

ExamRoom.AI

Test Day Manual & Preparation

Welcome to ExamRoom.AI and thank you for using our remote proctoring services for your exam! We thank you for your business and wish you all the best in your career and future endeavors.

Below is a quick guide as to what to expect on exam day. If you have any questions, our call center can be reached at:

877-848-EXAM (3926)

Call Center Hours: Monday – Friday: 8:00 a.m.–8:00 p.m.

Saturday: 9:00 a.m.–3:00 p.m.

Sunday: Closed

For any additional questions or concerns, we can be reached via email at support@examroom.ai.

We also have a chat box located on all of our ExamRoom.AI web pages for quicker response time.

PRE-EXAM DAY INFORMATION

Disable Firewall

Please be sure that if you are using an Internet network, whether at work or your personal Internet, to do the following:

- If using a Windows personal computer on your home network, go to Settings, search for Firewall or Windows Defender and disable.
 - After your exam has been completed, you can turn the Firewall back on.
- If you are using a work computer or network, please contact the IT department to turn on the following:
 - RTP Port 5004 needs to be turned on.
 - Turn Port 53 or 123 needs to be turned on.

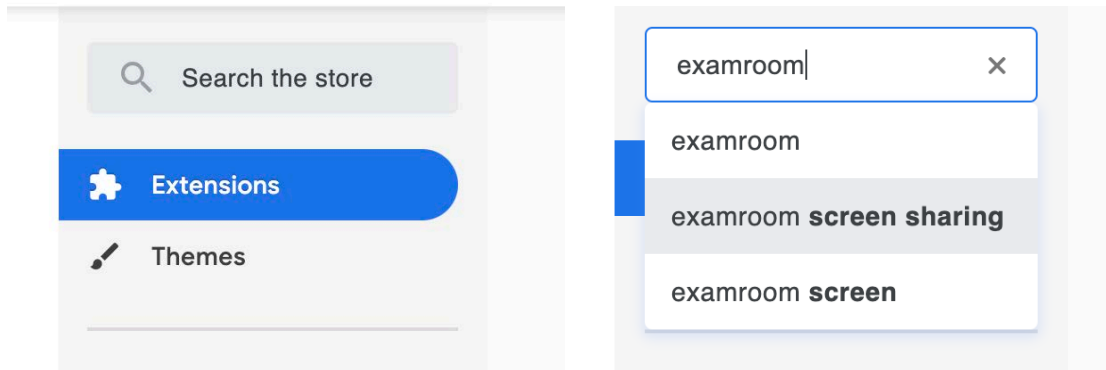
Bluetooth Enabled Devices

For your exam, Bluetooth devices are not permitted. Please turn the Bluetooth setting to OFF on your computer or laptop and disconnect any Bluetooth devices. If Bluetooth is not disabled and devices are not disconnected, this could interfere with your camera and/or microphone.

Adding the Google Chrome Extension Before Exam Day

1. Please add the Google Chrome Extension in advance of the exam by visiting:
<https://chrome.google.com/webstore/category/extensions?hl=en>
2. In the Search, type **ExamRoom screen sharing**:

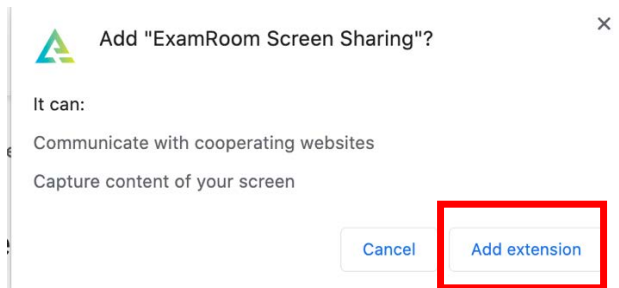
chrome web store



3. Click on **Add to Chrome** for the extension:




4. Then click on **Add Extension**



Allow for Screen Recording on MAC Computers

Please following the guide below for screen recording on MAC computers:

