D&S Diversified Technologies LLP

Headmaster LLP

OREGON MEDICATION AIDE

CANDIDATE HANDBOOK

February 2026

VERSION 14.0

UPDATES EFFECTIVE JANUARY 1st, 2026 – Updated in the handbook February 2026:

Testing time frame has been updated – page 22.

D&S Diversified Technologies (D&SDT) – Headmaster

Email: **oregon@hdmaster.com**

Oregon TMU©: **or.tmutest.com**

Website: **www.hdmaster.com**

(800) 393-8664 | (888) 401-0462

HEADMASTER

TMU©

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test ..... **(800) 393-8664**

Questions regarding: obtaining information on official regulations and guidelines for medication aides • medication aide certification • renewals • registry .....

NOTE: *All correspondence with OSBN needs to be done in your account through the Oregon Nurse Portal at:*

OSBN Nurse Portal (boards of nursing.org)

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: oregon@hdmaster.com Website: www.hdmaster.com	*Monday through Friday* *6:00AM – 5:00PM* *Mountain Time (MT)* *5:00AM – 4:00pm* *Pacific Time (PT)* Oregon TMU© Webpage: or.tmutest.com	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Oregon State Board of Nursing (OSBN) 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cnacertificates@state.or.us Oregon Medication Aide Website: www.oregon.gov/OSBN	*Monday through Friday* *8:00AM –4:00PM* *Pacific Time (PT)*	*All correspondence with OSBN needs to be done in your account through the Oregon Nurse Portal at:* **OSBN Nurse Portal (boardsofnursing.org)**

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INTRODUCTION

A medication aide competency evaluation program ensures that candidates seeking to be medication aides understand the state standards and can competently and safely perform the job of an entry-level medication aide.

This handbook describes the medication aide competency examination process and is designed to help prepare candidates for testing. The examination consists of a multiple-choice knowledge exam. Candidates must be registered, complete approved medication aide education, pass the knowledge exam, and meet all other Oregon State Board of Nursing (OSBN) requirements for certification to be certified as a Medication Aide in Oregon.

The Oregon State Board of Nursing (OSBN) has approved D&S Diversified Technologies, LLP (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for medication aide testing. For questions not answered in this handbook, please contact D&SDT-HEADMASTER at (800)393-8664 or go to D&SDT-HEADMASTER's Oregon Medication Aide webpage or at www.hdmaster.com and click on 'Oregon CMA'. The information in this handbook will help you prepare for your examination.

APPLICATION TO OBTAIN OREGON MEDICATION AIDE CERTIFICATION

Complete the OSBN Medication Aide application, which is available at the OSBN Nurse Portal. The link is here: OSBN Nurse Portal (boardsofnursing.org). **The name entered on your application must be your current legal name. The two forms of identification you will present at the exam site for admission must match the name entered on your application.** Remember to use the same name on the application and all forms, enter your information, answer all questions, provide written explanations of all YES responses to the background questions, and electronically sign and date the application. Double-check your application for accurate and complete information before submission.

Exam Fees

Information regarding exam fees can be found on the Oregon Nurse Portal at:

OSBN Nurse Portal (boardsofnursing.org)

AMERICANS WITH DISABILITIES ACT (ADA)

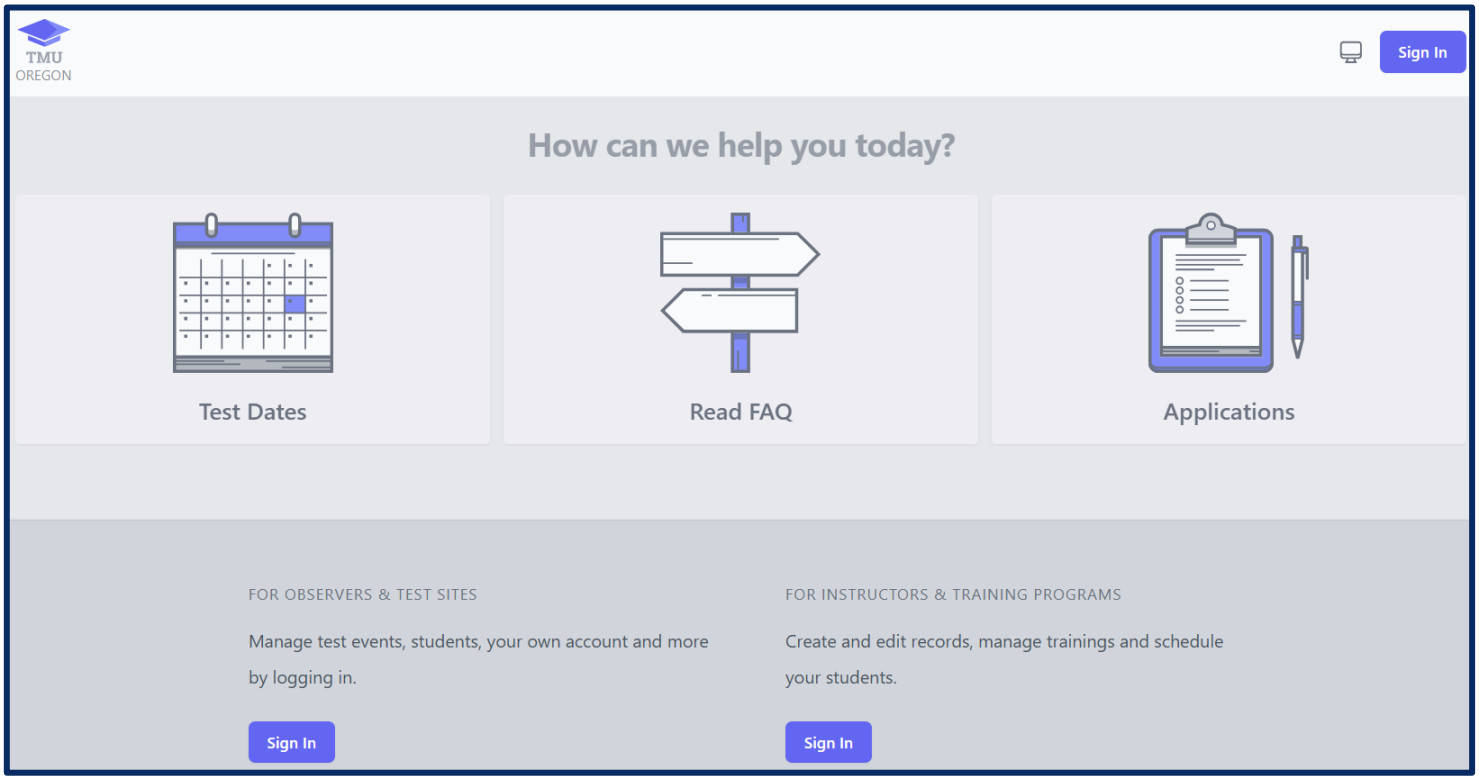
ADA Compliance

If you have a qualified disability, you may request special accommodations when you apply for the certification examination. The Oregon State Board of Nursing must approve accommodations before your examination. The **ADA Accommodation Request Application** is available on the Oregon TMU© website under 'APPLICATIONS'. Please complete and submit your ADA Accommodation Request Application with the required documentation. It will be reviewed by the Oregon State Board of Nursing.

OREGON TESTMASTER UNIVERSE© (TMU©)

Oregon TMU© Home Page

This is the Oregon TMU© main page, **or.tmutest.com**



→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click on 'Read FAQ' for frequently asked questions*

→ *Click on 'Applications' for frequently used applications*

Verify your TMU© Account

Your education program will create your Medication Aide Training record in D&SDT-HEADMASTER's Oregon TestMaster Universe (TMU©) software.

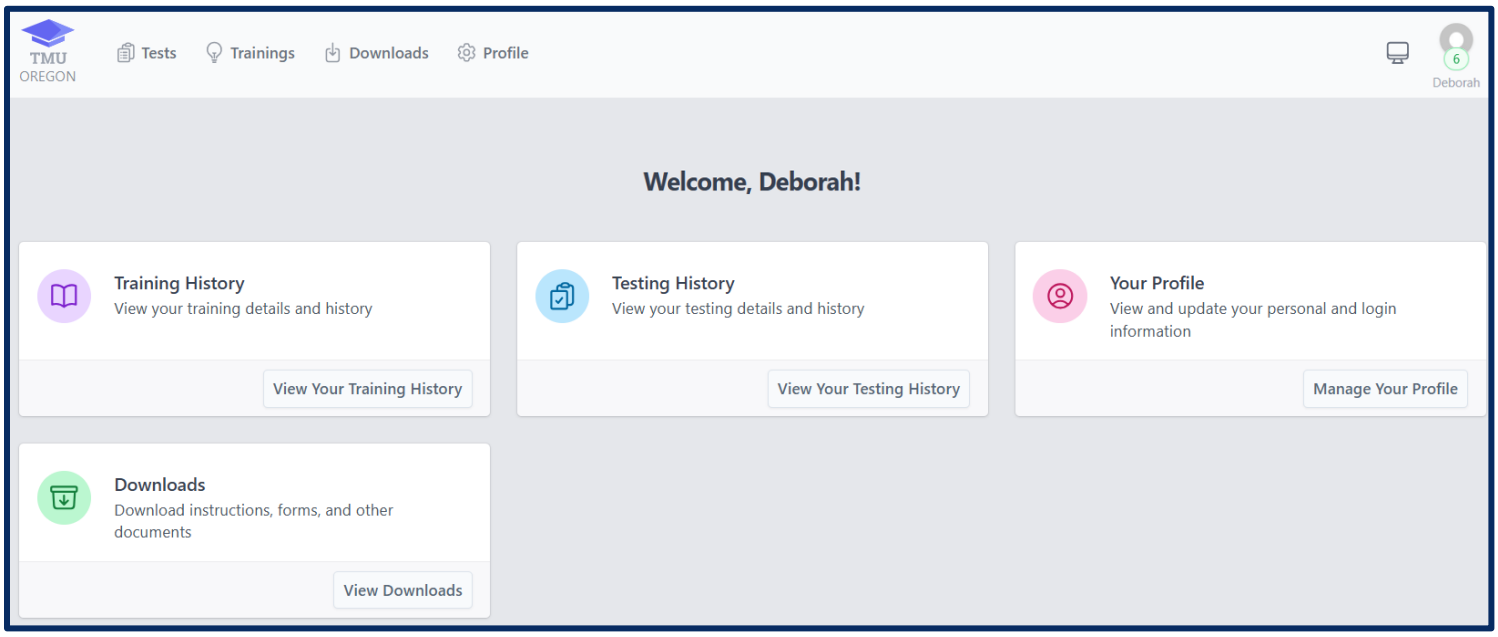
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password, verify your demographic information, or update your password if needed, *prior to testing*. Failure to do so may result in your being turned away from testing. You will be a no-show status for your event and forfeit your testing fees. You must notify your medication aide education program if your demographic information is incorrect.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your medication aide training record has been created, you need to sign in to your account and verify your demographic information. Please notify your medication aide education program if your demographic information is incorrect. **This must be done before scheduling a test event.**

