Continuing Certification Examination

Frequently Asked Questions

The assessment is completed via remote, secure, live proctored exams taken from your home. Below are some answers to frequently asked questions for the Continuing Certification Examination.

What equipment do I need to take the exam?

You will need these basic things to take your remote exam:

• Quiet location with a strong internet connection and **no firewall**. Preferably a quiet spot in the home where you will not be disturbed for the duration of the exam and have no IT solutions blocking access (up to four hours).

• Laptop or desktop computer with a webcam

• Smartphone with a camera

• Smartphone charger

For detailed information on the required specifications see the link below:

[Technical and Hardware Requirements for Remote Certification Exams](#)

What browsers can I use to take my test?

The examination software performs best with the latest version of Google Chrome. If you are using a Mac you may also use the latest version of Firefox or Safari.

What type of smartphone should I use?

We suggest a video enabled smartphone that is an Android 4.1 or higher or iPhone 6 or higher with iOS (Apple) 8.0 or newer. The phones listed are compatible with the live proctor service. The tutorial exam will confirm that your phone meets the specifications for your scheduled exam day.

Why can't I take my exam at my institution?

Most institutions have network firewalls to protect their systems. These firewalls will not allow access to the required live proctoring chat feature needed for the exam. We encourage you to take your exam on a private network (e.g. at home).

You may use the following link to ensure you will have access to the chat feature, https://monitoredu.com/faq.

In addition, you will need administrative privileges on your computer to download/install the required Weblock software to the computer you will be taking the exam on; it can be uninstalled post exam.

Why do I have to take the tutorial exam?

The tutorial exam is not only a system check for your equipment (smartphone, computer and internet connection), but it is the allotted time to download the required software you need to access the examination before your exam day and to become familiar with the functionality of the examination software and the processes of the live proctor.

How long will the tutorial exam take?

You may take the tutorial exam at any time within the window provided for your scheduled exam. The Tutorial exam should take approximately 20 minutes to complete.

Why do I have to take the tutorial exam at the same location as my exam?

The required Tutorial exam includes a system check to ensure your equipment will be able to access the live proctor and the examination via your internet connection. Using the same internet connection and computer will confirm your equipment meets those specifications.

Should I close applications on my computer that are running in the background so that the WebLock browser will work?

In order for the WebLock browser to work, certain collaboration applications need to be closed on your computer, such as Zoom, Skype, Microsoft Outlook and Microsoft Teams. Be aware that often times these are applications that are running on your computer in the background even though they do not show up in your menu bar.

How do I know if I successfully completed the tutorial exam in order to take my actual exam?
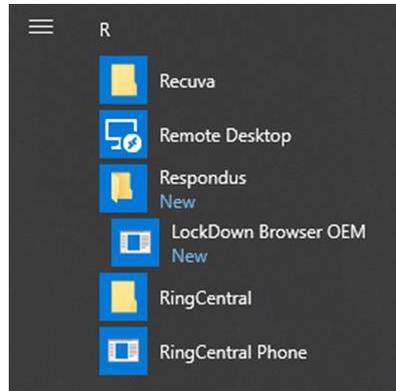
If you have downloaded the WebLock software to your computer (see below to confirm download) and you are comfortable with the functionality of the testing system (FastTest), then you are all set for your certification exam. You will not receive an email confirmation, but we encourage you to confirm WebLock has been downloaded to your computer.

To confirm the WebLock software has been downloaded to your computer:

For a PC:

Look at your Start menu to verify it has been installed. When it is installed, it creates a folder in the Start menu called "Respondus" and with one link/app listed below it called "LockDown Browser OEM". You can also view it under the program files in your file manager. If you have that, then you are set for the exam.

Please verify that you see this on your computer:

For a Mac:

Go to Finder and look under Applications. If the WebLock browser was downloaded correctly you should see "Lockdown Browser OEM" as shown in the screenshot below.

What if my internet fails during the exam? What do I do?

If for any reason you get disconnected from the examination or the proctor or must disconnect due to an emergency (e.g. fire alarm) during your session, please stop where you are in your examination; the proctor will pause the examination.

The proctor will call you to provide further instructions or you may reach the proctor via the chat link at ascproctor.com. If the issue cannot be resolved and the examination cannot be restarted within two hours, the proctor will end the examination and ask you to contact ABPath to reschedule if possible.

If I am disconnected and am able to reconnect, will I have to start the exam over?

Your responses are ***automatically saved*** when you select them; if you get disconnected from your examination, your responses are saved up to the point of disconnection. You should be able to continue the exam where you left off.

May I have a snack while I am taking my exam?

You may not have food or chew gum while you are taking the exam. You may have a drink with a lid or seal. The exam includes either one or two ten-minute breaks. This will allow for an opportunity to have a snack away from your testing area.

May I use a computer monitor attached to my laptop?

Only one monitor is permitted. You may use a monitor attached to your laptop as long as the laptop remains closed, and you are only using the one monitor.

Can I leave the room during my breaks?

Yes, you may leave the room during your break. Be mindful to return on time. The exam will automatically resume when the timer for the break time runs out.

Do I have to take a break each time?

No, you do not have to take a break. When a break section occurs, if you do not wish to take a break at that time, you may move on to the next section.

Can someone bring me a snack or drink to me?

No one may enter the room for the duration of your scheduled exam. We recommend putting a sign on the door reminding others that you have an exam in progress. You may use your break time to leave the room to get a snack and/or take care of personal matters.

What if I can't get the equipment I need to take the exam or I can't find a suitable location to take the exam?

If you are unable to take the exam due to equipment or network issues, please contact ABPath as soon as possible ahead of the actual exam window.