EXAMROOM.AI

NIA EXAM DAY MANUAL

On exam day, login and click the **Start Exam** button at least **10 minutes** before your exam is scheduled to begin. If you experience any issues logging in, please contact us at 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai/ chat box.

Pre-Exam Day Tips

Download Google Chrome or Firefox Browser

You may use the **current versions** of Google Chrome or Firefox browsers when taking your exam. If you do not have one of these browsers or a current version, you can download here: **Google Chrome** or **Firefox**

If Using a Windows Computer – You may need to Disable Firewall

If you are using a Windows personal computer on your home network, you may need to disable your firewall:

- 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 provided device or network connection (VPN):

- Coordinate with your IT department to **turn on** the following:

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- o RTP Port 5004
- o Turn Port 53 or 123

If Using a Mac Computer – Allow Permission for Screen Recording

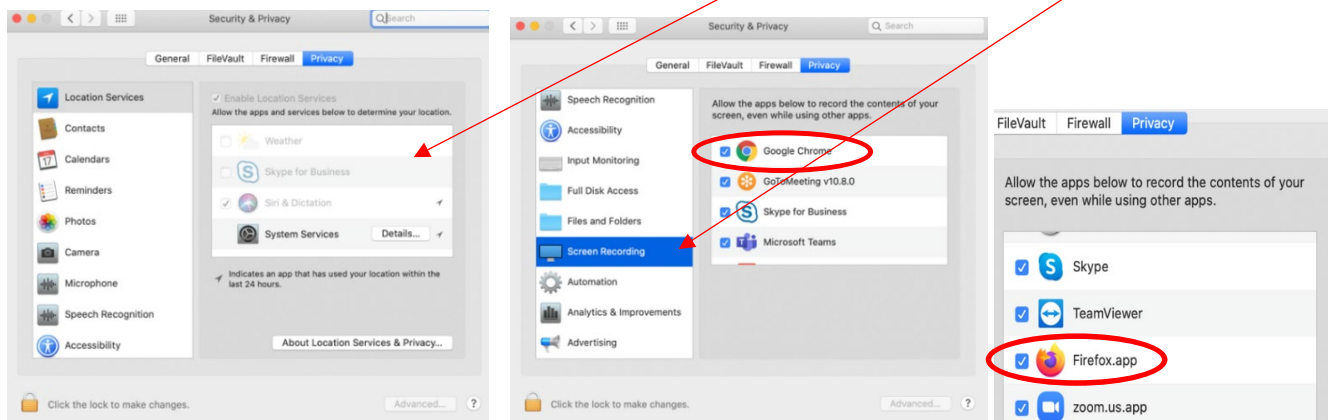If you are using a Mac computer to test, **you must allow screen recording for Google Chrome or Firefox**:

1.) Click the Apple icon in the upper left-hand corner:
2.) Click on System Preferences:
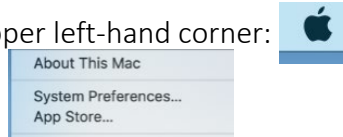
3.) Click on Security & Preferences:

4.) If you do not see the Google Chrome or Firefox option on the right, scroll to the Screen Recording option on the left-hand side bar:

5.) If the padlock in the bottom left corner is locked, click to unlock (if not locked proceed below)
6.) Check the box for Google Chrome or Firefox
7.) If you had to unlock the lock, please click on it to lock it back
8.) You will have to select the option to Quit or Exit so that the change will take effect

Disconnect Multiple Monitors

The use of multiple monitors and/or screen casting is not permitted during your exam. You are allowed to use only one (1) monitor to test on.

## Disable Bluetooth Enabled Devices

Bluetooth devices are not permitted during your exam. 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.

