



Live Remote Proctoring (LRP) - FAQ's Updated 5.18.20

About LRP

Q: What is Live Remote Proctoring (LRP)?

A: Online testing, via LRP, is specifically designed to be a secure, web-based, monitored testing event with a live proctor monitoring the exam, candidate and testing environment throughout the exam administration. LRP is defined by the National Commission for Certifying Agencies (NCCA) as follows:

“Remote proctoring that occurs with a person actively watching and monitoring a candidate during the time of the test administration and that provides safeguards for exam integrity and validity similar to in-person proctoring.”

Technology Requirements for LRP

Q: What are the technology requirements for LRP?

A: LRP will work with any modern Windows or Mac OS X computers with a working webcam, microphone, and internet connection.

- Candidates may access a compatibility check tool before registration, during the registration process or prior to testing at <https://home.psiexams.com/static/#/bcheck> to ensure their system meets the following hardware and software technical requirements for their remote proctored exam:
 - **Operating systems supported:** Windows 7 and later; 32bit (x86) and 64bit (x64); Mac OS X and later.
 - **Browsers supported:** Chrome Extension
 - **Browser settings:** The browser must accept third-party cookies for the duration of the exam ONLY
 - **Webcam/microphone:** Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
 - **Bandwidth:** Minimum 400 kb/s download and upload
 - **Hardware requirements:** 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution
 - **Note:** The compatibility check tool does not detect firewalls for VPNs.
- If device compatibility is not confirmed, candidates are encouraged to utilize a different device that is compatible or utilize PSI's Testing Center option.

Q: Is a webcam required? And is other equipment required?

A: Yes, requirements include a computer, web camera (*within the computer or external to the computer- the webcam needs to be mobile enough to move to show the proctor the room the candidate is testing in*), speakers, microphone, and stable broadband internet connection.

Q: Are Chromebooks acceptable? What about Google Chrome as the browser?

A: Chromebooks are not able to be used for LRP at this time. You can view specific technology requirements by running the PSI Technology Check for LRP. Google Chrome is the recommended browser to access Live Remote Proctoring, but the operating system on the tester's computer needs to be Windows, Mac OS, or Linux. It's important to note the difference between an operating system and browser/platform.

Q: Are candidates allowed to take exams via LRP on a public computer? ex: Library

A: Yes, if they can get the browser (Chrome extension/Secure browser) and are confined to a secure testing environment. Testing is not allowed in open public spaces.

Q: Will I still be able to approve a testing roster for LRP testing?

A: Yes, that process remains unchanged with the availability of LRP.

Q: How will I accommodate my students without computer or WiFi access?

A: Candidates without access to a computer or internet can test at their local PSI test center.

Q: Will the student be required to download software to take their exam or continue to log onto the NHA site?

A: NHA's LRP solution leverages a Chrome extension to eliminate the need to download special software.

Exam Site and Proctor Information

Q: Can our school's existing proctors deliver LRP?

A: No, LRP is only able to be delivered through secure third party vendors such as PSI, who are trained, certified and enabled with special technology (AI, facial recognition/tracking, etc.) to be able to securely monitor exams remotely. School personnel will not be required or allowed to proctor LRP exams and should not engage in any form of remote proctoring exam set up for institution onsite testing.

Q: Can we do group scheduling for LRP?

A: Yes, group scheduling is available.

Q: For group scheduling, how far in advance do we need to schedule?

A: Preferably two weeks in advance.

Q: Is there a maximum number of students allowed with group scheduling?

A: Yes, 15 students is the maximum.

Q: For group scheduling, who do we need to contact at PSI? Email information?

A: Contact PSI client services at nhaclientsupport@psionline.com.

Q: For group scheduling, what information do you need for each of the students?

A: Candidates must register and apply for exam. PSI needs: First name, last name, email address, candidate ID, exam name, date/time, time zone.

Q: Can candidates test individually, using LRP, onsite at an institution?

A: Yes. They can test individually on site in a secure testing environment free from presence of other individuals and activities.

Q: Is there a cost for using LRP?

A: NHA is currently waiving fees associated with LRP to help during these unprecedented times.

Q: Does PSI have a max # of candidates per day for LRP?

A: PSI is a large international testing organization and we anticipate they will be able to support NHA testing volumes during COVID-19.

Exam Registration

Q: What is the process for scheduling an exam?

A: To schedule an exam, please login to your NHA account or create an account at nhanow.com and “apply” to begin your registration process. You can also access a “How To Guide” that is posted [here on our website](#).

Q: What are the ID requirements?