- **You must notify OSBN whenever you have a name or address change.**

Candidate Home Page

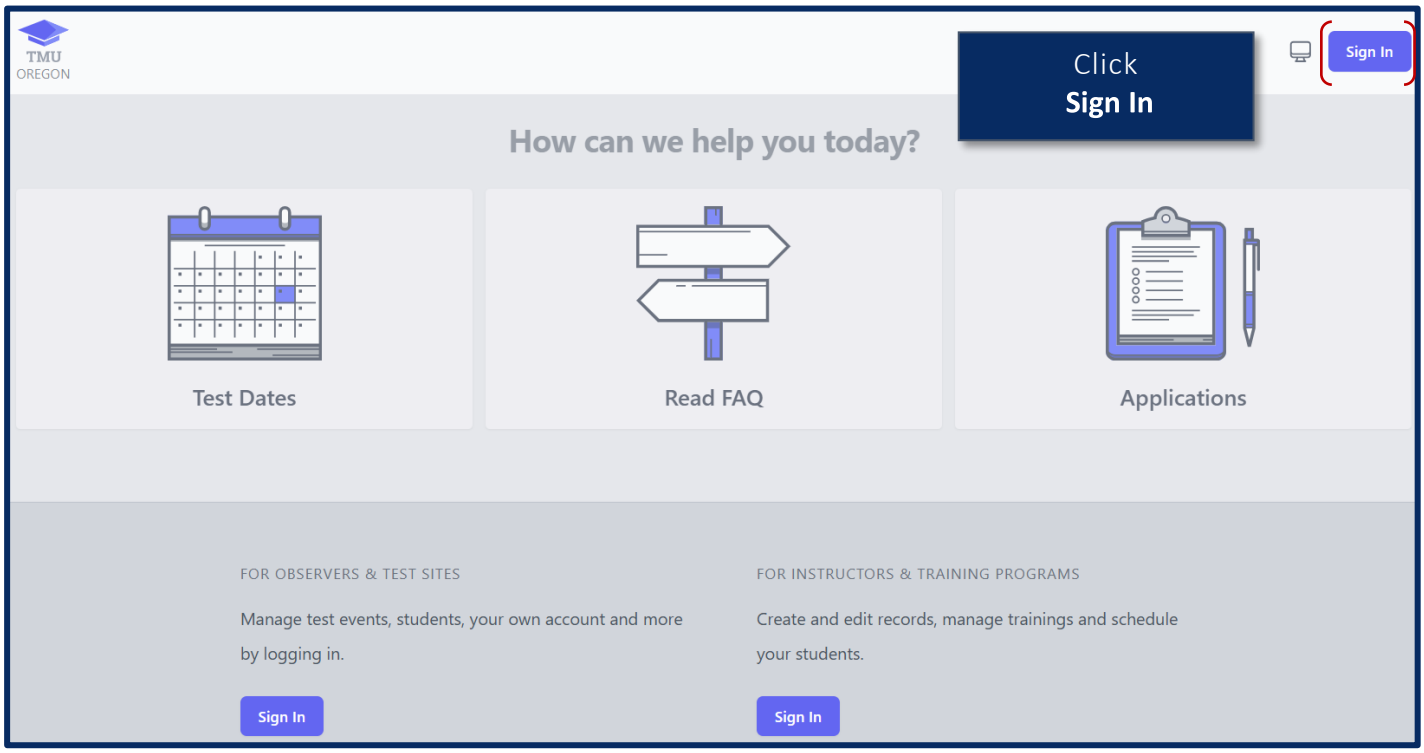
This is the candidate's home page:

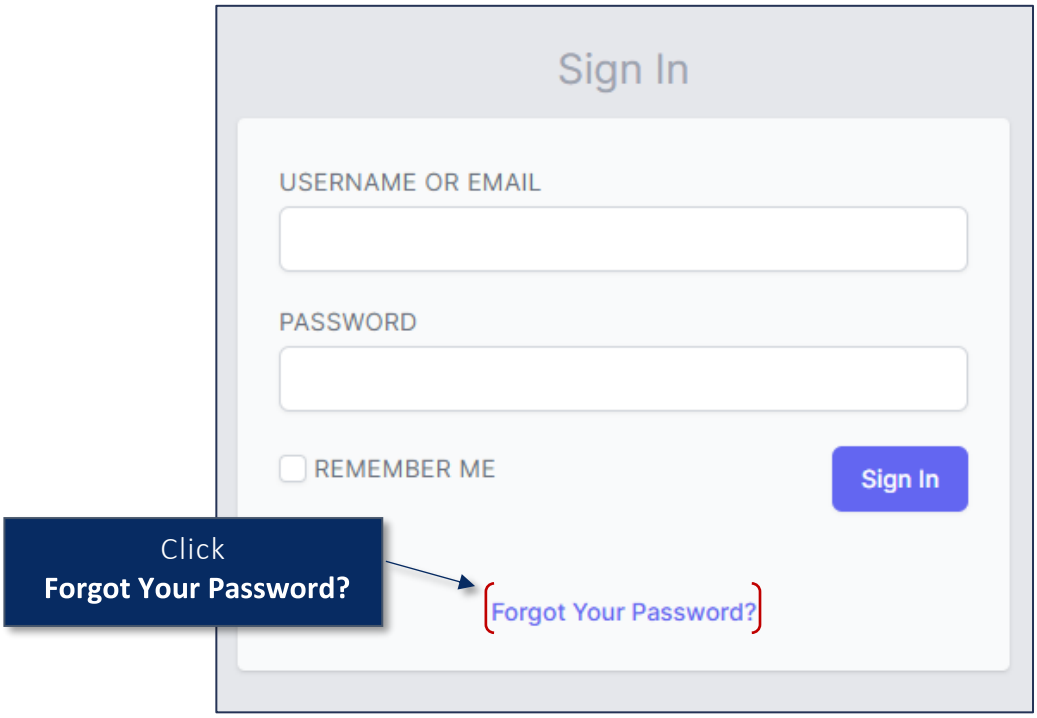


Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.

Go to **or.tmutest.com**.



