

INSTRUCTIONS FOR THE MOC REMOTE ACCESS EXAM SYSTEM CHECK AND PRACTICE TEST

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

The MOC 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.

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.

The purpose of the practice test is to validate your computer system and set-up the remote proctoring software on the computer with which you will be taking the exam.

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

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

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

You will need a government issued photo ID (non-military ID) to display to the webcam when prompted.

You will need the system check email sent to you to start. It contains a link to exam rules and the system check. Once the system check is complete, another email will be sent giving access to your actual exam. You may perform the system check multiple times or on more than one computer if needed by using the system check link originally emailed to you.

The remote proctoring program is provided by Proctor Exam. The practice test and exam are administered by FastTEST. **Technical support is available from 8 AM to 5 PM CT, Monday through Friday, at 1-763-476-4764.**

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

If your computer loses internet connection, or your exam becomes disconnected, please close only the Chrome tab hosting the exam. You may then reenter your exam using the start button to resume where you left off.

The Software Secure program does not allow screen sharing applications to be running while taking the exam. Before going to the system check website, make sure you have closed the following programs on your computer.

- Skype
- GoToMyPC
- !Tunes
- Instant Messaging Programs
- LogMeIn/LogMeIn Systray
- Microsoft Lyne

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.**

If you have any questions or concerns regarding these instructions, please contact the Board by phone at 813-286-2444 x229 M-F 8-4 ET, or email to john@abpath.org.

To initiate the system check, follow the steps below. Please be patient during the security review and exam installation as it may take longer depending on your hardware and firewalls. If you experience any problems, please call 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 access the remote proctored exam from home or on a personal laptop in your office.

2. **This is a screen shot of the system check email. Click on “Verify your system meets the minimum requirements for this test”.**

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](#))

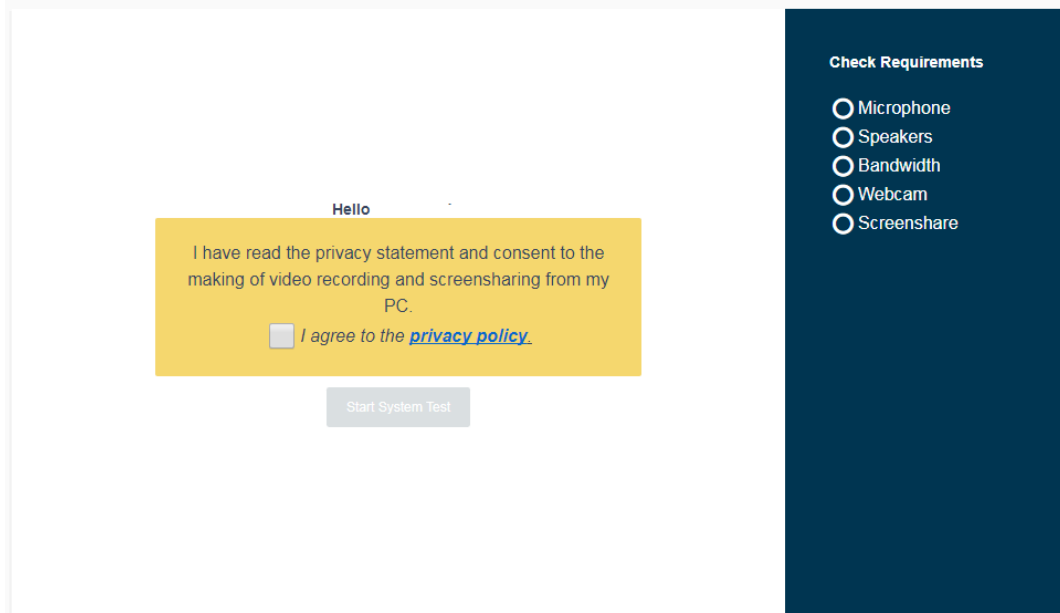
You must do this at least **24 hours** before the test. **Make sure that you verify requirements on the same computer you plan to take the test on.**

This will install a Chrome plugin.

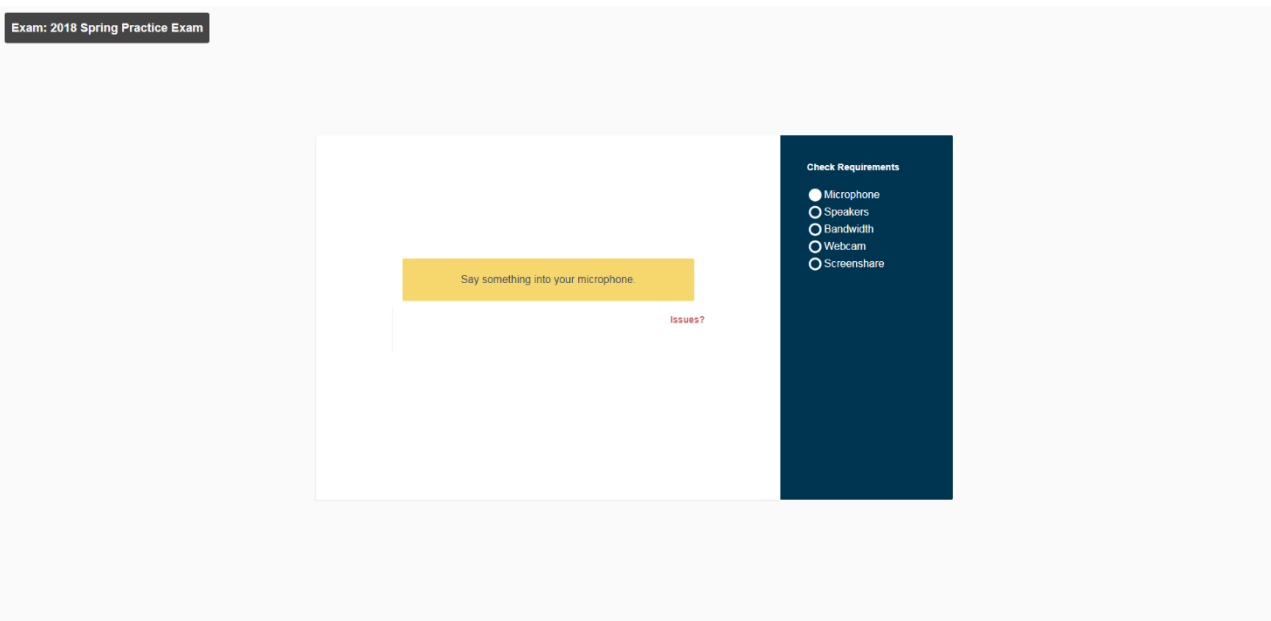
If Google Chrome is not your default browser, open the following link in Google Chrome:

