# Live Remote Online Proctoring
## FAQs

## Q. How do I know if my home computer will work?

A. By clicking this link, your computer will be checked for compatibility. If a part of your system does not pass the compatibility check, you may be able to resolve the issue by turning on a component like a webcam, a microphone, or cookies from your settings.

## Q. After my examination administration starts, can I take a break?

A. No, moving out of sight of the webcam is considered suspicious behavior. *Prepare to remain in front of the webcam for the duration of the examination.* The amount of time allowed for each exam are as follows:

- Therapist Multiple-Choice Examination (TMC) - 3 hours
- Clinical Simulation Examination (CSE) - 4 hours
- Pulmonary Function Technology Examination (PFT) - 2 hours
- Adult Critical Care Specialty Examination (ACCS) - 4 hours
- Neonatal/Pediatric Specialty Examination (NPS) - 3 hours
- Sleep Disorders Specialty Examination (SDS) - 4 hours

## Q. How am I monitored while taking an examination at home?

A. While observing you and listening to the environment, the proctor makes comparisons to a list of rules. Some of these rules will cause the proctor to send a warning through the chat interface and are considered a minor violation. Violation of other rules are considered major violations and may result in the proctor closing the examination session because of a threat to examination security.

The proctor documents each minor and major violation. If a test taker accumulates two minor violations, the third becomes a major violation causing the proctor to end the examination session. Consequences of a major violation result in termination of your examination, forfeiture of your examination fee and an investigation into the reported misconduct.

### *Your examination will be immediately terminated for the following:*

| | |
|---|---|
| Photo ID not provided or confirmed, candidate photo and ID photo don't match, name on ID does not match reservation | Improper lighting throughout the exam |
| Using another computer | Browsing local computer and other websites |
| Using telephone/mobile device | Copy/paste content and saves to computer |
| Covering the camera | Takes picture or video of the screen |
| Out of view of camera throughout the exam | Failure to comply with proctor requests |
| Someone else in the room/seeking exam help | Room scan contains items which are not allowed |
| Talking to someone else throughout the exam | Noisy environment, public location and dark room |
| Reference materials throughout the exam | Copy exam content in paper/written |
| Using instant messaging throughout the exam | Screen recording software copies exam content |
| Environment changes throughout the exam | |

## Q. Should I expect to receive my results at the end of a session?

A. The results of your examination will be provided on screen. An official score report will be sent to your email address as a PDF file after the session ends.

## Q. What happens if there is a technology problem while I am taking my examination?

A. You can alleviate some potential problems beforehand such as using a wired connection to the Internet instead of a wireless connection. It is also recommended that you restart your computer before the examination session begins. The PSI examination delivery system has historically remained live 99.9% of the time. When possible, the proctor will help you pick up where you left off. Otherwise, you will work with PSI customer Service (800-733-9267) to reschedule the session.