







National Insulation Association(NIA)

EXAM DAY MANUAL



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On exam day, login and click the **Start exam** at least (15 minutes) before your exam is scheduled to begin.

Your login credentials were emailed to you from no-reply@examroom.ai. If you experience any issues logging in,

Please contact us at :

877-848-EXAM (3926)

support@examroom.ai

https://www.examroom.ai/chat_box



Pre-Exam Day Tips

➤ 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.

➤ 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

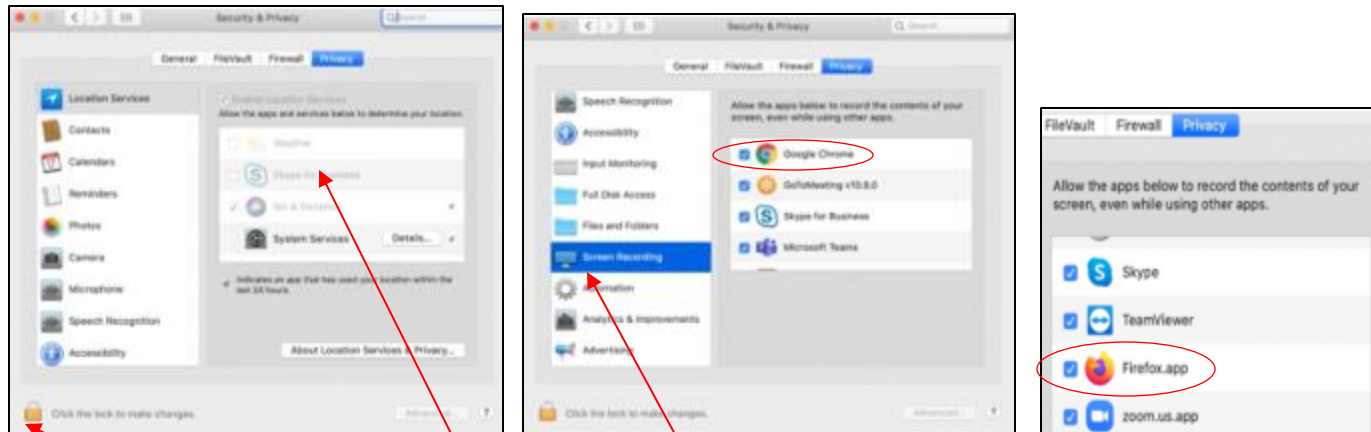
- 1) If you are using a Windows personal computer on your home network, you may need to disable your firewall:

- Go to Settings, search for Firewall or Windows Defender and disable (after your exam has been completed, you can turn the Firewall back on)

- 2) If you are using a work provided device or network connection (VPN):

- Coordinate with your IT department to turn on the following:
- RTP Port 5004
- Turn Port 53 or 123

▲ If Using a Mac Computer – Allow Permission for Screen Recording



- 1) If you are using a Mac computer to test, you must allow screen recording for Google Chrome or Firefox:
- 2) Click the Apple icon in the upper left-hand corner:
- 3) Click on System Preferences:
- 4) Click on Security & Preferences:
- 5) 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:
- 6) 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

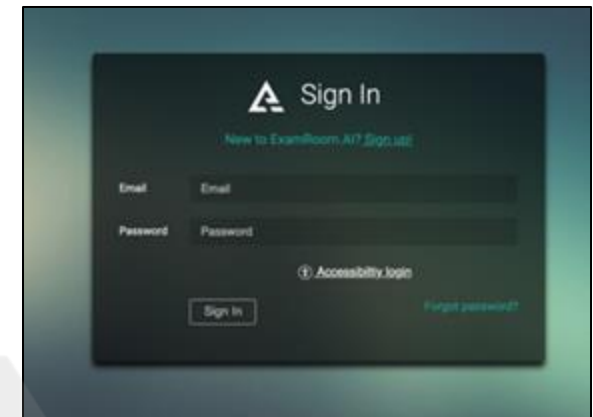
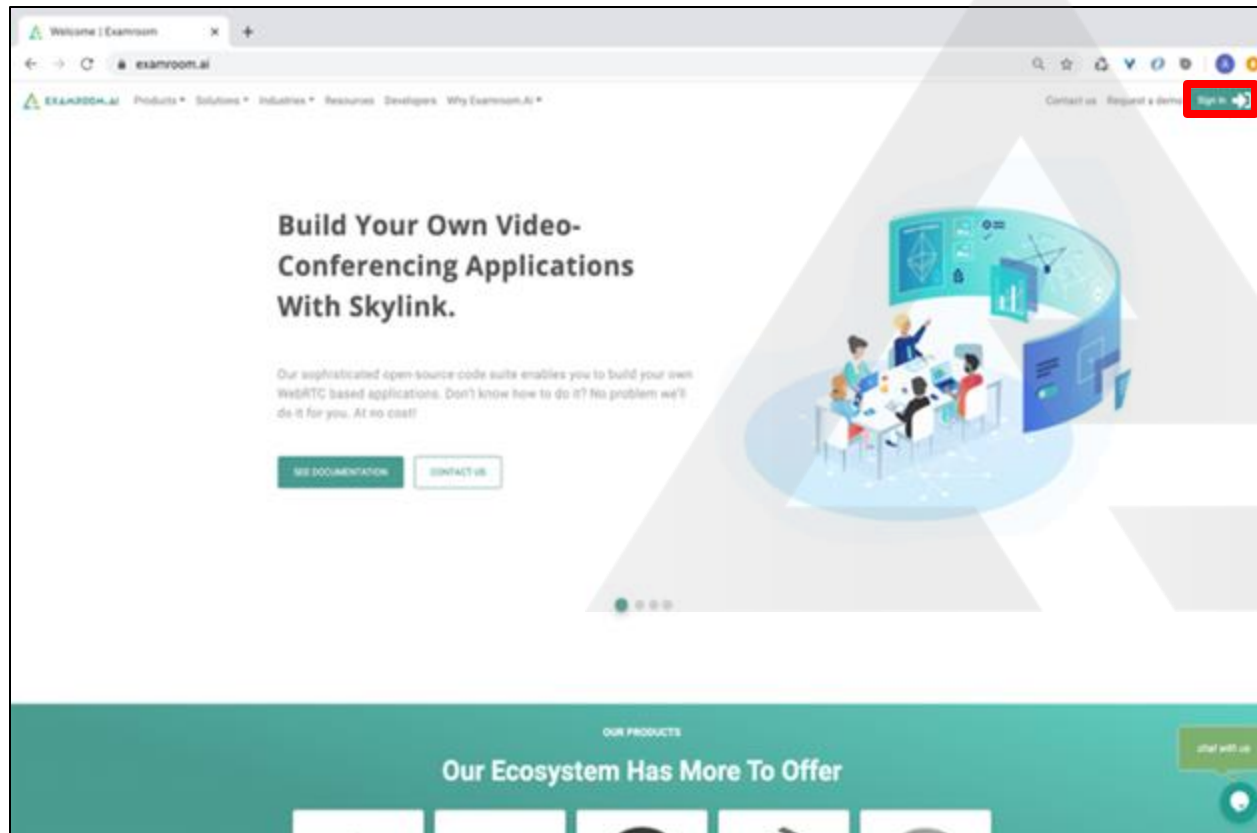


EXAM PROCESS



Go to <https://examroom.ai/> and click **Sign In** in the top right corner and log in 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





EXAM PROCESS

➤ Once you log into your account, you will be brought to your Dashboard. Click **Start exam**.

