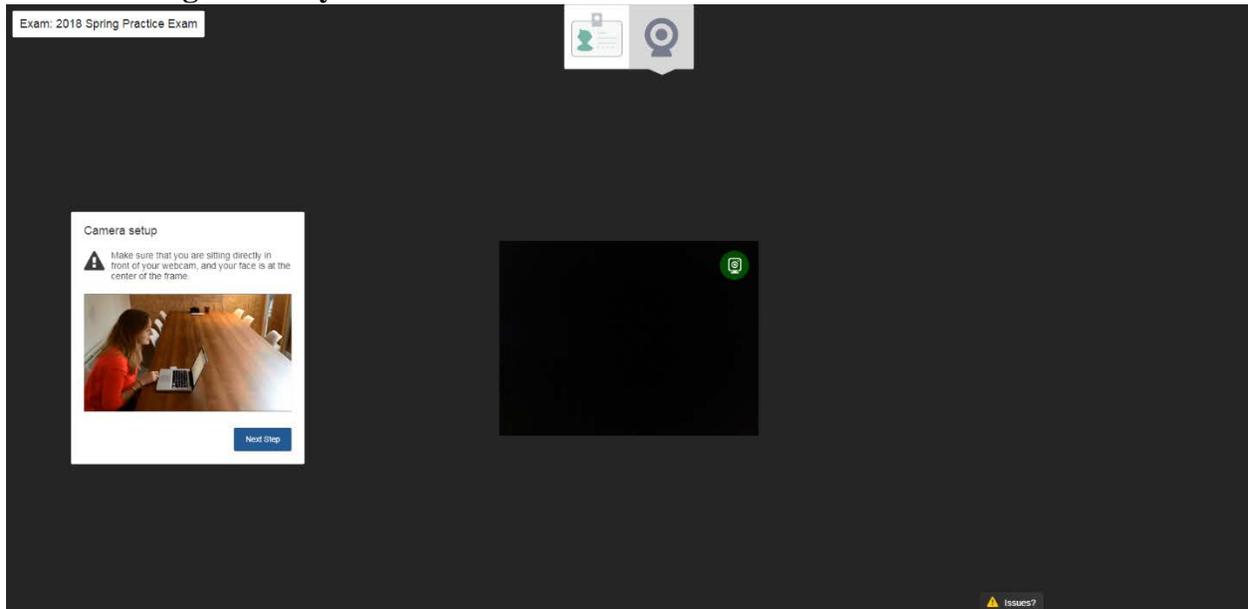


**22. Next, you will be asked to take a photo of yourself using the webcam and confirm your identity. Review and submit the photo if it is of appropriate quality.**
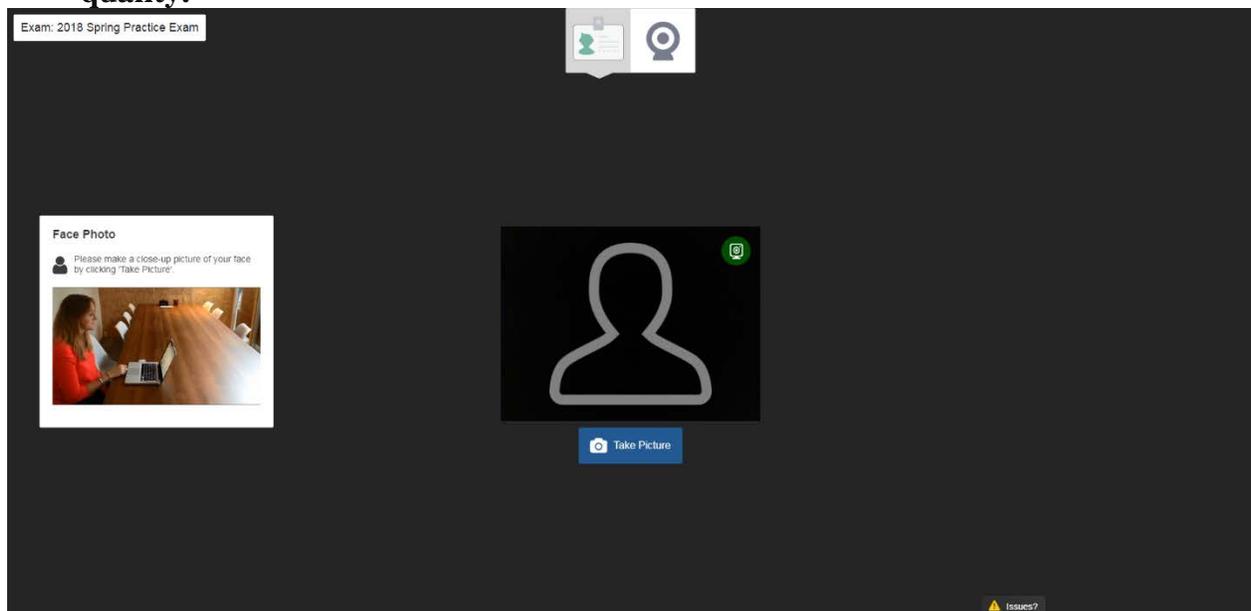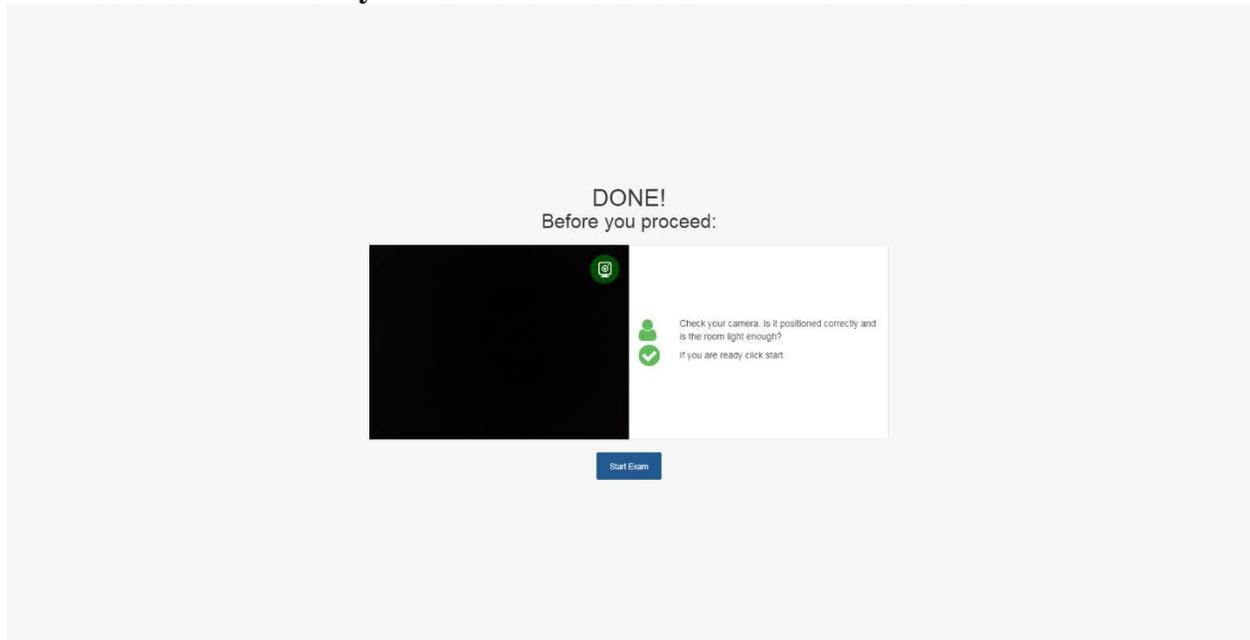
**23. You will then be notified that everything beyond this point is recorded.**
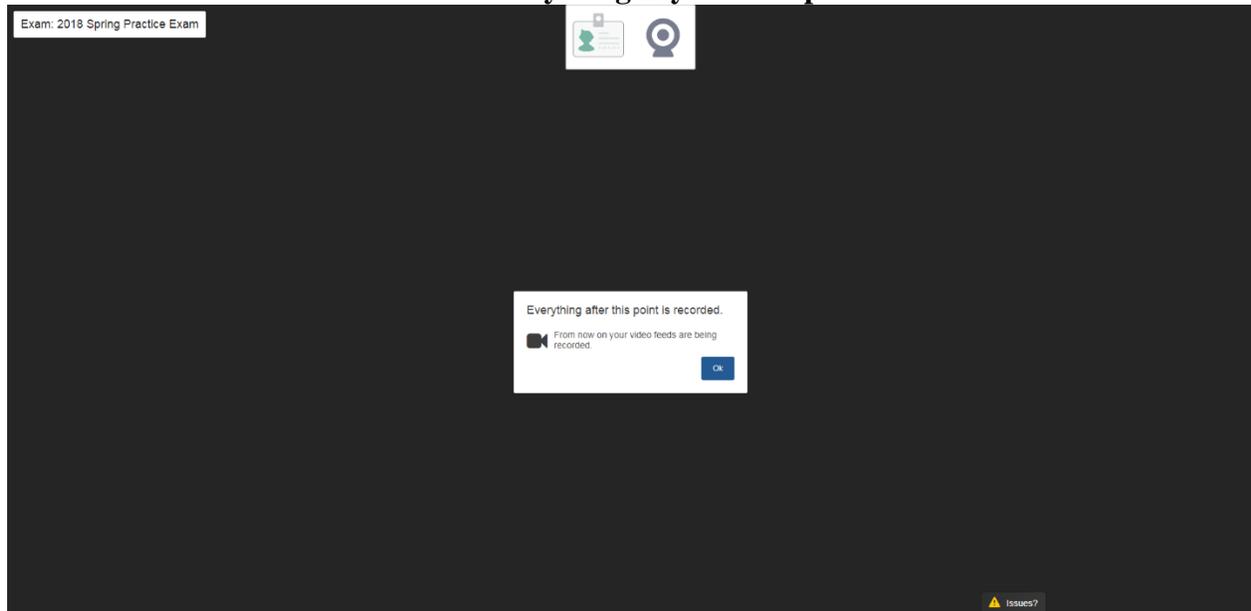


