# Live Remote Proctoring FAQs

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## Eligibility:

Am I eligible to take the online exam?

- All domestic and international candidates are eligible to take the exam online.

When can I take the exam?

- The exam is offered by appointment only for both the Domestic and International exams.
- Domestic candidates are eligible to test throughout the year, by appointment only, besides major US holidays.
- International candidates can test in testing windows.

# System and Technology Requirements:

Where can I take the online exam?

- Choose a quiet area of your home or office to take the exam.
- Avoid any space that may contain loud noises (i.e., television, radio, family, music, pets, visitors, etc.).
- Do not choose public places (i.e., coffee shops, restaurants, libraries, parks, etc.).
- Note that no one else is permitted in the room with you while you are testing.

What are the technical requirements to take the CPHQ Exam online?

- Operating systems supported: Windows 7.0, 8.0, 8.1, 10.0; Macintosh 10 or Linux (Chrome Extension)
- Web browser: Google Chrome 58.0 and above
  - Javascript and Cookies Enabled
- Webcam
- Microphone: enabled built-in or external microphone
- Bandwidth: **minimum** connection speed of at least 50 kbits per second

Can I use the built-in camera on my laptop?

- Yes, you can use your built-in laptop on your computer. When required to do an environmental room scan, you will need to pick up your laptop to show the entire room.

Can I test my computer before their exam to make sure I have the correct requirements?

- Yes – click here to perform a compatibility check.

When should I test my computer?

- We highly recommend that before you schedule an online exam you perform a compatibility check on the computer you will be using to take the exam.
- We also recommend performing a second compatibility check 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling.

What happens if my computer does not pass the compatibility check?

- If you are using your work computer, please notify your IT department to review any security and privacy settings/restrictions in place; you may need to seek permission to lift or relax these settings in order to take the CPHQ Exam online.
- Please contact PSI Technical Support if you or your IT department has any questions about your compatibility test results.
    o PSI Customer Service by phone +1.888.519.9901 or email examschedule@psionline.com
- Note that exam purchases are nonrefundable; if your computer is unable to support taking the exam online, you will need to take the exam at a physical PSI location.

## Scheduling and Rescheduling:

How can I schedule my online exam?

1. Once you receive the eligibility email from PSI, visit goamp.com
2. Select **Candidates** at the top of the page.
3. Fill in the following information:
    a. Healthcare
    b. Healthcare Quality Certification Commission
        i. Domestic candidates: Certified Professional in Healthcare Quality Examination
        ii. International Candidates: Certified Professional in Healthcare Quality Intl Exam
4. You will be re-directed to a new page. Select **Register for this Exam** to schedule your exam.
5. If you have never registered for a CPHQ exam, select **New User**. If you have previously sat for the CPHQ exam, log in with your username and password.
6. Fill in the required information.
7. There is a section titled " SSN OR Assigned ID". You **MUST** include the assigned ID that was provided in your eligibility email received from PSI. If you do not put in the correct assigned ID, your examination will not appear when logging into your PSI account. Select **Continue**.
8. Confirm the information provided is correct and provide your Date of Birth and Gender. Select **Next**.
9. Answer the security questions to provide and select **Next**.
10. You can select to schedule your exam online or in-person. Follow the appropriate prompts to select your preferred method to take the exam.

I already scheduled an in-person exam, can I switch to take my exam online?

- Yes. Log into your PSI account to switch your in-person exam to online. If you need assistance, please contact PSI customer service by phone +1.888.519.9901 or email examschedule@psionline.com

Can I reschedule my online exam?

- Yes. Candidates can re-schedule their exam online one (1) time at no charge, but it must be at least 24 hours before their scheduled time.

Will I receive any reminders about my scheduled exam?

- You will receive a reminder email two (2) business days before your scheduled exam.
- This email will include instructions, and reminders on what items you will need for the check-in process.
- We also recommend you perform another compatibility test at this time.

## During my exam:

What happens on the day of my exam?

- Prepare your workspace.
    - Choose a quiet area.
    - Clean your workspace; note that many common office supplies will not be allowed, including, but not limited to:
        - Reference materials, binders, books, magazines, etc.
        - Cell phones and chargers
        - Plants
        - Eyeglass cases
        - Sticky notes
        - Food and drinks (one, clear glass with water is allowed)
- Access the online exam environment 30 minutes prior to the scheduled start time. It is recommended you do so in order to connect with the remote proctor and launch the exam properly.
- You will need a valid, government-issued photo ID. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor. The name on the ID must be the same as the name used to register for the exam.
- Ensure your computer has sufficient battery life and/or is plugged into a power source for the duration of the exam.
- Ensure you have stable and continuous Internet connectivity for the duration of your exam. If you lose Internet connectivity during the exam, your session will be ended automatically, and results voided.

Can I wear my religious head covering during my exam?

- Yes. You will need to notify PSI before you schedule your exam and request an accommodation to approve the wearing of your religious head covering during your examination.
    - PSI Customer Service by phone +1.888.519.9901 or email examschedule@psionline.com

Can I use materials while taking my exam online?
- No. Please refer to the [Candidate Handbook](#) to review exam policies and procedures, which are the same regardless of how you choose to take the exam.

After the examination starts, can I take a break?
- No. If you move out of the webcam view, your session will be ended automatically, and results voided. Be prepared to remain in the webcam view for the duration of the exam, which is a maximum of three (3) hours.
- If you would like to schedule a break, please complete the accommodations form, which is located at the end of the handbook, and send it to PSI.
  - Note: a break during your exam means you will not be able to go back to previous questions you answered or flagged. Please review the [Domestic](#) or [International](#) candidate handbook for more information.

Will someone be monitoring me while I take my exam?
- Yes.  An examination proctor will conduct the check-in process and will monitor your activity through the entire duration of the exam.
- Your activities during the exam will also be recorded and retained for at least three (3) months.

What if I start to experience technical issues during the exam?
- If you start to experience technical issues while you are taking the exam, first attempt to chat the proctor.
- If you are unable to chat the proctor due to the technical issue you are experiencing, you will need to contact PSI. Please be aware that doing so, may result in the termination of your examination, at which you will need to reschedule your exam.
  - PSI Customer Service by phone +1.888.519.9901 or email [examschedule@psionline.com](mailto:examschedule@psionline.com)

## After the exam:

How will I receive my score report?
- If you are located within the United States, you will receive a copy of your score report in your PSI account.
- If you are located internationally, you will be notified after the close of the international window of scores being released. You will be mailed a physical copy and be provided instructions to access online.

## General:

What does it mean to have a "live remote proctor?"

- It means that a human proctor is monitoring testing activities within the online exam environment.

Does it cost more (or less) to take the CPHQ Exam online?

- No. There is no cost difference in your application fee if you plan to take the exam online.

What are the exam rules?

- Please read the Domestic or International candidate handbook to review exam policies and procedures.

How can I get more help?

- Technical support: if you are experiencing technical difficulties with your hardware or software, scheduling the exam, and/or taking the exam, please contact PSI Customer Service by phone +1.888.519.9901 or email examschedule@psionline.com.
- NAHQ Customer Service: if you have questions regarding exam policies/candidate handbook, purchases and refunds, retaking the exam, the certificate, these FAQs and general information regarding the CPHQ certification, please contact NAHQ Customer Service at info@nahq.org.