Preparation for Exam Day:

What set up will I need to have to qualify for virtual proctoring?

• You can have an external mouse and keyboard if you want. No external monitors are allowed.
• Web Camera (1280 x 720 resolution recommended)
• A functioning microphone and speaker(s)
• Disable the pop-up blocker
• Please note tablet devices such as Chromebooks and iPhones are not compatible. You must use a fully equipped desktop or laptop computer.

High speed internet (strongly recommend a wired connection to internet, rather than wifi). If you choose to use wireless, we recommend a speed of at least 5 Mbps. A speed lower than 5 Mbps will not ensure optimal performance during the assessment. You are recommended to find a better internet connection prior to the beginning of your examination.

You are only allowed to have one (1) monitor running during the exam. If you have more than one (1) monitor being used, please disconnect the other monitor and ensure it is turned around so that the screen is not facing you upon connection to the proctor.

It is MANDATORY that all candidates test their exam day computer PRIOR to the examination date to ensure all requirements are met. If a candidate is unable to access their examination due to a failure to complete the computer readiness check prior to the exam, they will forfeit their appointment.

Test your equipment prior to your test date by clicking here and following the prompts:
https://go.proctoru.com/students/system-metrics/new

YOU WILL BE REQUIRED TO INSTALL A PROGRAM UPON CONNECTION TO A PROCTOR. Confirm you can install programs on the computer you intend to take the examination. The program is 168MB for Windows OS (Windows); 218MB for Mac OS (M1/M2/M3); or 223 MB for Mac OS (Intel).

How should I prepare my physical space?

Your physical workspace must be completely cleared except for any approved materials (see permissible items below*). In addition, you will be required to be alone in an enclosed space during the examination. For example, taking the examination in a public space is not allowed. We strongly recommend that you choose a space that you are most comfortable in to be able to perform at your best. Please ensure that there is good lighting.

Permissible items: Only the hardcopy class materials provided by TNMHA.

What do I need to have to start my exam?

One form of non-expired valid photo ID (i.e. driver's license), hardcopy class materials provided by TNMHA, a cell phone or reflective surface, a working webcam and microphone, strong internet connection, a private room, and a hard surface to work on.

Candidates, you will have a live proctor assigned to you for the examination.
The proctor is responsible to:
• explain and/or confirm with the candidate the examination name and rules;
• secure the testing environment (physical and virtual);
• identify unpermitted resources and have removed;
• troubleshoot and solve technical issues as needed;
• unlock access to the examination;
• watch the candidate throughout the session;
• investigate, notate, and stop suspicious and cheating behavior;
• provide reminders for timing, breaks, etc.

Please note once you complete the exam and click on "Finish" your score will appear on the screen with a note stating you should receive your score report in 10 to 14 days. This will be emailed.