

# NHA Exam Readiness Checklist for Live Remote Proctoring with PSI

## Before Scheduling Your Exam

- **Conduct a System Compatibility Check** to confirm the suitability of all computer system components. Use the following link to perform the check: [System Compatibility Check](#). Verify the compatibility of your operating system by reviewing the [PSI Bridge Platform System Requirements](#).

## Before Your Exam

- Book your test using the link provided by your organization test sponsor.
- Prepare your photo identification (note: military IDs and credit cards are not allowed; **identification must also be current/cannot be a temporary/paper ID**).
- Ensure compliance with the test rules provided by your organization sponsor.
- Review the video walk-through of the testing experience.
- **Ensure your intended exam space will be clear, quiet, and free from distractions, and meets all exam room requirements for online exams.** Refer to the [PM-Tips-for-Environment-and-Lighting-for-Remote-Proctoring.pdf](#) for detailed requirements.

## Accessing Your Test

- Launch your test via the link provided by your organization or in your booking confirmation email.
- Confirm Secure Browser installation, launch the test, and accept the License Agreement.
  - Install the Secure Browser if prompted (first-time users).
  - Launch the test if returning.
- Select the appropriate camera and microphone.
  - Perform a microphone check.
- Ensure sufficient bandwidth; troubleshoot if necessary.
- Close any prohibited processes as per test rules.
- Agree to the Candidate Privacy Agreement.
- Accept your Organization's Admission Rules.
- Connect to a Check-In Specialist.

## Authenticating Your Identity

- Take a picture of your Photo ID.
- Provide a Selfie capture.
- Conduct a Live Environment Scan with guidance from the Check-In Specialist.

## PSI Bridge Secure Browser Usage

- Familiarize yourself with the tools available:
  - Picture-in-picture view of the webcam.
  - Live Chat button for technical support.
  - Shortcuts and Zoom in/out options.
  - Internet connection guidance bar.
  - Notepad/Whiteboard and calculator (if enabled by Test Sponsor).

## Taking and Completing Your Exam

- Connect to an Online Proctor.
- Select and enter your test within the PSI Secure Browser.
- Complete your exam and submit your answers in the Test Driver.
- Confirm you want to permanently end your test by clicking on the “End Proctoring Session” button.
- Confirm submission of your results for scoring.
- Check if immediate test results are available or follow instructions to consult your score later.

## Additional Preparation Steps

- If you experience technical difficulties with your exam, contact PSI Tech Support immediately.** Ensure you have enough time to troubleshoot and resolve the issue within your testing window. Failure to contact PSI Tech Support within 30 minutes of your exam start time will result in forfeiture of your examination scheduling fee or exam eligibility.

## Getting Help

- PSI Technical Support is available 24/7 via the Live Chat button within the browser. They can also be reached by phone at 844.267.1017
- Please note PSI Technical Support is the only team with ability to troubleshoot on exam day.

\* The purchase of NHA exam preparation materials is not required to sit for any NHA certification exam, and use does not guarantee a passing score on an exam. All NHA certification programs and the corresponding exams are NCCA-accredited.