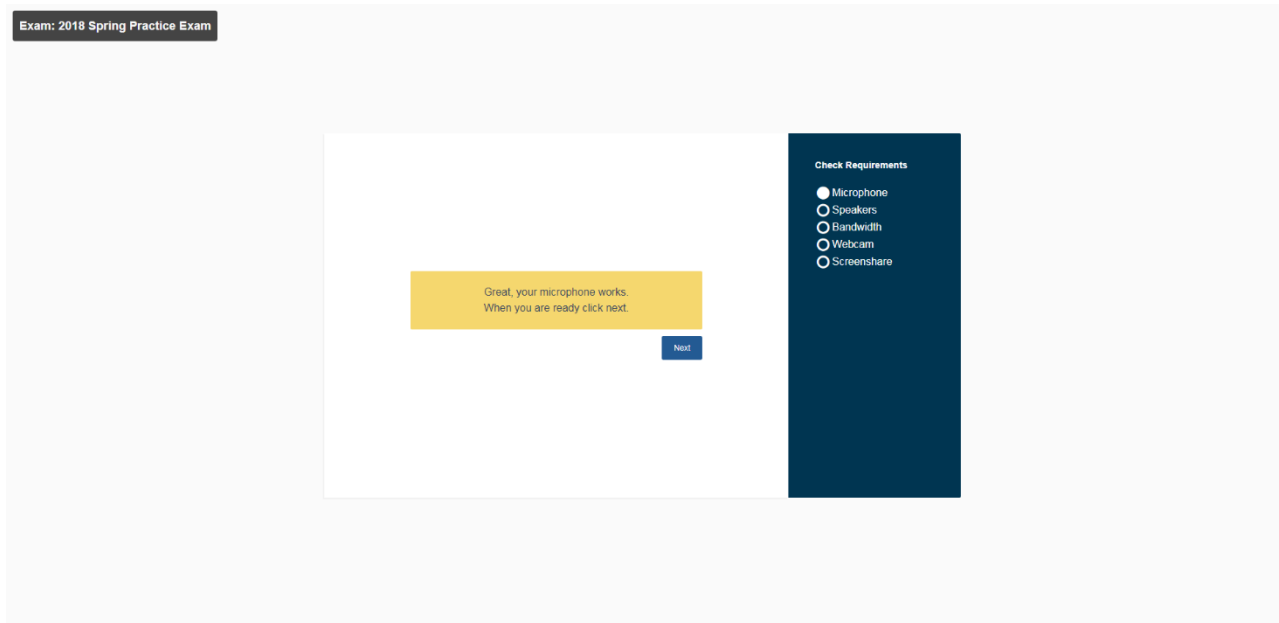
https://assess.proctorexam.com/check_requirements/ 

3. If the link opens successfully, you will see the first page of the system check.

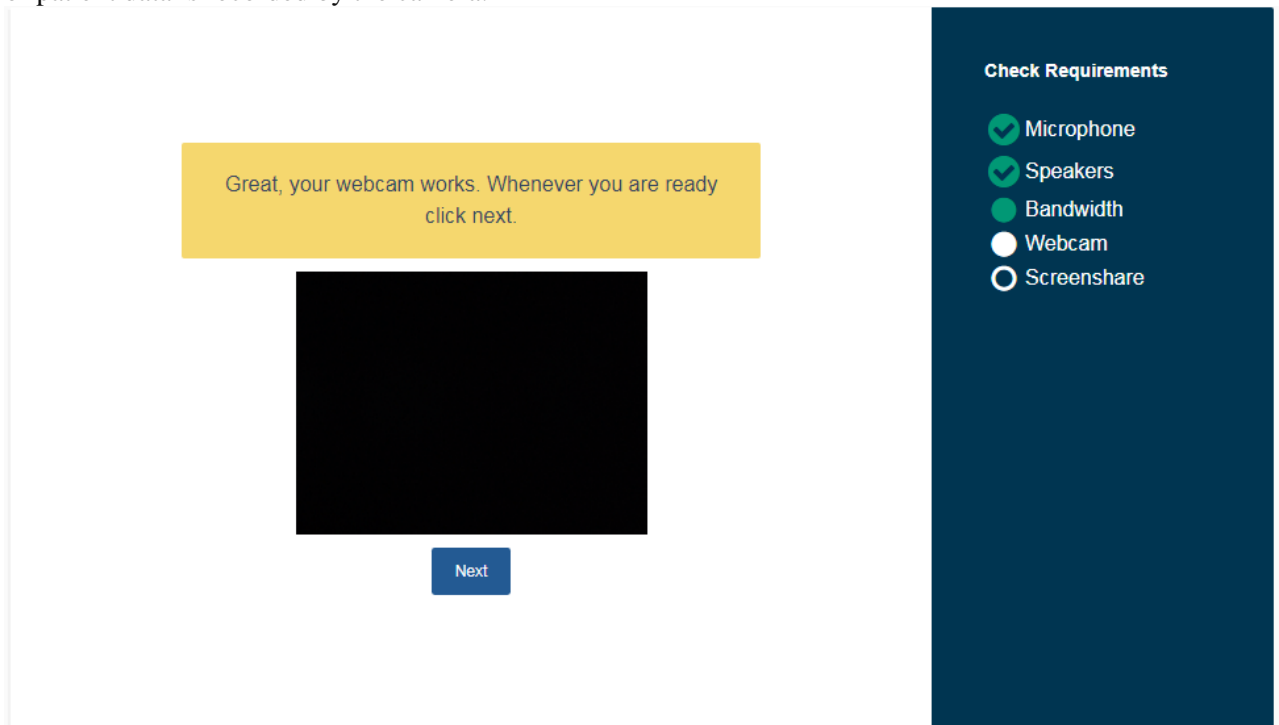


4. **During the system check, several components of your computer's system will be tested.** Please ensure that you do not have any patient (or other sensitive) information open on your computer or left out that the camera may see and record. As the microphone is tested the software will ask that you briefly speak or make noise.