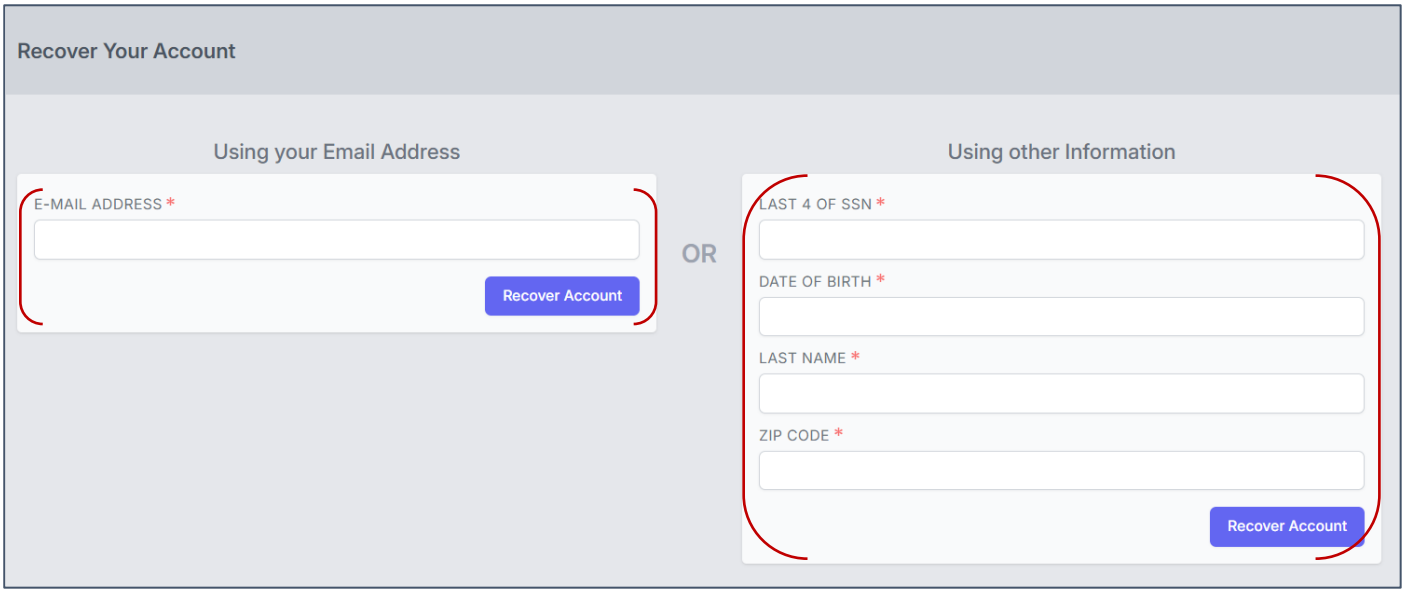


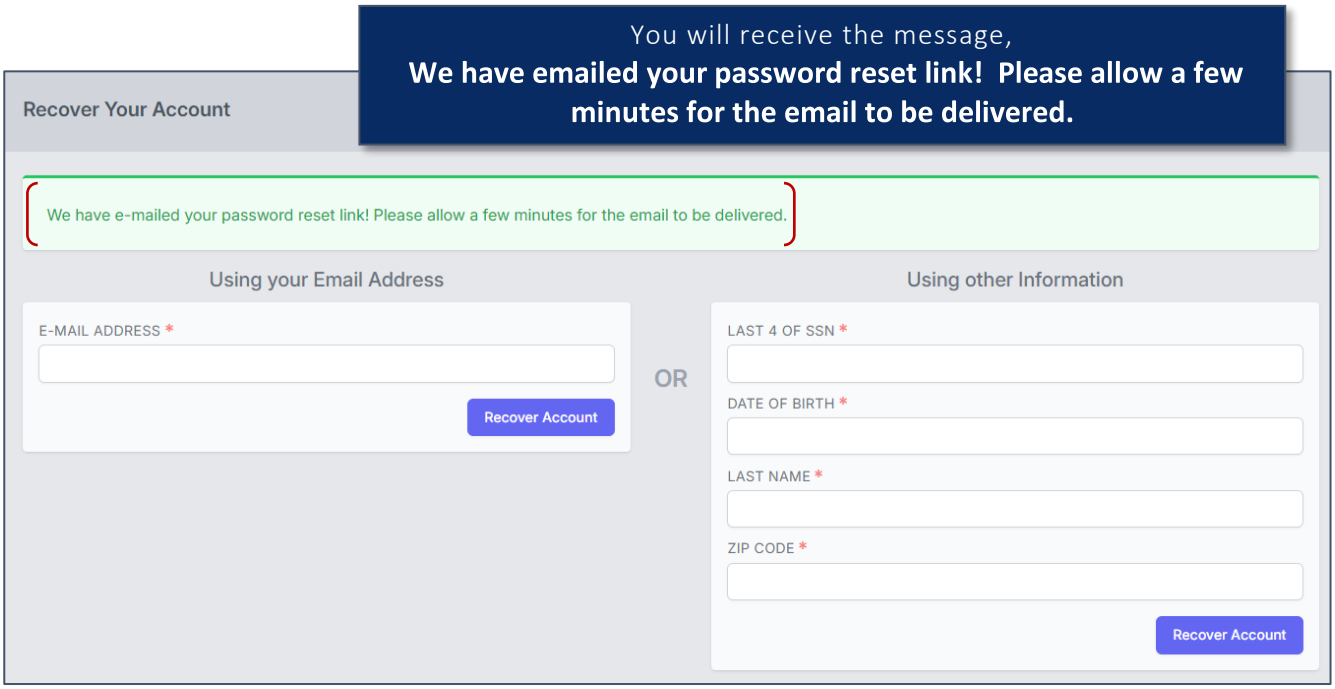
Click
Forgot Your Password?

Type in your Email Address
Click **Recover Account**

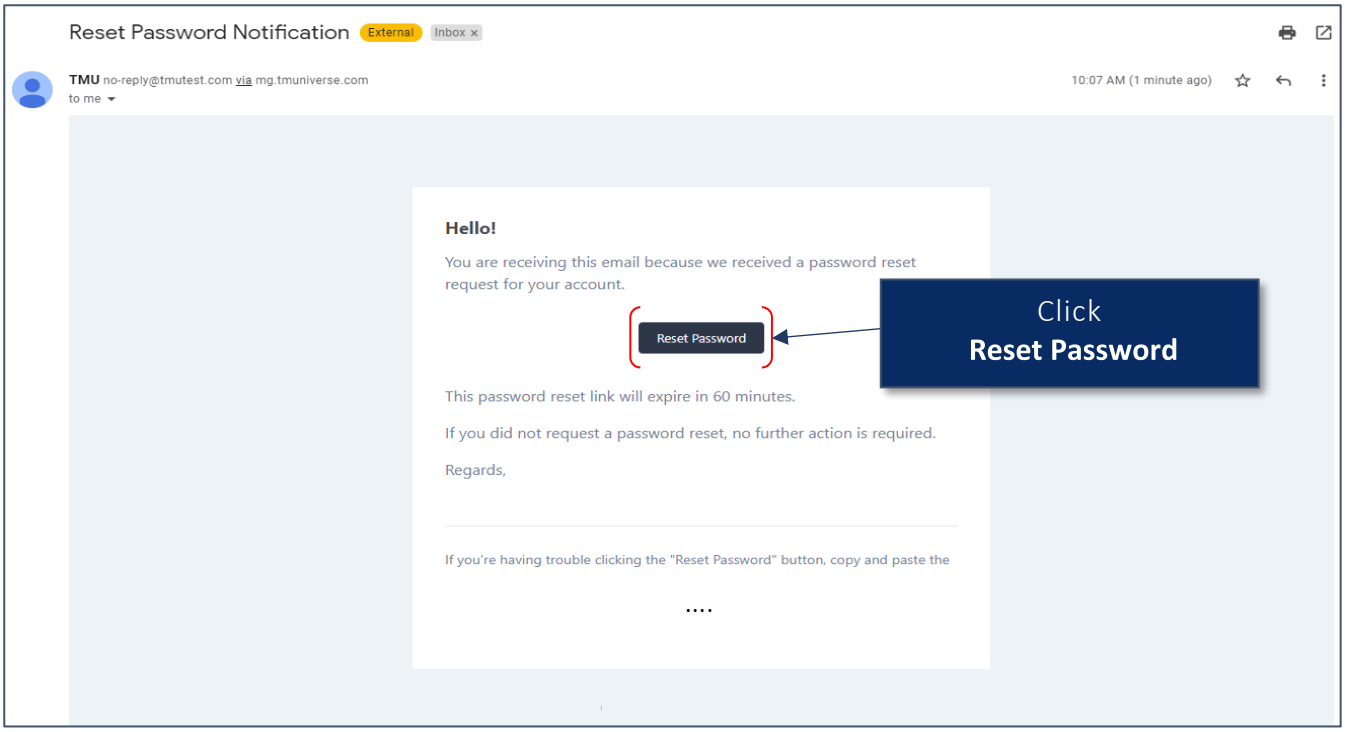
- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**

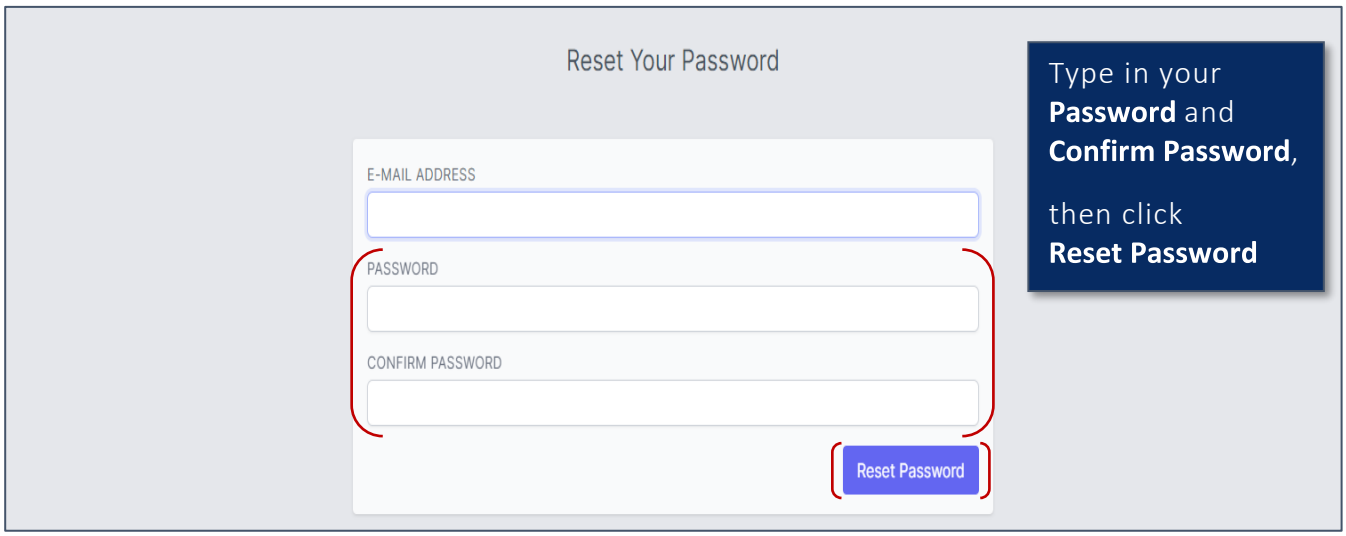




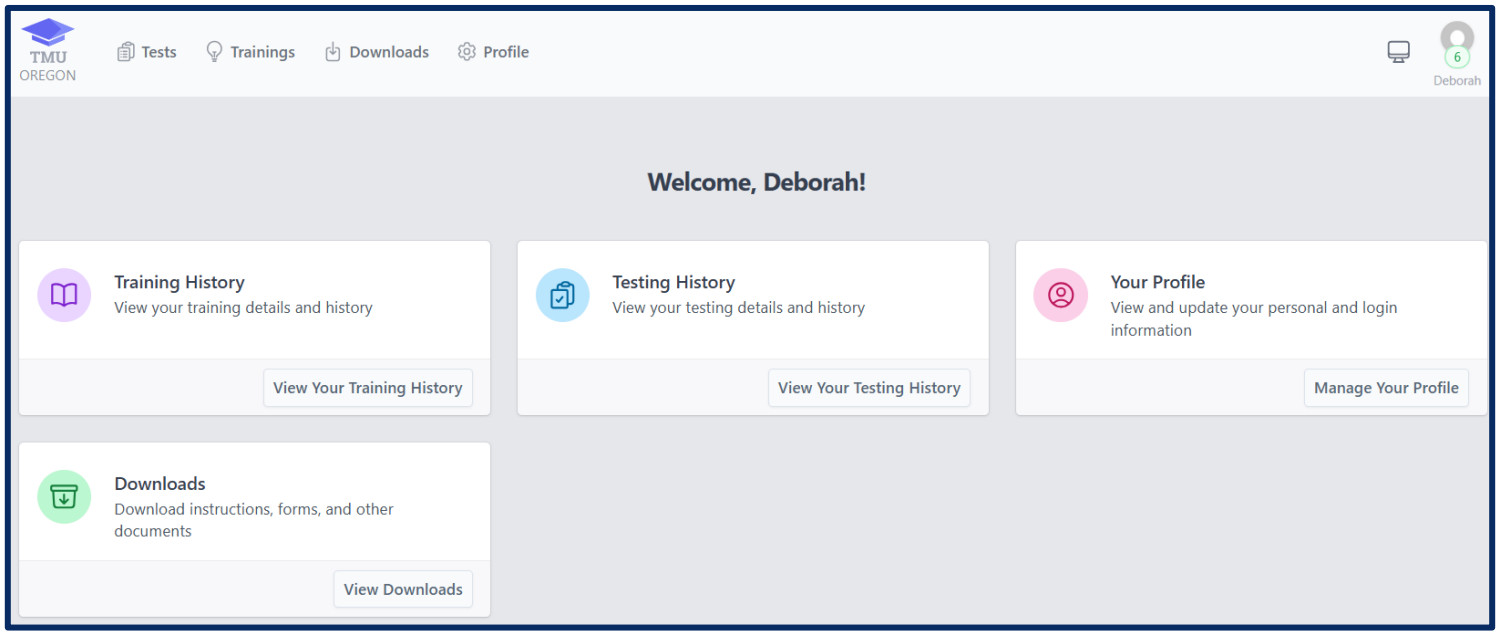
This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



This is the home screen you will see once you have reset your password:



THE OREGON MEDICATION AIDE COMPETENCY EXAM

Released to Test by OSBN

You will receive an email once you are released to test by OSBN. Candidates will be able to schedule to take the knowledge exam at either an approved Oregon State Board of Nursing regional exam site or at an approved OSBN in-facility exam site. The knowledge exam can also be taken with a remote proctor from your home, etc. Please see the **Remotely Proctored Knowledge Exam Option** in the Knowledge Exam section for information on the remotely proctored knowledge exam.