If you have any questions, contact us at: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai chat box
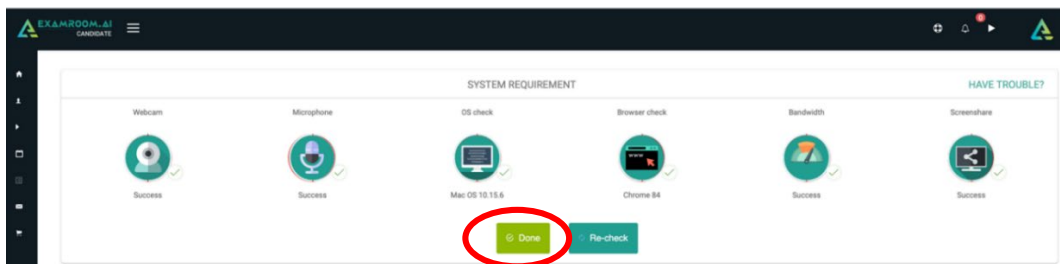
Run a System Check

Prior to exam day you must complete a **System Check** to ensure your computer and location are setup appropriately. Computer requirements: laptop or desktop with 1 screen, front-facing camera, microphone, power cord, a minimum of 3Mbps upload speed, and a stable internet connection. ExamRoom.AI will access your camera and microphone for the entirety of your exam appointment.

1.) After logging in, click on the **System Check** icon from your ExamRoom.AI dashboard:
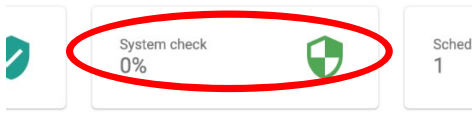
2.) A pop-up will show the progress of the System Check for the various components tested on your system:
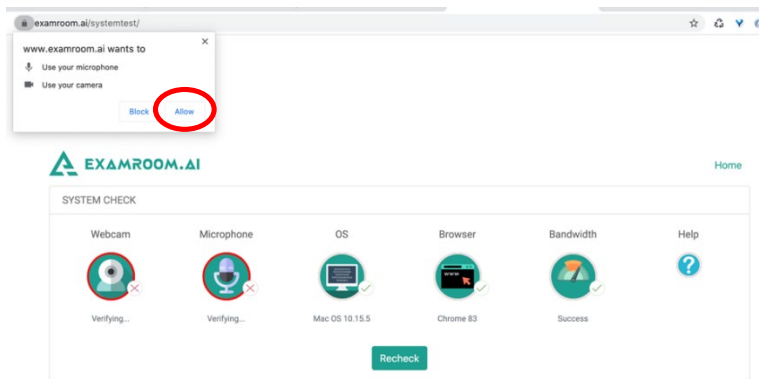

3.) If all of the checks are green, your system has passed the system check and you can click **Done.**

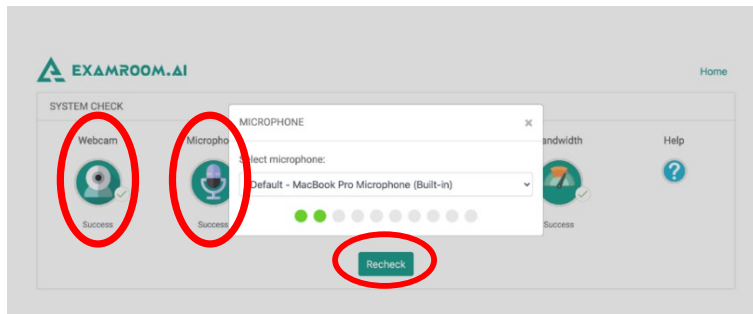
Issues During System Check

If your camera or microphone is not working, click on the icons to change which one you are using:
   1.) **Allow** access to your camera and microphone:

   2.) Click on the **Webcam** or **Microphone** Icon to change the settings (default is usually the proper setting, but if you have a Bluetooth device for either, it will not work):

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3.) After you have allowed access to your camera and microphone and chosen the correct option, click **Recheck** to run the System Check again.

How to Reduce Internet Issues

During 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 the 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

What to do if you get disconnected

If you are disconnected during your exam (due to internet, loss of power, laptop battery drained, etc.):
- Please contact us **immediately** at either: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai/ Chat box (preferred for fastest response) and provide the agent with your name, email, call back number, the exam you were taking, and inform them that you were disconnected from the exam.
- The agent will reschedule the exam to start right away, you will log back into ExamRoom.AI, and the exam will be listed again for you to click **Start Exam**. You will perform a room scan (for security purposes).