1. After downloading the Google extension, please allow for the following screen share settings:

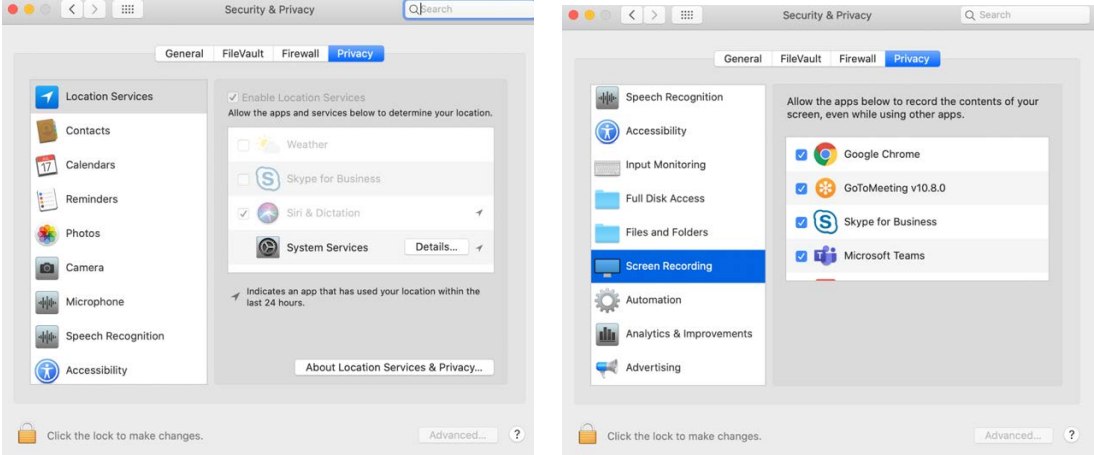
2. Click this icon in the upper left-hand corner: 

3. Click on **System Preferences**:





4. Click on **Security & Privacy**:
5. If you do not see the **Google Chrome** option on the right, go to **Screen Recording** option on the left-hand side bar:

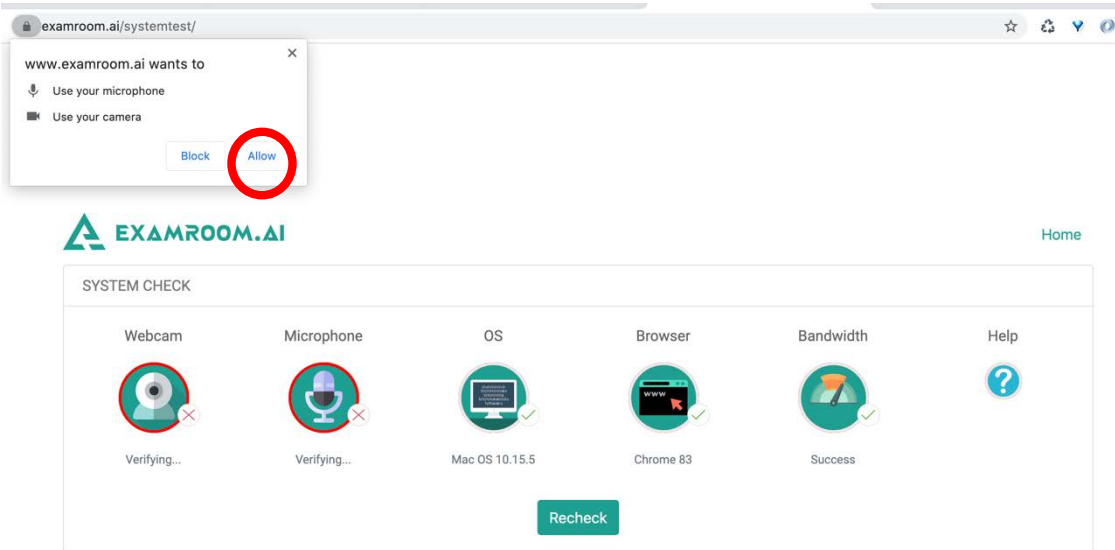


6. If the padlock in the bottom left corner is locked, click to **unlock** (if not locked, proceed below)
7. Check the box for **Google extension** or **Google screenshare**
8. If you had to unlock the lock, please click on it to lock it back
9. You will have to select the option to **Quit** or **Exit** so that the change will take effect. Once you are ready to login for your exam, you will not have to perform these steps on test day.

