Credentia
NURSE AIDE CREDENTIALING SERVICES

Online Exam Policies and Procedures

Exam Recording

- To ensure the security and integrity of all users during the testing experience, your audio, webcam, and screen will be recorded for onboarding and the entire exam duration.

Testing Space

- You must stay within your webcam view.
- You cannot get up and walk around.
- Unapproved individuals are not permitted to enter the testing area. If possible, test in a quiet room where the door can be closed.
- You cannot leave your testing environment.
- A beverage in any container is allowed, but no food or smoking.
- You are not permitted to tamper with or move your webcam unless directed by the proctor.
- Mumbling or speaking out loud will lead to a warning.
- Wired Headphones are required for the ORAL Exam.
- Headphones are not allowed for the WRITTEN (non-ORAL) Exam unless explicitly approved by your test sponsor. If approved must be wired, no Bluetooth or non-wired headphones.
- You are not permitted to have any loose notes, books, calculators, whiteboards, references, or to open any additional browser tabs or applications during your test.
- Other than the required equipment you are not allowed to have additional devices in the test space.
- A Smart phone will be needed for the 360-degree room scan, the device must be on silent mode.

Personal Items

- Your testing space must be cleared of any all items not directly allowed for the exam. If you refuse to clear your space as directed by the Onboarding Agent or proctor, your exam will be cancelled.
- You are not permitted to wear a hat at any time during the exam.

BEFORE Exam Check In

- Prepare your testing space.
    - **Quiet:** no background noise and inform members of your household you are taking an exam

- **Well lit:** proctors must be able to see you and your testing space well.
- **Privacy:** no one else in the room.
- **Remove prohibited items:** clear workstation area to expedite room scan.
- **Restroom/Beverages:** use restroom and prepare beverages before exam

- Have your government issued photo ID with you.
- Prepare your computer.
    - Disconnect and remove any additional monitors and devices not permitted for the exam. Be sure to close all tabs and applications not required for the exam.
    - Use a wired internet connection rather than Wi-Fi, if possible.
    - If using Wi-Fi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
    - Disconnect any VPNs or firewalls if you have them.

Exam Check In

- You must follow all check-in processes including a 360-degree room scan. An Onboarding Agent and or a proctor may intervene if they suspect the presence or use of prohibited items or if a third-party appears.

Proctoring Extension and Exam360 app

The Examlock Lite extension is required for Credentia exams. The purpose of the extension is to lock down certain functions on your computer and browser during your exam. Once the extension is downloaded, you will only have access to permitted webpage(s). Once your exam is complete the extension will be uninstalled. Please see the restrictions below:

- Prevention of using restricted keys and restricted key combinations, ex.:
    - Ctrl, Alt, Command, Prt Sc, Windows button, etc.
    - Ctrl + C, Windows + Prt Sc, etc.
- The extension will prevent you from opening additional browser tabs that are not permitted to for the exam.
- If you attempt to take a screenshot, the screen will be blank for up to ten (10) seconds.
- Prevention of right-clicking and right-click options (includes download, print, save, etc.)

As outlined in the Testing Space section, the onboarding agent will provide a QR code to access the Exam360 app for the required room scan to maintain exam integrity. After scanning the QR code, a live video stream will begin on your smartphone. You will then follow the proctor's instructions to complete a full room scan. Once the scan is finalized, the onboarding agent will instruct you where to position your smartphone to ensure continued exam security throughout the session.

Additional Inspections

- You may be subject to additional potential inspections, including the following:
    - An Onboarding Agent and or a proctor may ask you to show your ears if you have hair that covers your ears, for the purpose of verifying that no Bluetooth devices are present.
    - An Onboarding Agent and or a proctor may ask you to roll up your sleeves to verify that you have no writing on your arms.
    - An Onboarding Agent and or a proctor may ask you to empty your pockets for the purpose of ensuring nothing is in them.

Sharing Test Questions

- You may not copy/paste or attempt to remember test questions or test answers from the exam, and you may not share or discuss any or all of the test questions or test answers you saw or viewed during the exam with anyone. Appropriate action will be taken, including the possibility of the exam program taking action against you, if you:
    - Do not abide by these rules.
    - Tamper with your computer to modify your testing space in a way that does not meet our requirements
    - Are suspected of cheating.

Violations

- Once you have started your exam, any disruptive, threatening, or fraudulent behavior — or anything specifically against exam rules — may be grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date. Once you have started your exam, you may not communicate with others, including any third-parties or others within your home, such as children. Proctors will monitor you for suspicious movement during the duration of your exam. Please do not read the questions aloud and do not cover your mouth or attempt to hide your face or move it out of view of the webcam. If any of those actions occur, a proctor may intervene and remind you of these policies. If the behavior continues, a proctor may be required to revoke your exam session.