



Live Remote Proctoring (LRP) - FAQ's

Q: What is Live Remote Proctoring (LRP)?

A: Online testing, via LRP, is specifically designed to be a secure, web-based, monitored testing event with a live proctor monitoring the exam, candidate and testing environment throughout the exam administration. LRP is defined by the National Commission for Certifying Agencies (NCCA) as follows:

"Remote proctoring that occurs with a person actively watching and monitoring a candidate during the time of the test administration and that provides safeguards for exam integrity and validity similar to in-person proctoring."

❖ Can our school/existing proctors deliver LRP?

A: No, LRP can only be delivered through secure third-party vendors such as PSI, who are trained, certified and enabled with special technology (AI, facial recognition/tracking, etc.) to be able to securely monitor exams remotely. School personnel will not be required or allowed to proctor LRP exams and should not engage in any form of remote proctoring exam set up for institution onsite testing.

❖ TECHNOLOGY REQUIREMENTS

Technical requirements

- Live Remote Proctoring will work with any modern Windows or Mac OS X computers with a working webcam, microphone, and internet connection.
- A compatibility check tool can be accessed before the candidate register, during the registration process or prior to testing at <https://home.psiexams.com/static/#/bcheck> to ensure the candidate's system meets the following technical requirements (hardware and software) for their remote proctored exam. The compatibility check tool does not detect firewalls for VPNs.
 - **Operating systems supported:** Windows 7 and later; 32bit (x86) and 64bit (x64); Mac OS X and later.
 - **Browsers supported:** Chrome Extension
 - **Browser settings:** The browser must accept third-party cookies for the duration of the exam ONLY
 - **Webcam/microphone:** Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
 - **Bandwidth:** Minimum 400 kb/s download and upload
 - **Hardware requirements:** 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution

- *If you run the PSI Technology Check for LRP it will take you through the requirements. It's important to note the difference between an operating system and browser/platform. Google Chrome is the recommended browser to access Live Remote Proctoring, but the operating system on your tester's computer needs to be Windows, Mac OS, or Linux.*
- If device compatibility is not confirmed, candidates are encouraged to utilize a different device that is compatible or utilize PSI's Testing Center on site testing option.
- ❖ Can a candidate install the security plug in prior to initiating their exam?
 - Answer: No, but a candidate only needs to do it one time. If they are taking more than one exam, it will not be necessary for any future attempts.
- ❖ Is a webcam required?
 - Yes, requirements include a computer, web camera (*within the computer or external to the computer- the webcam needs to be mobile enough to move to show the proctor the room the candidate is testing in*), speakers, microphone, and stable broadband internet connection.
- ❖ Are candidates able to use Chromebooks?
 - Yes – Chromebooks are compatible with LRP testing through PSI.
- ❖ Are candidates able to take exams via LRP on a public computer? ex: Library
 - Answer: Yes, if they can get the browser (Chrome extension/Secure browser) and are confined to a secure testing environment. Testing is not allowed in open public spaces, with people around, etc.
- ❖ Will I still be able to approve a testing roster for LRP testing?
 - Yes, that process remains unchanged with the availability of LRP.
- ❖ How will I accommodate my students without computer or Wi-Fi access?
 - Candidates without access to a computer or internet can test at their local PSI test center on onsite at your location if local COVID-19 social distancing regulations don't prohibit this option.
- ❖ Will the student be required to download software to take their exam or continue to log onto the NHA site?
 - Our LRP solution leverages a Chrome extension to eliminate the need to download special software.

EXAM SITE AND PROCTOR INFORMATION

- ❖ Do NHA institutions supply their own proctor or is the proctor provided by PSI?
 - The proctors are provided by PSI and PSI proctors are the only authorized proctors for LRP.
- ❖ Can we do group scheduling for LRP?
 - Yes, however it can be challenging to coordinate as LRP testing is ideally executed as an individual testing experience.
 - How far in advance do we need to schedule?
 - Preferably two weeks in advance
 - Is there a max number of students?
 - 15

- Who do we need to contact at PSI? Email information?
 - Client services at nhaclientsupport@psionline.com
- What information do you need for each of the students?
 - Candidates must register and apply for exam. PSI needs: First name, last name, email address, candidate ID, exam name, date/time, time zone
- ❖ Can candidates test individually, using LRP, onsite at an institution?
 - Yes. They can test individually on site in a secure testing environment free from presence of other individuals and activities. It is important to the candidate test success for LRP that VPN's and firewalls for the location have been addressed by the IT department.
- ❖ Is there a cost for using LRP?
 - There is no cost for using LRP
- ❖ Does PSI have a max # of candidates per day for LRP?
 - We anticipate PSI to be able to handle customer demand and remain staffed during COVID-19 and are confident they can support NHA's testing volumes.
- **Additional Room Information and Group Scheduling Information**
 - Does the testing room need to have a closed door – for example could they test in a kitchen?
 - A candidate may test wherever they like, if the environment is clear from prohibited materials, there is adequate lighting and low noise, and there are no other people present.
 - Are these possibilities for Group Scheduling acceptable:
 - On-site computer lab or similar based group scheduling for clients who don't have a proctor but testing at the same time with PSI –
 - Yes. We would need to know in advance to alert the proctoring team.
 - Individual group scheduling from home to ensure candidates test on the same date/time with all candidates testing from home and proctored by PSI LR
 - Yes. We will do our best to accommodate the same date/time but it will be dependent on proctor availability. The more notice we have to schedule them, the more likely we will be able to have them test together. I believe we are already doing this.
 - Small group scheduling in a secure space, like two sisters in the same class maybe in the same room either at a classroom, library or even in a home but all proctored remotely while in the same room
 - Yes, but we would prefer to have individuals not test in the same room from their home. We would need to know in advance to alert the proctoring team.
 - What are the guidelines for the space if doing group scheduling for a group of 15 who want to all be in the same room?
 - Candidates should not be able to view each other's workstations. Having candidates sit in alternating seats or alternating rows would be ideal.