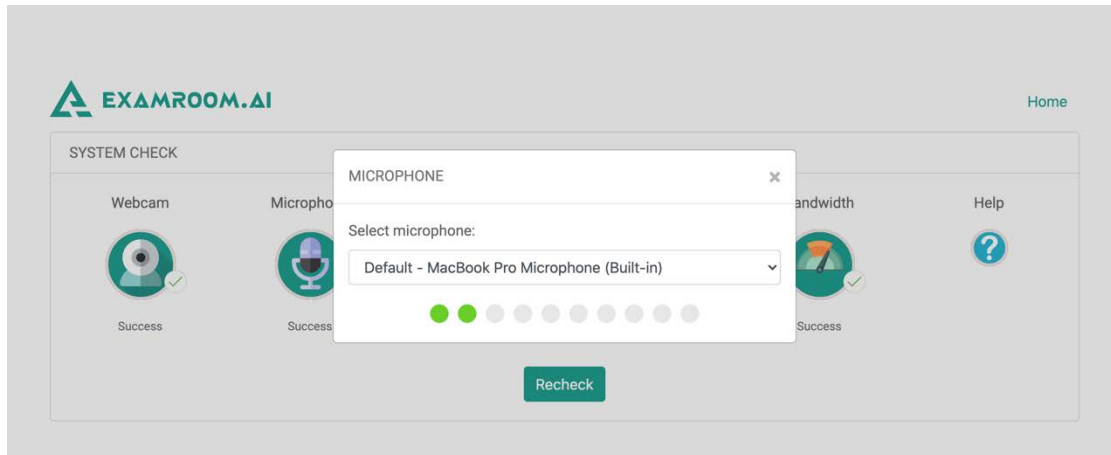
SYSTEM CHECK COMMONLY ASKED QUESTIONS

If your camera or microphone is not working, you can click on the icons to change which one you are using:

1. Go to <https://www.examroom.ai/systemtest/>
2. Allow access to camera and microphone



3. Click on the **Webcam** or **Microphone** icon to change the settings—default is usually the proper setting—if you have a Bluetooth device for either, it will not work



4. After you have allowed the access and chosen the correct option, you can click recheck to run it again

What to Do if You Are Disconnected from Your Exam

If during your exam you become disconnected due to Internet, power, laptop battery drained, etc., please do the following:

- Contact ExamRoom.AI either on the Chat Box on our homepage
- Email us at support@examroom.ai
- Or call us at 877-848-EXAM (3926)

Please provide the agent with your name, email, and call back number, and the exam you were taking. Then inform them that you were disconnected from your exam.

The agent will then reschedule your exam to start right away, and then you will log back in to ExamRoom.AI with the same credentials.

Your exam will be listed again for you to start. In some cases, you may have to do the onboarding again, but in most cases, you will only be asked to perform a room scan (for security purposes) and then agree to the rules.

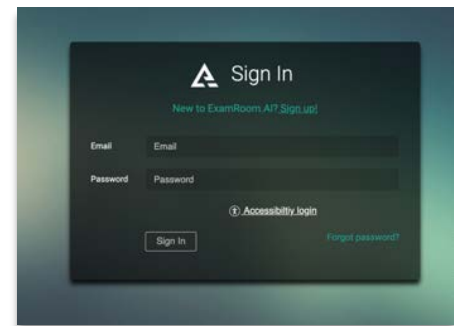
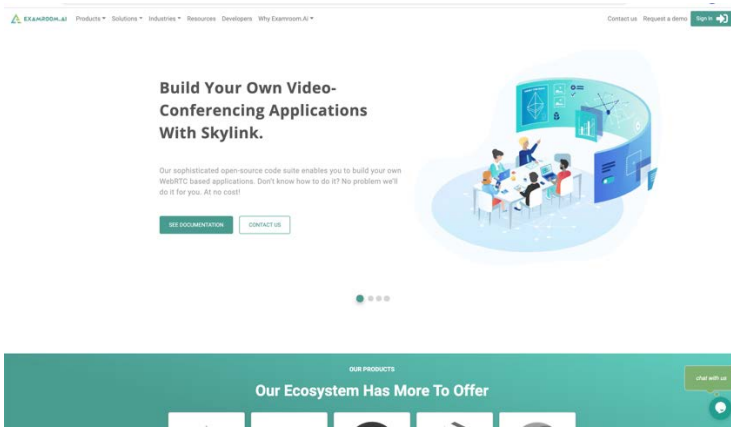
How to Reduce Internet Issues

While taking your exam, it is possible that you may be disconnected based on the strength and speed of your Internet. Here are some tips to help reduce this issue:

- Turn off all devices connected to your Wi-Fi during the course of the exam.
 - Try to sit as close to the modem/router as possible.
 - If you are able to, plug into the modem/router via an ethernet cord.
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WHAT TO EXPECT ON EXAM DAY


1.) Go to <https://www.examroom.ai/> and click **Sign In** in the top right corner and login to your account:



- You will enter the email where you have received the Prov and ExamRoom.AI email communications.
- Your password will be your Candidate ID—provided in the email from Prov.