Onboarding for Your NIA Exam

1.) Go to https://www.examroom.ai/ and click **Sign In** in the top right corner and login to your account (Your login credentials were previously sent from no-reply@examroom.ai):
- Enter your email address where you received ExamRoom.AI and Prov communication
- Your password will be your Candidate ID that you received from Prov:

If you have any questions, contact us at: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai chat box
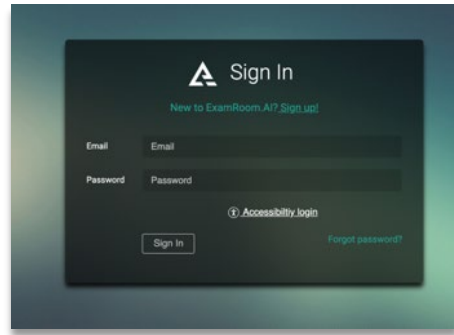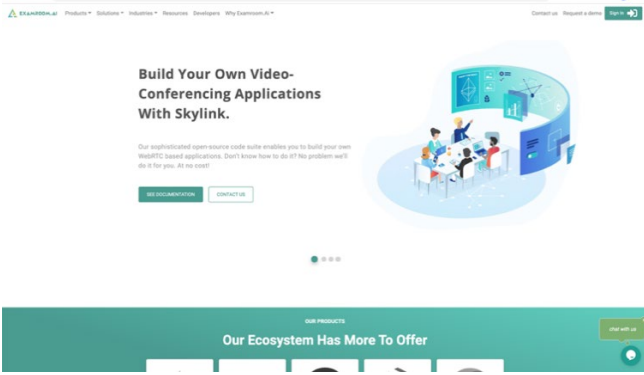
2.) Once you log into your candidate profile, you will be brought to your Dashboard where you will click **Start Exam**:
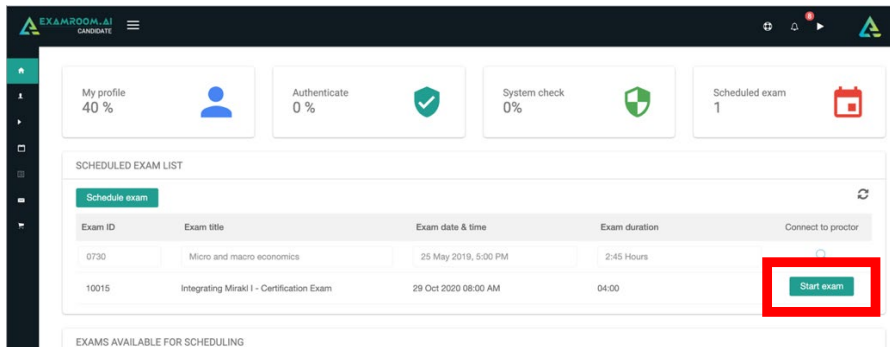
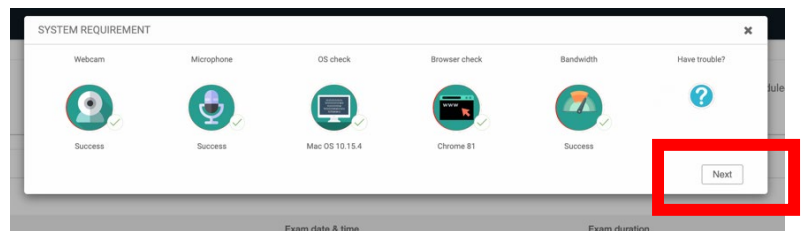3.) Next, you will be brought to the first system check:

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 off the internet/Wi-Fi and sit as close to the router/modem as possible.

Click **Next** to continue.

