Remotely Proctored Knowledge Exam Instructions

You are not allowed to leave the remotely proctored knowledge test event until you are finished with your exam. Please remember to use the restroom before signing in to your remotely proctored knowledge exam.

With the exception of the cell phone/tablet and desktop/laptop/tablet you are using for your remotely proctored knowledge exam, all other electronic and Bluetooth-connected wearable technology (such as smartwatches, smart glasses, fitness monitors, rings, etc.) usage is not allowed, and these items are not allowed in the testing area or allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Anyone using any other electronic or Bluetooth-connected device of any kind during testing (texting, Google searching, email, etc.) or navigating away from the remotely proctored knowledge exam during testing will have their exam stopped, will have their exam scored as a failed attempt, will forfeit all testing fees, and will be reported to their training program, D&SDT, and the Massachusetts Department of Public Health (DPH).

All security and testing policies apply during the remotely proctored knowledge exam. Please refer to the Candidate Handbook for information.

- You **must download and install the Respondus LockDown Browser** on the device (computer/tablet, etc.) you will be using to take your exam. Do this before logging in to the Zoom meeting, and allow time to download and install it well before your remotely proctored exam start time. See instructions in the Candidate Handbook.
- The 'video conferencing app' link (for example, Zoom) must be maintained during the entire knowledge exam.
  - If the 'video conferencing app' (for example, Zoom) connection is lost, you must immediately reconnect or be subject to being exited from the test event by the remote Proctor, and your exam will be scored as a failed attempt.
- Your device **must not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your exam. **REMEMBER:** You need to test in a distraction- and interruption-free area, just as you would *in the knowledge test room at a test site.*
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (e.g., room or area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees you have paid and must repay them to schedule a new test.
- You must be **alone** (by yourself during the entire time while testing) in a quiet, isolated, secure room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop. *You may not use a background filter or blur your background.*
- If the remote Proctor has any reason to believe that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.

Failure to adhere to any of the remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

You will have **2 hours** to complete the exam**.** The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You can watch your time at the top of your knowledge exam, and the remote Proctor will announce when 15 minutes remain.

- Scratch paper and a basic calculator are **allowed**. You must show the scratch paper and basic calculator to the remote Proctor. At the end of your test, you will be asked to show the scratch paper and basic calculator to the remote Proctor again. You will then be told to tear up the scratch paper in view of the remote Proctor. You will be asked to mute your connection while this is done so you do not disturb others testing.
- You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the remote Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

If you have any issues with the computer, please notify the remote Proctor.

When you believe you are finished with your exam, double-check all your answers. Then, quietly alert the remote Proctor that you are finished.

You will click the **End Exam** button when directed by the remote Proctor to do so. If you have any remaining questions, you will be notified via a pop-up and can return to answer them, provided time remains.