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 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:
- ✓ LRP relies heavily on technology, its imperative organizations walk through the below checklist to ensure their technical environments and equipment are prepared to host LRP sessions. A full list of PSI technical requirements is available by following this link and should always be referenced for the lastest information.

- ✓ 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 macOS 11(Big Sur), 12(Monterey), 13 (Ventura) computers with a working webcam, microphone, and stable internet connection.
  - o **Operating system:** Windows 10, 11 & later; 32bit (x86) & 64bit (x64); Mac OS X & later.
  - o **Webcam/microphone:** Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
  - o **Bandwidth:** Minimum 400 kb/s download and upload
  - o **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/

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.