NHA Live Remote Proctoring Exam Success Guide

NHA Exam Experience at PSI

PSI currently delivers the Live Remote Proctoring (LRP) solution for NHA. LRP provides 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 that candidates understand that 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, 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 Compatibility is Critical to the Exam Experience

- Since LRP relies heavily on technology, it is important to walk through the following checklist to ensure equipment is prepared for the LRP exam. Consult your IT department and make sure the organizational firewall and/or VPN settings will not interfere with any Live Remote Proctoring sessions occurring on site. A full list of PSI technical requirements is available by following this link and should always be referenced for the latest information. Please make sure your IT department is aware of the following:
    - 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 the device is compatible and meets technical requirements. LRP is compatible with any modern Windows, Mac OS or Chromebook with a working webcam, microphone, and stable internet connection.
    - Operating system: Chromebook; Windows 10 & 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://syscheck.bridge.psiexams.com/
  - ✓ Be sure to use the Candidate Troubleshooting Guide in advance of the exam to ensure system compatibility, working camera, microphone, etc.
- If the computer does not meet the computer compatibility requirements, candidates should:
  - o Identify another device to use that will meet the compatibility requirements for testing **OR**
  - o Reschedule your exam through your NHA account and choose a PSI testing location.
  - o PLEASE NOTE: Beginning 1.24.2023 Windows 8.1 and macOS 10.15 will no longer be supported by PSI. The standalone system check for Bridge, https://syscheck.bridge.psiexams.com/, will also be updated to "fail" users on their system check if one of these Operating Systems is detected.

Required Identification for Exam Day

- (1 form) Government-issued photo ID that bears the candidate's first and last name and signature. Acceptable forms of ID include:
  - o **Driver's License** State identity card (non-driver license)
  - o NYC ID (city-issued)
  - o Passport or Passport Card – any country (valid government-issued passport)
  - o Permanent Resident Card, Green Card, Alien Registration
  - o **High School ID** ExCPT Exam ONLY: Candidates residing in the state of Arizona MUST also provide either an original OR copy of their High School Diploma or Certificate of Completion of the GED or HiSET.
  - o Military IDs: Military IDs are not allowed for LRP testing but can be used for on-site PSI exam identification.

Preparing the Candidate and the Candidate Test Environment

- Aside from the testing device, electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, and cameras) are NOT permitted in secure PSI testing environments.
- PSI always requires all employees and exam takers to conduct themselves in a professional and courteous manner. Exhibiting abusive behavior towards a proctor via chat or other candidates will be reported to the Licensing Authority/Sponsor and may result in criminal prosecution.
- Candidates may not exit the camera view or use a cell phone or other electronic devices during the examination. Candidate's hands must always be visible to the camera.
- Talking or mouthing words while testing is prohibited.

- Ensure the testing location is an isolated space, clear of items, quiet, well-lit and free from distractions and other people for the duration of the exam.
- No one may enter the room during the exam, including children.
- A secure and approved testing space must include a table or desk that is free of clutter (i.e. drinks, food, facial tissues, books, notepads, reference materials, etc.).
- Candidates can have 2 blank pieces of paper and one pencil, if they choose, though they will be reviewed by the proctor and will be required to tear up the papers when the exam is complete.
- Please view this informative video created by PSI: PSI Live Remote Proctoring
- Candidates will be required to remove any earbuds or headphones during testing.
- If candidates wear glasses, their proctor may ask the candidate to remove them or to show the proctor their glasses close to the camera. After a close camera review of the glasses, candidates will be allowed to wear their glasses for their exam.
- Candidates cannot wear sunglasses during their exam.
- Hats may not be worn during testing. Unless worn for religious purposes, the user must remove hats or head coverings that obscure the hair or hairline. The full face must be visible, and the head covering must not cast any shadows on the face.
- CBCS Candidates, please reference the NHA Candidate Handbook Exceptions for the Coding and Billing Specialist Certification Exam ("CBCS") for Exams taken on or after September 28, 2021.

Launching the NHA Exam Through PSI

- Please be aware that people are scheduled to take the exam before and after you. Being on time for your exam session ensures you will have enough time to take the exam and that other examinees will have their full, allotted time to take the exam. Connect with PSI Remote Proctors at least 15 minutes prior to the candidate scheduled exam time. This time does not count as time you are waiting for a proctor but is necessary to ensure the candidate logs in on-time for their exam.
- Failure to log in to the exam on time may result in exam cancellation and forfeiture of exam fees.
- Candidates are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI and NHA security policy. Either one may result in the disqualification of examination results, may lead to legal action, and will be reported to the Licensing Authority/Sponsor.
- Candidates may be asked to "enable cookies" during exam login. This request is to be expected and does not compromise the security of the candidate device.
- Candidate's launch button will be enabled when the exam is fully prepared for delivery.
    - To initiate the exam, launch process:
        - Go to nhanow.com

- Click on the banner at the top of the page or click "Apply" on the left side of the page.
- Click on Schedule with PSI.
- Click on the [Exam Name] icon.
- Click on the "Take Exam" button.
    - Candidates will be prompted to download the Chrome Extension and run the compatibility check.
- Candidate will interact through chat with their proctor and will need to complete the following steps before beginning their exam:
    - Candidate will be required to provide an accepted form of identification.
    - The proctor will ask candidates to take a photo of themselves, which will be used to validate your provided form of picture ID.
    - Candidate will be required to verify that their testing environment is well-lit, clear, quiet, and free from distractions and meets all exam room requirements for online exams.
    - Candidates will be asked to scan the room, with their device camera, prior to launching their exam. This camera scan may involve showing the proctor the underside of the candidate's desk, under the candidate's chair, etc. If there are notes, drinks, a box of tissues, or any such items on the candidate's desk, the candidate will be asked to remove them prior to releasing the exam.
    - If assistance is needed during the exam, the candidate can initiate a chat with their proctor in the exam chat tool. The proctor will not be able to verbally speak with the candidate during this process.
    - No conversing or any other form of communication, with persons other then the PSI proctor, is permitted once the exam has been made available.

Ending the Exam

To ensure the test is finished and the candidate receives their test results in a timely manner, please complete the checkout process with the proctor before disconnecting the exam session.

Candidate Exam Results

- Candidate will receive an email within 24 to 48 hours notifying them that exam results are available in the candidate account page.
- Candidate can print their NHA Certification or request a copy from NHA which can be mailed to the candidate.

Cancelling or Rescheduling an Exam

If, for any reason, a candidate needs to cancel or reschedule their exam, please be aware of the following timelines:

- Exams can only be canceled or rescheduled 24 hours or more before the scheduled appointment time through PSI.
- Failure to cancel or reschedule within this time will result in forfeiting exam fees.

Candidate Concerns

If for any reason, you experience a less than ideal testing experience through PSI Live Remote Proctoring, you are welcome to report that your experience through NHA's Remote Proctoring Review Request Form.