A: All Candidates MUST present ONE form of identification. All identification presented must contain a photo and signature. 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, or National identification card.

Q: Can students use the paper version of their state issued ID? At the DMV, students get a temporary, paper copy, and it does include their picture.

A: Paper IDs are not accepted

Q: Can students use a US domestic or foreign issued passport as form of ID?

A: Yes, students can use a US domestic or foreign issued passport.

Q: Will expired ID's be accepted?

A: 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.

Q: If a candidate has an exam already scheduled at PSI, how do they change it to PSI LRP?

A: Candidates simply return to their account, click "Apply" and "Schedule with PSI".

Q: Do candidates have to wait 24 hours to schedule their exam after they apply?

A: No, candidates will be able to schedule their LRP exam at the time of their registration. An important distinction is candidates who are waiting for exam approval from their institution. These candidates will need to log back in to schedule their exam date after receiving their institution approval.

Q: Will the institution/instructor receive any notification that the student has scheduled their PSI exam?

A: Not at this time.

Q: Do the candidates get a notification once they register that states the guidelines for LRP testing?

A: Yes, candidates are provided information about test day and their testing experience within the email confirmation they receive after registering and scheduling their exam with PSI.

Q: How will our students register? I have high school students and our school pays for their exams. Will they be able to schedule themselves or will I have to register each of them?

A: Candidates register themselves from the NHA platform. The "How To Guide" can be found [here on our website](#).

Q: Once LRP is implemented, what will the turnaround time be for students to get a test date and time?

A: Students can schedule their exam as part of their registration process and most candidates are able to test within 3 days.

Accommodation FAQ's

Q: Will NHA waive the 30-day requirement for accommodation review?

A: NHA expects to provide accommodation review in an efficient manner. To ensure we can support you, please do the following:

- Fully complete the accommodation request form with all current documentation, which is required for review of accommodation requests. The most common cause of delays is incomplete or outdated information.
- To learn about [documentation requirements](#) and initiate an accommodations request, click [here](#).
- Our accommodation review team will process your request and communicate if you are approved for an accommodation

Q: What kind of accommodations can be granted for Live Remote Proctoring?

A: PSI Live Remote Proctoring will only be able to support extended testing time. Additional accommodations, such as readers, may be available at campus testing locations and PSI testing centers, based on exam date and location.

Q: What happens after accommodation is approved?

A: Once an accommodation is approved, the candidate should register and pay for their exam as directed (either LRP or PSI testing center). PSI will contact the candidate within 48 hours to schedule the candidate for their exam and provide required accommodations for testing. The length of time between the call from PSI and the candidate testing may be impacted by the accommodation requested. Some accommodations take longer to arrange than others.

Exam Day Experience

Q: How is the candidate’s identity verified?

A: The PSI proctor will have the candidate provide their identification by showing it via the web camera at the beginning of the testing experience. All government issued identification presented must contain a photo and signature. Acceptable forms of identification include: Driver’s License, State identity card (non-driver license), Passport, Passport card, Green card, Alien registration, Permanent resident card, or National identification card. Candidates will also be asked to take a picture of themselves and the proctor will review the id and candidate photo to ensure a match.

Q: Does the proctor talk to the test taker?

A: Yes, proctor and candidate can communicate via live chat during the exam.

Q: Can candidates leave the room for bathroom breaks or any other reason during the live exam?

A: No, candidates must remain in the exam room and within camera view during LRP exam administration.

Q: If they do become disconnected for longer than one minute, can they retest since they did not get to finish the original exam?

A: Yes – any technical issues experienced by the candidate will be reviewed on a case-by-case basis and handled by NHA in the best interest of the candidate. The candidate can submit an incident report to have their exam experience reviewed.

Q: Will you know if test irregularities, such as cheating attempts and clicking outside of the browser, occur during the exam?

A: Yes – there are mechanisms in place to determine if the candidate has moved outside of the testing platform or cheating attempts occur. If there is an issue, the PSI proctor will create an incident report and the standard review process will be followed.

Q: Will calculators be allowed during the exam?

A: The ExCPT exam is the only exam during which candidates may use a calculator. PSI has confirmed that will continue for LRP. Candidates are not able to supply their own calculators. Our psychometrics team makes sure necessary elements such as calculators align with the expectations/requirements of each exam and that they are part of the QE process. If a calculator is required, it will be present/available for use within the exam.

Q: Can scratch paper be used during the exam?

A: Candidates can have two sheets of paper and a pencil during exam administration, including when taking the exam via LRP. The LRP proctor will require the candidate to tear up the paper prior to leaving the session.