The screenshot shows the EXAMROOM.AI candidate dashboard. At the top, there's a navigation bar with the logo, a menu icon, and user controls. Below this, the dashboard is divided into several sections. The top row features four summary cards: 'My profile 65 %' with a person icon, 'Authenticate 0 %' with a checkmark icon, 'System check 0%' with a shield icon, and 'Scheduled exam 1' with a calendar icon. Below these is the 'SCHEDULED EXAM LIST' section, which includes a 'Schedule exam' button and a table of scheduled exams. The table has columns for Exam ID, Exam title, Exam date & time, Exam duration, and Connect to proctor. Two exams are listed: one with ID 0730 titled 'Micro and macro economics' scheduled for 25 May 2019 at 5:00 PM for 2.45 hours, and another with ID 12790 titled 'Sample Exam' scheduled for 24 Mar 2021 at 08:00 AM for 03:00. A red box highlights the 'Start exam' button in the 'Connect to proctor' column for the 'Sample Exam' row, with an arrow pointing to it. Below the scheduled exams is the 'EXAMS AVAILABLE FOR SCHEDULING' section, which also has a table with columns for Exam ID, Exam name, Start date, End date, and Actions. One exam is listed with ID 0730, titled 'Micro and macro economics', with a start date of 30 Apr 2019 and an end date of 05 May 2019. A 'No data found' message is at the bottom of this section.

Exam ID	Exam title	Exam date & time	Exam duration	Connect to proctor
0730	Micro and macro economics	25 May 2019, 5:00 PM	2.45 Hours	Start exam
12790	Sample Exam	24 Mar 2021 08:00 AM	03:00	Start exam

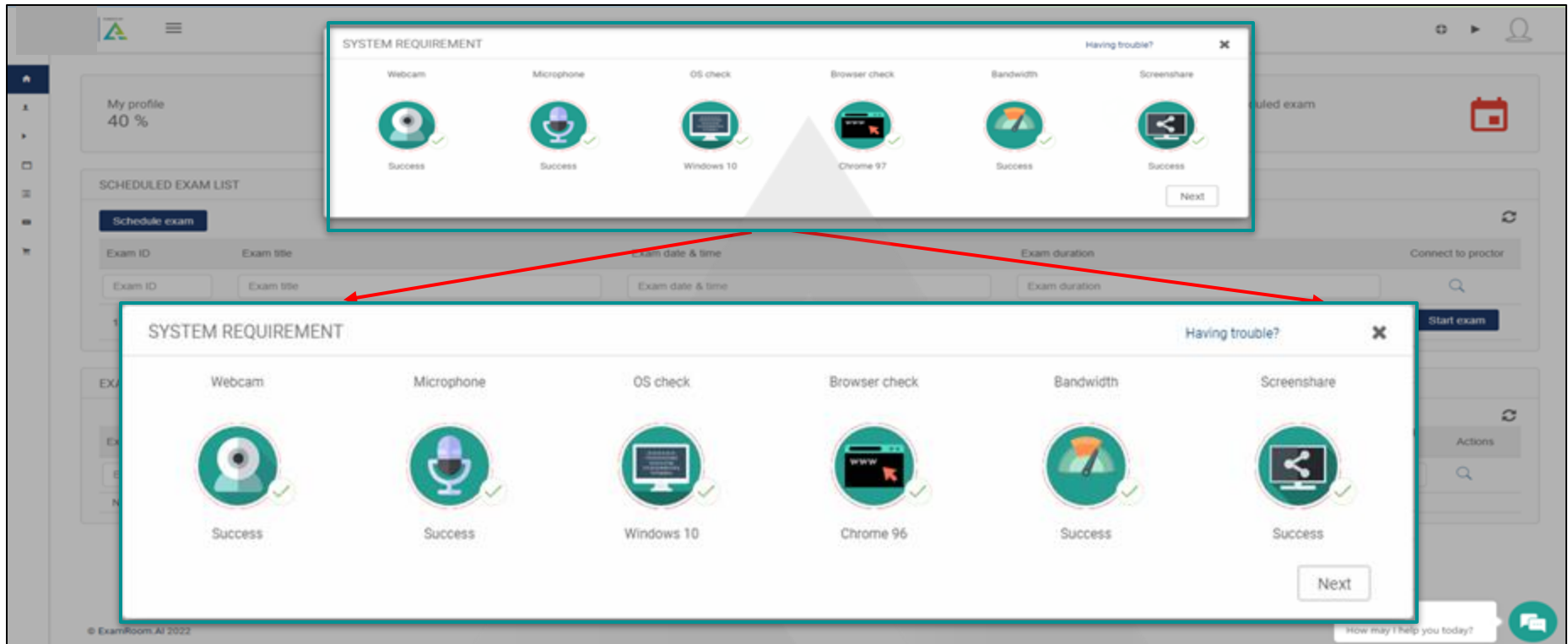
Exam ID	Exam name	Start date	End date	Actions
0730	Micro and macro economics	30 Apr 2019	05 May 2019	Start exam

No data found



EXAM PROCESS

➤ You will be brought to the first system check.

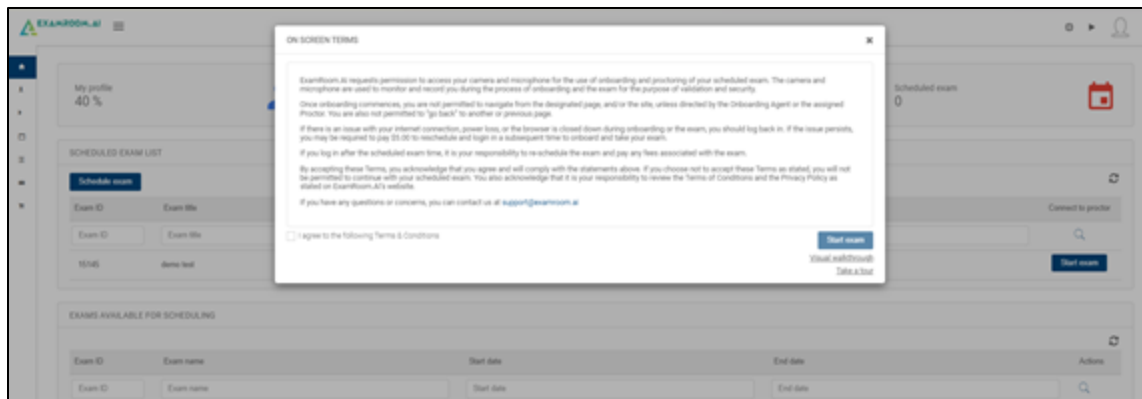


- Please make sure you are not connected to any Bluetooth devices.
- Click on the Webcam and Microphone icons to ensure the right one is selected.
- If there is a pop-up box for webcam and mic, you can click the X to close it.
- If your bandwidth is low, please disconnect all other devices from the internet/Wi-Fi and sit as close to the router.



