Remotely Proctored Knowledge Exam Instructions

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

Except for the cell phone and tablet/laptop/desktop you are using for your remotely proctored knowledge exam, all other electronic and Bluetooth-connected devices (cell phones, smart watches, fitness monitors, tablets/laptops/desktops, 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-HEADMASTER, and the Massachusetts Department of Health (MDH).

All security and testing policies are followed during the remotely proctored knowledge exam. For information, please refer to the sections in the Candidate Handbook.

- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
  - If the 'video conferencing app' (for example, Zoom, etc.) 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.
- You will have Respondus LockDown Browser, downloaded and ready to test before entering the 'video conferencing app'.
- 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 like you would if you were sitting 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 (room/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 paid and must repay to schedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured 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 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 inclination 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 **60 minutes** to complete your exam. The multiple-choice questions will be presented one at a time on the computer screen, and you will select answer A, B, C, or D for each question. You can navigate through the exam questions with the previous and next buttons.

Please refer to the time at the top of the screen for the remaining time. The remote Proctor will announce when 15 minutes are remaining.

- If needed, you may do math calculations on scratch paper and use a basic calculator. Before starting your exam, you will be asked to show both sides of the scratch paper and calculator to the remote Proctor.
  - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor ***again***. You will then be told you must tear up the scratch paper in view of the remote Proctor and to mute your phone before tearing up the scratch paper.
- Published foreign language word-for-word translation dictionaries **are allowed**.
  - You will must show the remote Proctor the dictionary during check-in.
  - *Electronic, non-approved language translators or dictionaries that contain writing or definitions **are not allowed**.*
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, you will need to have wired headphones or earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.

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

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 to do so by the remote Proctor. If you have any remaining questions, you will be notified via a pop-up and can return to answer them, provided time remains.