TESTWise™

Preparing For and
Taking Your
Exam

Proctored By

Steps to Complete Prior to Test Day

Make sure to follow all of the verification steps prior to your test day. If you plan to use a work computer or to sit at work to take your exam, it is VERY important to complete the verification steps early. It is common for companies to setup VPN and network filters that will interfere with your exam. Your IT department can add settings to allow your exam to function properly, but it may take a few days. If you are unprepared and therefore unable to take your test, your appointment will be used and you will be required to contact your test sponsor to pay for and reregister for another attempt.

You will need to verify your computer and testing location both meet the minimum requirements. It is *important* to perform all of these verification steps from the same location and room where you will take your exam, using the same computer you will use when you take your exam.

Computer Requirements
Your computer must be a Windows or Mac OSX computer (no phones, tablets, or Chromebooks). You must use a supported browser:

- Chrome (https://www.google.com/chrome)
- Firefox (https://www.mozilla.org/firefox/new)
- Edge (https://www.microsoft.com/edge)
- Do not use Safari or Internet Explorer

IMPORTANT: Make sure your computer has installed all updates BEFORE your exam day. If your computer installs updates while you are taking your exam, it will interrupt your testing event and you will most likely NOT be able to continue.

Proctor Verification
Use this link to verify your computer has the necessary hardware: https://prod.examity.com/systemcheck/check.aspx

Note: A 'Ready' status for the webcam and microphone mean the hardware is present in your computer. It does not mean they are operational. Be sure to verify both are operational in the Web Meeting section below.

Test Delivery Verification
Verify you can take this 5 question quiz. You may have issues if you are using a company computer or sitting at work: https://sei.caveon.com/launchpad/cms-sample-exam-2

If you have issues, you may need to use a different computer or take your exam from a different location. If you are using a company computer or sitting at work, you can ask your IT department to following the instructions in this guide (https://www.certmanserv.com/assets/help/Whitelist-Process-for-Test-Delivery.pdf), which may resolve the issues. Make sure you can successfully take the above quiz before your appointment date.

Meeting Software Verification
You will NOT be sent a meeting number or appointment. Instead, on the day you take your exam, you will click the "Connect to proctor" link to automatically connect to your proctor. They will initiate a GoToMeeting, or if GoToMeeting has issues, they will initiate a Zoom Meeting. Verify both GoToMeeting and Zoom run by using these sample meetings. Verify your sound, camera, and microphone all function in both sample meetings. If you have any troubles, work with your IT department to fix the issue.

> https://global.gotomeeting.com/join/594935493
> https://zoom.us/test

Internet Speed Verification

If your internet bandwidth is too slow, the proctor will NOT let you take your exam. The bandwidth MUST be at least 2Mbps down and 2Mbps up. 10Mbps down and 3Mbs up are recommended. A wired connection is almost always faster than a WiFi connection. You can test your bandwidth here: http://www.speedtest.net

Note: It is common to have low bandwidth at home if someone is streaming video.

Standard Test Day Rules

These standard rules apply when you take your exam, unless your test sponsor has waived any of the rules (in which case the proctor will already be notified in advance of the changes).

1. You must show the proctor a valid (not expired) government issued photo ID. You will be required to hold the ID in front of your webcam. The proctor will need to clearly see your name, photo, and expiration date.
2. You must be alone in the room.
3. Your desk and area around the desk must be clear. The proctor will ask you to do a complete 360 degree room pan and desk sweep with your webcam to ensure your workspace is clear of any materials unauthorized by your test sponsor. (No papers, post-it's, books, electronic devices, phones, drinks, etc.)
4. Your computer must be connected to a power source.
5. You must use a laptop or desktop computer running Microsoft Windows or Mac OSX (no tablets).
6. The only software that is allowed to run on your computer is the meeting software (GoToMeeting or Zoom), and the web browser where you are logged in to Examity's proctoring portal.
7. You can only use one display. If you have a second display, it must be unplugged.
8. You cannot leave your seat.
9. You cannot use headphones or a phone during the exam.
10. You cannot talk except when communicating with the proctor.
11. You must have a webcam, microphone, and speakers, which must function and remain on the entire time.
12. The proctor must be able to see you for the duration of the exam.

Your test sponsor may have additional rules, which you must follow. If this is the case, the proctor will already be notified of these rules in advance.

Taking Your Exam

IMPORTANT: The time you spend connecting to the proctor and going through the authentication process does NOT count towards your exam time. The exam time starts when you see the first question.