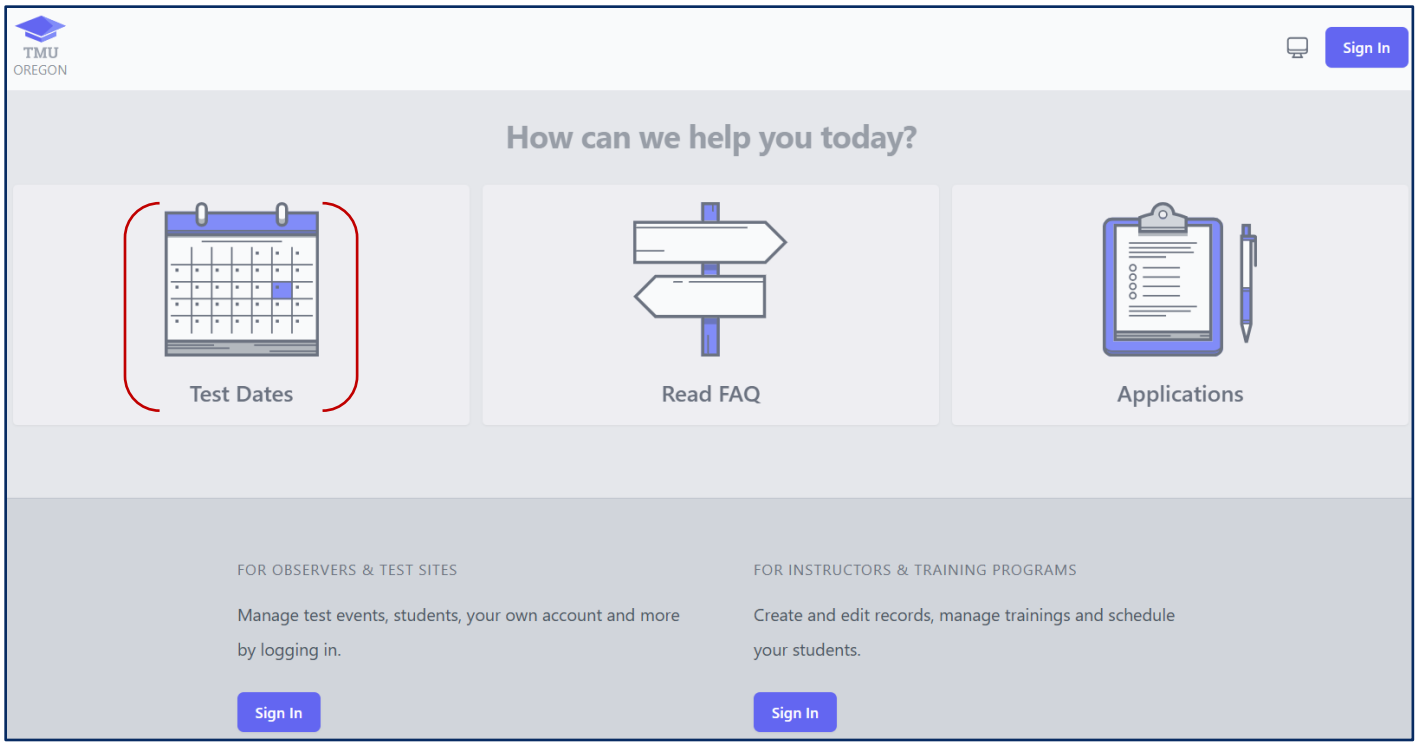
Your exam date can be scheduled online at or.tmutest.com. (See instructions under **Schedule / Reschedule a Test Event** or the **Remotely Proctored Knowledge Exam Option** in the Knowledge Exam section.) If you need help scheduling an exam, please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM (MT)/5:00AM to 4:00PM (PT), Monday through Friday, excluding Holidays.

Note: Medication aide education program instructors usually arrange in-facility exam dates. Check with your education program instructor to see if your medication aide education site has been approved for in-facility testing. If your medication aide education site is an approved in-facility examination site, your medication aide education program instructor will inform you of the exam date that is scheduled when you complete your medication aide education.

View Available Exam Dates

Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© page at or.tmutest.com to view the available examination dates in real time



Schedule / Reschedule a Test Event

TMU OREGON | Tests | Trainings | Downloads | Profile | Deborah

Click **Tests**

-or-

View Your Testing History

Welcome, Deborah!

Training History
View your training details and history
View Your Training History

Testing History
View your testing details and history
View Your Testing History

Your Profile
View and update your personal and login information
Manage Your Profile

Downloads
Download instructions, forms, and other documents
View Downloads

All **eligible** test events will appear in this format.

To select the knowledge test component, click **Schedule** to the right of the test component.

Home > Test History

Your Tests

Scheduling

Exam	Status	Reason	
Certified Nurse Aide Knowledge	Not Eligible	Missing required Training Nursing Assistant	
Certified Medication Aide Knowledge	Eligible		Schedule
Certified Nurse Aide Skill	Not Eligible	Missing required Training Nursing Assistant	

Find Event MEDICATION AIDE

Directions: Click on a marker to show upcoming events for that location.

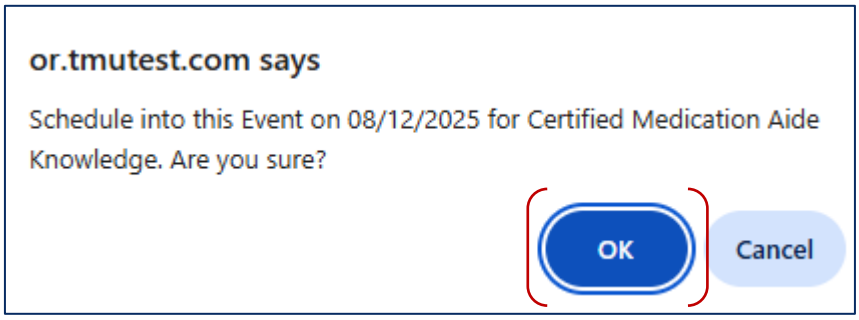
Hide Map

Map | Satellite

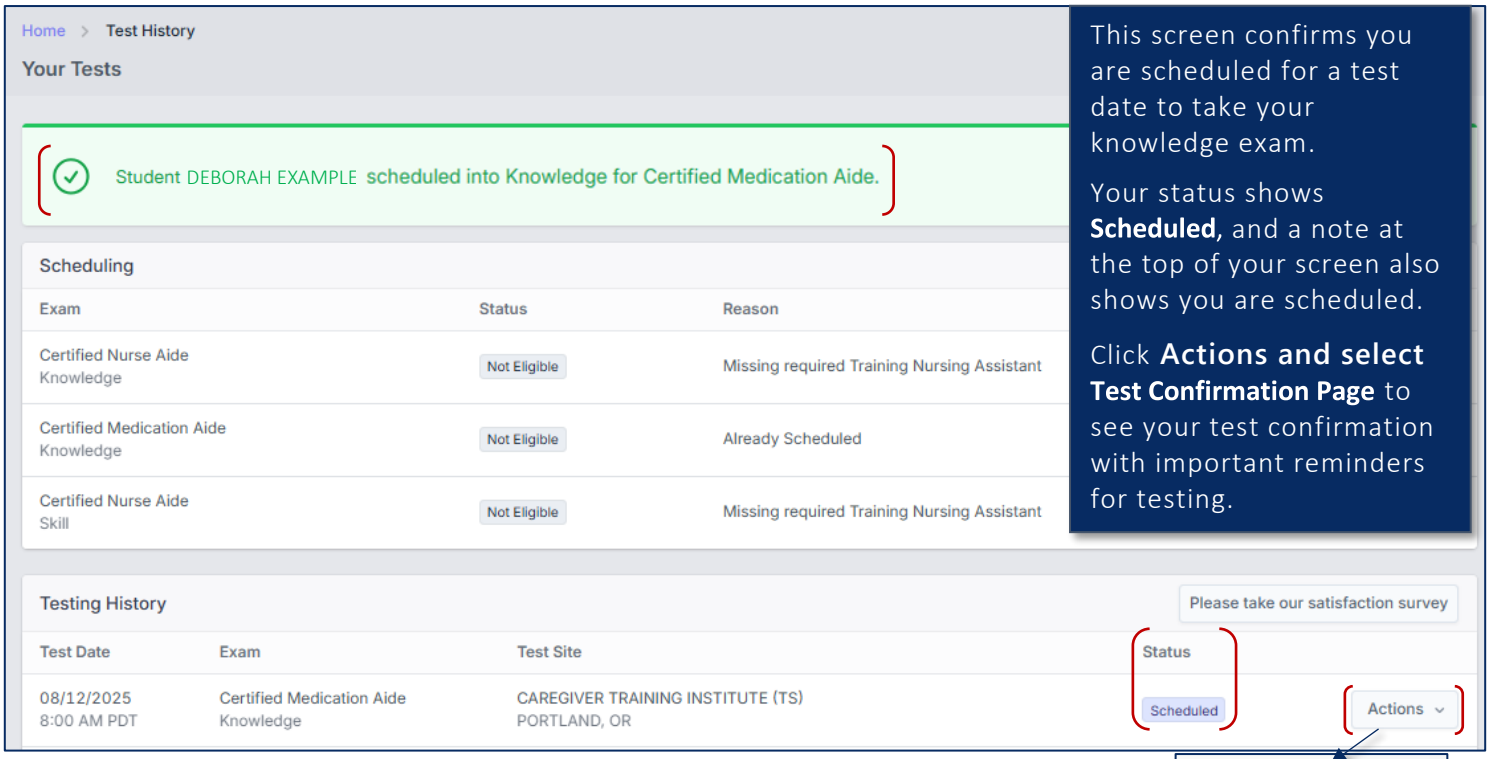
Available location | Selected location | Your address

This is the next screen that opens showing you available events. Click **Schedule** to the right of the site and date you want to test.

TEST DATE	TEST SITE	SCHEDULING FOR	
07/31/2025 12:00 PM PDT	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) REMOTE PROCTOR, OR	K Certified Medication Aide	Schedule
08/12/2025 8:00 AM PDT	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	K Certified Medication Aide	Schedule



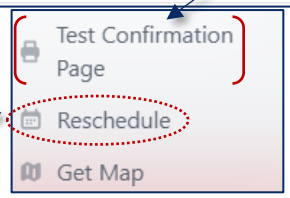
To confirm this is the site and date you want to schedule, click **OK**



This screen confirms you are scheduled for a test date to take your knowledge exam.

Your status shows **Scheduled**, and a note at the top of your screen also shows you are scheduled.

Click **Actions and select Test Confirmation Page** to see your test confirmation with important reminders for testing.

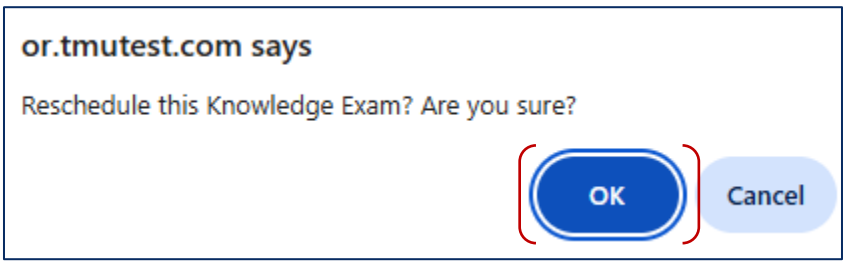


Reschedule a Test Event Screenshots

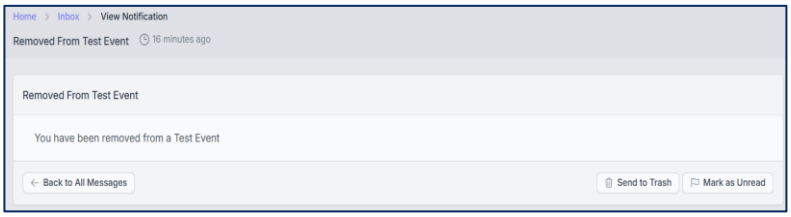
You may reschedule an exam date online in your TMU© account at or.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.

Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



Test Confirmation Letter

Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

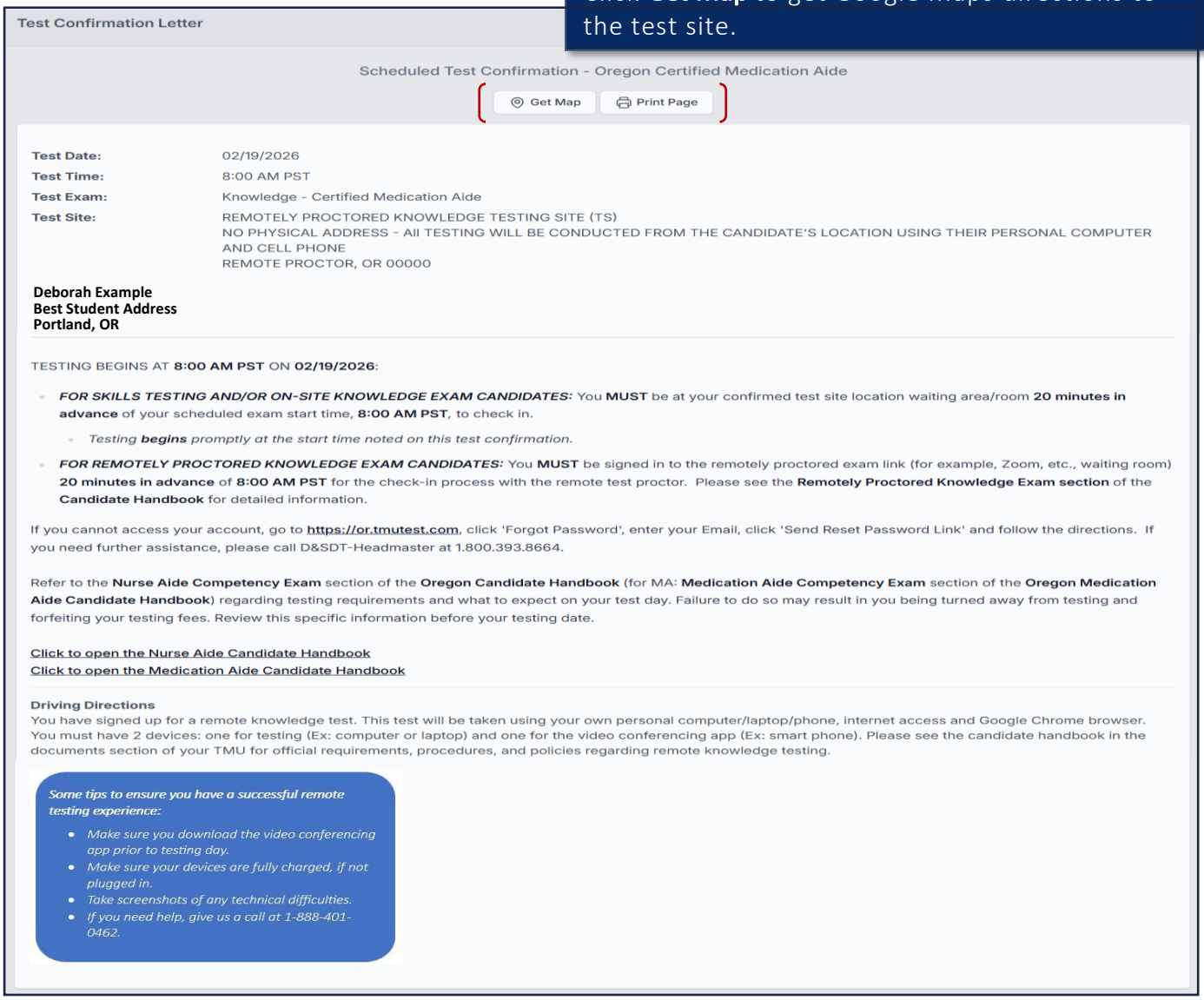
The body of the test confirmation letter will refer you to read the Oregon candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important that you read this letter!

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.



Test Confirmation Letter

Scheduled Test Confirmation - Oregon Certified Medication Aide

Get Map | Print Page

Test Date:	02/19/2026
Test Time:	8:00 AM PST
Test Exam:	Knowledge - Certified Medication Aide
Test Site:	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE REMOTE PROCTOR, OR 00000

Deborah Example
Best Student Address
Portland, OR

TESTING BEGINS AT **8:00 AM PST** ON **02/19/2026**:

- ***FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **8:00 AM PST**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
- ***FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **8:00 AM PST** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.

If you cannot access your account, go to **https://or.tmutest.com**, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Oregon Candidate Handbook** (for MA: **Medication Aide Competency Exam** section of the **Oregon Medication Aide Candidate Handbook**) regarding testing requirements and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Click to open the Nurse Aide Candidate Handbook
Click to open the Medication Aide Candidate Handbook

Driving Directions
You have signed up for a remote knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing.

Some tips to ensure you have a successful remote testing experience:

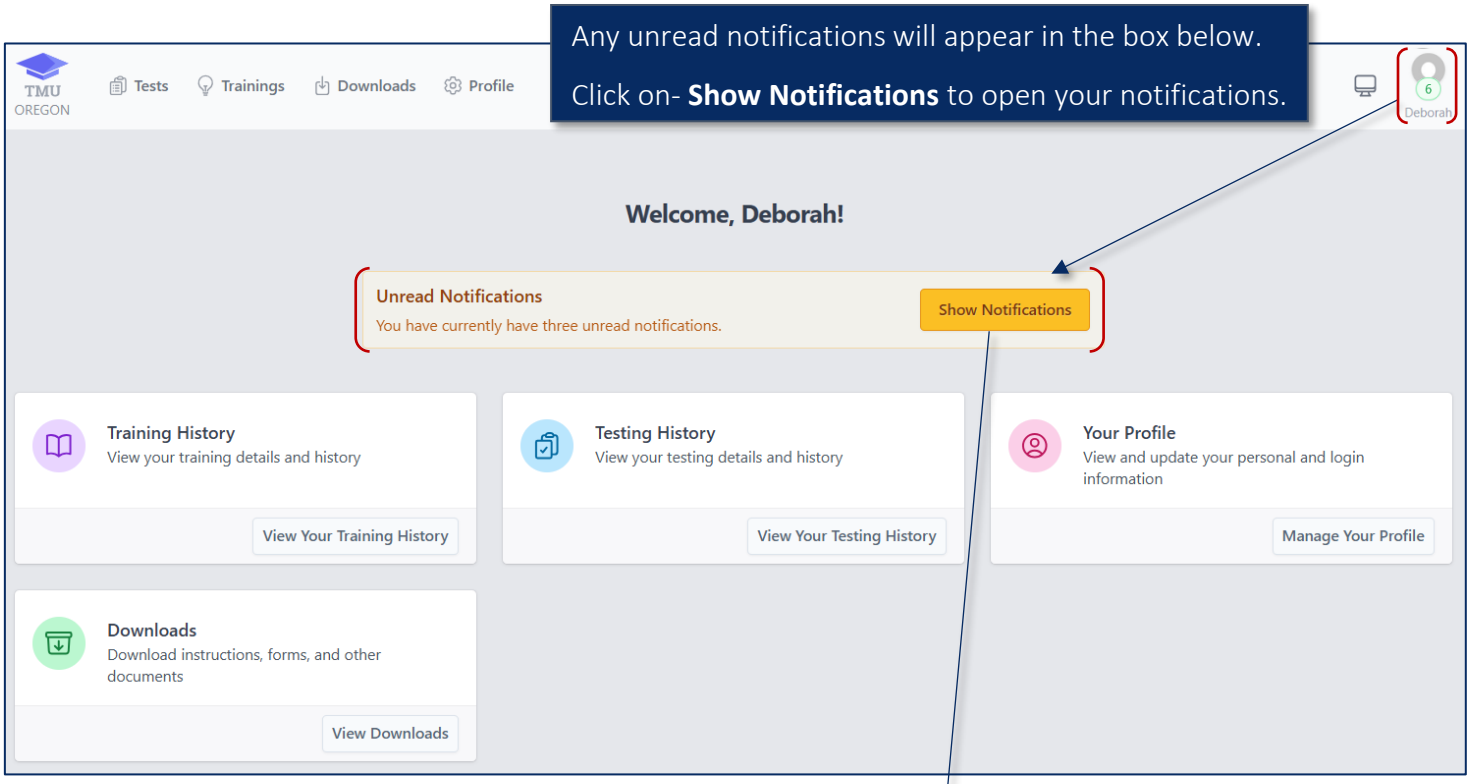
- *Make sure you download the video conferencing app prior to testing day.*
- *Make sure your devices are fully charged, if not plugged in.*
- *Take screenshots of any technical difficulties.*
- *If you need help, give us a call at 1-888-401-0462.*