4.) After the first system check, you will be brought to the Terms page. Click the <u>I Agree box</u> and then **Start Exam**:

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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 walkthrough before continuing.
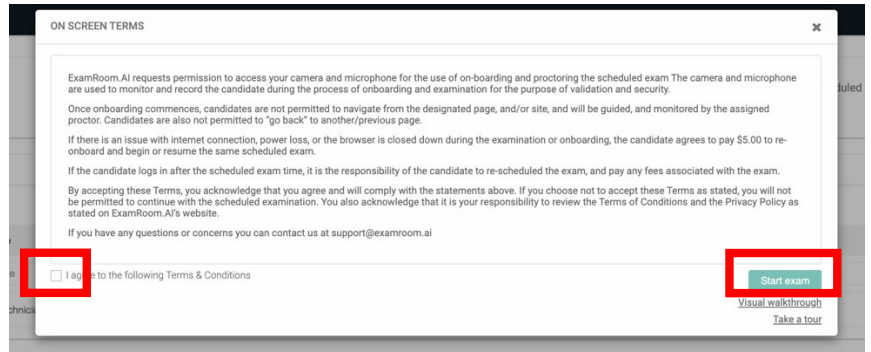
5.) Next, you will be asked to share your screen:

If using Google Chrome:

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

Please make sure that you have no other open tabs on your computer and that you are not connected to multiple monitors or devices.
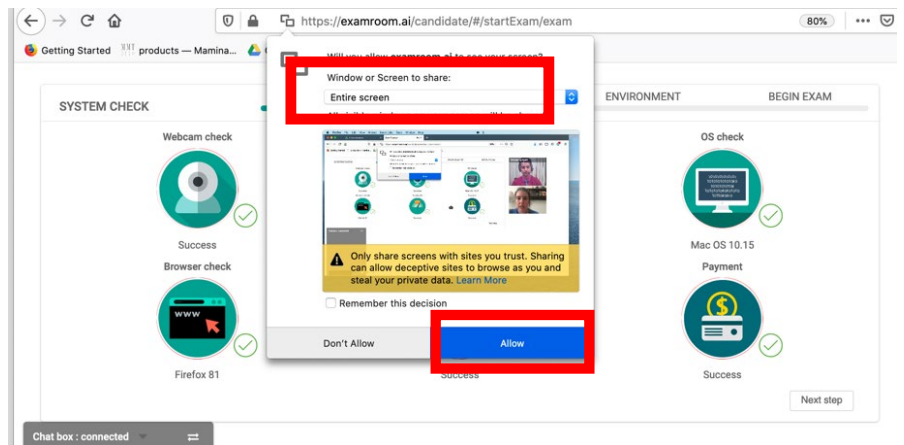
Please allow for a minute or two to connect to the Onboarding Agent (OBA)
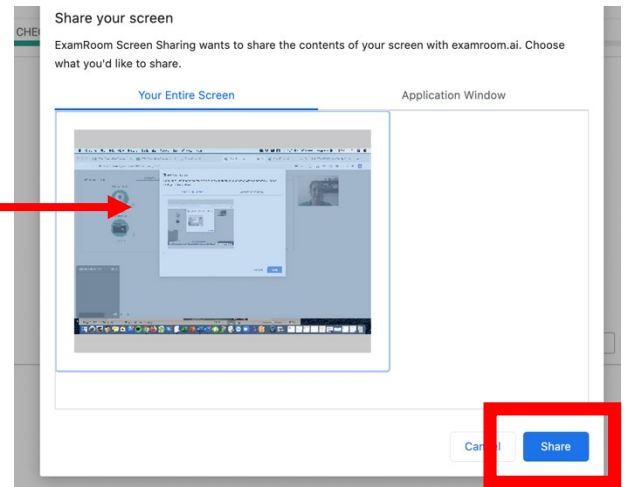
If using Firefox:

Click **Allow** for your camera and mic.

To share your screen, select **Entire Screen** from the drop-down menu and click **Allow**

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

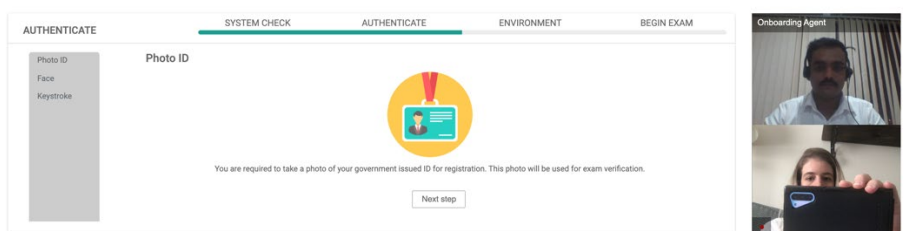| The Onboarding Agent will click you through the steps.

