

NHA Exam Candidate Live Remote Proctoring Experience

NHA Candidate – What to Do Before Your Exam Day

When Registering for Your Exam or Several Days Before Your Exam

- Perform a System Compatibility Check and verify your computer system meets all computer system requirements for online exams.
 - <https://home.psiexams.com/static/#/bcheck>
 - Please ensure your camera and microphone are operable.
- If your computer does not meet the computer compatibility requirements you should:
 - Identify another device to use that will meet the compatibility requirements for testing OR
 - Contact PSI to schedule an exam at one of their testing locations.
 - Please note: A Chromebook may pass the compatibility check but will in fact not work on test day.
- Please ensure you choose the correct time zone when scheduling your exam. PSI provides exam proctoring 24 hours a day, 7 days a week.

If for any reason you need to cancel or reschedule your 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.

Please be sure you have your required identification ready before your exam day

- All Candidates MUST present ONE form of identification. All identification presented must contain a photo and signature. The name of your photo ID must match the name of your exam application.
- 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
 - National identification card
 - Military ID's: Military ID's are not allowed for LRP testing but can be used for on-site PSI exam identification.
- 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, candidates can use a US domestic or foreign issued passport.
- Through 9.1.2020 only: High School ID will be accepted only if they contain the following:
 - ID must have photo of the candidate.
 - First name and last name must match NHA exam registration.
- Will expired ID's be accepted?
 - NHA and PSI will temporarily accept expired IDs while candidates may be challenged to obtain a new one due to restrictions and maintaining social distancing guidelines. NHA and PSI will communicate when expired IDs will no longer be accepted.

NHA Candidate – What to Expect On Exam Day

Several Important Guidelines for Your Exam Date:

- Failure to log in to your exam on time may result in exam cancellation and forfeiture of exam fees.
- No conversing or any other form of communication, with persons other than your PSI proctor, are permitted once your exam has been made available.
- You 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 security policy. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to your Licensing Authority/Sponsor.
- Except for your 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 your Licensing Authority/Sponsor and may result in criminal prosecution.
- You may not exit the camera view or use your cell phone or other electronic devices during the examination.
- Your hands must always be visible to the camera. Talking or mouthing words while testing is prohibited.
- Ensure your 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.
- A secure and approved testing space must include a table or desk that is free of clutter (examples: drinks, food, facial tissues, books, notepads, reference materials).
- 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.
- You may be asked to “enable cookies” during your exam login. This request is to be expected and does not compromise the security of your device.
- Please link to this informative video created by PSI: [PSI Live Remote Proctoring](#).

Day of Exam Setting Up

- Connect with your PSI Remote Proctors at least 15 minutes prior to your scheduled exam time. This time does not count as time you are waiting for a proctor but is necessary to ensure you log in on time for your exam.
- Your launch button will be enabled when your 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.
 - You will be prompted to download the Chrome Extension and run the compatibility check.

- You will interact with your proctor and will need to complete the following steps before beginning your exam:
 - You will be required to provide your accepted form of identification.
 - The proctor will ask you to take a photo of yourself which will be used to validate your provided form of picture ID.
 - You will be required to verify that your testing environment is well lit, clear, quiet, and free from distractions and meets all exam room requirement for online exams.
 - You will be asked to scan the room from which you are testing in prior to launching your exam. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to releasing the exam.
 - If you need assistance during your exam, you can initiate a chat with your proctor in the exam chat tool.

Ending Your Exam

- In order to ensure your test is finished and you receive your test results in a timely manner, please complete the checkout process with the proctor before disconnecting your exam session.

Your Exam Results

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