To take your exam:

1. Use a Windows or Mac OSX desktop or laptop computer (not a phone, tablet, or Chromebook)
2. Use Chrome, Firefox, or Edge. Chrome is the most compatible. <u>Do not use Safari or Internet Explorer</u>.
3. Log into 'CMS TESTWise' (https://delivery.itemexperts.com) up to 30 minutes before your scheduled appointment date/time.
4. ==If popup blockers are enabled, they must be disabled in order to connect to the proctor.==
5. Click the green 'Start Exam' button.
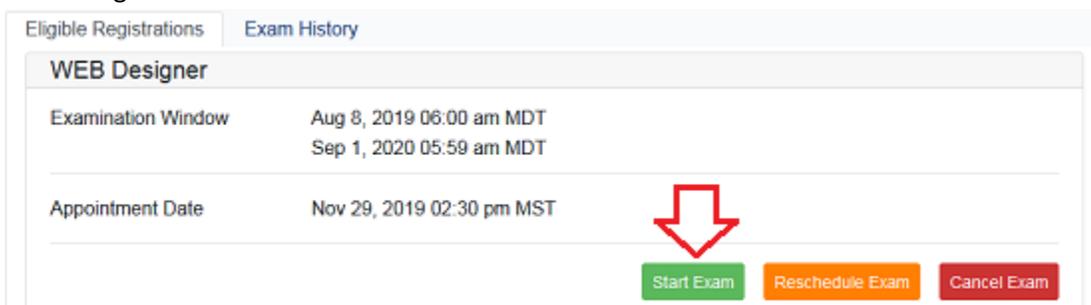
6. The Examity proctoring portal will open in a new web browser tab.
7. Click "Begin scheduled exam" and then click "Connect to proctoring". This notifies Examity that you have arrived. ==If you have an issue connecting with a proctor, call 1-855-392-6489 or click "Live Chat" for proctor support.==
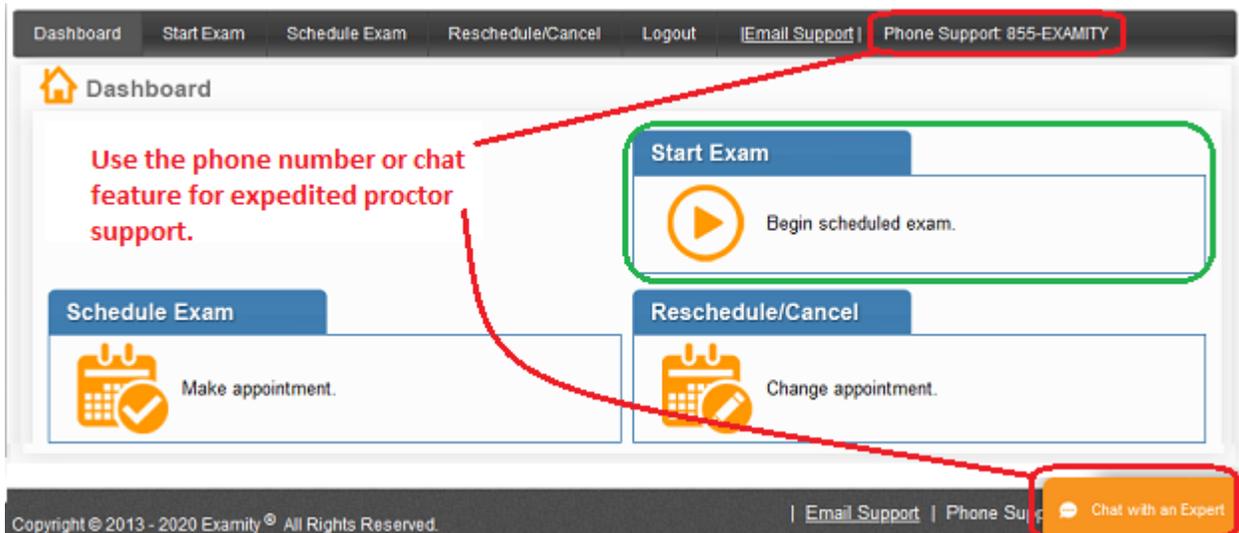
==IMPORTANT==: The soonest the proctor will arrive is <u>15 minutes before</u> your appointment, however, the proctor may not arrive until your appointment time. When the proctor arrives, a GoToMeeting will be automatically launched. The proctor will come online and provide all remaining instructions to begin your exam. A proctor usually proctors two appointments simultaneously. If you talk to the proctor during your exam, it may take a few minutes for them to respond if they are helping the other candidate. If there is an issue launching GoToMeeting, the proctor will reinitiate the meeting with Zoom.

Cancelling and Rescheduling Your Exam

If you cannot test at your scheduled date/time, you should cancel or reschedule. Failure to do so will result in a missed appointment and you will be required to contact your test sponsor to pay for and reregister for the exam.

To cancel or reschedule you must <u>always</u> login to 'CMS TESTWise' and click the appropriate button (which is only available if you qualify for that action). <u>Examity cannot help you reschedule the exam.</u> You can cancel or reschedule your exam anytime up until your scheduled appointment date/time. If your existing appointment is within the next 24 hours, you will be charged a $5 late cancellation fee (payable the next time you schedule a proctor). "On-demand scheduling" lets you choose an appointment time within the next 24 hours, which also incurs a $5 "on-demand" fee paid directly to Examity.

To cancel or reschedule:

1. Login to 'CMS TESTWise' (https://delivery.itemexperts.com).
2. Click the appropriate button to reschedule or cancel:
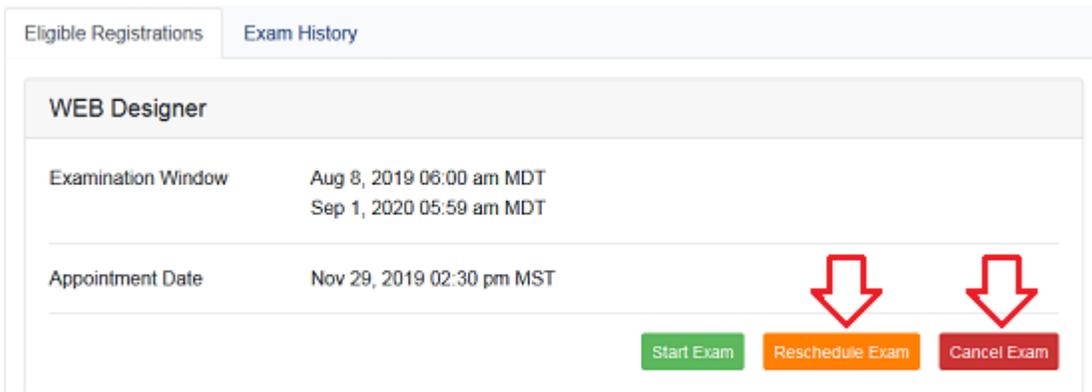
3. The Examity proctoring portal will open in a new web browser tab.
4. Click "Change appointment"
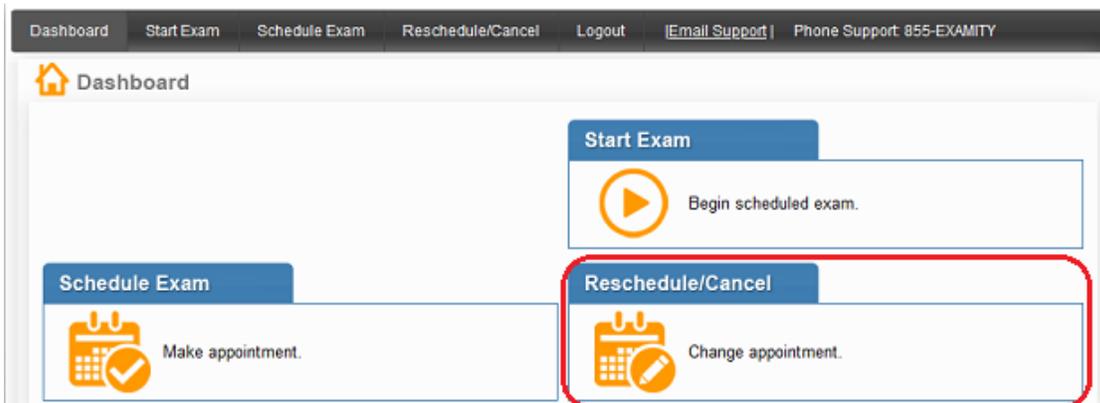
5. Follow the on-screen instructions.

When you are finished in the Examity portal, close the Examity browser tab. Click 'Refresh Exam List' in the 'CMS TESTWise' screen to see any changes that occurred in Examity's proctoring portal. If you rescheduled, you will see your updated appointment time. If you cancelled, the three buttons will change to a 'Schedule Proctor' button and you will be able to schedule a proctor at your convenience (provided you still meet the test sponsor's eligibility requirements).

Customer Support

For help with all issues:

    Email: delivery.support@itemexperts.com
    Phone: +1 435-395-8313

For expedited help after clicking "Begin scheduled exam" (step 7 on page 4 under "Taking Your Exam"):

    Phone: +1 855-392-6489
    Email: support@examity.com
    Live Chat: Click on "Live Chat" located at the top and bottom of the Examity proctoring portal page.