If you get disconnected during onboarding, please log back in. | |

7.) Government Issued ID (e.g., valid driver's license, current student ID) is the first identity verification check:

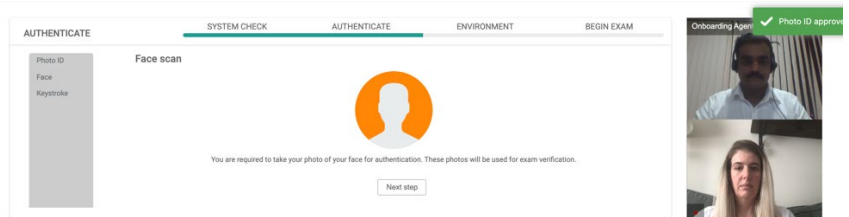| Place your ID in the camera. You must present a valid government issued ID.

The OBA will click to capture and will then click to the next step. | |

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

| Look into the camera.

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

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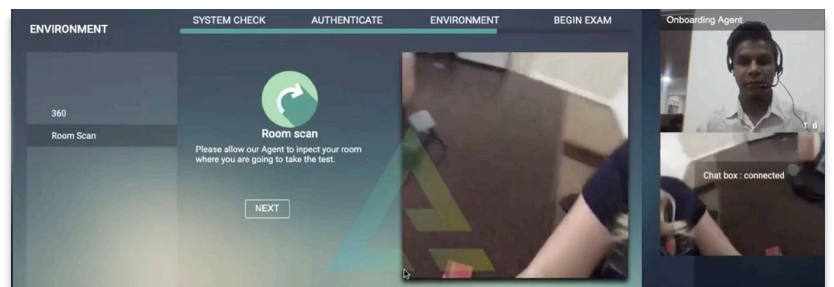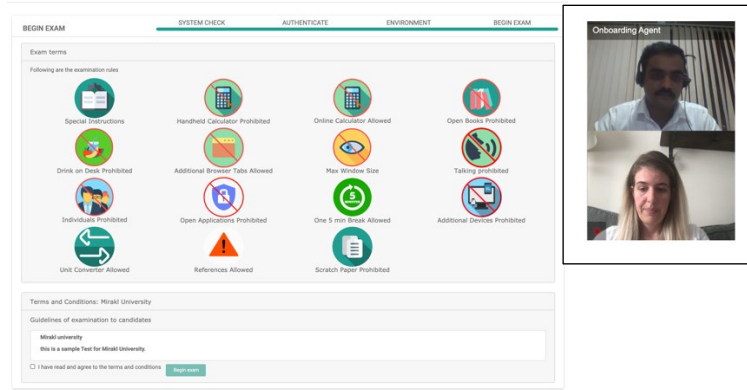

If you have any questions, contact us at: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai chat box

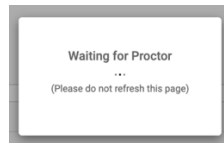10.) The final step before accessing your exam is the Rules:

| 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.		

11.) After clicking **Begin Exam**, you will be transferred to the proctor. Please allow up to a minute for the screen to change to your test console:
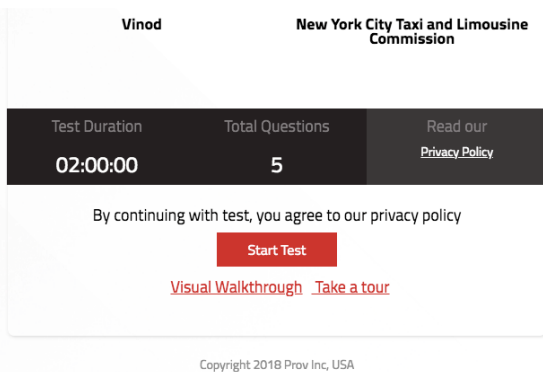

Taking Your NIA Exam

1.) Once you are connected to your test console screen, your proctor will notify you in the chat box that they are retrieving your Access Code. Your Last Name and Candidate ID will be pre-filled in the fields:
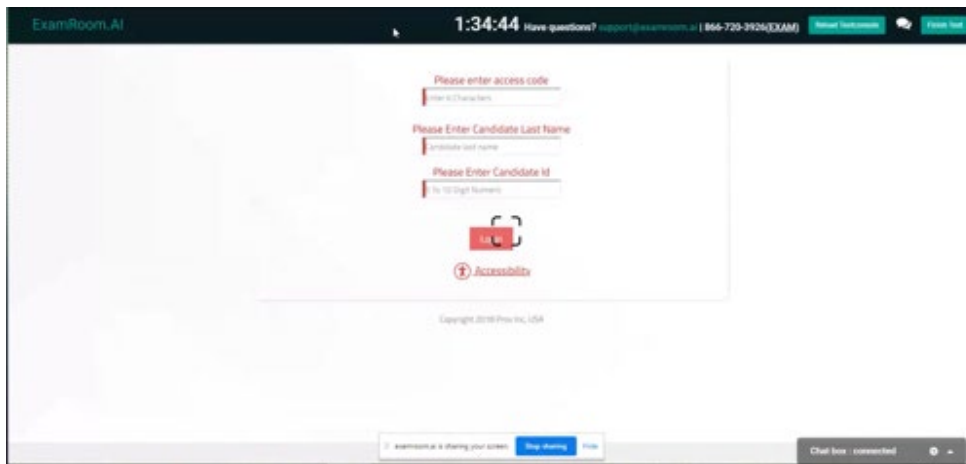

2.) After you enter the Access Code provided by the proctor, you will be brought to the exam home screen:

If you have any questions, contact us at: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai chat box

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New York City Taxi and Limousine Commission

Test Duration	Total Questions	Read our
02:00:00	5	Privacy Policy

By continuing with test, you agree to our privacy policy

Start Test

Visual Walkthrough Take a tour

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3.) You have the option to see a Tour or Walkthrough of the exam console. When you are ready to start click **Start Test** and your exam timer will start:
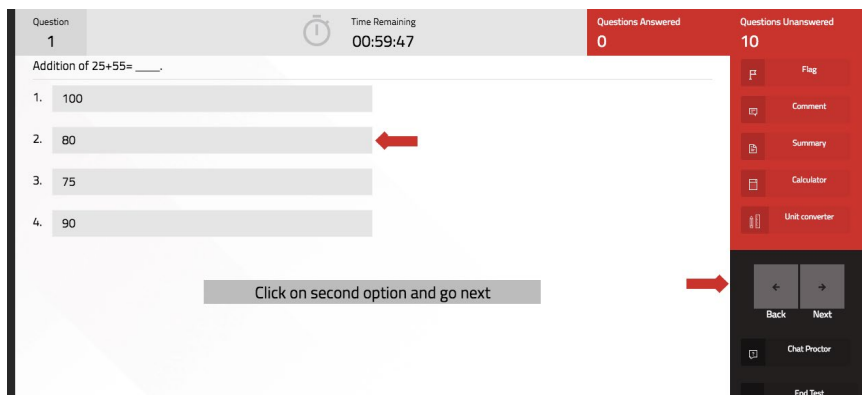

4.) Exam Console Information:
- **Flag** button: You can flag questions to return to for review
- **Comment** button: You can leave a comment on questions for NIA to review. Reasons for comments would include clarity, wrong information, etc.
- **Summary** button: When you click on the Summary button, you can see all the questions you have answered, unanswered, flagged, and left comments on. When you click on an item, it will bring you straight to that question.
- **Next** button will take you to the next question – you can also use the arrow keys on your keyboard
- **Back** button will take you to the previous questions - you can also use the arrow keys on your keyboard
- **Selecting answers:** You can click on the selected answer, or you can use the number keys on your keyboard
- **End Test**: Click this button to complete and submit the exam

5.) When you have answered all the questions, click on **End Test** on the test console.

