ONLINE EXAM GUIDE

Computer Requirements

You may take the exam any day at any time using a desktop or laptop computer only if they meet all requirements listed below. No exceptions will be made.

1. Reliable high-speed internet (not a hotspot)
2. No cellphones or tablets may be used
3. Computer with quality webcam and microphone
4. Google Chrome web browser
5. Proctorio Extension – http://www.getproctorio.com/
6. Private and interruption free area to take the exam
7. A valid ID with picture will be required to show prior to the exam. Examples of valid IDs include: state issued ID card, drivers license, passport, work ID and/or college/university ID.

Proctorio Extension

This examination will use Proctorio: an online tool that provides examination security. Judgments regarding any potential examination violation(s) (ex: cheating, using materials, allowing others in the examination area, etc.) will be determined by PCB.

Privacy
Proctorio uses single sign-on through PCB's website and only PCB will have access to your exam data.

Security
Proctorio runs as an extension in your browser. This means that Proctorio has limited access to your computer system. Proctorio only runs while you are taking your exam. After your exam ends, you may uninstall the extension by right-clicking on it. Just remember, you'll need to reinstall the extension again if you need to retest.
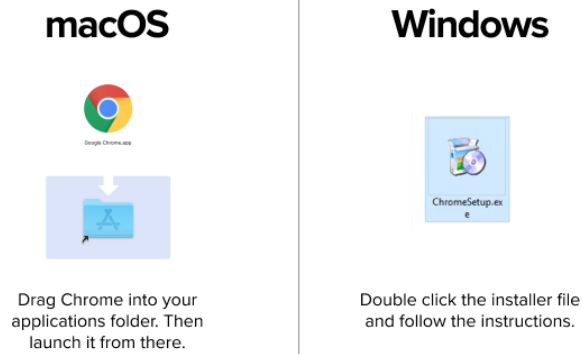
Getting Started

Before getting started on your exam, make sure to follow the instructions below. If you have any trouble while using Proctorio, you can contact Proctorio support for troubleshooting. Proctorio support is available 24/7 and can assist in troubleshooting any extension-related issues before, during and after your exam.
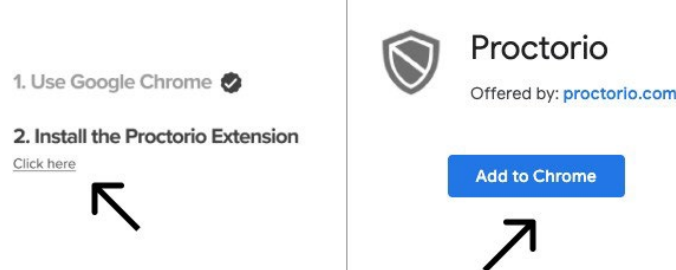
You can contact Proctorio support via email at support@proctorio.com or by starting a live chat by clicking the Proctorio extension's shield icon.

PLEASE NOTE: PCB's office hours are Monday – Friday from 8am – 4pm. Technical assistance from PCB staff is not available outside of these times.

1. [Download and install Google Chrome](#) (if you already use Google Chrome, skip to step 2).
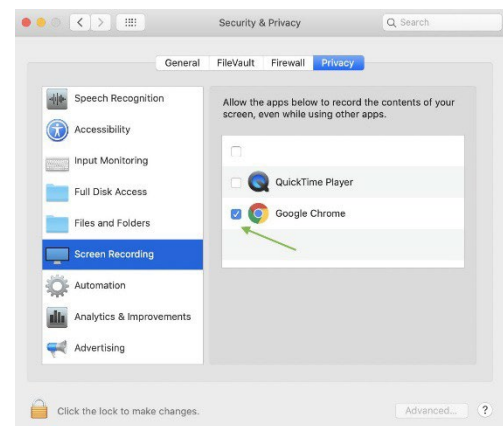

2. Open Google Chrome and go to www.getproctorio.com to install the Proctorio extension.

3. Check your webcam, microphone and version of Google Chrome you are using.
   - Webcam test: https://webcamtests.com/
   - Microphone test: https://www.onlinemictest.com/
   - Update Chrome: https://support.google.com/chrome/answer/95414 (this step may be skipped if you have recently downloaded the browser)

4. Fix any issues with your webcam, microphone and/or browser PRIOR to beginning your examination.
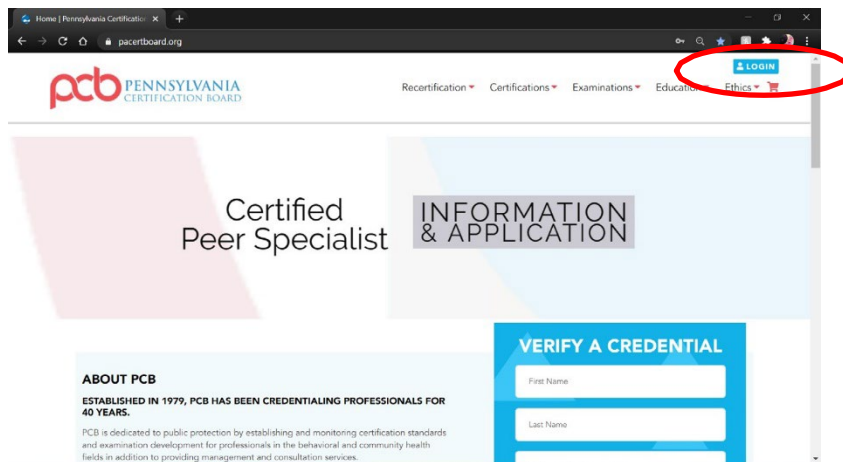
   ATTENTION MAC USERS: Due to the recent system update, please click on the **Apple icon** in the top left corner of your screen.

   1. Go to **System Preferences**
   2. Click Security and Privacy
   3. Click Privacy
   4. Click Screen recording option
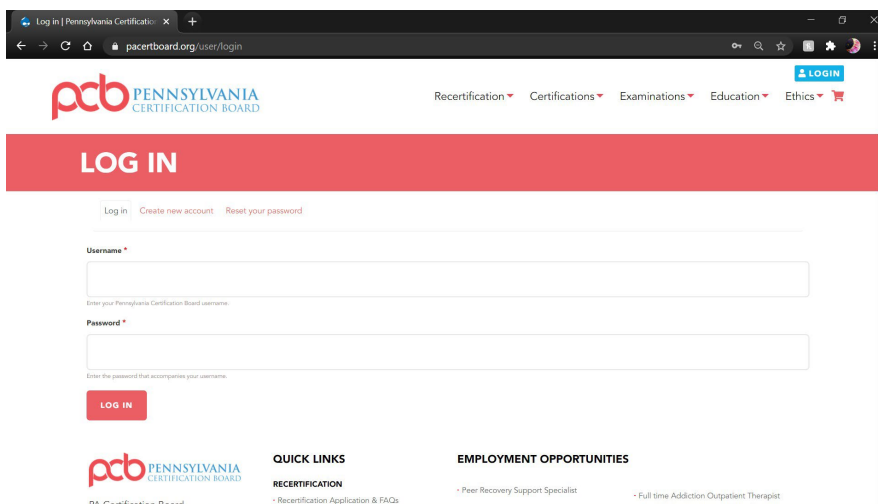   5. Check the box next to Google Chrome
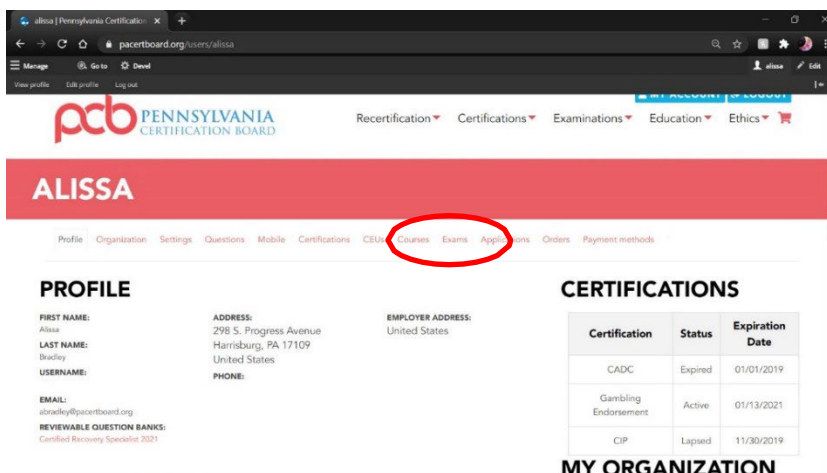
Taking the Examination