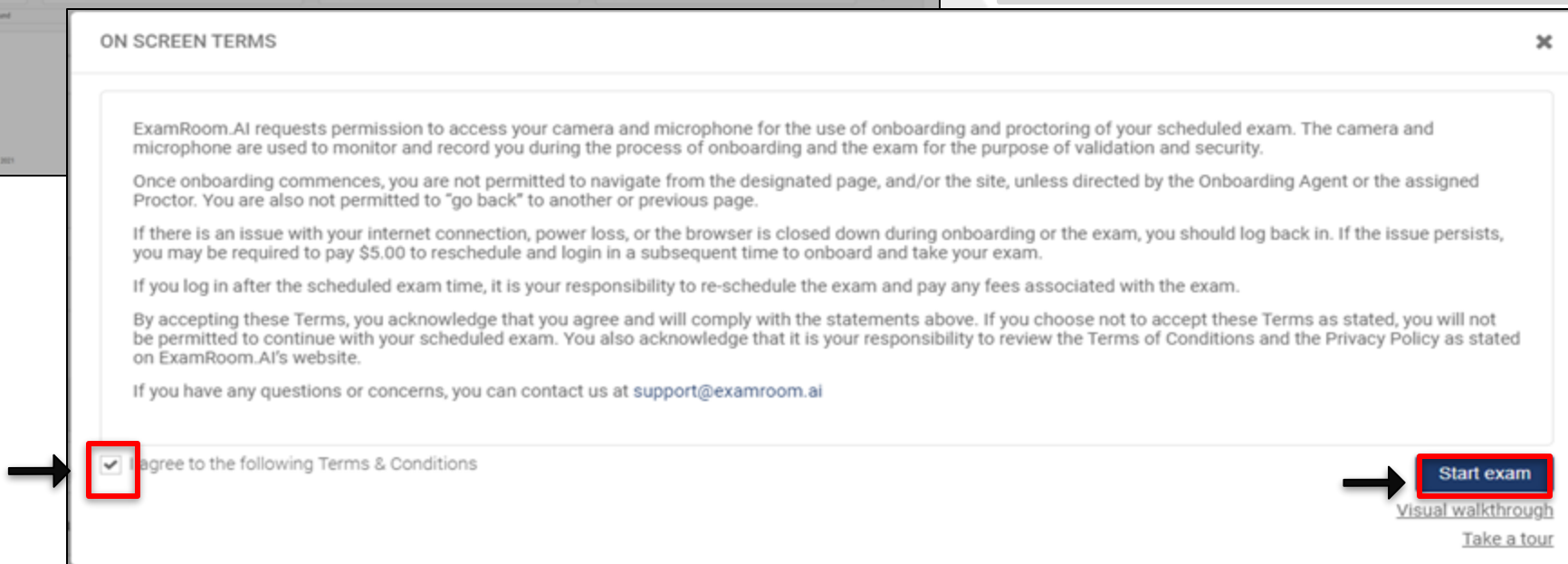
EXAM PROCESS

- After the first **System Check**, you will be brought to the Terms page. Click the I Agree box and then **Start exam**.



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

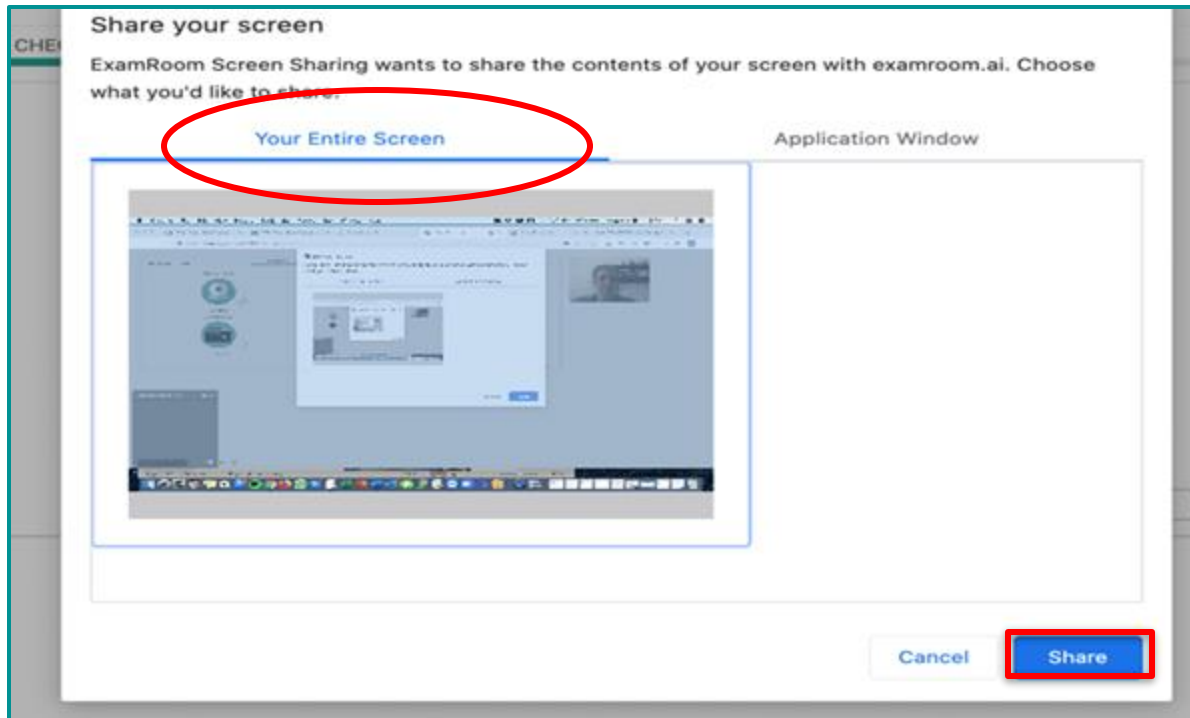
From this page, you can also click to do a walkthrough before proceeding to exam.





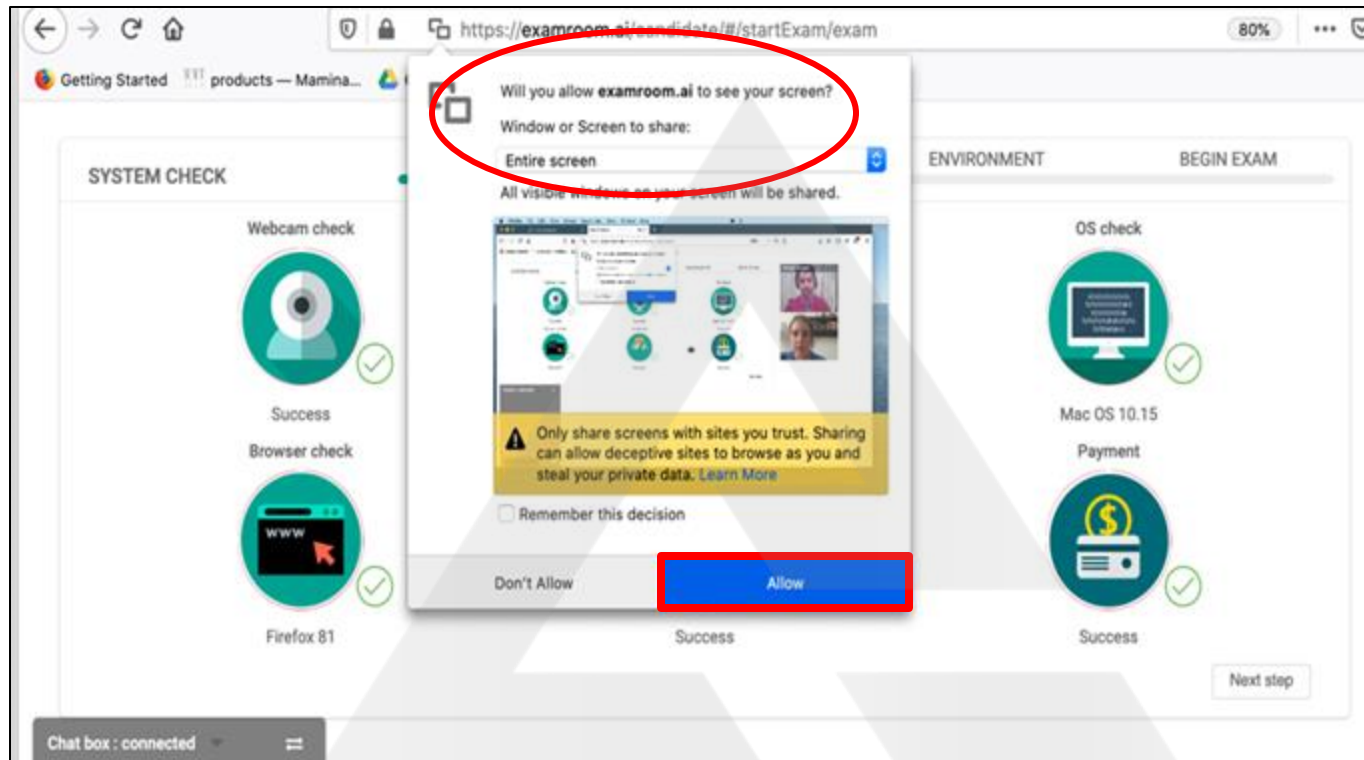
➤ Next, you will be asked to share your screen:

If using Google Chrome:



- Click on the image of your screen, then select the small screen below entire screen tab, 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)

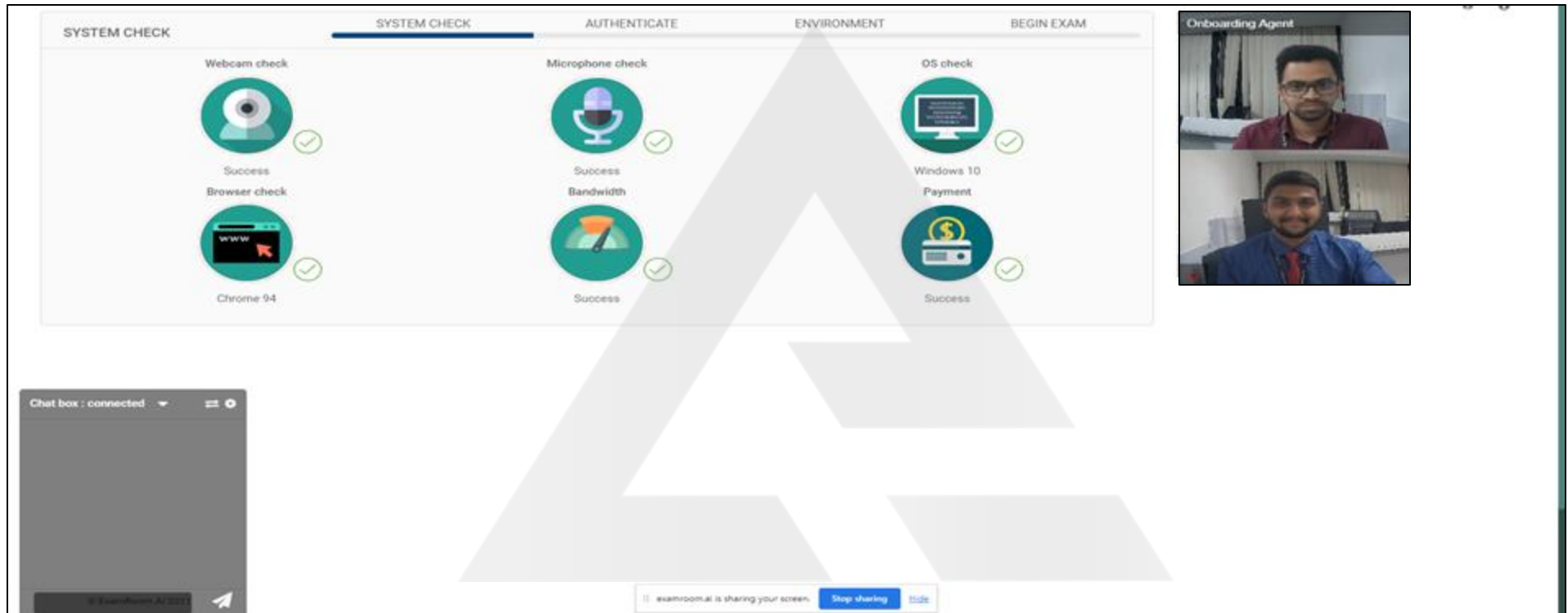
If using Firefox:



- Click **Allow** for your camera and microphone.
- To share your screen, select Entire Screen from the drop-down menu and click **Allow**.

➤ Once connected to the Onboarding Agent, they will guide you through the process.

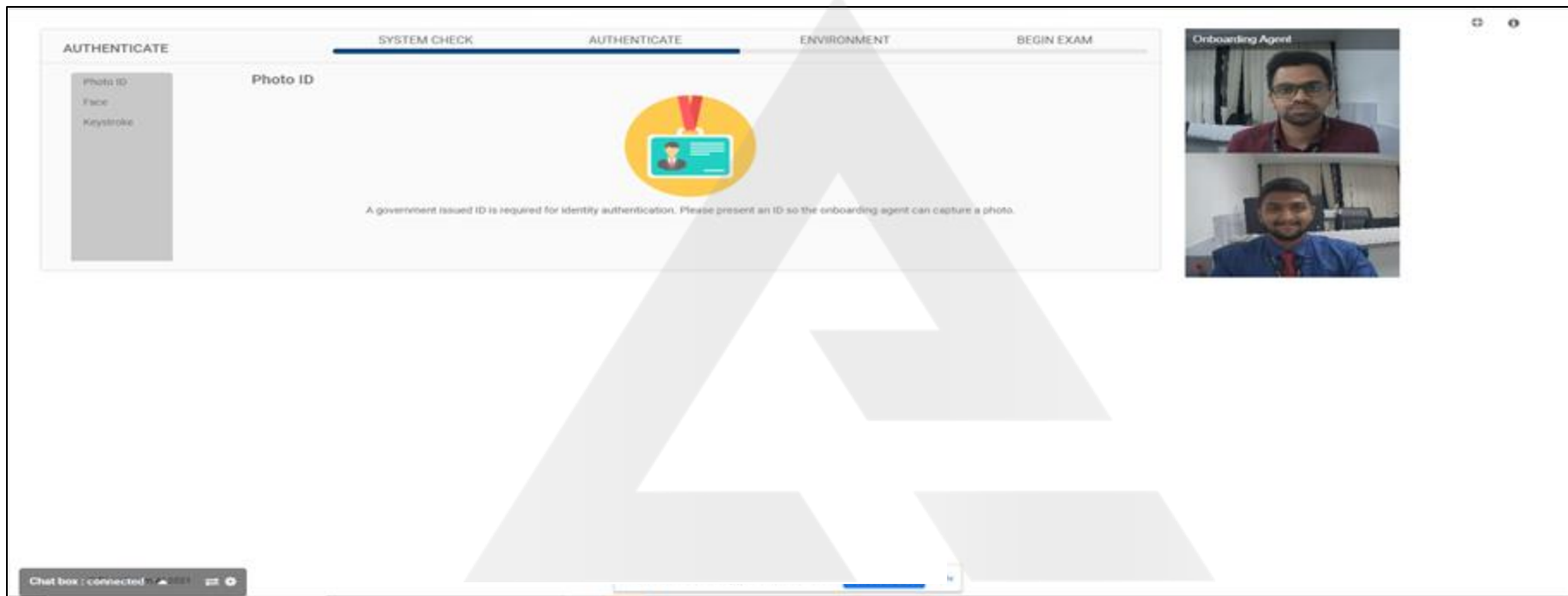
- **The first step is second system check:**



- If you get disconnected during onboarding, please log back in

➤ Photo ID

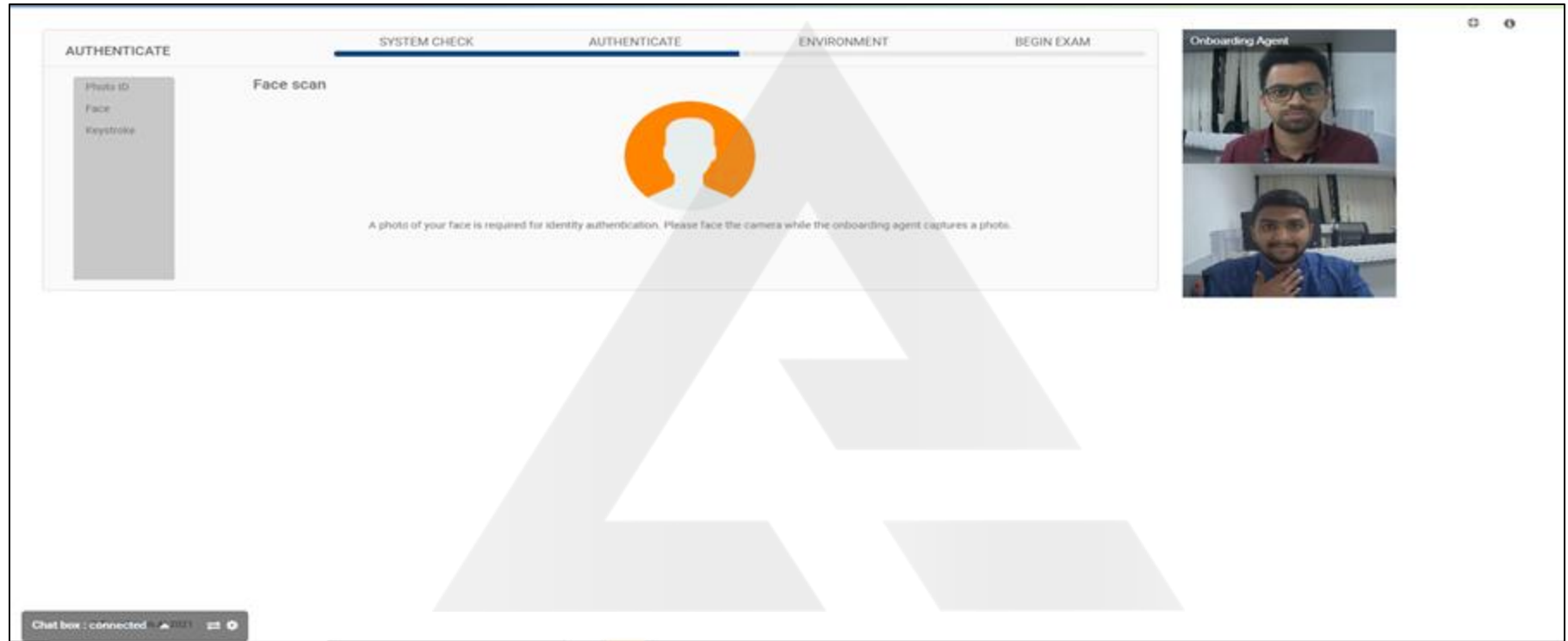
- The first identity verification check is a Government Issued ID card, such as a valid driver's license or passport



- Place your ID facing the camera. You must present a valid Government issued ID.
- The OBA will click to capture and will then take you to the next step.

➤ Face Scan

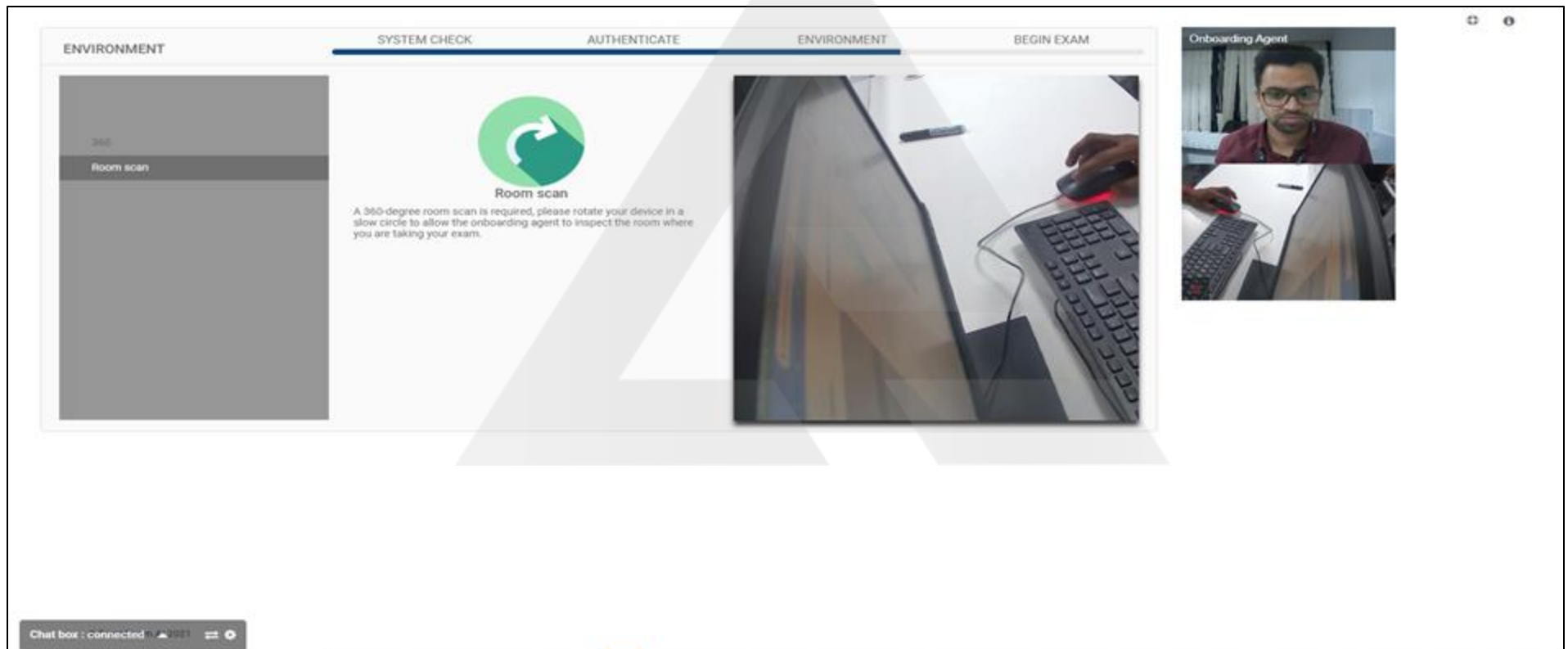
- The second identity verification check is the face Scan.



- Look into the camera.
- The OBA will capture your photo and will take you to the next step.

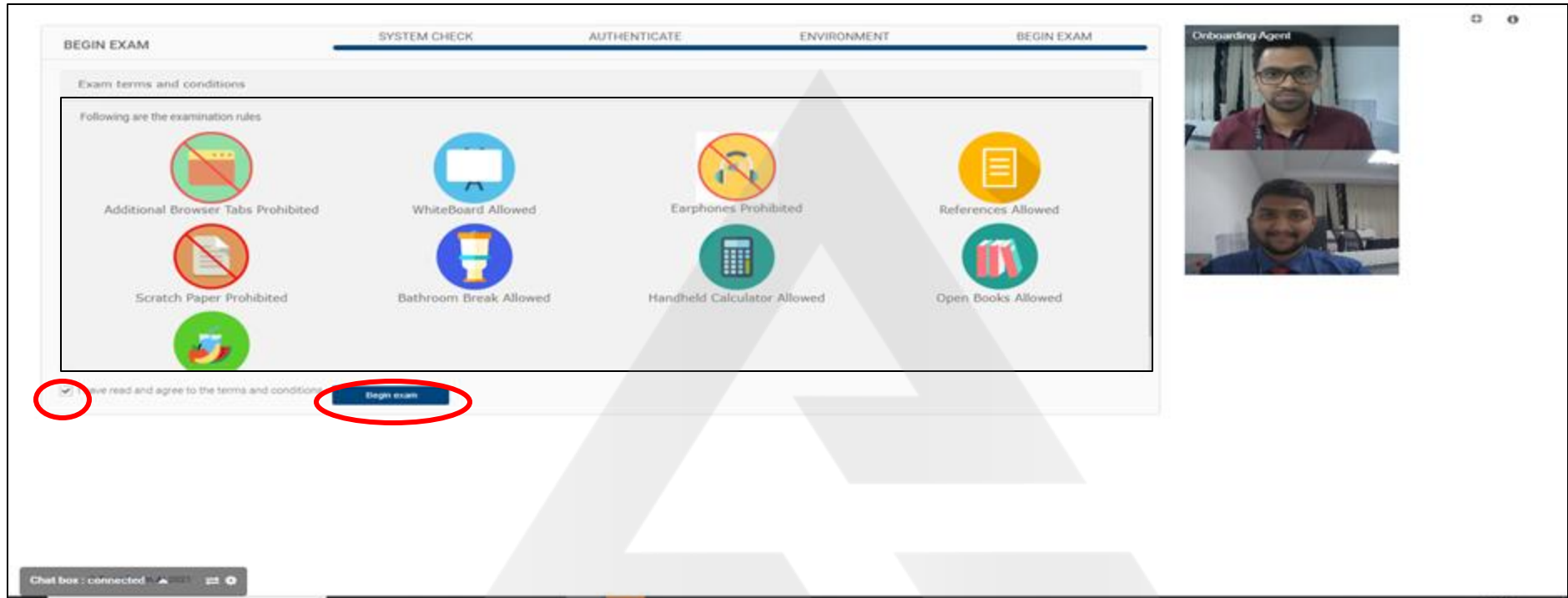
➤ Room Scan

- Once a successful stream from your 360 application has been established, the onboarding agent will have you complete a room scan by rotating your camera to show your surroundings. The onboarding agent will then instruct you where to place your mobile device.



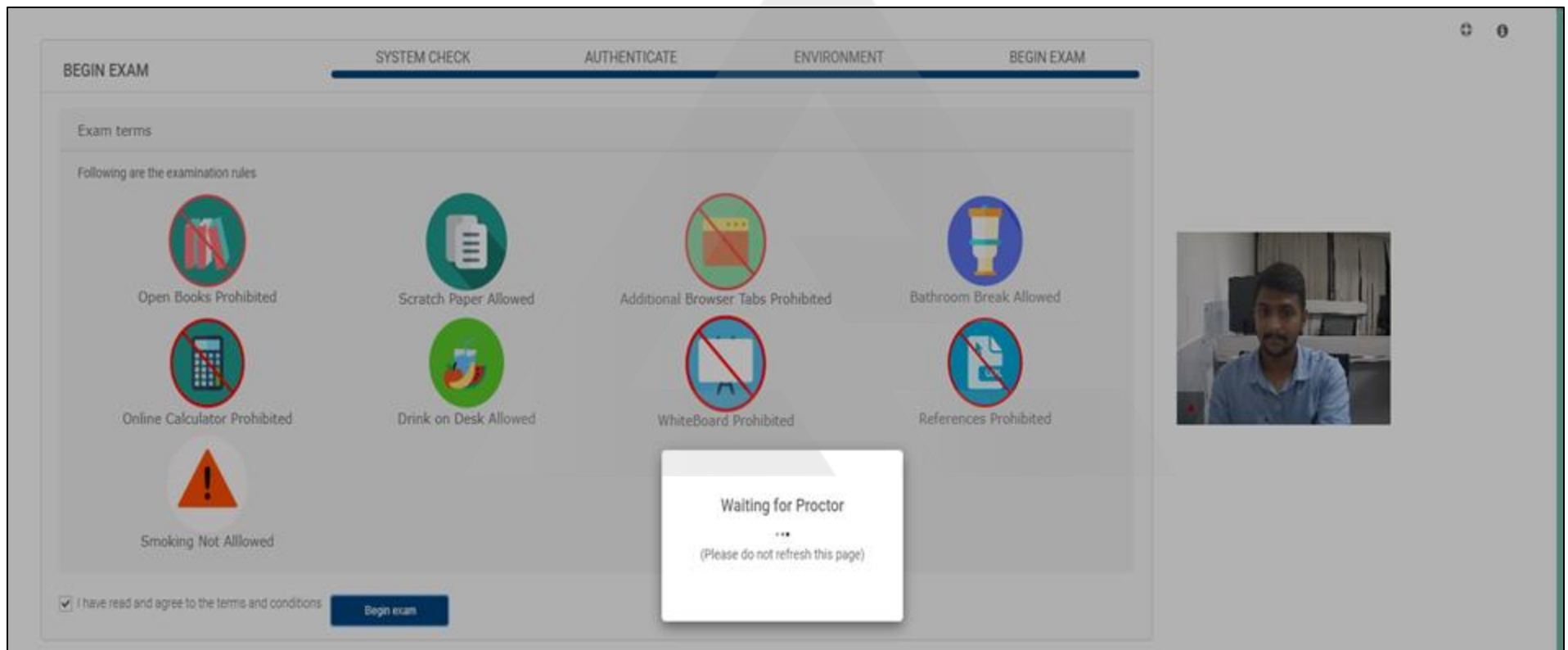
➤ Rules

- The final onboarding step before accessing your exam is reviewing the Rules:



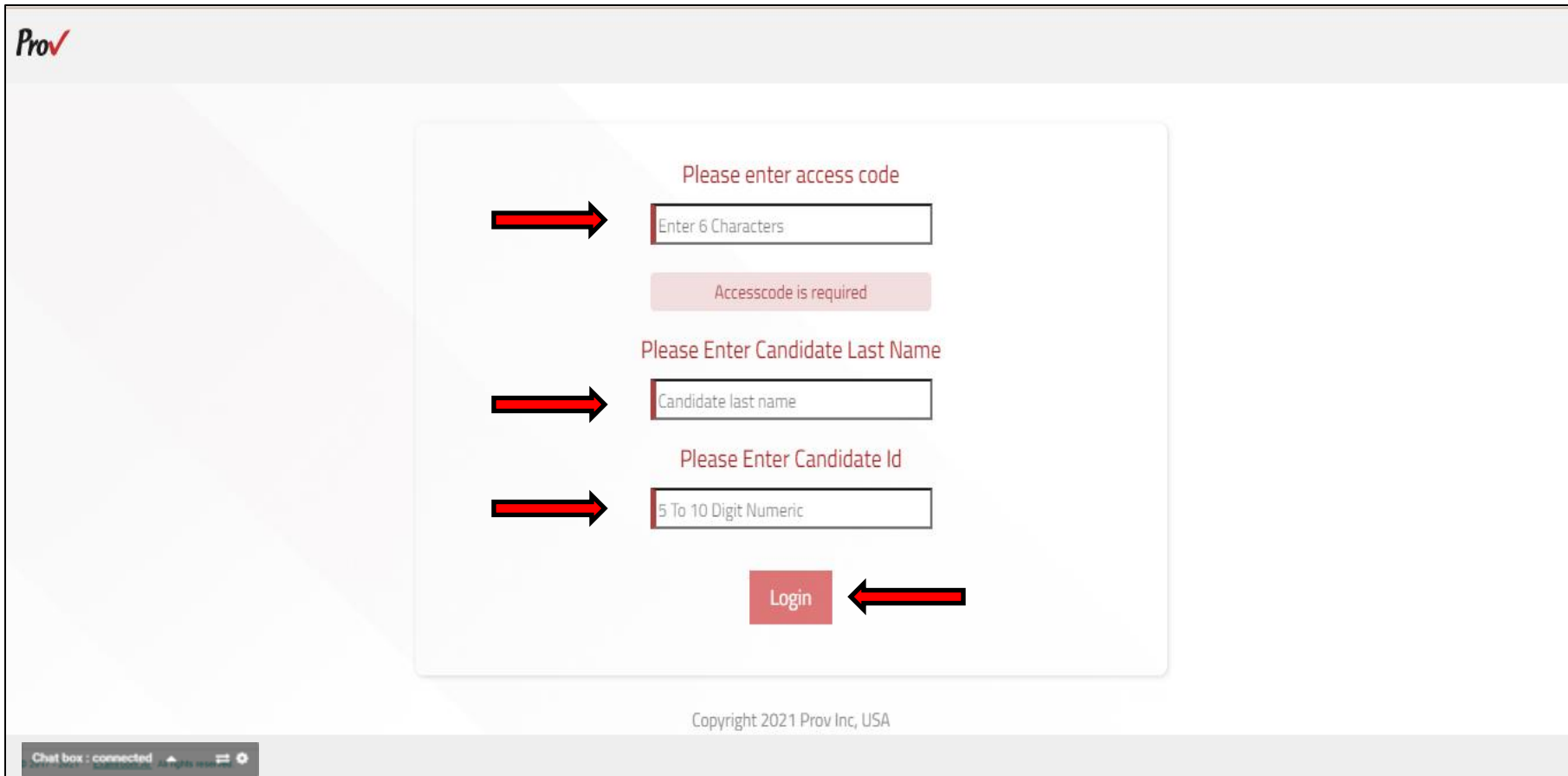
- The icons display what is allowed and prohibited.
- After reviewing, click the box that you Agree and then click **Begin Exam**.
- Then you will be transferred to the proctor.

- After clicking **Begin Exam**, you will be transferred to the proctor. Please allow up to a minute for the screen to change to the test console, once you are connected to the proctor, they will provide you with an access code via chat box: Please note this entire process is recorded.



Taking Your NIA Exam

- 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:



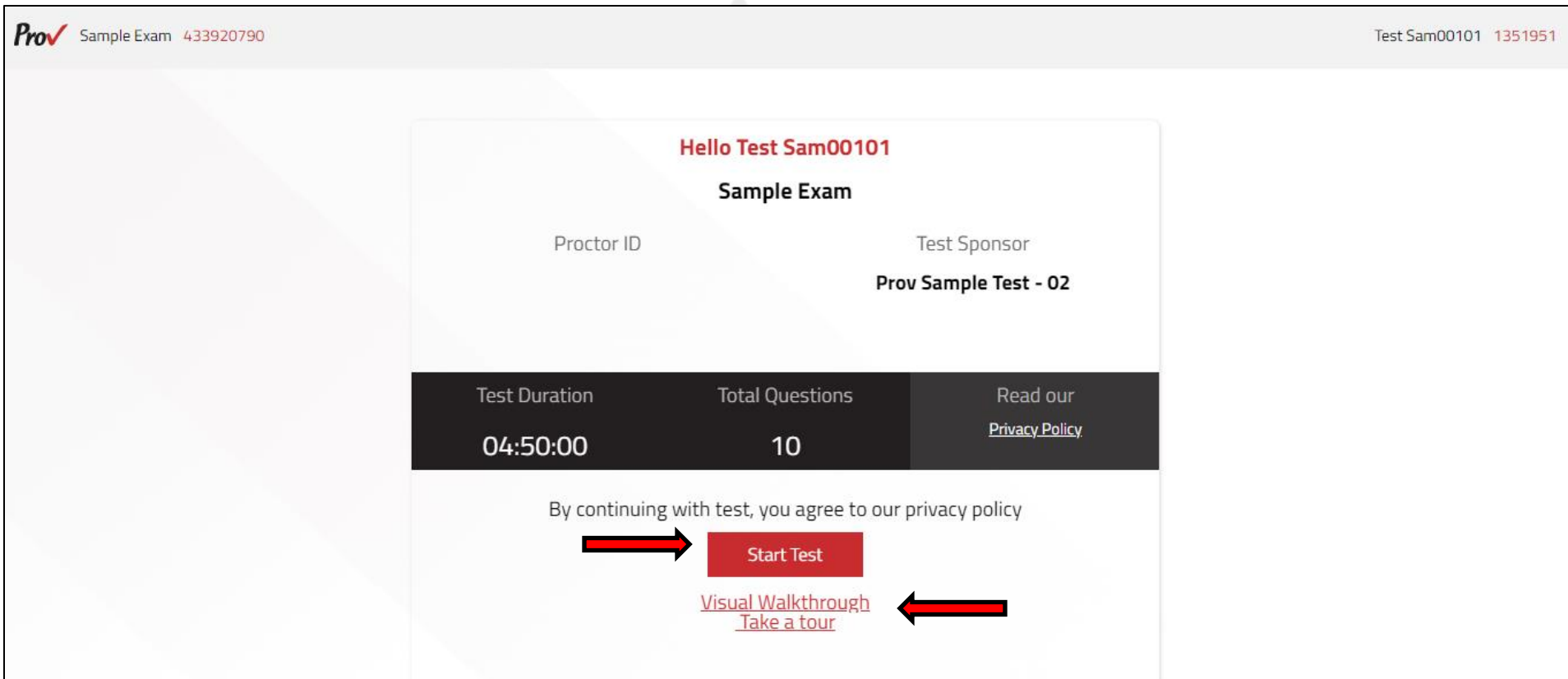
The screenshot shows the ProV test console interface. At the top left is the ProV logo. The main area contains a login form with the following elements:

- A red arrow points to the "Please enter access code" label.
- A text input field with the placeholder "Enter 6 Characters".
- A pink error message box stating "Accesscode is required".
- A red arrow points to the "Please Enter Candidate Last Name" label.
- A text input field with the placeholder "Candidate last name".
- A red arrow points to the "Please Enter Candidate Id" label.
- A text input field with the placeholder "5 To 10 Digit Numeric".
- A red arrow points to the "Login" button.

At the bottom of the form is the text "Copyright 2021 Prov Inc, USA". In the bottom left corner, there is a chat box status indicator that says "Chat box : connected" with a small icon.

Taking Your NIA Exam

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



The screenshot shows the Exam Home Screen for a sample exam. At the top left, it says "Pro✓ Sample Exam 433920790". At the top right, it says "Test Sam00101 1351951". The main content area is a white card with a light gray background. It starts with "Hello Test Sam00101" in red, followed by "Sample Exam" in bold. Below this, it shows "Proctor ID" and "Test Sponsor" with the value "Prov Sample Test - 02". A table with three columns is displayed: "Test Duration" (04:50:00), "Total Questions" (10), and "Read our Privacy Policy" (a link). Below the table, it says "By continuing with test, you agree to our privacy policy". At the bottom, there are two red buttons: "Start Test" and "Visual Walkthrough Take a tour". A red arrow points from the "Start Test" button to the "Visual Walkthrough Take a tour" button, and another red arrow points from the "Visual Walkthrough Take a tour" button back to the "Start Test" button.

