

Note: This walkthrough is for those who have already completed their NHA Proctor Training and are approved to proctor an on-site NHA Certification Exam. It should be used if a Candidate has forgotten their NHA account password. All other exam day requirements from the [Proctor Manual](#) and [Proctor Handbook](#) should be followed.

Step 1: You must first be logged into your administrative account through [NHANOW.com](https://www.nhanow.com)

Login / Account ▾

Step 2: At the beginning of proctoring an exam, select **Proctor Exams**

EXAMS
Request New Exam
Upcoming Exams
View Exam Rosters
Proctor Exams

Step 3: Chose the exam(s) you are going to proctor and select **Proctor Sections**

Today's Exams						
<input type="checkbox"/>	Assessment ID	Certification Type	Testing Method ▾	Date	Time	Total Applications
<input checked="" type="checkbox"/>	10697616	CCMA	online	07/20/2022		1

Proctor Section(s)

Step 4: Following the steps to begin a proctored exam found in the [Proctor Manual](#), complete the required statement

To proctor an NHA assessment, you must first agree to the following statement:

Assessment ID: 10697616

Assessment Name: NHA Medical Assistant (CCMA) Certification Exam 2016 A

As the proctor for this assessment, I will adhere to, abide by, and agree to the following statements:

- I will follow the script for this exam that is provided in NHA's proctor manual (available at www.nhanow.com).
- I will directly observe examinees at all times during the testing period.
- I will enforce the rules to ensure uniform testing conditions.
- I will not tolerate cheating of any form.
- I will treat all confidential information as NHA's sole property and take all necessary steps to ensure its confidentiality.

These rules are essential to protect the integrity of the test and the intellectual property of Assessment Technologies Institute, LLC ("ATI"), the parent company of NHA. I also understand that in the event that I do not abide by these rules, I will not only be prohibited from proctoring future exams, but will also jeopardize the school's approval status as a testing site. In addition, I may be personally liable for any intentional violations of these rules.

Electronic Signature:

Date(mm/dd/yyyy):

Proceed

nha NOTE: Refreshing this page or closing this window will abort your test.
If your internet browser is unstable, closing the window's "X" button or pressing "Alt+F4" will stop your test session and close all windows.

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Step 5: If/when a candidate forgets their password, instruct them to select the option from NHA's **Forgot Password** page to **reset from within a proctored exam**

FORGOT PASSWORD?

How would you like to reset your password?

☒ Email a link

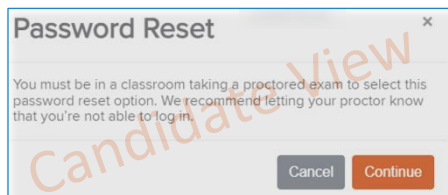
☐ Get a code sent to my phone number ending in 8983

☐ I'm attempting to access a proctored exam and need to reset my password

Cancel

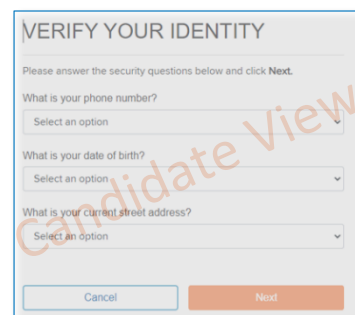
Next

Step 6: Instruct candidates to confirm they are taking a proctored exam and then complete their identity verification questions



Password Reset

You must be in a classroom taking a proctored exam to select this password reset option. We recommend letting your proctor know that you're not able to log in.



VERIFY YOUR IDENTITY

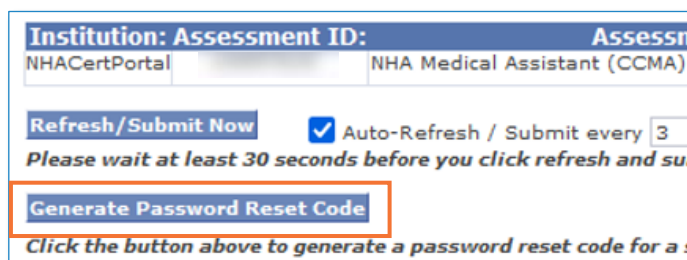
Please answer the security questions below and click Next.

What is your phone number?
Select an option

What is your date of birth?
Select an option

What is your current street address?
Select an option

Step 7: At the beginning of the proctoring session, or if/when asked by a test taker who can't recall their login password, select **Generate Password Reset Code**



Institution: Assessment ID: Assessment:
NHACertPortal NHA Medical Assistant (CCMA)

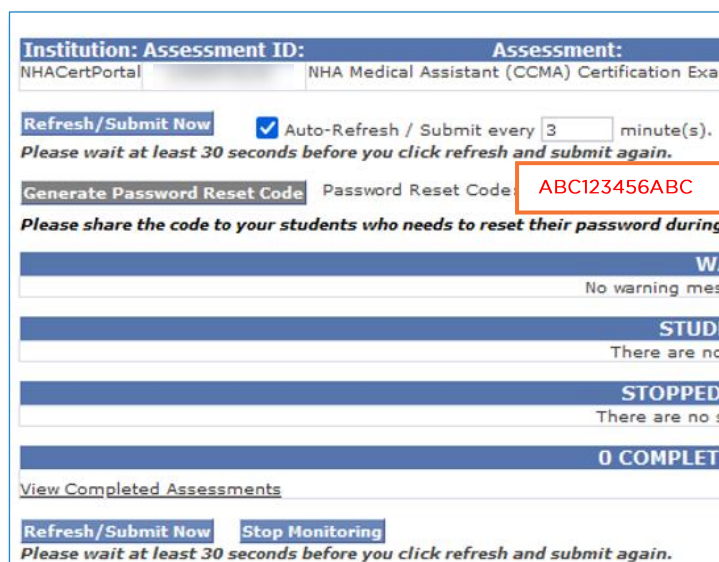
☒ Auto-Refresh / Submit every 3

Please wait at least 30 seconds before you click refresh and submit again.

Click the button above to generate a password reset code for a student.

Step 8: A 12-digit alphanumeric code will appear to share with test takers who need to reset their password

- This code is valid for 30 minutes for all candidates on this exam roster
- After 30 minutes a new code will need to be generated
- This code is applicable for all test rosters you are proctoring at this time



Institution: Assessment ID: Assessment:
NHACertPortal NHA Medical Assistant (CCMA) Certification Exam

☒ Auto-Refresh / Submit every 3 minute(s).

Please wait at least 30 seconds before you click refresh and submit again.

Password Reset Code: **ABC123456ABC**

Please share the code to your students who need to reset their password during this session.

W/
No warning message

STUD
There are no students

STOPPED
There are no students

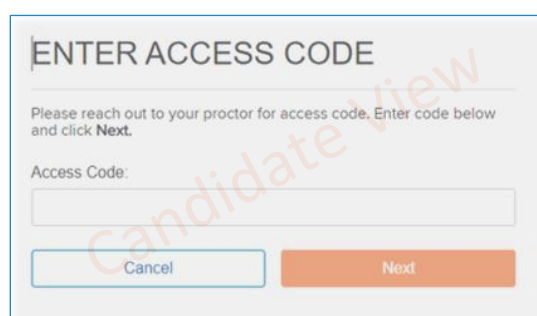
0 COMPLETED

[View Completed Assessments](#)

Please wait at least 30 seconds before you click refresh and submit again.

Step 9: When ready, instruct them to enter the generated this **12-digit code**

- Candidates then enter their new password and select **SAVE** to access their NHA portal and begin their exam(s)



ENTER ACCESS CODE

Please reach out to your proctor for access code. Enter code below and click Next.

Access Code: