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PSI Remote Proctoring – Knowledge Exam

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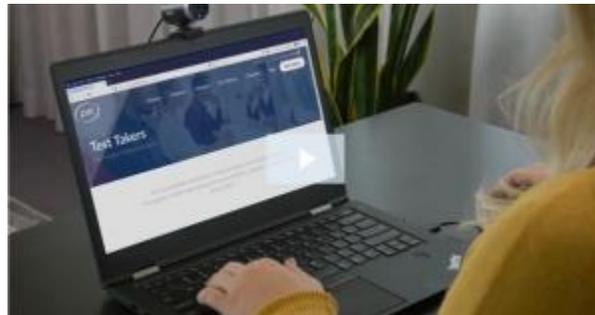
Testing with Remote Proctoring

Introduction

Remote Proctoring is a secure and non-invasive platform that uses professional proctors and technology to monitor examinees live while they complete the Certified Paralegal (CP) Exam. Remote Proctoring is only available for the **Knowledge Exam**. This method of test delivery allows the examinee to take the CP Exam from their home, office, or a remote site, using their own computer. The process is secure, easily accessible, monitors testing activity, and records all aspects of the Exam session.

Candidates who would like to choose online testing (remote proctoring) will need to run a system and webcam test (click here) on the computer they plan to take the Exam on to ensure it will meet remote proctoring requirements. If they meet the requirements, they can move forward with scheduling online testing (remote proctoring). Candidates must be able to use the computer in a private room without interruption.

You may watch the [Online Proctoring Experience](#) video:



Remote Proctoring – Preparation

Computer Specifications

Testing computers must have a detachable web camera, microphone, and broadband internet access. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5" x 6" or larger handheld mirror that the virtual proctor can use to scan the testing room.

Technical Requirements with FAQs

The technical requirements for the proctoring process are below. **You will not be able to use a tablet since tablets don't allow you to share your screen with a proctor. If you plan to use a work computer**, you must have administrative rights with permission to disable the firewall for remote access. Here's a list of what you need:

- Laptop or desktop computer (**Windows or Mac only**)
- Webcam, microphone, and speakers (camera and mic must be functional and available for testing)
- Stable broadband internet connection – Minimum 300 Kbps; we recommend 5Mbps or higher upload and download
- A wired connection is preferred over wireless (Wi-Fi)
- Screen resolution 1368 x 769 or higher
- Current version of Google Chrome or some other Chromium-based browser is best
- **Flash player (for PC users) no longer supported**
- Ability to download and install a small program: PSI's secure web browser. In work or outside environments with firewalls, you must have administrative access to disable the firewall. This must be ensured prior to taking the Exam on a work computer or when using WIFI that may have a firewall. The compatibility test does not test for administrative rights and firewalls.
- Chromebooks, tablets, and cellphones are not compatible and cannot be used. Touchscreens cannot be used. (There is no support for tablets or mobile devices at this time).
- Dual screens are **not allowed**

Operating System For PC users Windows 8.1, and 10 are compatible (not 10 S or 10 in S-mode, Enterprise version unsupported). To find your window version, right-click on the window icon and select "Run". In the box labeled "Open" type in the word *winver*. Press the Enter key. **For Mac users** version 10.14, or higher operating systems are needed (new OS support is within 30 days of release). To find out what version you have on a Mac click on the Apple icon and click on "About This Mac". **Other OS:** Ubuntu 18.04 is also compatible. Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer. For Mac users Safari, Firefox or Chrome can be used.

If you have not already done so, you should do computer compatibility and webcam check now, using the computer you plan to test on.

COMPATIBILITY SYSTEM TEST LINK

Scheduling

- The CP Exam is administered by appointment only. The Knowledge Exam may be taken any day of the week, including Saturday and Sunday, 24 hours a day.
- It is your responsibility to schedule the Exam as soon as you receive your Authorization to Test from NALA. This must be done within 365 days from the Authorization to Test date in your NALA account.

- If you are unable to take the Exam via remote proctoring, you will need to allow time to change to an Onsite test center, so it is critical you do not delay scheduling. If you are unable to schedule at an onsite test center, you may consider testing via the Partner testing option (a local college, your military base, or your place of employment). See the Partner testing section .
- You may schedule your appointment using the scheduling link in your Authorization to Test email from NALA.

When you schedule you will have the following options:

- Onsite (Test Center)
- Online Proctored (Live)

Launching the Exam

1. Prior to the day of the exam make sure you have completed the compatibility and webcam test on the computer you plan to test on and that you are able to log into your NALA account. The inability to log into your account the day of the exam due to the inability to remember your PSI Username or password, or connect to the testing proctor due to computer incompatibility will require you to contact NALA to reschedule.
2. On the day of your exam, please be at the location (the room you will test in) you plan to test up to 15 minutes early.
3. Sign in to your NALA account on [PSI's website](#) to initiate the exam launch process.
4. Click on the "**Schedule or Launch Exam**" link in your account. PSI's scheduling and testing platform will open.
5. Click the "**Launch Exam**" link.
6. Follow the instruction from this point and work with the proctor.
7. Please review the HELP information before starting your Knowledge Exam. It provides information on using the computer screen, calculator, bookmark, and comment box (as scratch paper).

If you have any technical issues launching your exam, please call PSI's Tech Support:

- Inside the U.S. 1-844-267-1017
- Outside the U.S. 1-702-939-6734

Connection Issues

Remote proctoring is a new modality of testing and with so many people using the internet, there may be issues with getting connected to the Exam or being disconnected. Please note the following:

- When launching the Exam, please allow up to 30 minutes from the time your appointment was scheduled to get connected with the proctor and to begin the exam process.
- After 30 minutes from the time your appointment was scheduled if you are unable to connect to a proctor and are still in the queue to be connected. Call PSI technical

services at 1-844-267-1017 for assistance. If you are still unable to connect after speaking with technical services, you will need to call PSI Candidate Services at 1-833-256-1426 to reschedule your appointment. If you have any issues, please contact at 918-587-6828.

- If you choose to test after a 30-minute or longer wait time, this will not be a reason for a retest if you are not successful on the Exam.
- If you start the exam and are disconnected, please call PSI technical services at 1-844-267-1017 for assistance to get reconnected.
- If you are unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions you were exposed to. If you are disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam you will be rescheduled within your current eligibility window. If you tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam, you will need to retest at an onsite test center or a NALA Partner test center.

What to Expect on Testing Day

- All candidates must report to the test portal 15 minutes before the scheduled testing time. You can launch the exam platform within 30 minutes of your appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment, and going through the security measures & exam rules.
- Anyone not starting the exam within 15 minutes within the scheduled appointment time, automatically forfeits the examination appointment and the ability to test using Remote Proctoring.
- The time spent on the security measures and exam rules does not affect your testing time. You will have the full time allotted to take the Exam.
- For the screen-sharing connection during the exam, candidates must download a program, which connects the candidate's screen to the proctor. Once the candidate has connected their screen to the proctor, the proctor connects the two-way video and audio connection. Once the exam is over, the session expires, and the remote connection is no longer valid.
- If you do not wish to complete the download, consider taking the test at an onsite testing center or with a NALA Partner testing center.
- A small program file will download to your computer. Click the file to open it and select "Run" to install the program. If any pop-ups ask if you approve, click Yes or Okay.
- A live proctor will connect with you via a chat box. You'll read the rules and sign off on them.

Identification Process

- One form of current ID is required and must be presented to the proctor before the exam starts. All identification presented must be current or unexpired and contain a

signature (no forms of temporary identification will be accepted). The ID must have a photo, expiration date, and the first and last name must match the eligibility record from your NALA account. Candidates will not be allowed to test without proper ID (military IDs are not accepted). The following are acceptable forms of ID:

- Driver's License
 - State identity card (non-driver license)
 - Passport
 - Passport card
 - Green Card
 - Alien Registration
 - Permanent resident card
 - National identification card
- The proctor will confirm the candidate's identification prior to starting the Exam. The proctor will ask you to show your photo ID. Hold it up to the webcam to verify your identity.

Testing Environment and Process

You can schedule and launch your exam right from your home or office computer but must have a microphone, webcam, speakers, and stable broadband internet. The chrome browser is best to use.

- The proctor will check to make sure your webcam and microphone are working properly, and that screen sharing has been activated. You will be asked to share your screen for all connected equipment.
- The proctor will ask you to slowly move the webcam around the room to verify that you are alone and that your desk is clear of restricted items. If there are notes, drinks, a box of tissues, or any such items on your desk, you will be asked to remove them prior to releasing the Exam.
- You will have an on-screen calculator to use and each question has a comment box if you need to write anything down. No scratch paper is allowed.
- If you need assistance during your exam, you should initiate a chat with the online test administrator using the in-exam chat tool.
- No conversing or any other form of communication is permitted once your exam has been released.
- You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of NALA and PSI security policy. Either one may result in the disqualification of exam results, may lead to legal action, and will be reported to NALA.
- The testing environment will be surveyed by the proctor prior to testing. The testing computer must be in a private room and be able to be used without interruption. A proctor will continuously monitor both the test taker and the testing environment.

- No other people(i.e. guests, visitors, family members) or pets are allowed in the testing room.
- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials, or personal items (i.e. purses, briefcases, coats). No scratch paper is allowed and you must use the comment box if you need to write down anything.
- No electronic devices (other than the computer being used to test) are allowed in the room! This includes cell/smartphones, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets, and digital music players (i.e. iPod & iPad).
- All jewelry (watches, necklaces, pins) and head coverings must be removed from the room prior to the testing session. If you require a head covering, you need to test at an onsite test center or NALA Partner test center.
- Your launch button will be enabled when your exam is fully prepared for delivery.
- You may not exit the camera view or use a cell phone or other electronic devices during the exam.
- Your hands must be visible to the camera at all times. Talking or mouthing words while testing is prohibited. You may not cover your face or mouth with your hands.
- PSI requires all employees and exam takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor via chat or other candidates will be reported to NALA and may result in criminal prosecution.

The following is a list of major and minor events the proctor is watching for. Please note minor events will have warnings from the proctor. After three minor events, the exam will be ended. Major events will end the exam immediately. Any exam ended for minor or major events ends the testing process. NALA will review the recording within 30 days to determine if you are eligible to retest.

Major and Minor Violations

Restrictions and Security

- The computer screen, questions, and browser are monitored by the proctor throughout the exam process. All information displayed on the computer screen during testing (instructions, questions, etc.) is the property of NALA and may not be reproduced in any form.
- No questions concerning the content of the exam may be asked during the test.
- No breaks will be permitted during the testing time.
- The Knowledge Exam is three hours.
- If any non-approved items are observed on the workspace after the exam is started, you will be dismissed, and the test administration will end.
- If testing has to be shut down for technical reasons related to the ability to use your computer or the Wi-Fi, you will be required to reschedule at an onsite test center. You

are required to test within your allotted 365-day testing window (your authorization to test date located in your NALA account). PSI requires a four-business day notice to reschedule.

- Any questionable behavior will be reviewed on the webcam, chat logs, and audio from the time of authentication through submission of the exam. All recordings are deleted after 30 days.

Misconduct

If a candidate is dismissed by the proctor, the test administration will end. The proctor may dismiss a candidate from the exam for any of the following reasons:

- the candidate gives or receives help or is suspected of doing so
- the candidate attempts to record test questions or to make notes
- the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs, etc.
- the candidate attempts to take the exam for someone else
- the candidate is observed with personal belongings
- the candidate is observed with notes, books, or other aids without it being previously approved by NALA
- any event that the proctor(s) deems as a compromise to the testing session

If a candidate engages in misconduct and is dismissed, the exam score will not be reported, and exam fees will not be refunded.

Forfeiture of Fees

All fees will be forfeited by the candidate if the candidate engages in any of the above-listed violations and is dismissed from the test administration.

Violation of any of the listed provisions results in dismissal from the testing session and having the candidate's results on the exam voided and exam fees not refunded.

Timed Examination

- After the security measures have been completed and the rules have been reviewed, the exam will start. During the exam, the browser is secured with no ability to copy, paste, screen capture, access other sites, use instant messaging applications or run remote access/virtual machines.
- Three (3) hours are allotted to complete the Knowledge Exam
The virtual proctor monitors the time you spend on the exam. The exam will terminate if you exceed the time limit. You may click on the "Time" button in the lower right portion of the screen or select the TIME key to monitoring your time. A digital clock indicating the time remaining for you to complete the exam will appear. The time feature may also

be turned off during the exam. Only one test item is presented at a time. The item number appears on the screen. The entire test item appears on-screen (i.e., stem and four options labeled A, B, C, or D.). Indicate your choice by either entering the letter of the option you think is correct (A, B, C, or D) or clicking on the option using the mouse. To change your answer, enter a different option by pressing the A, B, C, or D key or by clicking on the option using the mouse. You may change your answers as many times as you wish during the testing time limit.

- To move to the next item, click on the forward arrow (>) in the lower right portion of the screen or select the NEXT key. This action will move you forward through the exam item by item. If you wish to review any item or items, click the backward arrow (<) or use the left arrow key to move backward through the exam.
- A test item may be left unanswered and returned to later in the testing session. Items may also be bookmarked (flagged) for later review by clicking in the blank square to the right of the Time button. Click on the forward-pointing hand or select the NEXT key to advance to the next unanswered or bookmarked item on the exam. To identify all unanswered and bookmarked items, repeatedly click on the forward-pointing hand or press the NEXT key. When the exam is completed, the number of test items answered is reported. If all items have not been answered and there is time remaining, return to the exam and answer those items. Any unanswered question is considered a wrong answer.
- Online comments may be provided for any item by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided. NOTE: The time to make comments will be counted toward the test time, and no comments are acceptable as answers.

Results Notification

- Knowledge Exam results are provided at the conclusion of your Exam.
- NALA will upload your scores to your NALA account and advise you via email.
- If you pass the Knowledge Exam, expect to receive your Skills Exam Authorization to Test within 48 hours (allow additional time for weekends and holidays).

Inclement Weather, Power Failure, or Emergency

Inclement Weather

If you are unable to take your scheduled examination, due to inclement weather, power failure, or unforeseen emergencies, you may reschedule your exam. This reschedule must occur within your authorized 365-day timeframe.

Power Failure or Emergency

If power is temporarily interrupted during an administration, your exam will restart where you left off, and you may continue the exam. If you are unable to get reconnected after starting the

exam, the timing for a second attempt to take the exam will be based on how much time and how many questions you were exposed to. If you are disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam you will be rescheduled within your current eligibility window. If you tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam, you will need to retest at an onsite test center or a NALA Partner test center.