Pro✓ Sample Exam 433920790

Test Sam00101 1351951

Hello Test Sam00101

Sample Exam

Proctor ID

Test Sponsor

Prov Sample Test - 02

Test Duration	Total Questions	Read our
04:50:00	10	Privacy Policy

By continuing with test, you agree to our privacy policy

Start Test

[Visual Walkthrough](#)
[Take a tour](#)



Taking Your NIA Exam

➤ 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



Taking Your NIA Exam

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

Pro✓ Sample Exam 433920790 Test Sam00101 1351951

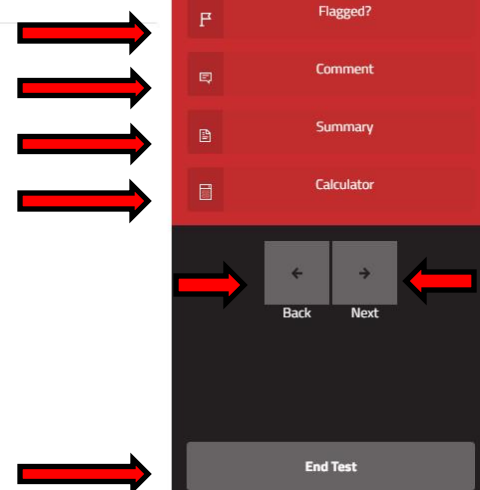
Question	Time Remaining	Question Answered	Question Unanswered
1	04:27:48	0	10

On which continent is the South Pole?

1. North America
2. Europe
3. Asia
4. Antarctica

Test Console:

- Flagged?
- Comment
- Summary
- Calculator
- Back
- Next
- End Test





End Exam

- Your test results will be emailed to you by NIA.

EXAMROOM.AI SAYS

You have completed your exam successfully. Please share your review below.

★ ★ ★ ★ ★

Rating: 5

Comments:

Very good Experiencece. Best

Okay

Transcript

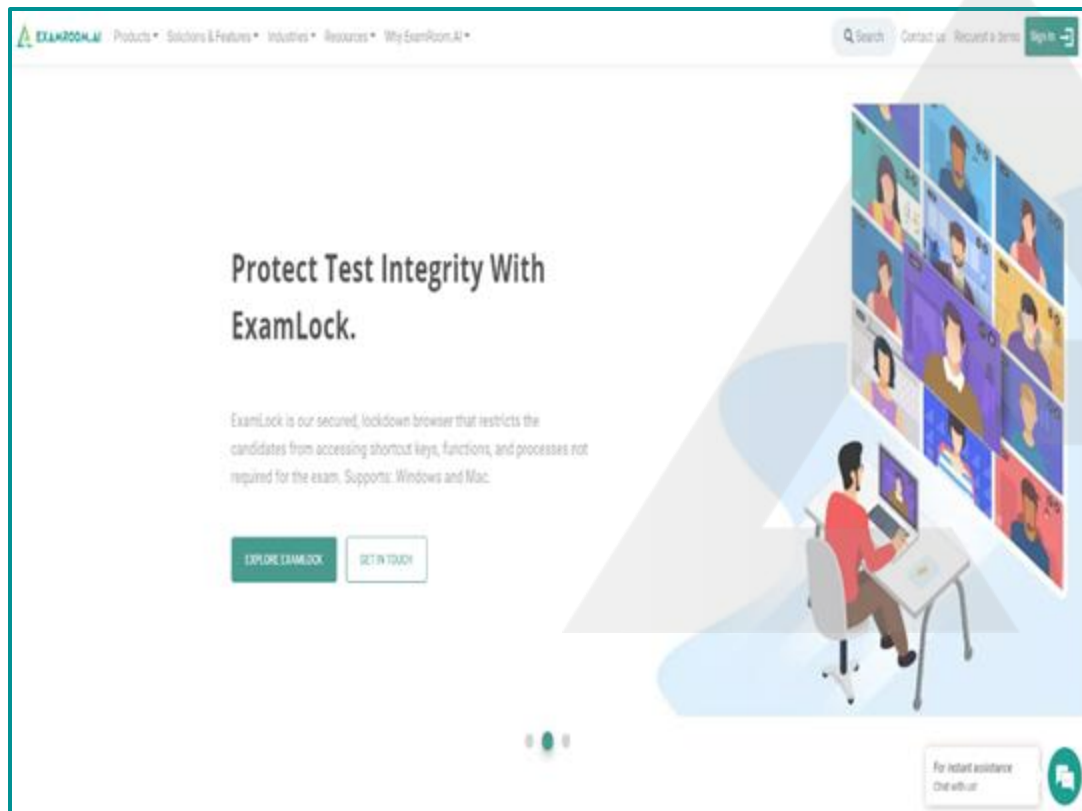
EXAMROOM.AI SAYS

You will be redirected to dashboard

Okay

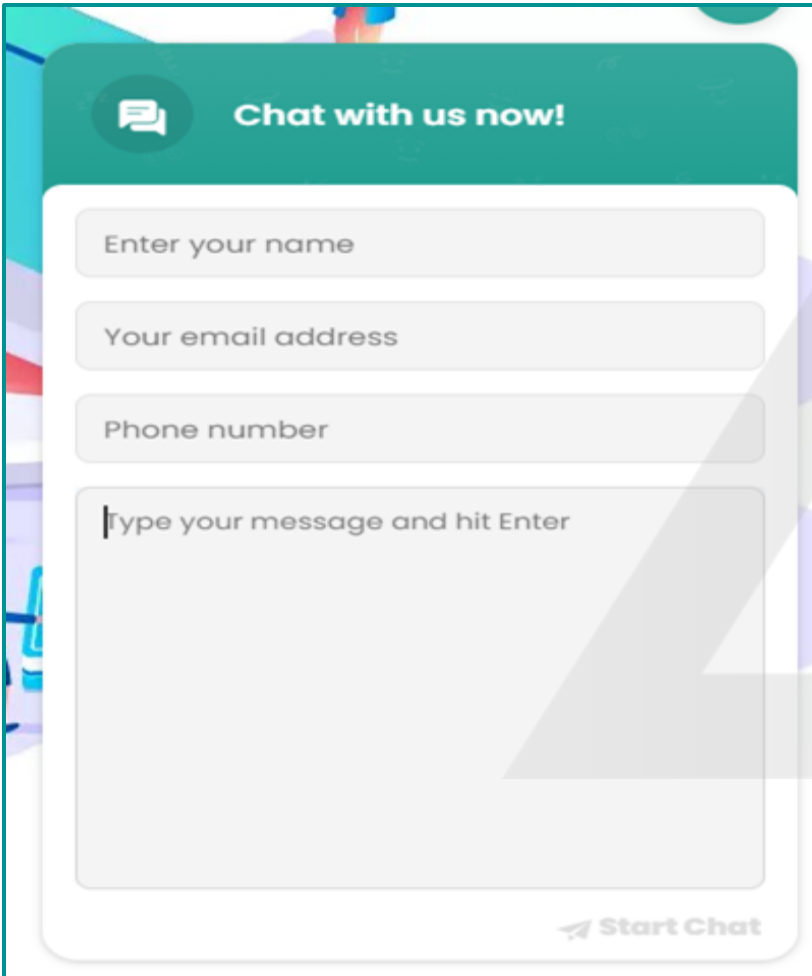
What to Do If You Encounter Issues or If You Are Disconnected from Your Exam

- If during your exam you get 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 on all webpages 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.

Chat Support



A chat support form interface with a teal header. The header contains a speech bubble icon and the text "Chat with us now!". Below the header are four input fields: "Enter your name", "Your email address", "Phone number", and a larger text area with the placeholder "Type your message and hit Enter". At the bottom right of the form is a "Start Chat" button with a paper plane icon.

The agent will restart your exam, 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).