6.) Next, click **Finish Test** on the ExamRoom.AI drop-down banner:
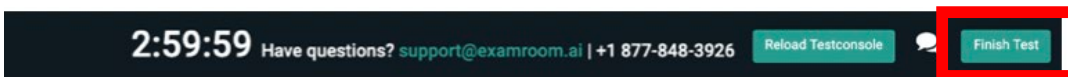
7.) Follow the prompts to successfully end your exam session. Once completed, you will be directed back to your candidate dashboard:

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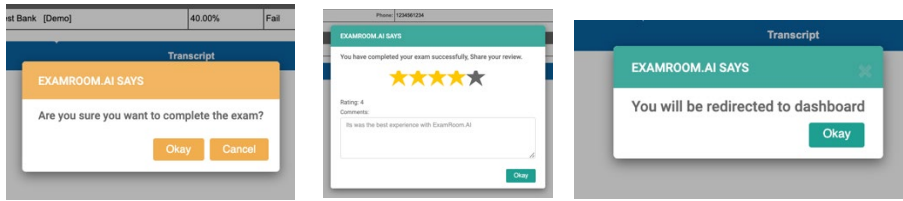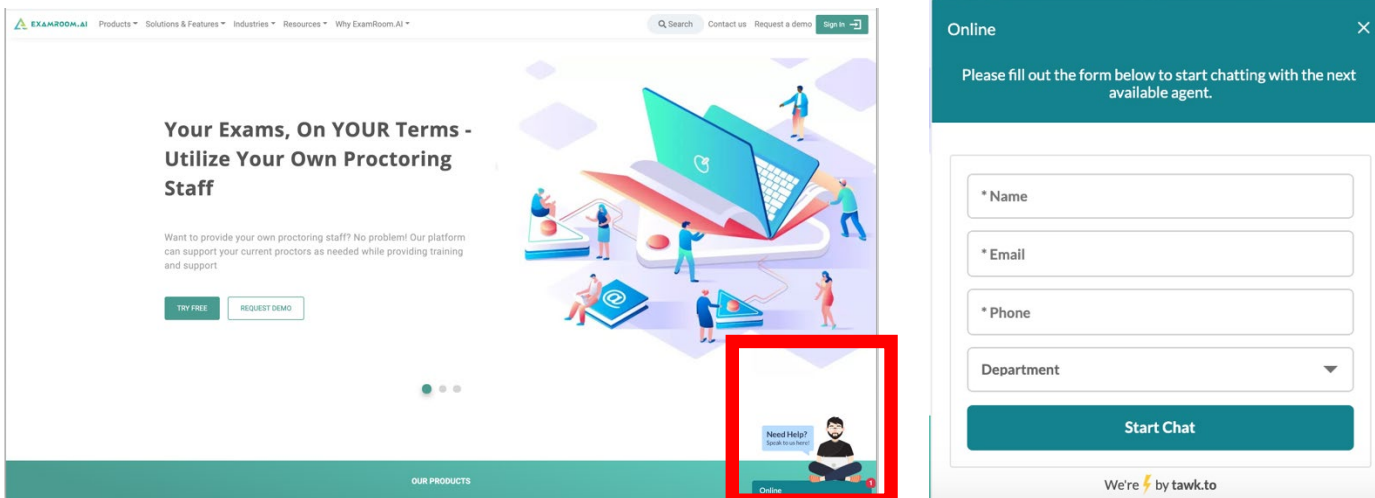
8.) Your test results will be emailed to you within an hour.

What to Do If You Encounter Issues or If You Are Disconnected from Your Exam

During your exam, if you become disconnected (due to internet, power, laptop battery drained, etc.):

- Please contact us **immediately** at either: 877-848-EXAM (3926), support@examroom.ai, or https://examroom.ai/ Chat box (preferred method for fastest response) and provide the agent with your name, email, call back number, the exam you were taking, and inform them that you were disconnected from your exam.
- The agent will reschedule your exam to start right away, you will log back in to ExamRoom.AI, and your exam will be listed again for you to click **Start Exam**. 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).

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