2.) Once you log into your candidate profile, you will be brought to your Dashboard:

- From here you can click on the **System Check** icon to do a system check any time before your scheduled exam.
- If you need to update your phone number (to your best available number, like your cell phone), you can click on the **My Profile** icon to update your number.
- It is not required for you to provide your ID, photo, or keystroke DNA on your profile.
- You can click on the  and  icon to see manuals or take a tour of the platform.
- On the day of your exam, click **Start Exam**.

EXAM ID	EXAM TITLE	EXAM URL	EXAM DATE	EXAM TIME	CONNECT TO PROCTOR
Exam ID	Exam title	Exam URL	Exam date	Exam time	
5312	test demo 2	https://testco...	30 Apr 2019	01:00 PM	START EXAM
5313	Demo	https://testco...	30 Apr 2019	01:30 PM	START EXAM

3.) Installing the Screenshare Extension for Google Chrome:

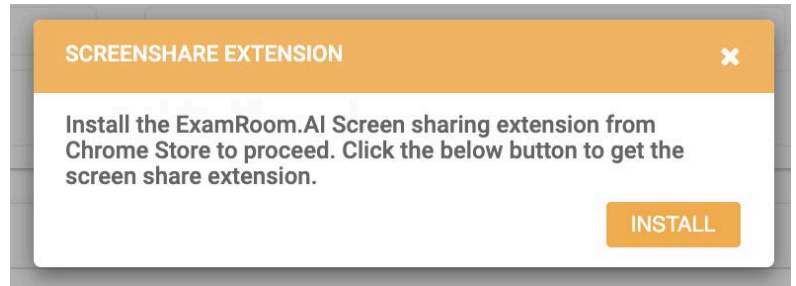
- You can do this in advance by going to this link:
<https://chrome.google.com/webstore/category/extensions?hl=en>

- Enter ExamRoom in the search bar and follow steps 4 & 5:



- If you do not install the extension in advance, the below pop-up will display when you click **Start Exam**:

If you do not already have this on your computer, please click **Install**.

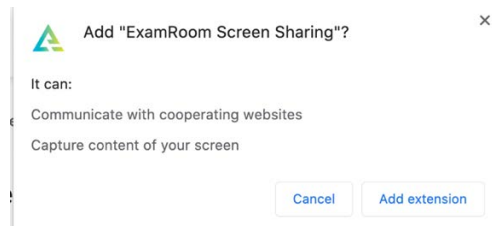


- 4.) After clicking Install, a new tab will open. You will click **Add to Chrome**:

Home > Extensions > ExamRoom Screen Sharing



- 5.) Then you will click **Add extension**:



- 6.) Once the extension is installed, you can close the tab and go back to ExamRoom. You will click **Start Exam** again.

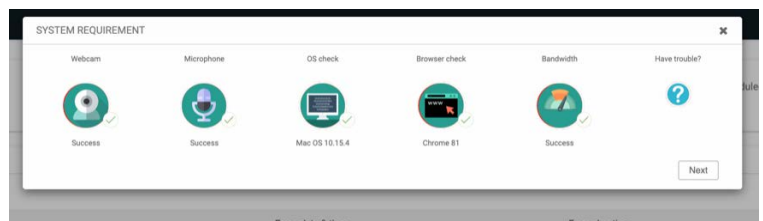
- 7.) Next, you will be brought to the first system check:

Please make sure you are not connected to any Bluetooth devices.

Click on the Webcam and Microphone icons to ensure the right one is selected.

If there is a pop-up box for webcam and mic, you can click the **X** to close it.