**24. Ensure the camera feed is clear and bright. Your eyes should be visible in the recording. Ensure your face is in the center of the frame.**
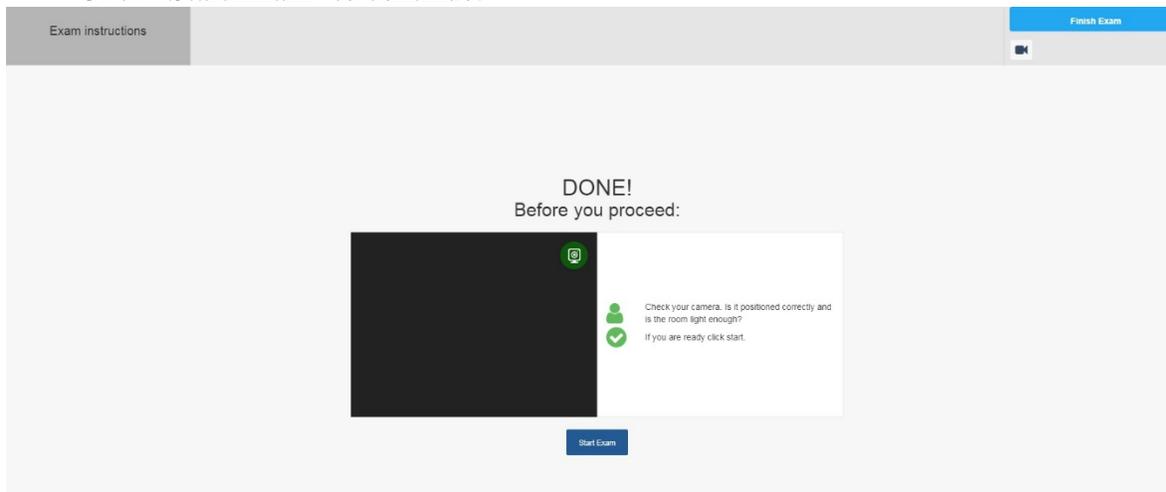
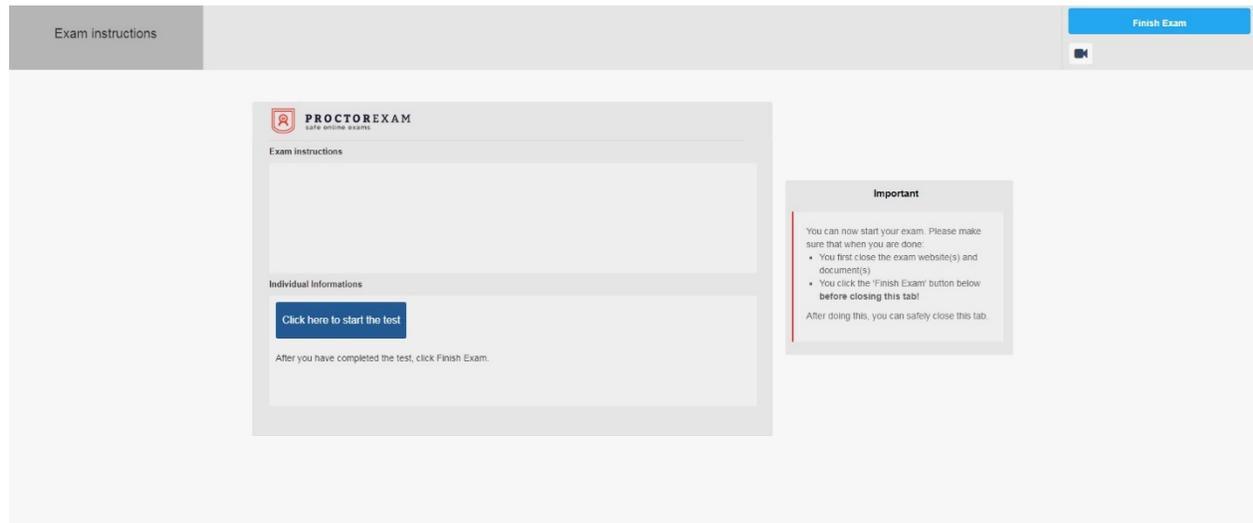**25. You should then see your camera feed and a confirmation screen.**