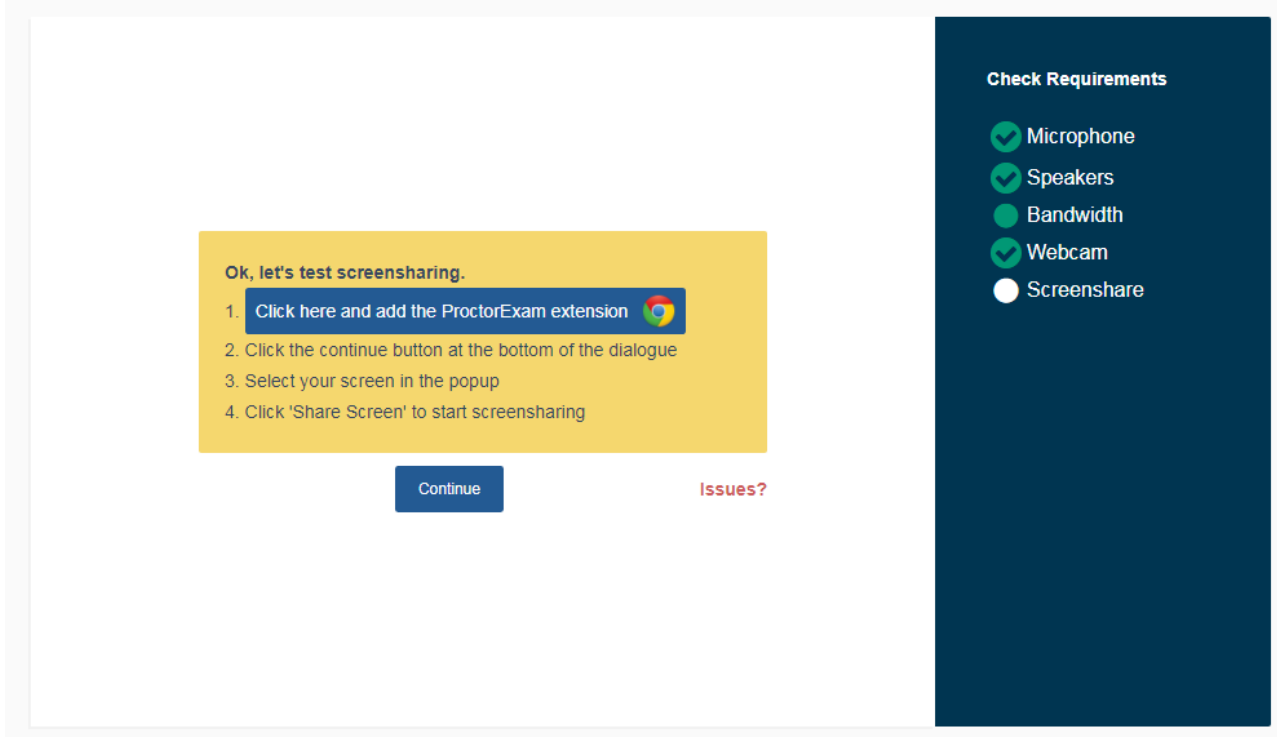




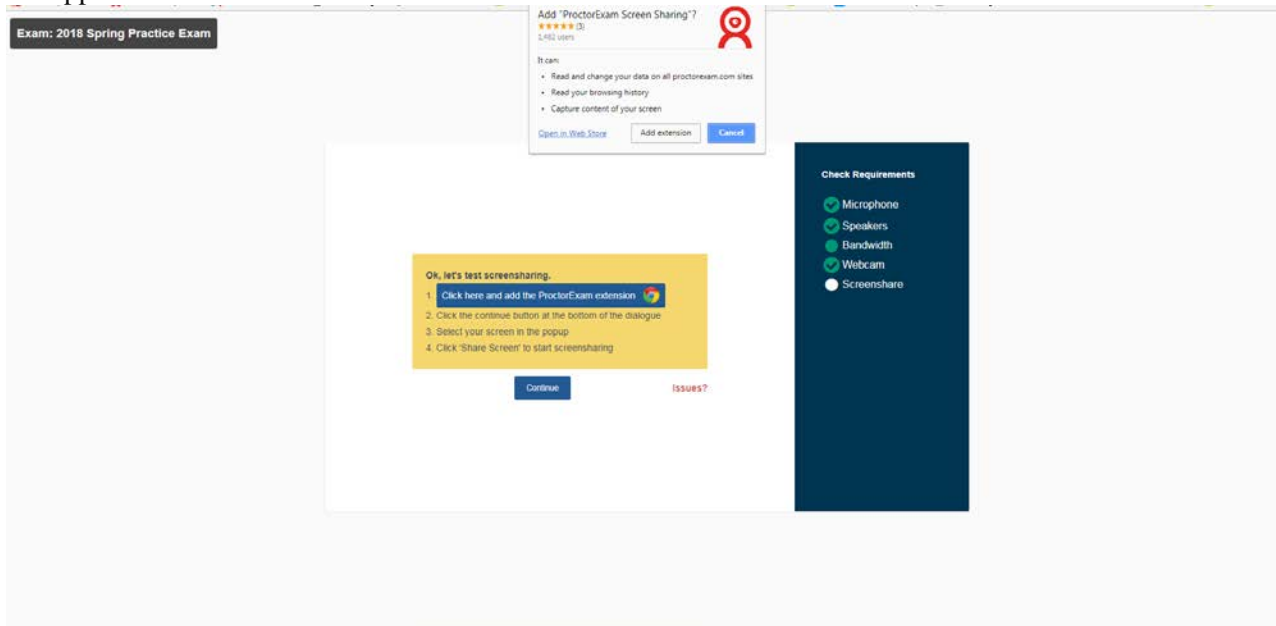
5. The system check will then begin playing music to verify your speakers. Sound is not an element of the MOC exam.
6. The system check will test your bandwidth and internet connection.
7. **At this point, the system check will test your web camera.** Again, please ensure no confidential or patient data is recorded by the camera.