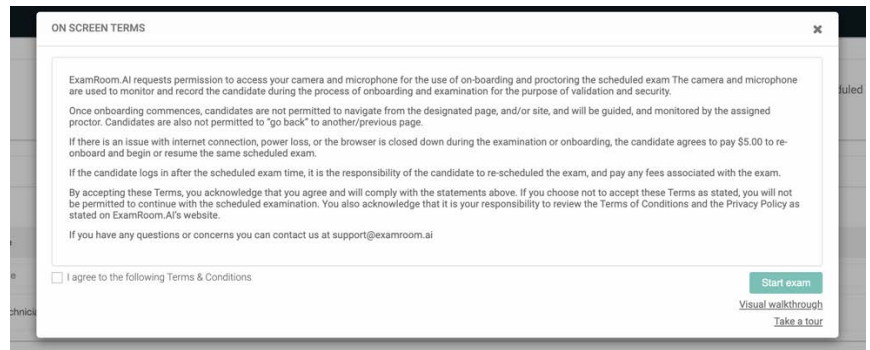
If your bandwidth is low, please disconnect all other devices from the Internet/Wi-Fi and sit as close to the router/modem as possible. You can also connect to the modem/router via an ethernet cord.



8.) After the first system check, you will be brought to the Terms page. Review the terms and click the **I Agree** box and then **Continue**:

Please click the box that you agree to the terms and then click **Start Exam**.

From this page, you can also click to do a walk-through of the onboarding process before continuing.

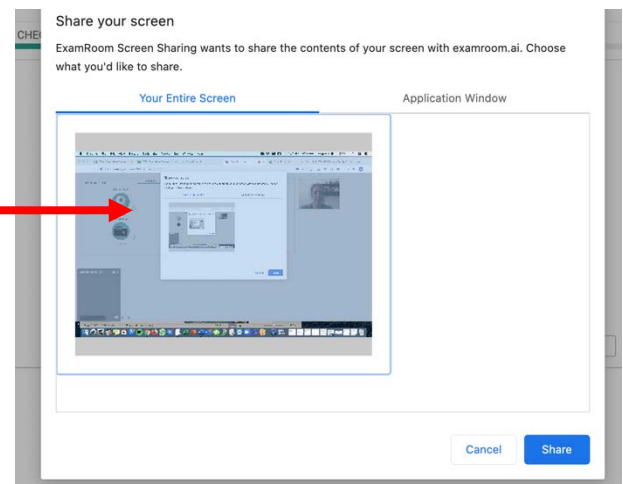


9.) Next, you will be asked to share your screen:

Please click on the image of your screen. Then click **Share**.

Please make sure that you have no other open tabs on your computer. You are also **not permitted** to be connected to any other device or monitor.

Please allow for a minute or two to connect to the Onboarding Agent (OBA).

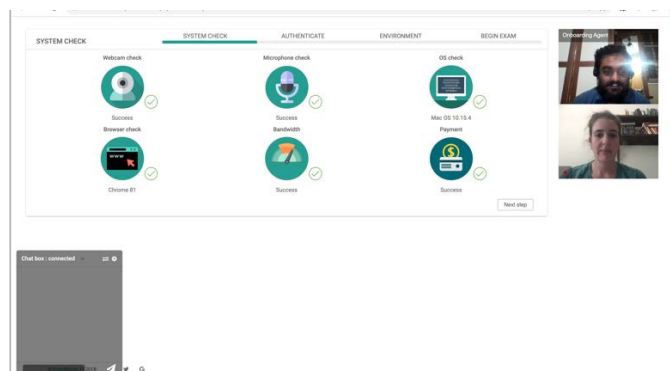


10.) Now you are connected to the OBA. They will guide and click you through the process. First step is second system check:

You can click on "Chat box connected" to minimize the chat.

If you get disconnected during onboarding, or are facing issues, you can log out and log back in to start the process again.

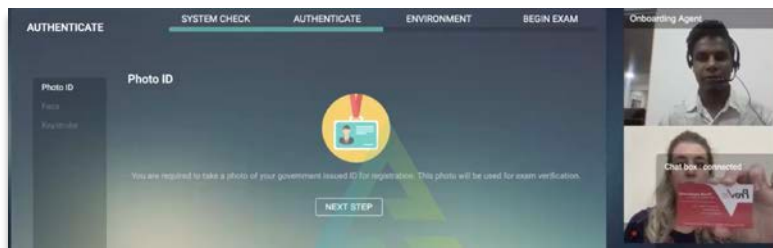
If you get disconnected during your exam, please notify on ExamRoom chat box (on the web page) and your exam will be rescheduled so that you can log back in right away.



