

## 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.

**Q. Once the examination has started, how do I communicate with the proctor?**

A. Continue to use the proctor's chat interface. The proctor cannot see comments you type from within the test administration interface; those comments are not seen immediately and stored for later review.