NHA Proctor Readiness Checklist for Onsite Exams

To help you, your institution and your NHA exam candidates have a smooth and stress-free exam day, we created this easy to follow checklist.

If your candidates are testing at PSI, please reference this **separate document**.

Please take adequate time to review the resources provided and reach out to your NHA Advisor if you would like to have additional training with NHA's Client Experience Team.

Note: Not all administrative users may have the same NHA Certification Portal access. If any of the following links or resources are not available for you, please contact your institution regarding your administrative access.

NHA Proctor Training

○ Ensure you have thoroughly reviewed the NHA Proctor Tutorial and understand NHA's guidelines for proctoring NHA's nationally accredited standardized exams for industry certification. For more information on how to become a proctor, follow **this guide**.
○ Successfully complete the questions after the NHA Proctor Tutorial.
○ Review the **Proctor Process Guide**.
○ Review the **Proctor Handbook**.

2 Weeks Prior to Your Cohort's Intended Exam Date

○ Note: Please review the **Proctor Handbook** regarding Proctor Conflict of Interest to ensure compliance.
○ Ensure that your exam has been scheduled and is set to "open" status. You can check this this by opening the "Upcoming Exams" feature in your NHA account.
○ If the ratio of candidates exceeds 25 candidates to 1 proctor, additional proctors will be required.
○ Confirm with your institution if any additional testing accommodations for candidates have been approved by NHA's compliance team. Additional proctors and/or alternative test dates may be needed.

1 Week Prior to Your Cohort's Intended Exam Date

○ Direct candidates to:
  • Update their account email to a personal/long-term email address, if needed. This will be the email candidates will use to log in to their account.
  • Confirm candidates know their login email and password, especially if they will be testing on a different device than they use to study.
  • Review the **test plan** and exam **scoring** expectations.

• Review what is or is NOT allowed in the testing space, found in the **Candidate Handbook**.
○ Provide encouragement to your candidates!

3 Days Before Exam Day

○ Review the Proctor Process Guide and Handbook, and have them handy on test day.
○ Use the "Upcoming Exams" feature to ensure exam status is "Sent."
○ Check your username and password to ensure you can log in without any issues.
○ Have all computers with their **cache/cookies** cleared and pop-ups allowed.
○ Provide NHA's **Technical Requirements** to your IT team.
○ Check the Roster and contact NHA with any registration discrepancies.
  • Anyone not on the Roster at this time will require a new exam date to test. Work with your NHA Advisor for assistance.
○ Print the Roster for reference on exam day.
○ Direct candidates to update their account email to a personal/long-term email address for important renewal communications.
○ Confirm candidates know their login email and password.
Proctor should complete the before-exam steps within the Process Guide regarding supplying scratch paper, understanding exam length, and how to run an on-site exam.

EXAM DAY!

○ Access Live Chat for quick troubleshooting help.
○ Have the **Proctor Process Guide** printed to follow the script and process.
○ Use the restroom before the exam! (And have your candidates do the same).
○ Use the "Upcoming Exams" feature to ensure exam status is "Sent."
○ Log into your NHA account and exam BEFORE the learners to prevent the "no proctor available" notice for your candidates.
○ Monitoring candidates from the back of the room can provide a good point of view for observation.

NHA Proctor Frequently Asked Questions on the Day of the Exam

○ I am supposed to proctor an exam today, but there are no sessions showing when I click "Proctor Exams."
  • Check the status of the exam in Upcoming Exams. If the status says "closed" or "open" then the test isn't available to run. Contact NHA to release the test to run.
  • **Pro Tip**: This should be in the correct status 4 days before the exam and is on the timeline checklist to address at this time.
○ I can't get past the proctor signature page.
  • Make sure you type your full name as you set it up in your NHA profile. The date format should also be in the MM/DD/YYYY format.
○ When my candidates log into their exam, they get a message that there is no proctor available.
  • Before starting the exam, ensure that you as the proctor are logged in BEFORE your candidates. If they have received that message, log into the exam yourself and you should see them as available to start.

○ Not all exam candidates are showing on my proctor page.
  • Multiple exam sections may be open for this test date. If you are proctoring multiple sections, select the "…" in the upper right-hand corner of your proctor page to add an additional exam or roster. You will be prompted to agree again to the proctor attestation and then you will be able to monitor all candidates from your proctor page.

○ My candidate's exam stopped because they accidentally clicked outside the browser.
  • If you know this was a mistake, select the "Ignore" option on your screen. This will resume the candidate's exam. The candidate may need to refresh their page and log back in, selecting their exam from the banner on their home screen.   You then can choose "resume" which will continue the test where they left off.
  • If this is a true event of cheating, decide if you will be closing the exam for this candidate. If so, please submit a Proctor Incident Form once the exam is completed for all candidates.

○ Something is wrong with a candidate's computer, and they need to log off or change computers.
  • Have the candidate log back in as quickly as possible to their NHA account. They can select the exam banner from their home screen. You will be able to choose "resume" to pick up their exam where they left off.
  • **Please note**: Time will continue to count down, so this should happen as quickly as possible. You may also choose to instruct the candidate to "close" the exam while they find a new computer so the time will not continue to count down.
  • **Pro Tip**: Always have at least 1 or 2 extra computers in the testing space to allow for this scenario.

○ I had to stop the assessment, can we re-start?
  • Yes. Log back into your account and once in, direct the candidates to do the same. They will appear under "Needs Attention" Select RESUME to restart their exams where they left off.

○ My candidate has questions to go back and review, but now can't get to them.
  • Questions can be flagged during an exam. If the candidate has flagged any questions during the exam, they will be prompted to review them prior to submitting.

○ A candidate didn't show up to the exam. Can I allow another candidate who isn't on the roster to test instead?
  • No. Only those candidates on the roster can take this Exam. IDs are tied directly to the individual candidate. The absent candidate will need to reschedule to complete their exam. The individual not on the roster may not have an exam registration completed. They will need to review their exam options and ensure they are ready to go for a later date.

○ A candidate can't remember their login password, what can I do?
  • You have the option to provide a password reset code to assist any candidates who may not recall their password. Use this **walk-through** for assistance.

○ How do I open/close/add or reschedule candidates?
  • Not all administrative users have permission to create exam dates. If you don't see the option to request a new exam on your NHA navigation bar, connect with your institution regarding your permission status.
  • Follow these steps to **Schedule a New Exam** through the NHA website.
  • Candidates must reschedule their exams. Open exam dates must be available for them to do so. They can follow **this guide** to reschedule their exam as needed.

○ Issues while actively proctoring an exam.
- Exam is frozen or spinning.
  + Log out of nhanow.com and log back in.
- Exam was finalized in error and request to reopen.
  + Please contact NHA Technical Support
  + If the candidate completed more than half of the exam, it cannot be reopened. The candidate will need to complete an Incident Report on nhanow.com which will be reviewed within 3 business days.
- The proctor cannot see the exam they need to proctor.
  + Exams must be in closed/sent status and exam type must be added to the proctor account to see the exam.
- Proctor cannot see candidates to approve.
  + Check to see if there are multiple exams for you to proctor, or candidates did not agree to the exam terms.

For more quick links and FAQs, view our [Proctor Resources](#) **located in the** [NHA Help Center](#).