EXAM REGISTRATION FAQ

- ❖ What is the process for scheduling an exam?
 - Please login to your NHA account or create an account at nhanow.com and “apply” to begin your registration process.
- ❖ What are the ID requirements?
 - All Candidates MUST present ONE form of identification. All identification presented must contain a photo and signature. Acceptable forms of identification include: Driver’s License, State identity card (non-driver license), NYC ID (City issued), Passport, Passport card, Green card, Alien registration, Permanent resident card, or National identification card.
 - Through 12.31.2020 only: High School ID will be accepted only if they contain the following:
 - Must have photo of the candidate
 - First name and last name must match NHA exam registration
 - Can students use the paper version of their state issued ID?
 - Paper IDs are not accepted
 - Can students use a US domestic or foreign issued passport as form of ID?
 - Yes
 - Q: Will expired ID’s be accepted?
 - A: Through 12.31.2020, NHA and PSI will accept IDs which have expired in the past year, for candidates in areas where DMV offices continue to remain closed due to COVID restrictions. We will continue to review this provision and adjust as necessary.
- ❖ Will a candidate be turned away if the proctor can’t get a good quality picture?
 - If the proctor is unable to verify the identity of a candidate then they will not be allowed to test.
- ❖ If a candidate has an exam already scheduled at PSI, how do they change it to PSI LRP?
 - Candidates simply return to their account, click “Apply” and “Schedule with PSI”
- ❖ Do candidates have to wait 24 hours to schedule their exam after they apply?
 - No, candidates will be able to schedule their LRP exam at the time of their registration. An important distinction is candidates who are waiting for exam approval from their institution. These candidates will need to log back in to schedule their exam date after receiving their institution approval.
- ❖ Will the institution/instructor receive any notification that the student has scheduled their PSI exam?
 - Not currently.
- ❖ Do the candidates get a notification once they register that states the guidelines for LRP testing?

- Yes, candidates are provided information about test day and their testing experience within the email confirmation they receive after registering and scheduling their exam with PSI.
- ❖ How will our students register?
 - Candidates register themselves from the NHA platform.
- ❖ Once LRP is implemented, what will the turnaround time be for students to get a test date and time?
 - Students can schedule their exam as part of their registration process and most candidates are able to test within 3 days.

Accommodation FAQ's

- ❖ Will NHA waive the 30-day requirement for accommodation review?
 - NHA expects to provide accommodation review in an efficient manner. In order to ensure we can support you, please do the following:
 - A complete accommodation request form with all current documentation is required for review of accommodation requests. The most common cause of delays is incomplete or outdated information.
 - Our accommodation review team will process your request and communicate if you are approved for an accommodation
- ❖ What kind of accommodations can be granted for Live Remote Proctoring?
 - PSI Live Remote Proctoring will only be able to support extended testing time.
 - Additional accommodations, such as readers, may be available at campus testing locations and PSI testing centers, based on exam date and location.
- ❖ Once an accommodation is approved, the candidate should register and pay for their exam as directed (either LRP or PSI testing center). PSI will contact the candidate within 48 hours to make arrangements to schedule the candidate for their exam and provide required accommodations for testing.
 - The length of time between the call from PSI and the candidate testing may be impacted by the accommodation requested. Some accommodations take longer to arrange than others.

EXAM DAY EXPERIENCE FAQ

- ❖ How is the candidate identity verified?
 - The PSI proctor will have their candidate provide their identification by showing it via the web camera at the beginning of the testing experience. All government issued identification presented must contain a photo and signature. Acceptable forms of identification include: Driver's License, State identity card (non-driver license), Passport, Passport card, Green card, Alien registration, Permanent resident card, or National identification card.
 - Candidates will also be asked to take a picture of themselves and the proctor will review the id and candidate photo to ensure a match.
 - Through 12.31.2020 only: High School ID will be accepted only if they contain the following:

- Must have photo of the candidate
 - First name and last name must match NHA exam registration
- Can students use the paper version of their state issued ID?
 - Paper IDs are not accepted
- Can students use a US domestic or foreign issued passport as form of ID?
 - Yes
- ❖ Does the proctor talk to the test taker?
 - Yes, proctor and candidate can communicate via chat during the exam.
- ❖ Can students leave the room for bathroom breaks or any other reason during the live exam?
 - No, candidates must remain in the exam room and within camera view during LRP exam administration.
- ❖ Will you know if test irregularities, such as cheating attempts and clicking outside of the browser, occur during the exam?
 - Yes - there are mechanisms in place to determine if the candidate has moved outside of the testing platform or cheating attempts occur. If there is an issue, the PSI proctor will create an incident report and the standard review process will be followed.
- ❖ Will Calculators be allowed?
 - ExCPT is the only exam that allows for a calculator
- ❖ Will scratch paper be allowed?
 - Candidates can have two sheets of paper and a pencil during exam administration - they already do that for onsite testing. LRP will allow for scratch paper. The LRP proctor will require the candidate to tear up the paper prior to leaving the session.