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

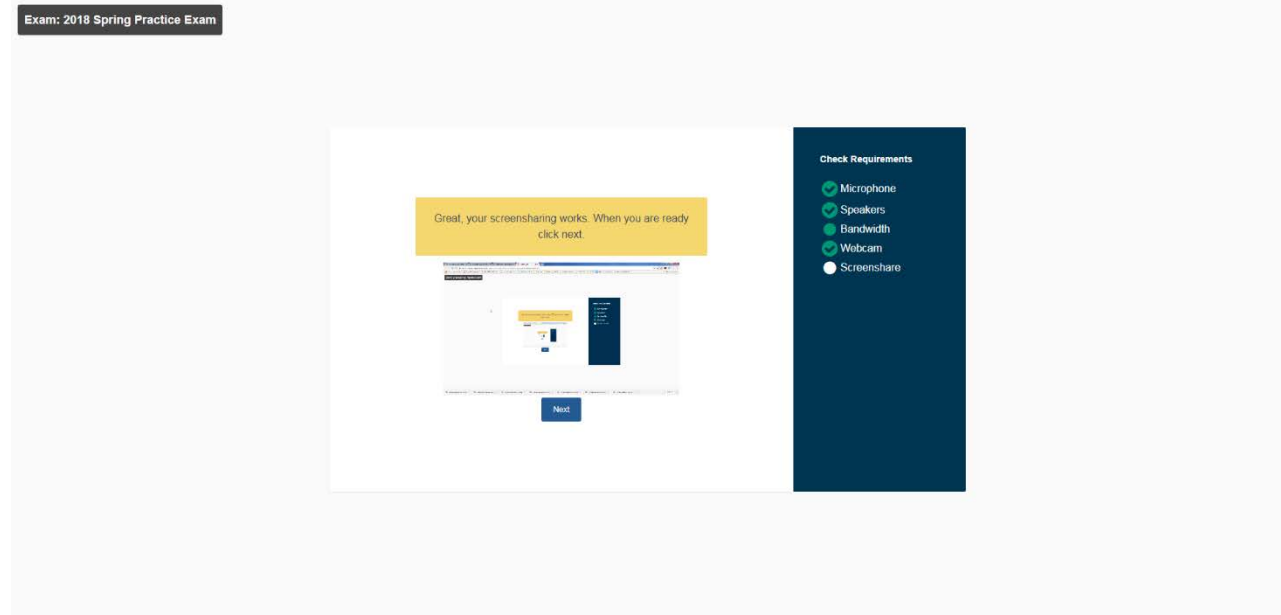


9. The option to install the ProctorExam Screen Sharing Chrome extension will then appear. Click on “Add extension.”

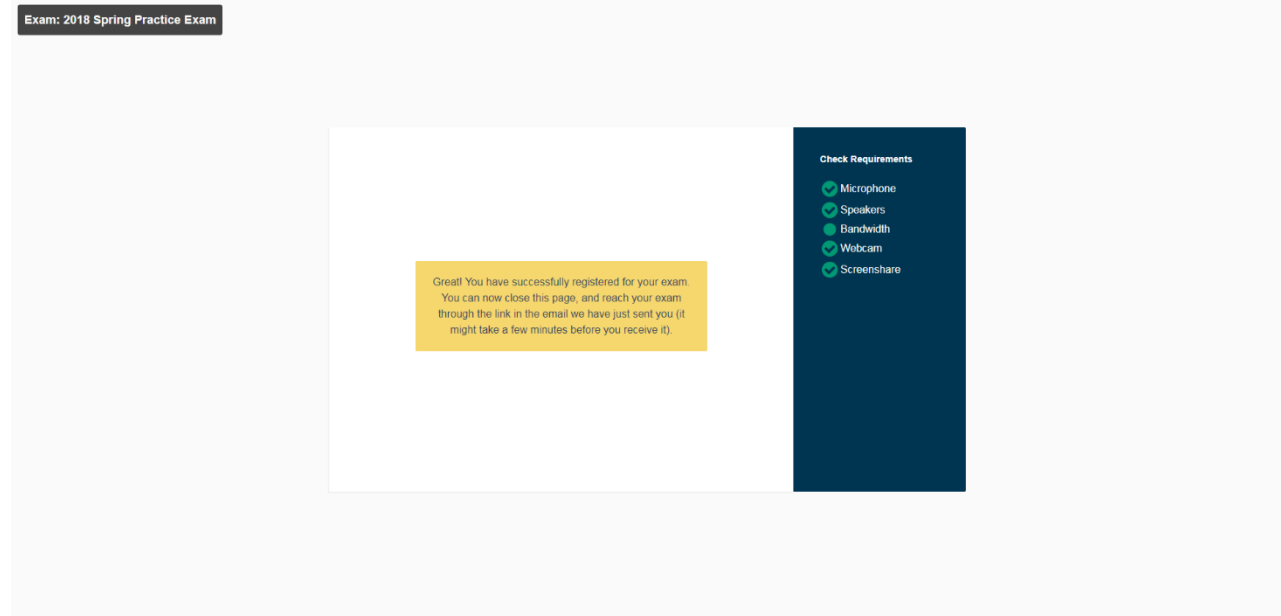


10. Once the extension is installed, a window will pop up asking you to share your screen. **You should not have multiple screens to choose from as multiple screens are not allowed when taking the MOC examination.**

11. If your screen is shared successfully, you will see it in a small preview window, just as your web camera feed was tested.



12. To initiate the practice test, view the email sent after successful completion of the system check. The practice test will confirm that you will be able to view the exam images and use all functions of the exam program.



Please note that your practice test link code can be used to reenter in the event your test loses connection.

13. Here is an example of the practice test 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

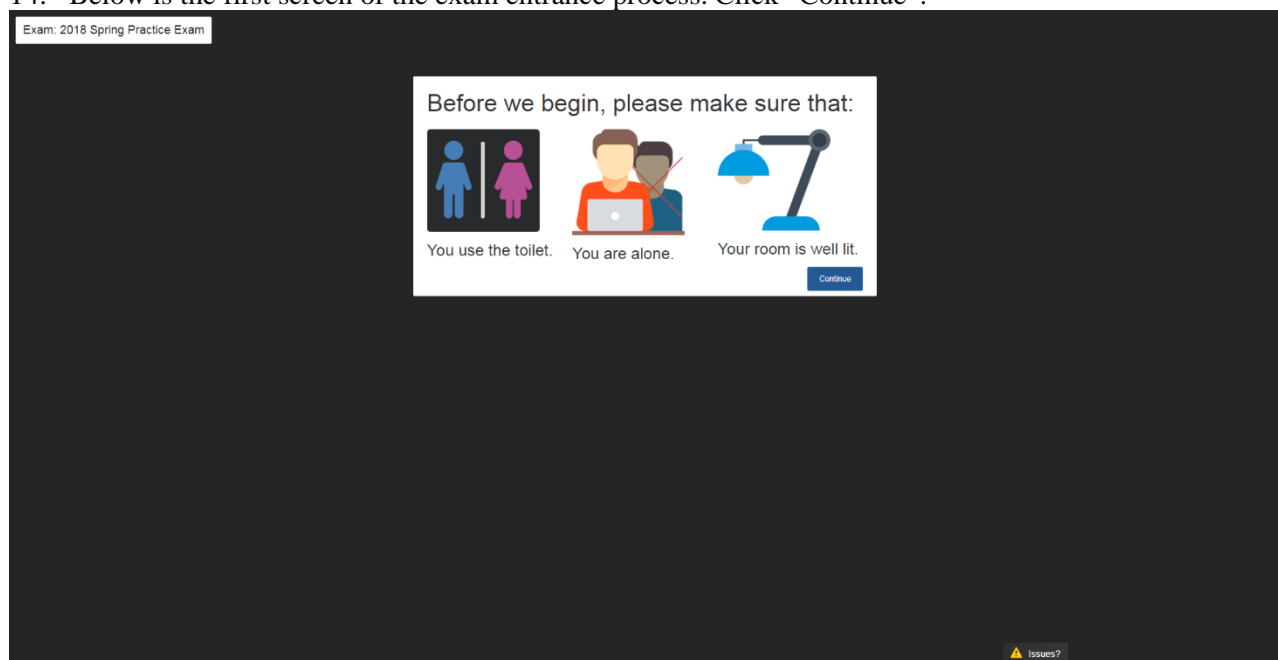
[START YOUR TEST](#)

