



## NHA Live Remote Proctoring Institution Technical Guide

Ensuring a successful exam experience for candidates when testing PSI LRP onsite or with institution issued computer equipment.

PSI currently delivers the Live Remote Proctoring (LRP) solution for NHA. LRP offers a secure exam administration remotely monitored in real time by a professionally trained proctor. Proctors are prepared to actively intervene and prevent prohibited behaviors by terminating exams if the integrity of the exam administration is in question at any time. It is critical candidates understand the exams are not less secure, or simply a take home test. NHA Certification Exams remain accredited, high-stakes exams governed by a certification board and requiring strict exam security protocols regardless of delivery method.

To ensure a seamless LRP exam experience, it is important for candidates to prepare their testing space, their equipment, and themselves in advance of their scheduled exam session with PSI testing for their NHA Certification Exam.

### Technology:

Since LRP relies heavily on technology, its imperative organizations walk through the below check list to ensure their technical environments and equipment are prepared to host LRP sessions.

- ✓ Consult your IT department and make sure organizational firewall and/or VPN settings will not interfere with any Live Remote Proctoring sessions occurring on site. Please make sure your IT department is aware:
  - ✓ PSI's data center IP address range is 204.132.56.0/24
  - ✓ PSI's platform utilizes a video chat service without a fixed IP range. Possible hostnames can be found at <https://www.twilio.com/docs/video/ip-addresses>
- ✓ Ensure your organization's devices are compatible and meet technical requirements. LRP is compatible with any modern Windows or Mac OS X computer with a working webcam, microphone, and stable internet connection.
  - **Operating system:** Windows 7 & later; 32bit (x86) & 64bit (x64); Mac OS X & later.
  - **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
- ✓ Chrome Browser setting: The Chrome browser must accept third-party cookies for the duration of the exam ONLY
- ✓ Perform the PSI compatibility Check at <https://home.psiexams.com/static/#/bcheck>