1. It is recommended to restart your computer to free up available memory (RAM).
2. Go to www.pacertboard.org and click the blue Login button on the upper right corner of the webpage.
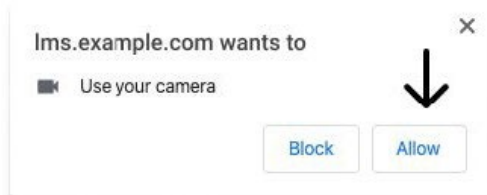

3. Enter your username and password or email and password. Account information is sent to approved examination candidates directly via email from PCB. Only approved candidates will have access to the examination.
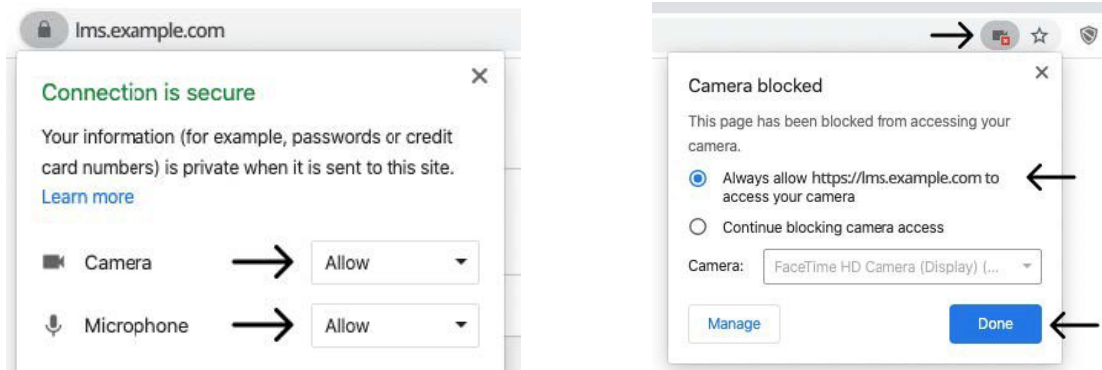

4. Click Exams under the pink bar with your username.

5. Click Launch Exam
6. Proctorio will start immediately when you are redirected to the examination website.
7. Before your examination begins, you will be taken through a series of pre-checks. These will establish and verify your internet connection, operating system, camera and microphone. The time allotted to take the examination will NOT begin until the pre-checks are completed.
8. You may be asked for permission to access the camera and microphone. You **must** click "Allow" to continue.

If your camera or microphone fails the pre-check please set their permissions to allow by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.

9. A <u>valid ID with picture</u> will be required to show prior to the examination. Examples of valid IDs include: state issued ID card, drivers license, passport, work ID and/or college/university ID.
10. You will be asked to share your screen. The "share" button will be disabled until you click on the screen you want to share.
    - macOS Catalina (10.15) users may experience an error when attempting to share their screen. The solution is taking the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left-hand corner of the browser window, exposing the green browser window button and click it.
11. Once you've completed the pre-checks, your exam will begin.

Need Assistance or Support?

Proctorio's support staff are available to help. **Note:** they are available for technical assistance only. They will not be able to answer any questions regarding exam content or procedures.

You can email support at support@proctorio.com or Proctorio's Live Chat can be accessed by clicking on the extension icon and starting a chat once you are in the exam.

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