11.) Government Issued ID is the first identity verification check:

Place your ID in the camera.

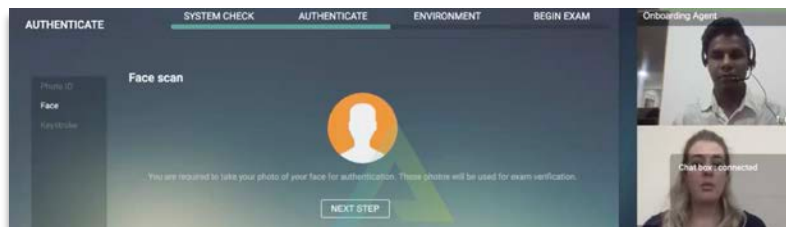
The OBA will capture the photo and take you to the next step.



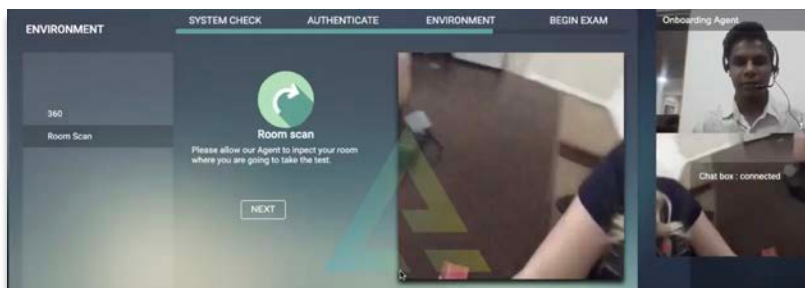
12.) Face Scan is the second identity verification check:

Look into the camera.

The OBA will capture your photo and will take you to the next step.

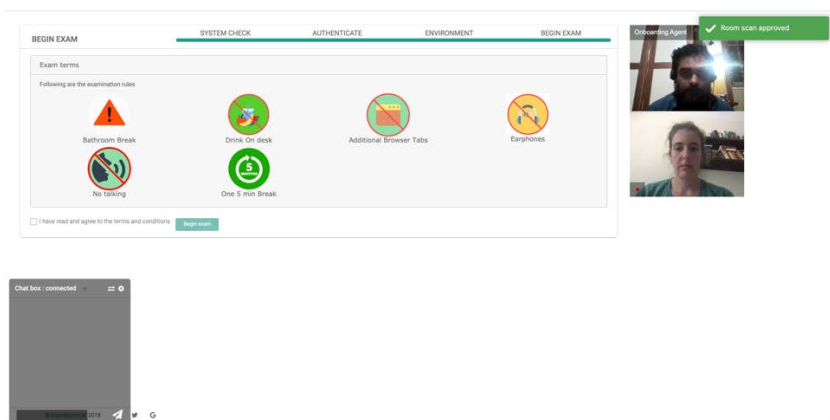


13.) The last verification step is the Room Scan. You will rotate your camera to show your surroundings:



- You must be able to show your entire room and desk area to the onboarding agent.

14.) The final step before accessing your exam is the Rules.



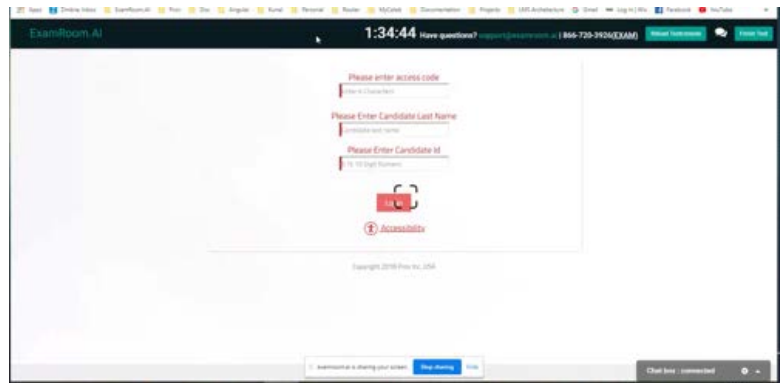
The icons display what is allowed and prohibited.

After reviewing, click the **box** that you Agree and then click **Begin Exam**.