(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/18668874-11-181818181-1-8181-1-1-8

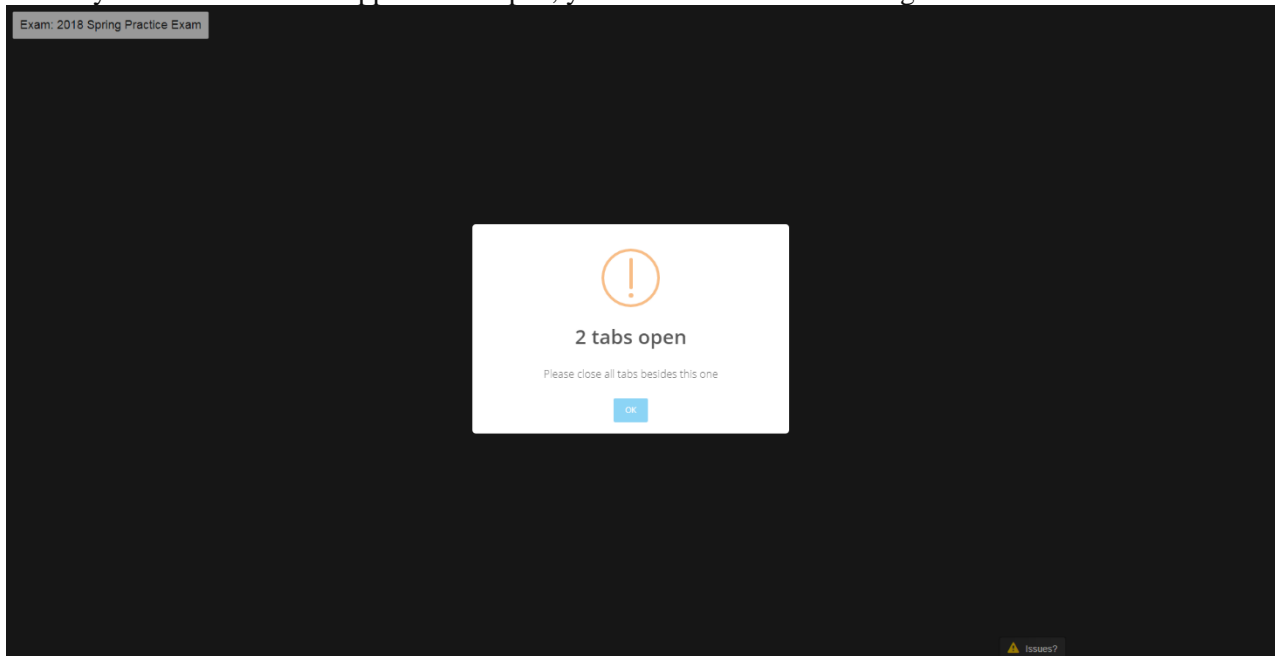
14. Below is the first screen of the exam entrance process. Click “Continue”.



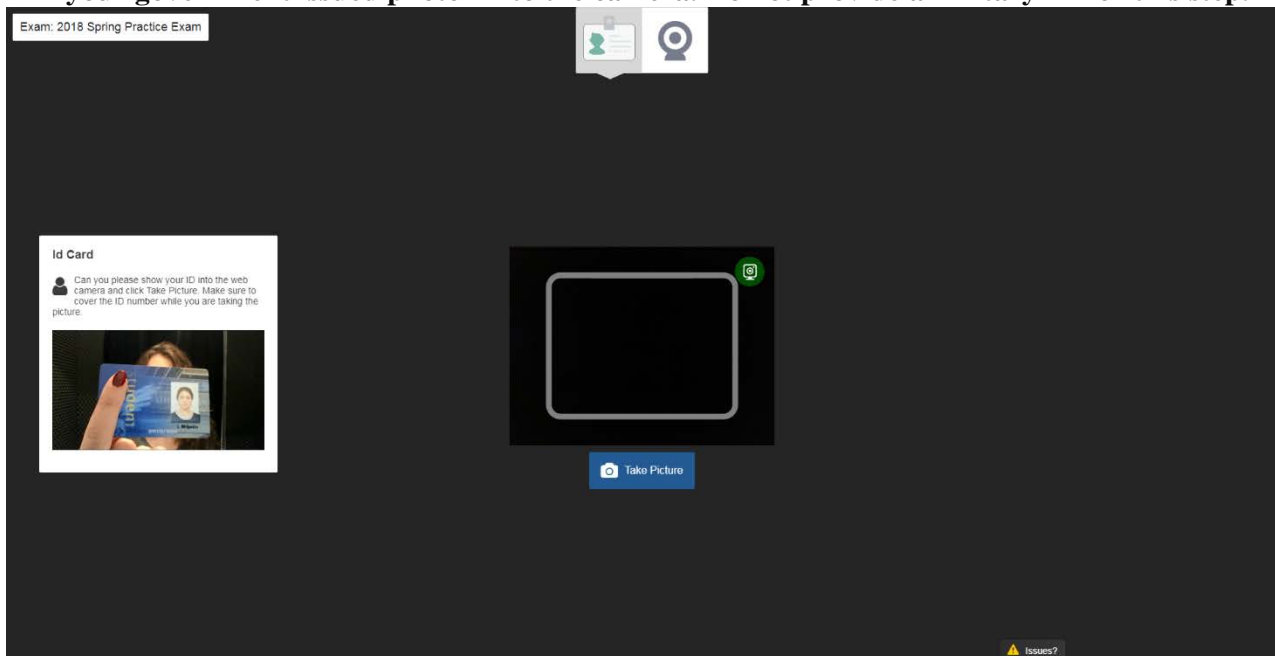
15. You will then be asked to share your screen and test your microphone again.

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

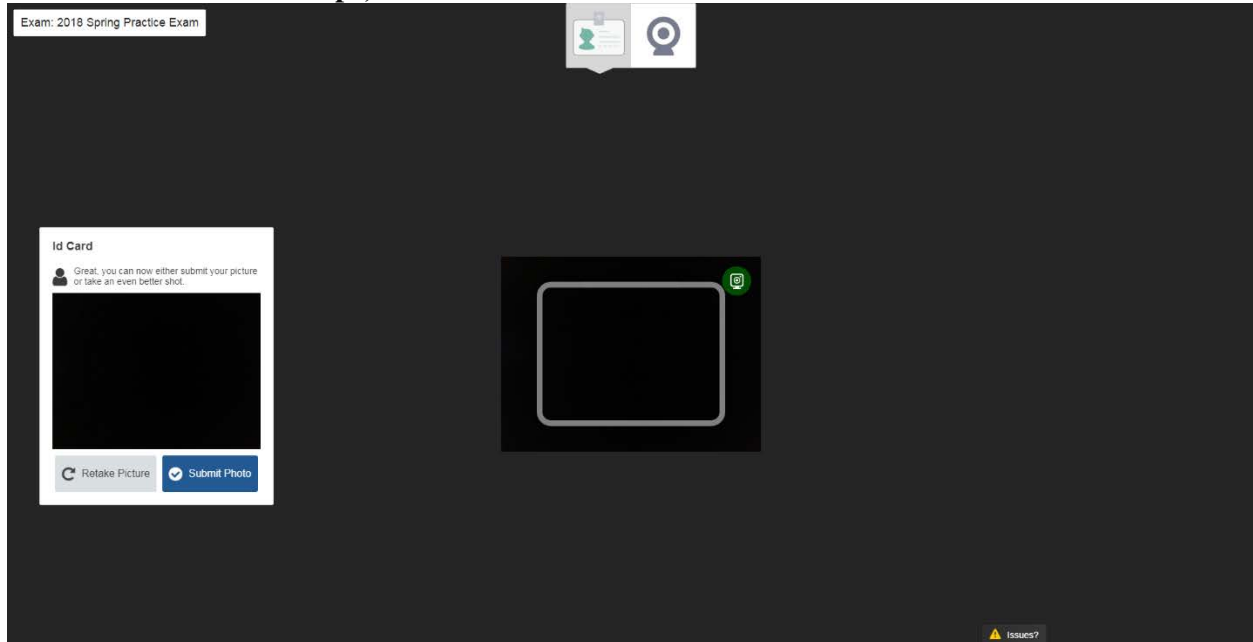
17. If you still have tabs or applications open, you will see this error message.



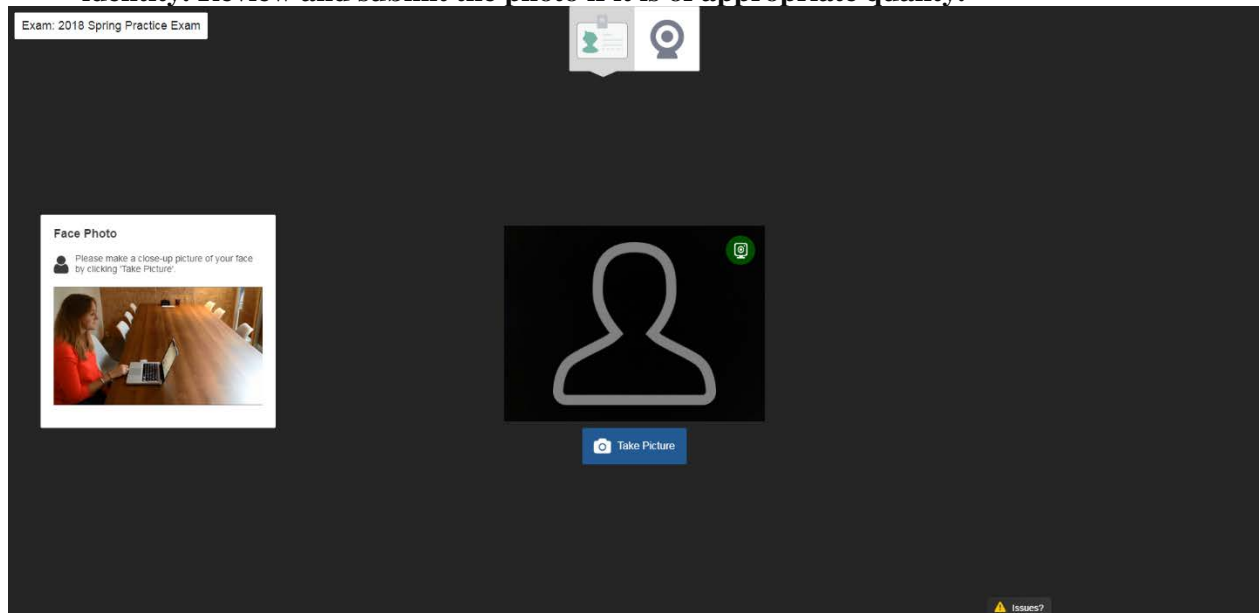
18. The identification portion of the exam entrance will now begin. On the ID screen, display your government issued photo ID to the camera. Do not provide a military ID for this step.