**26. You are now ready to start the practice exam.** It is very important that you keep this tab open during your exam so that you may click "Finish Exam" once done.
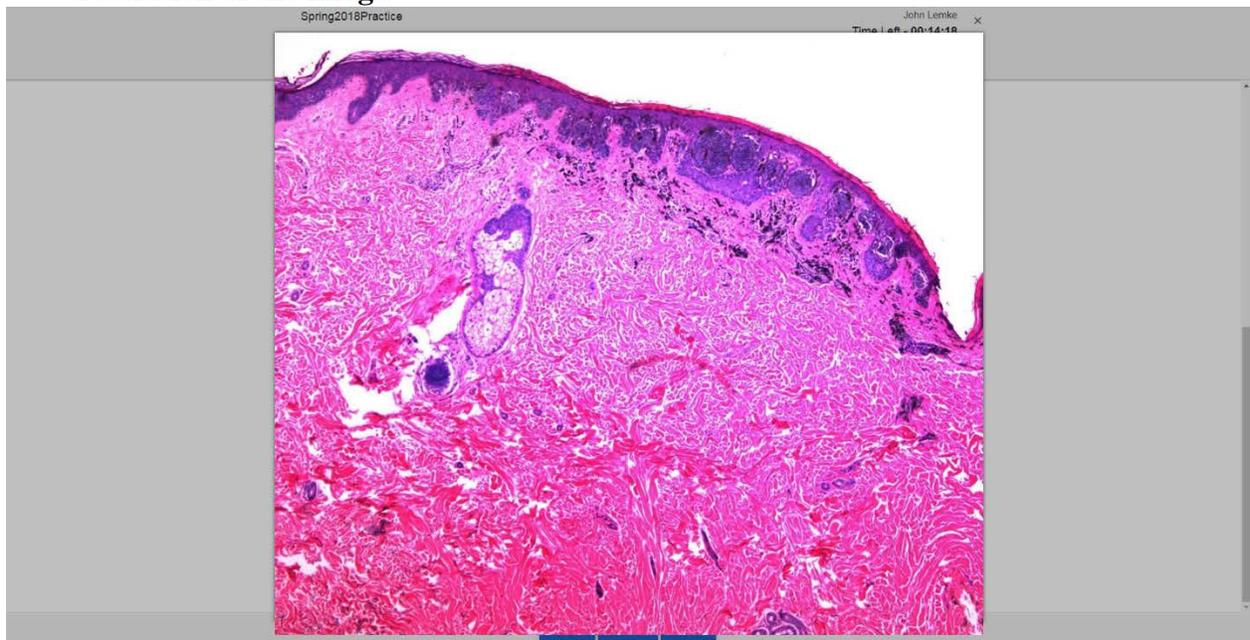
Click "Start Exam" to continue.

27. Select "Click here to start the test" to begin.



28. 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.**



29. When you have completed the practice exam module, you will be asked to verify that you are done. **You are not able to return to a completed module. During the actual exam this would be your last chance to review any questions.**

30. **Once you have successfully exited the practice exam, you will receive a confirmation email sometime over the next several hours.**

**We hope that these instructions and tips will assist with navigating your practice and actual exam. Upon successful completion of the system check and practice exam, ABPath will set up your actual CC exam and email another system check at the start of the exam window.**