Then you will be transferred to the proctor.

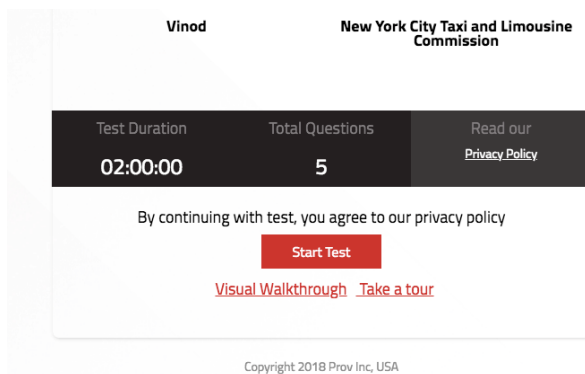
15.) Once you have completed the onboarding, you will be brought to your exam page:

The proctor will provide the Access Code via the chat box.

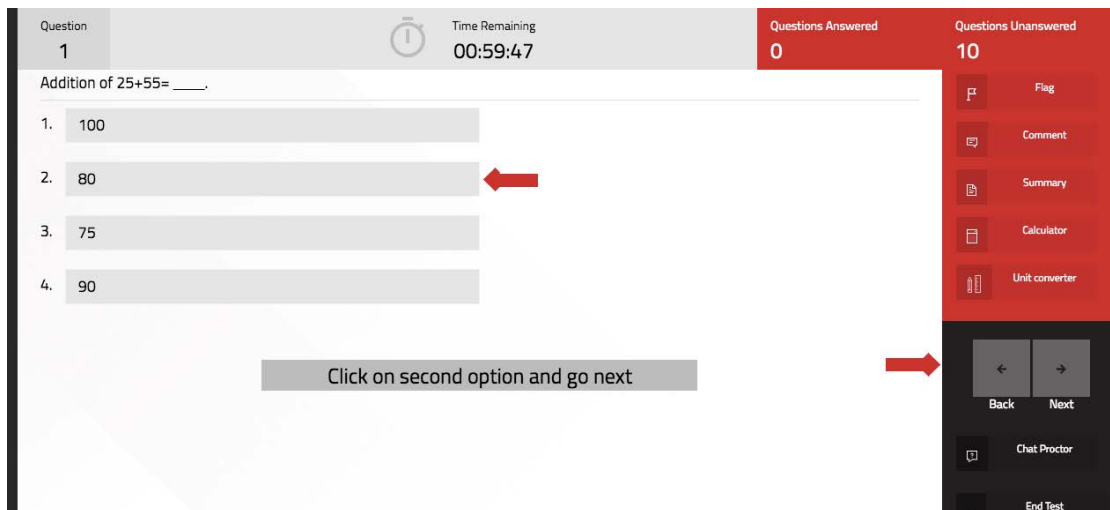


16.) After you enter your Access Code, the next page will contain your exam information.

- You can see the exam duration, total number of questions, and you will have one last opportunity to do a Walk-through of the exam platform.



17.) After you click **Start Test**, you click **Ok** on the popup screens and will be brought to the first question of your exam:



18.) Exam Console Information:

- On the top of the screen, you will see which number question you are on.
- The exam timer will be located in the middle.

- Then you can see your Answered and Unanswered Questions on the right-hand side.
- You can use your mouse to select the answer and the Back or Next option.
 - Or, on your keyboard, select the number and use the < > keys to move back and forward
- Click on **End Test** when you have completed the test.
- After clicking End Test on the exam console, please hover your mouse to the top of the screen and click **Finish Test** on the ExamRoom.AI drop down banner.



19.) Exam Features:

- By clicking on **Flag**, you can flag a question to go back to review.
- By clicking on **Comment**, you can leave a comment on the question for your exam sponsor to review.
- By clicking on **Summary**, you can see all the questions that you have Answered, Unanswered, Flagged, and left a comment on.
 - When reviewing your exam, you can click on Summary and then click the question that you want to review. It will then take you straight to that question.
- When you click on **Calculator**, a calculator will pop out for you to make calculations as needed.

20.) Once you complete and finish your exam; NIA will send score results to you.

This concludes the Test Day Manual. If you have any questions, please feel free to reach out to us via phone, email, or chat. Thank you and all the best!

ExamRoom.AI