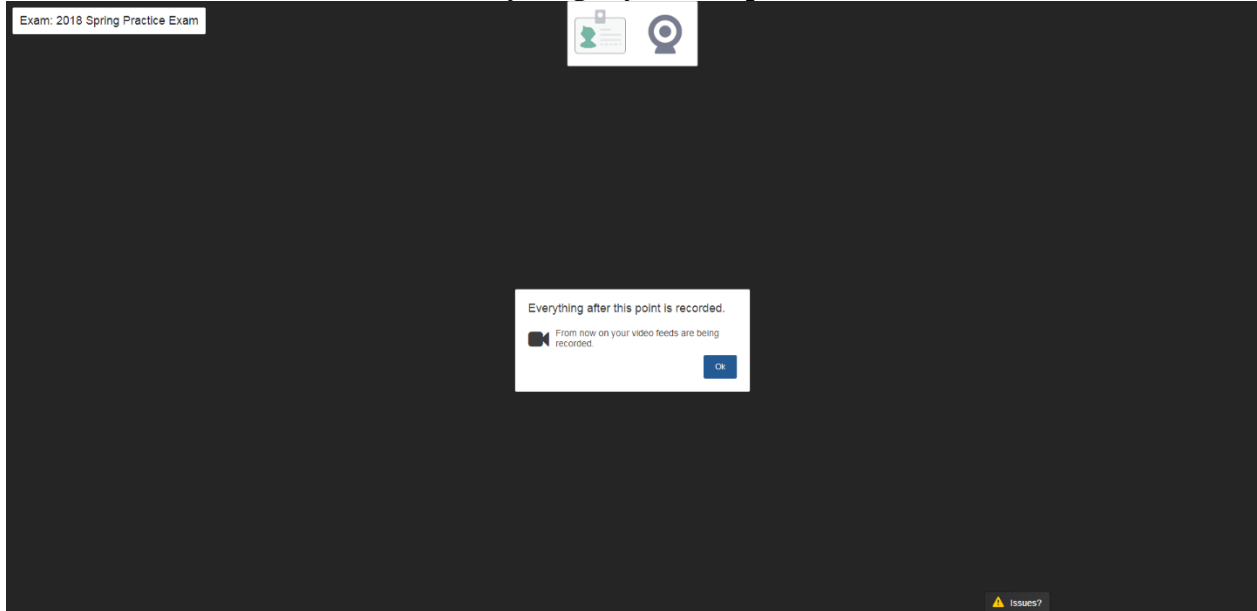
19. Next, you will be asked to confirm the photo you just took. You will be asked to confirm after all entrance steps, and the confirmation screen will be similar.



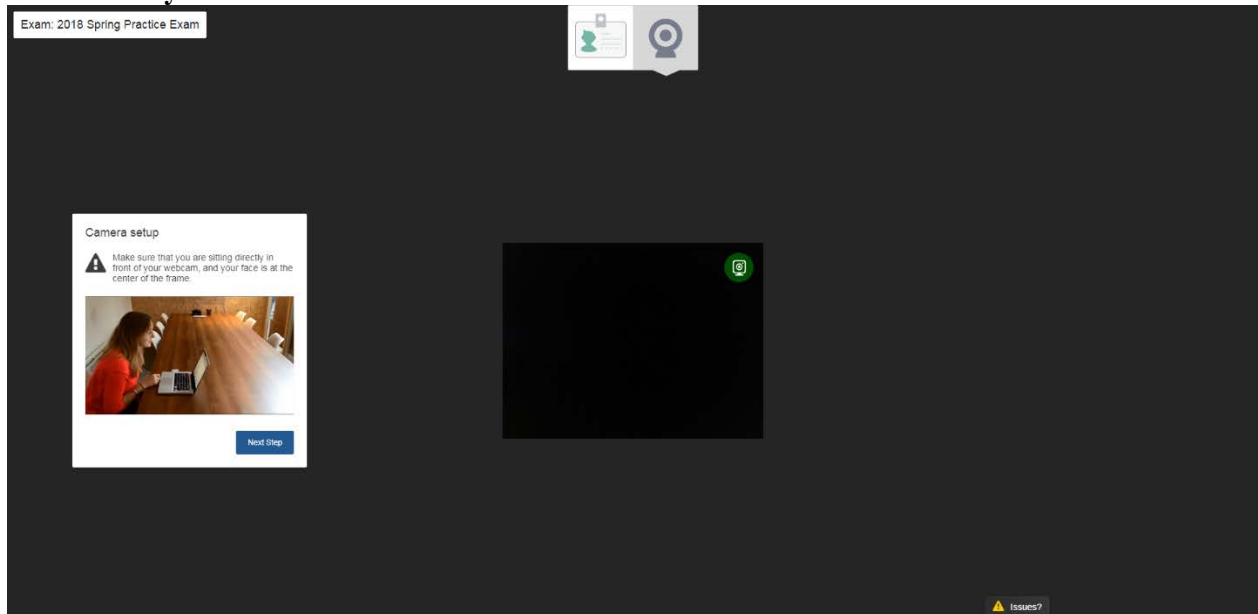
20. Next, you will be asked to take a photo of yourself using the webcam and confirm your identity. Review and submit the photo if it is of appropriate quality.



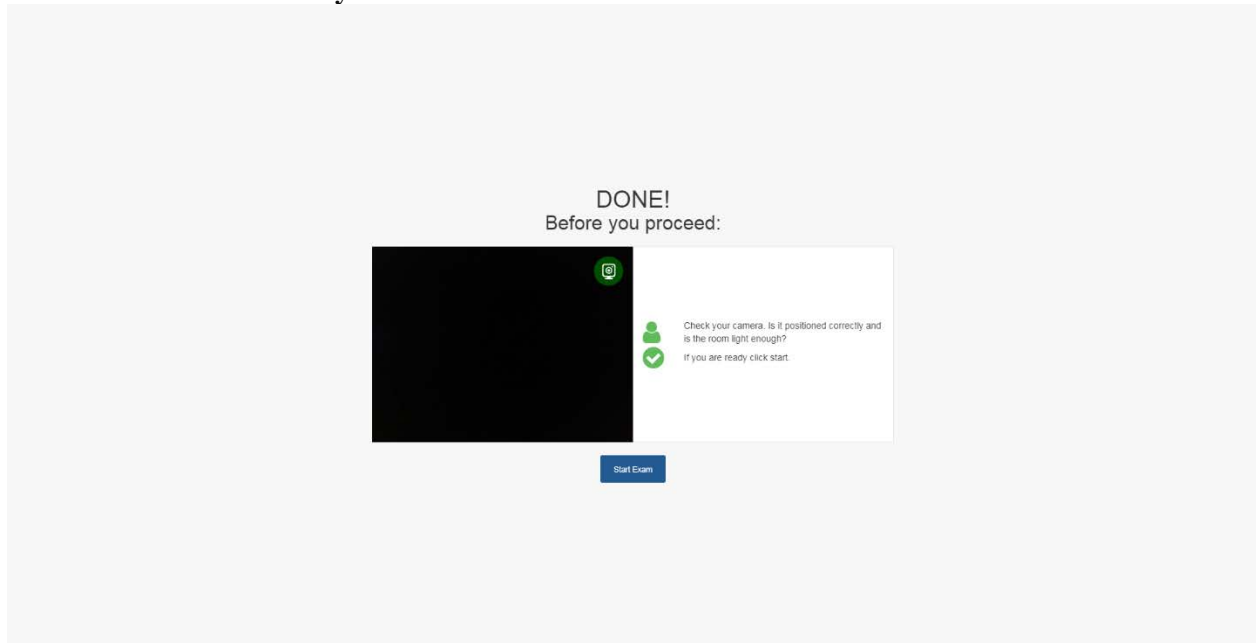
21. You will then be notified that everything beyond this point is recorded.