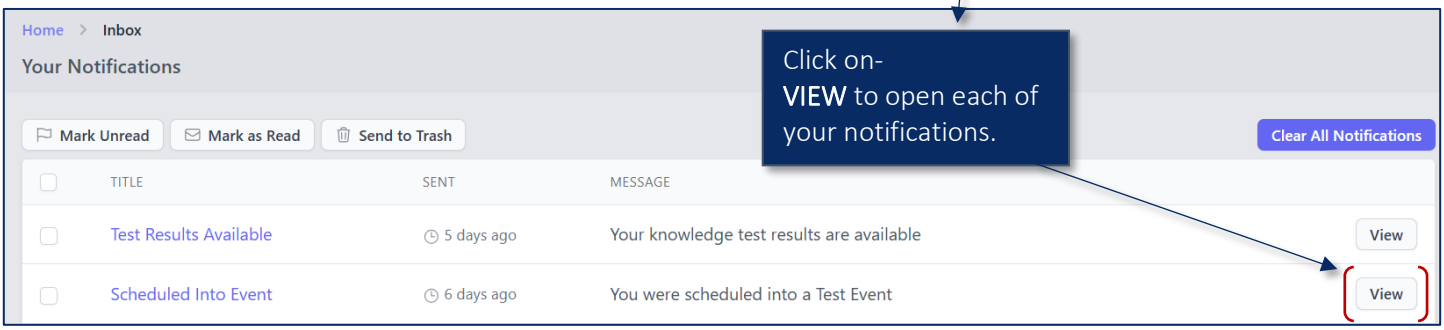
Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge Exam section if you are interested in taking your knowledge exam with a remote proctor from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (800) 393-8664, Monday through Friday, excluding holidays, 6:00AM to 5:00PM MT/5:00AM to 4:00PM PT.

Note: Candidates who self-schedule online, or those scheduled by their education programs, will receive their test confirmation at the time they are scheduled.

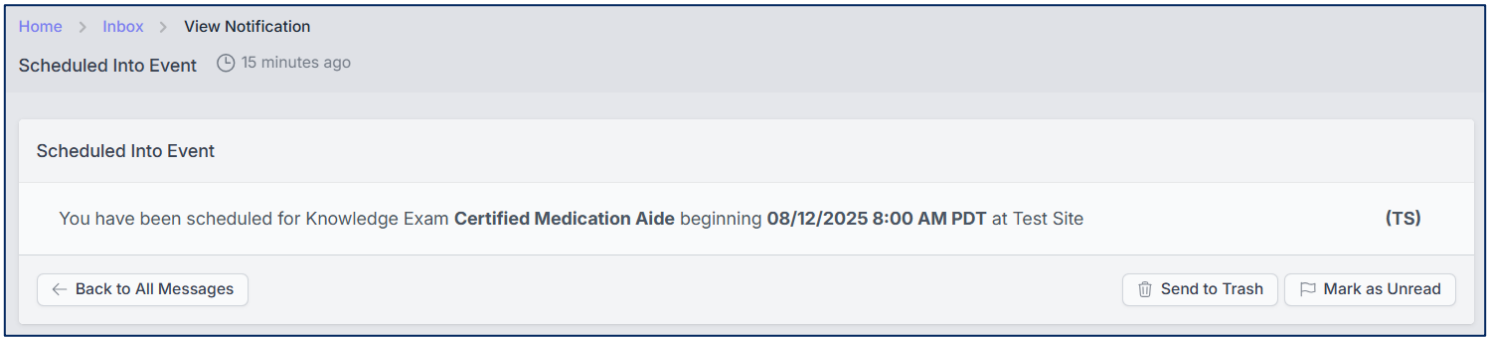
View your Notifications in TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.

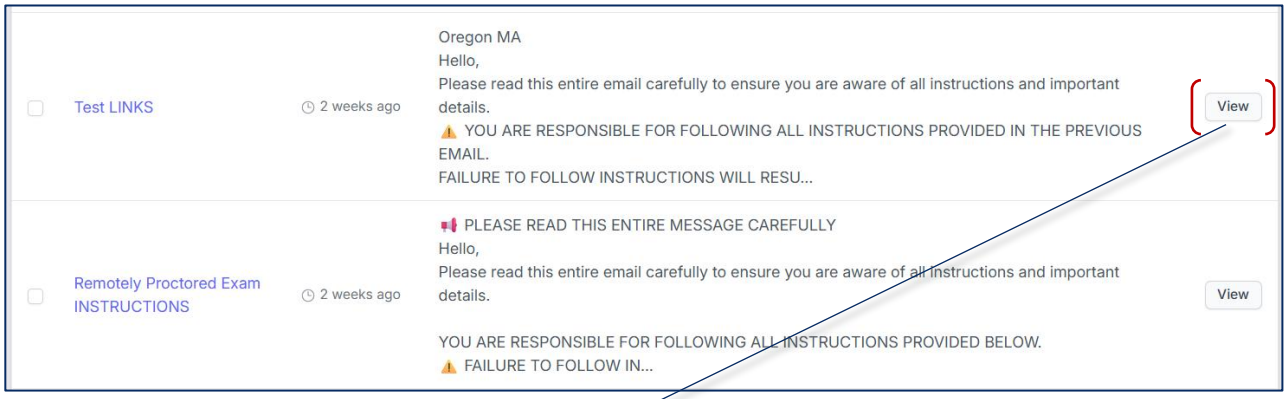




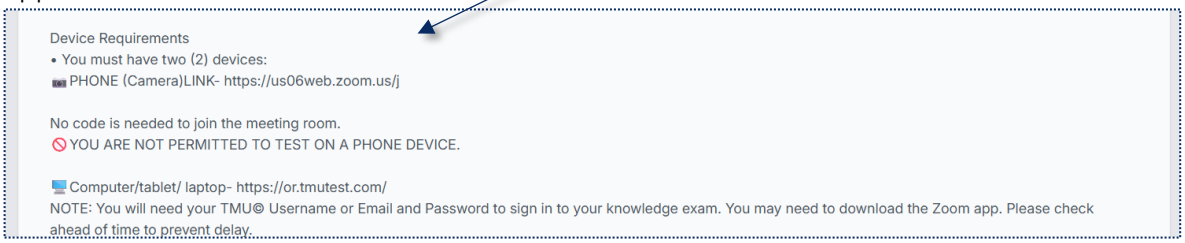
Notification example when scheduled into a test event:



Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing a snippet of the type of information received when the Zoom invite is sent:



A short snippet from the **Test Links** notification:



Test Day

Exam Check In

You <u>must</u> arrive at your confirmed test site waiting area/room <u>20 minutes in advance</u> of your scheduled exam start time.

- Testing **<u>begins</u>** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room ***<u>20 minutes before the start time</u>*** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **<u>must</u> be at the test site waiting area/room for check-in by 7:40AM**.

Note: If you arrive late, you will not be permitted to take the test.

Testing Attire

For your examination, wear comfortable, appropriate clothing and non-skid shoes. You may wear nurse/medication aide attire, such as scrubs, if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices ***are not allowed***.

Identification

To test, you **must bring two forms of original, signature-bearing, current (not expired), and proper identification. At least one of the signature IDs must contain your photograph.**

Secure digital IDs, or digital identities, are virtual systems (for example, Apple or Google Wallet) that allow identity verification and secure authentication. They can replace physical IDs and will be allowed for identification purposes.

NOTE: An image of an acceptable form of identification, such as an image stored on a cell phone in photos or galleries, ***is not considered a secure digital ID and is not allowed for identification purposes***. It is recommended that you carry your physical IDs.

Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- **State-issued Driver's License** *(non-expired from any state is acceptable)*
  - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card** *(non-expired from any state is acceptable)*
- **Signed Passport**
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** *(now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature)*
- **Tribal Identification Card** *(a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe)*
- **Military Identification Card** *(accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*
- **Social Security Card** (there is no expiration date, but it must be signed to be acceptable)
- **Credit or Debit Card** *(that meets all identification requirements)*
- **1st Aid or CPR Card** (*that meets all identification requirements)*
- **School or high school ID for the current year with a signature**

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

The name on your two forms of identification must match the name on your medication aide application packet submitted to OSBN. If your legal name has changed since you submitted your application packet, please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation (official name change documentation such as a marriage certification, divorce decree, or other legal State document that shows the name change, ***along with*** your ID or driver's license with your updated name on it). The form is under 'APPLICATIONS' on the Oregon TMU© main web page (before you log in to your account), or click on this link: https://or.tmutest.com/apply/4.

You *must also notify OSBN* whenever you have a name or address change.

Note:

- **You will not be admitted for testing if you do not bring two forms of proper/valid identification**.
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW, and you will have to reschedule and pay for another test and date.

You will be required to present your photo-bearing ID when you check in for your exam.

Instructions for the Knowledge and Remotely Proctored Knowledge Exam

Test instructions for the knowledge exam will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the Remotely Proctored Knowledge Exam Instructions can be found in your TMU© account under the Downloads tab *(*see paragraph below)*.

These instructions detail the process and what you can expect during your exam. Please read the instructions ***before*** entering the knowledge exam room. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing room.

*The **Knowledge and Remotely Proctored Knowledge Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the **Access the Candidate Handbook and Testing Instructions** section of this handbook.

Testing Policies

The following policies are observed at each test site:

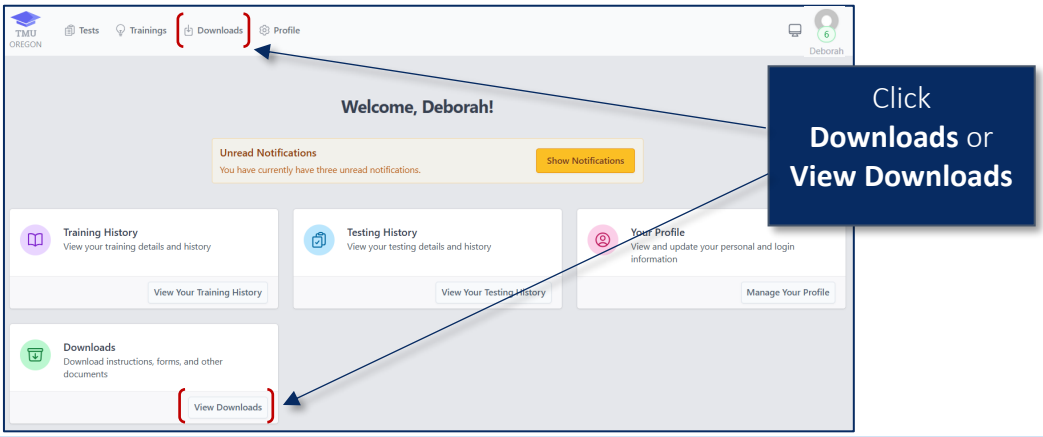
- Make sure you have signed in to your TMU© account at or.tmutest.com before your test date to verify your demographic information. Refer to this handbook's **Verify Your TMU© Accoun'** section for instructions and information.
  - **If you have not signed in, verified your demographics, or updated your password if needed, in your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Plan to be at the test site for up to three (3) hours. Please plan your day accordingly.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the test site waiting area/room to **check in 20 minutes before your scheduled start time** – if your test start time is 8:00AM, you must be at the test site waiting area/room **by 7:40AM**. If you arrive late for your confirmed exam, you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under **Remotely Proctored Knowledge Exam Option** in the Knowledge/Audio Exam section.
- If you do not bring two valid and appropriate current, signature-bearing ID documents, with at least one containing a photo, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
  - If the **FIRST** and **LAST** printed names on both forms of your IDs ***do not match*** your current name of record in your TMU© account, you will not be admitted to the exam, you will be considered a No-Show, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS *(see details in this handbook's* **No-Show Status** *section)* for any reason, any test fees paid *will NOT be refunded*. You must repay your testing fees to the Oregon State Board of Nursing and be released to test to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, smart glasses, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test(s).
  - All electronic devices must be **turned off**, including smartwatches, smart glasses, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under **Remotely Proctored Knowledge Exam Option** in the Knowledge/Audio Exam section.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.
- Anyone caught using any electronic recording device during the knowledge exam will be dismissed from the exam and testing room, your test will be scored as a failed attempt, you will forfeit all testing fees, and you will be reported to your medication aide education program and the Oregon State Board of Nursing (OSBN). You will not be permitted to test for six (6) months. You may, however, use personal devices during your free time in the waiting area. Please refer to the **Security** section of this handbook for detailed information.

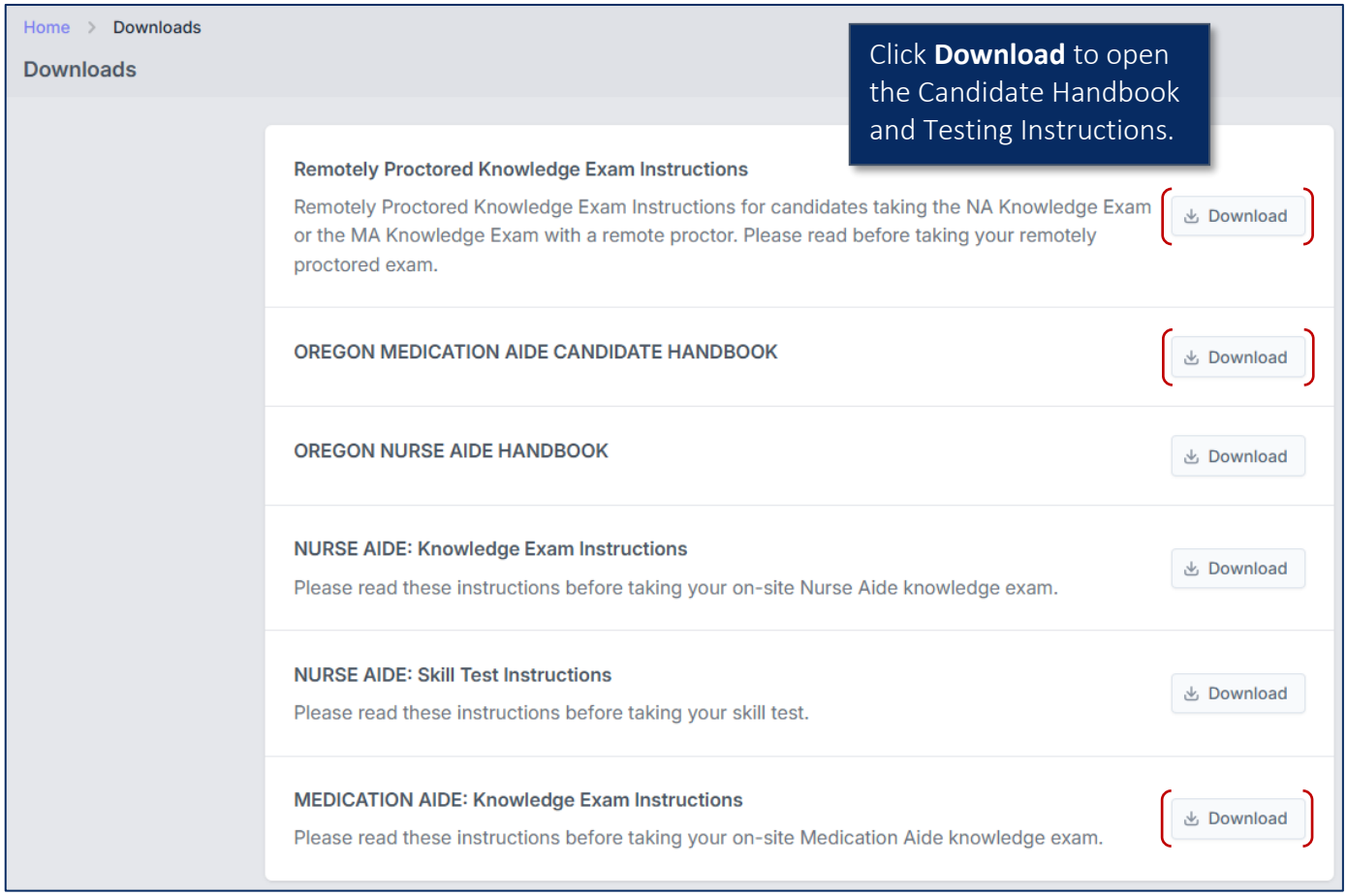
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-HEADMASTER at (800) 393-8664 or via email at oregon@hdmaster.com once you have scheduled a test date, so that we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- Once the exam has begun, you cannot leave the testing room (knowledge test room, remotely proctored knowledge exam, or skills lab) ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- **LANGUAGE TRANSLATION DICTIONARIES:** Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed** (both remotely proctored and on-site knowledge test events).
- **SCRATCH PAPER:** You may do math calculations on scratch paper provided by the KTP.
- You may not remove any notes or other materials from the testing room.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and OSBN. Please refer to the **Security** section of this handbook for detailed information.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (800) 393-8664 immediately to reschedule *(see the **note** below)*. Please see this handbook's **Schedule / Reschedule a Test Event** and **No-Show Exceptions** sections.

  NOTE: *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Oregon MA Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Downloads' tab.

Access the Candidate Handbook and Testing Instructions

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab.





Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Oregon State Board of Nursing (OSBN).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and OSBN, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need OSBN approval to retake the test.

Rescheduling Policy

All candidates may reschedule for free online at **or.tmutest.com** any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at **or.tmutest.com**. (See instructions under **Schedule / Reschedule a Test Event**).

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 6:00AM to 5:00PM MT/5:00AM to 4:00PM PT, Monday through Friday, excluding holidays.
- Please see the **Reschedule a Test Event Screenshots** for a visual of how to reschedule a test event.

The scheduled test date is on a:	Reschedule before 5:00PM MT/4:00PM PT the previous:
Monday	**Thursday**
Tuesday	**Friday**
Wednesday	**Monday**
Thursday	**Tuesday**
Friday	**Wednesday**
Saturday	**Thursday**
Sunday	**Thursday**

Note: Reschedules will not be granted less than one full business day before a scheduled test date.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for).*

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT-HEADMASTER will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account, and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voice mailbox is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

See more information under **No-Show Exceptions**.

No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW status.** You will forfeit all fees paid and must submit a new testing fee to OSBN and be released to test to schedule yourself into a new test event.

A NO-SHOW status will exist if a reschedule is not done or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Rescheduling Policy**).

No-Show Exceptions

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, **provided the required documentation is received within the appropriate time frames outlined below.**

⇒ Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Oregon TMU© main page under 'APPLICATIONS', or click this link:

https://or.tmutest.com/apply/8

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
    - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider showing outage date and times.
    - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback regarding the examination process to help improve testing.

