

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)
- Google Chrome as the web browser
- 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. Please test your internet speed before the examination. You can do so by using one of the following tests:

<http://speedtest.googlefiber.net/>

<http://beta.speedtest.net/>

<https://fast.com>

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.

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. This is not available for download prior to examination day. The total size is approximately 14 MB.

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.*

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.