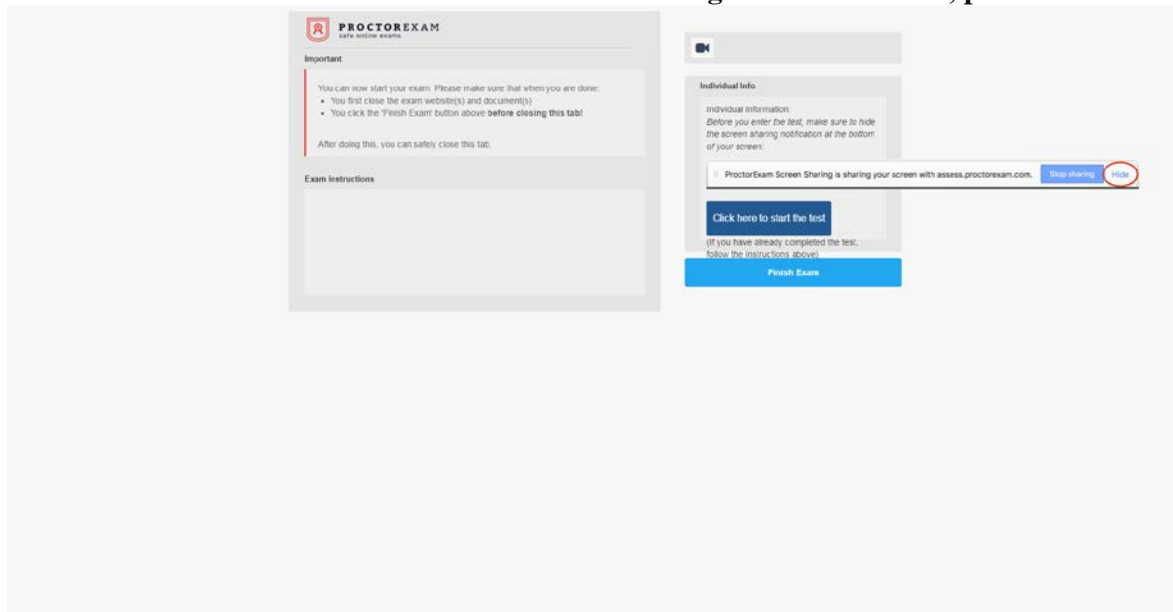
22. Ensure the camera feed is clear and bright. Your eyes should be visible in the recording. Ensure your face is in the center of the frame.



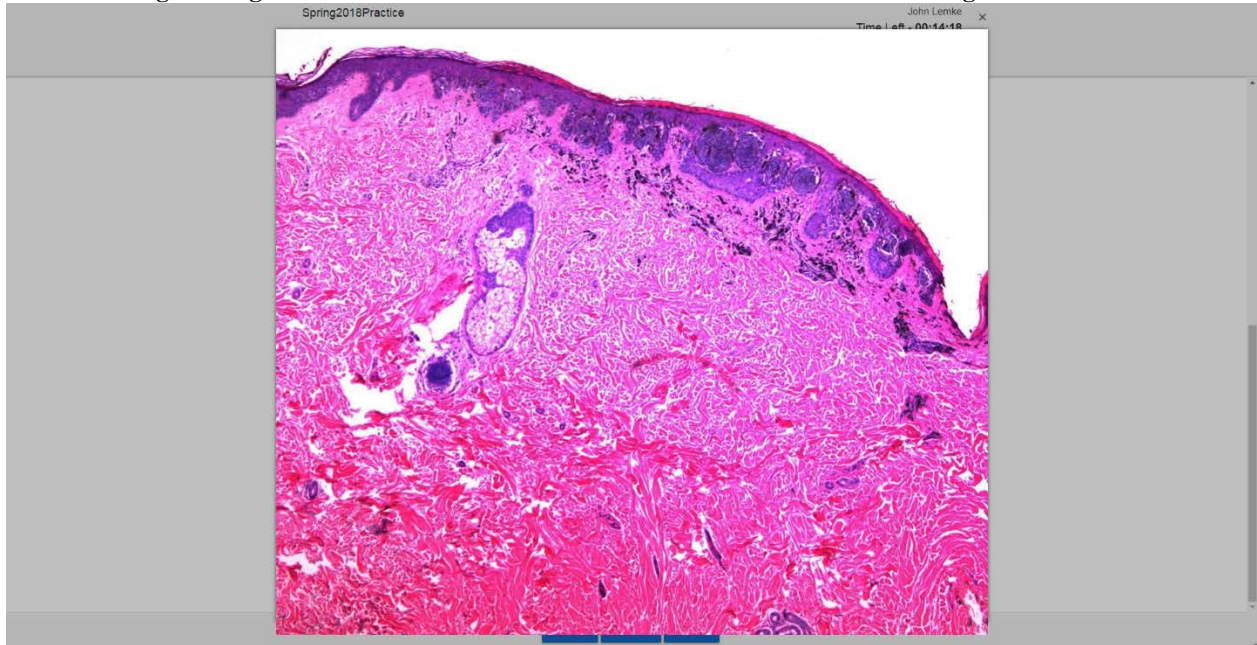
23. You should then see your camera feed and a confirmation screen.



24. You are now ready to start the practice test. It is very important that you keep this tab open during your exam so that you may click "Finish Exam" once done. Also, be sure to click "Hide" on the ProctorExam Screen Sharing bar if it is visible, per the instructions.



25. 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.**



26. **When you have completed the practice test module, you will be asked to verify that you are done.** The message will read “You have reached the end of this module. Please make sure you have answered all questions that you intended to answer before proceeding. When finished click next at the bottom of the screen”. **When taking your actual exam, you will not be able to return to a completed module. During the actual exam this would be your last chance to review any questions.**
27. **Once you have successfully exited the practice test, 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. It is important to note that once the initial setup is completed successfully, the second interaction to take the full test will be much smoother and quicker.

Upon successful completion of the system check and practice test, ABP will set up your actual MOC exam and email another system check at the start of the exam window.