Exam Results

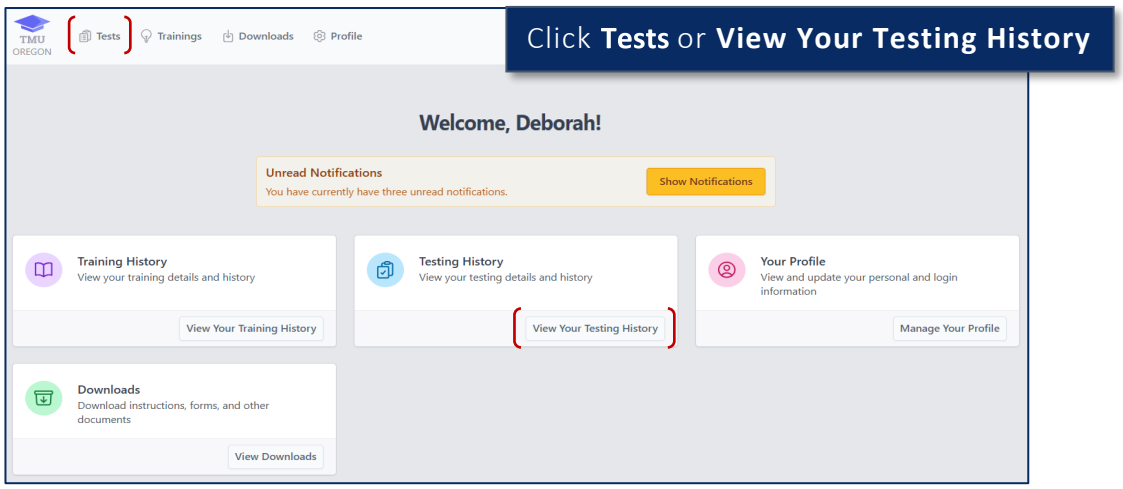
After you have completed the knowledge exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available after 5:00PM (MT) on the business day after your test event by signing in to your TMU© account.

When you pass your exam, you may be certified and listed on the Oregon Medication Aide Registry **ONLY AFTER** you have met all OSBN requirements. **One** of those requirements includes **passing the knowledge test component of the Oregon medication aide examination**.

OSBN will receive your results for the state record on the day your test is scored. ***D&SDT-Headmaster and OSBN cannot release results over the phone.***

Note: *D&SDT-HEADMASTER does not send postal mail test results letters.*

Sign in to your TMU© account at **or.tmutest.com** to view your test results. The screenshots below show the results.



Under **Actions**, click the drop-down menu and then click **Details** to view your results, or click **Print Test Results** to get a hard copy of your results.

Click on **Please take our satisfaction survey** to complete the Exit Survey

Home > Test History

Your Tests

Scheduling

Exam	Status	Reas
Certified Nurse Aide Knowledge	Not Eligible	Missi
Certified Medication Aide Knowledge	Eligible	Schedule
Certified Nurse Aide Skill	Not Eligible	Missing required Training Nursing Assistant

Testing History

Please take our satisfaction survey

Test Date	Exam	Test Site	Status	
01/02/2025 8:00 AM PDT	Certified Medication Aide Knowledge	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) REMOTE PROCTOR, OR	Failed	Actions

Details

Print Test Results

Knowledge Exam Test Results Example:

Home > Tests > Knowledge Test Detail

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Medication Aide exam.

Your overall knowledge test score is 75.00%.

You must have an overall score of **80%** or better to pass.

Best Student
Certified Medication Aide Test

Test Actions

Print Results

Get Directions

TEST EVENT	01/02/2025 8:00 AM PDT
TEST SITE	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM T PERSONAL COMPUTER AND CELL PHONE REMOTE PROCTOR, OR 00000

Example

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	75.00%	45 / 60	60

Performance by Subject

Medication Effects	69%
Medication Administration & Client Rights	72%
Documentation and Terminology	70%
Error Reporting and Role and Responsibility	100%
Authorized Duties and Regulations	67%

16 Missed Vocabulary Words

inhaler, medication effects, antacid, medication effects, medication effects, classification, otic, laxative, authorized duties, dosage, dosage, medication administration, authorized duties, interactions, contraindication, abbreviations

Under **Test Actions**, click the drop-down menu and then click on **Print Results** to get a hard copy of your results. Or, click on the **printer icon** next to **Test Actions.**

Test Attempts

Training Timeframe:

- For initial applicants– there is not a specified timeframe to pass the knowledge exam.

Test Attempts:

- Once a candidate completes a training program, there is not a limit on the number of attempts allowed to take the tests - attempts are unlimited.

Applications with OSBN expire after 1 year but candidates can re-apply and continue to test if needed.

The following limitations are set for candidate's who have a certification that expired more than 2 years ago and they are applying for reinstatement:

- For CMA reinstatement applicants that are expired more than 2 years – they have one attempt to pass the knowledge exam to reinstate their certification, if they fail, they will need to retrain.
- Once they retrain, they can test as many times as necessary.

Retaking the Medication Aide Exam

If your test results inform you that you failed the knowledge exam, and you want to apply for a retest, you will need to pay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at OSBN Nurse Portal (boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) you to test, you will receive an email, and then you can schedule a new exam date. Follow the instructions for **Schedule / Reschedule a Test Event**.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM MT/5:00AM to 4:00PM PT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date as long as you have been released to test by OSBN.

Test Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, Monday through Friday, 6:00AM to 5:00PM MT/5:00AM to 4:00PM PT, excluding Saturdays, Sundays and holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a $25 non-refundable test review deposit fee. To request a review, complete the **Test Review Request and Payment Application**, available on the Oregon TMU© main page, under 'APPLICATIONS' (before you log in to your account) at or.tmutest.com. Test Review Requests must be received **within three (3) business days from the official**

scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a medication aide in Oregon is demonstrated by examination of minimum medication aide knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the findings of the review are *not in your favor*, the $25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection and your knowledge test markings, in addition to reviewing markings or notations recorded by the RN Test Observer at the time of your test. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer or KTP for any additional recollection of your test.

D&SDT-HEADMASTER will only discuss test results or test disputes with the candidate. D&SDT-HEADMASTER will not review test results or disputes with instructors/education training programs, family members, or anyone else on behalf of the candidate.

D&SDT-HEADMASTER will complete your review request within ten (10) business days of receiving it in a timely manner. D&SDT-HEADMASTER will send the review results to your email address and the Oregon State Board of Nursing (OSBN).

THE KNOWLEDGE EXAM

Knowledge Exam Content

The knowledge exam consists of **60 multiple-choice questions**. Questions are selected from subject areas based on the Oregon State Board of Nursing (OSBN) approved Oregon test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas, correlating OSBN domains, and the number of questions from each subject/domain area are shown below.

Subject Areas

Subject Area	OSBN Domain	Number of Questions
Authorized Duties / Error Reporting / Regulations / Role and Responsibilities	Ethical and Legal	19
Documentation / Terminology	Communication and Documentation	10
Medication Administration / Client Rights	Medication Administration / Medication Fundamentals	18
Medication Effects	Medication Administration / Safety	13

Knowledge Exam Information

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have **90 minutes** to complete the **60-question** Knowledge 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 will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

You must have a score of 80% or better to pass the knowledge exam.

All Oregon test sites utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **Verify your TMU© Account** to sign in to your TMU© account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES
The knowledge test is in English. OSBN has not approved any other language for examination.

Language translation dictionaries, devices, or non-approved language translators in any format ***are not allowed***.

SCRATCH PAPER
If needed, you may do math calculations on the scratch paper provided by the KTP.

- *Any scratch paper must be left with the KTP when testing is done.*

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Oregon State Board of Nursing (OSBN).

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.

  - An email will be sent to you and in your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) you will need to download before test day.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- 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 video filter such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and 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.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule / Reschedule a Test Event**. Please ensure you have met the **Remotely Proctored Knowledge Exam Candidate Requirements** listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Testing Site**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the **Schedule / Reschedule a Test Event**, **Test Confirmation Letter**, and the **View your TMU© Notifications** section for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember to also check your **'NOTIFICATIONS'** under your profile pic in your TMU© account for this information. Please refer to the **View your TMU© Notifications** section.

Please call D&SDT-HEADMASTER at (800) 393-8664 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under **Access the Candidate Handbook and Testing Instructions**.

Remotely Proctored Knowledge Exam Testing Attire

For remotely proctored knowledge testing, **you must be wearing:**

- **Appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.
  - *Smart watches and smart glasses, activity trackers, or Bluetooth-connected devices **are not allowed**.*

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of the start time listed on your test confirmation for the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event. If you are not signed into the remotely proctored exam waiting room 20 minutes in advance of the start time listed on your test confirmation, you will not be allowed to test, considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

- You must show your mandatory forms of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the **Identification** section for specifics.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
  - 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.
- Then, you must position your smartphone/tablet so 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 video filter, such as a background or blurring your screen.*
- **NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam Policies

All **Testing Policies, Test Attire** and **Security** measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- 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 reschedule 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 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 video filter, such as a background or blurring your screen.*
- 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 you will be disconnected from the test event by the remote Proctor, and your test 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 test. **REMEMBER:** *You need to test in an isolated, secure room/area that is free of distractions and interruptions, just as you would if you were sitting in the knowledge test room at a test site.*
- 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.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- **TRANSLATION DICTIONARIES:** The knowledge test is in English. OSBN has not approved any other language for examination. Language translation dictionaries, devices, or non-approved language translators in any format ***are not allowed***.
- **SCRATCH PAPER:** You may do math calculations on scratch paper if needed. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper.
  - At the end of your exam, you will be asked to show both sides of the scratch paper to the remote Proctor ***again***. You will then be told to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

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

KNOWLEDGE EXAM VOCABULARY LIST

abbreviations	authorized duties	ear drops
adverse effect	calculation	enteric
allergic reactions	cardiac medication	extrapyramidal
analgesic	cholesterol	gastrostomy tube
anaphylactic	classification	hypoglycemia
antacid	conduct unbecoming	inhaler
anti-emetic	controlled substances	laxative
anti-hypertensives	depression	liquid medication
antibiotic	diuretic	medication administration
antitussive	documentation	medication effects
apical pulse	dosage	medication error

medication order	role and responsibility	sublingual
ophthalmic	route	symptoms
oral medication	safety	terminology
otic	side effects	topical
refuse medication	six rights	
respiratory medications	skin	

Notes: