



Online Proctoring Guide

for NCARB

PSI Bridge allows you to take your proctored exam anytime, anywhere.

With 24/7 support and a seamless test delivery integration, PSI Bridge was built by a team with decades of proctoring experience to ensure an optimal experience.

**Where people
meet potential**



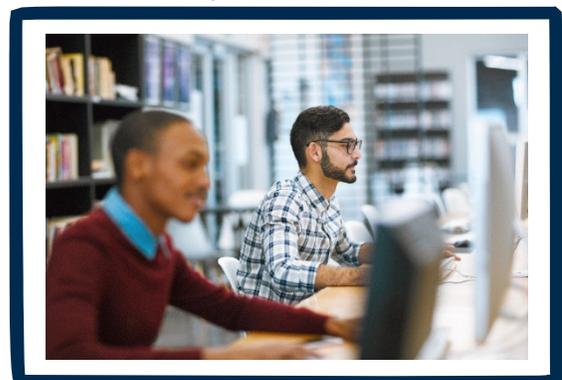
Before Your Exam

- Schedule your exam using the link inside your NCARB Record
- Have your Photo ID ready (note: Military IDs and Credit Cards are not allowed)
 - It must be a government issued ID with a photo and signature
 - The first and last name on your ID must match the first and last name in your NCARB Record
- Make sure you comply with the exam rules provided by NCARB
- Review video walk-through of the testing experience
- Online Proctoring Technical Requirements
 - **Operating System**
 - Windows 8.1, 10 (Not 10s or 10 in s mode)
 - MacOS X10.13.6 or higher (New OS supported within 30 days of release)
 - **Screen Resolution**
 - 1368 x 769 or higher (PSI's minimum recommended)
 - 1920 x 1080 (NCARB's recommended)
 - **Bandwidth**
 - Minimum 300kbps (PSI minimum recommended)
 - Minimum 3mbps (NCARB's requirement)
 - **Camera & Mic** - Must be functional and available for testing. Camera must be external and include auto focus capability.

Make sure your testing space is **quiet and free from clutter**



Make sure your testing space is **private, so no one interrupts you during your test.**



You will **conduct a room scan** during online check-in.

This will consist of a 360° pan around the room. Then you will take a video of the space under your desk or table, and under your laptop or keyboard and mouse.



The online proctoring software will **detect your face** throughout your exam session.

When the system can successfully detect you, a green circle will appear around your face, onscreen.

Sometimes, the system will not recognize your face even if you are sitting in front of your webcam. Many things can cause this to occur:

- Poor Lighting (*e.g.*, too dark, too bright, angled)
- Angle of Camera (*e.g.*, webcam is not head on)
- Large or Reflective Glasses
- Long Hair (*e.g.*, bangs covering your eyes)

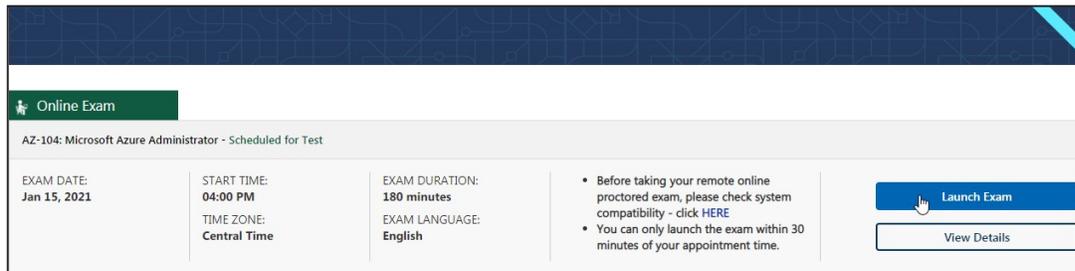
For best results, position your camera and lighting directly in front of you:



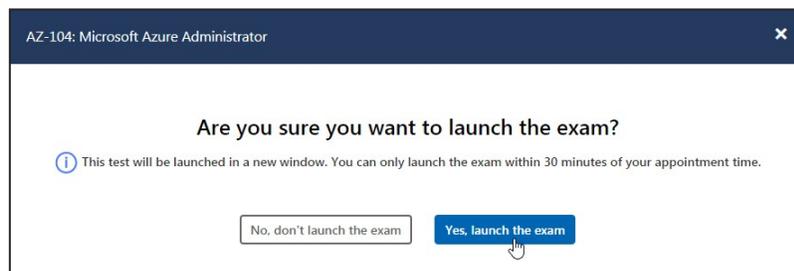
Access Your Exam

1. Launch your exam via the link inside your NCARB record

Your launch link will be activated 30 minutes before your assigned appointment time. If you do not have this link, please contact NCARB.

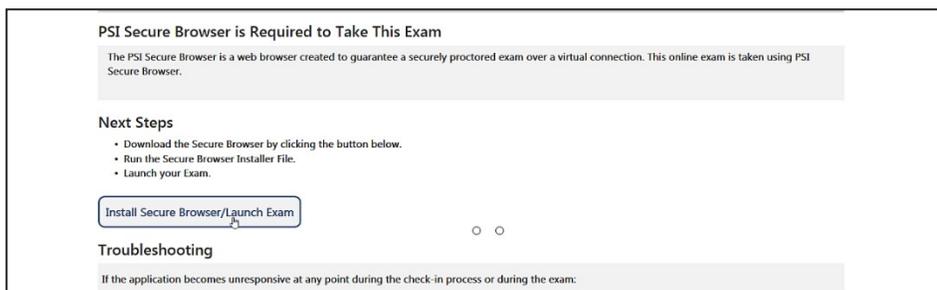


2. Confirm Exam Launch



3. Install/Download Secure Browser

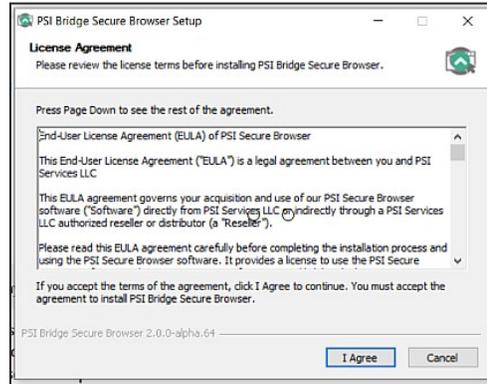
First time users will be prompted to Install Secure Browser while returning test-takers will Launch Exam.



4. Save and run your download

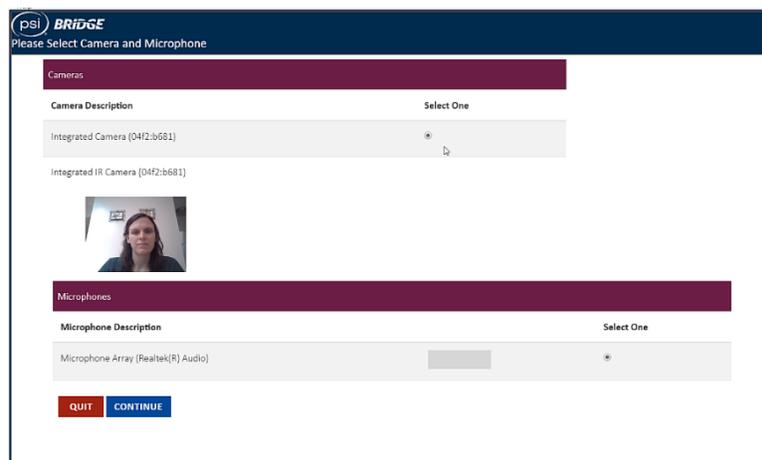


5. You may need to accept the License Agreement, if this is your first download



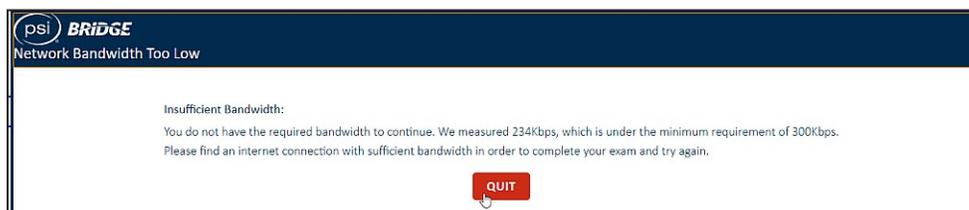
6. Select the appropriate camera and microphone

This prompt may not appear if you have only one camera and one microphone.

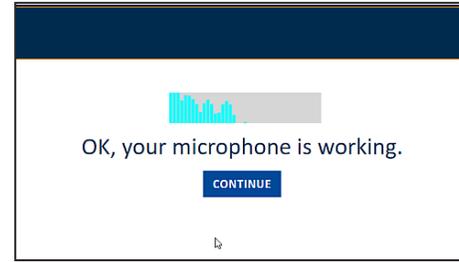
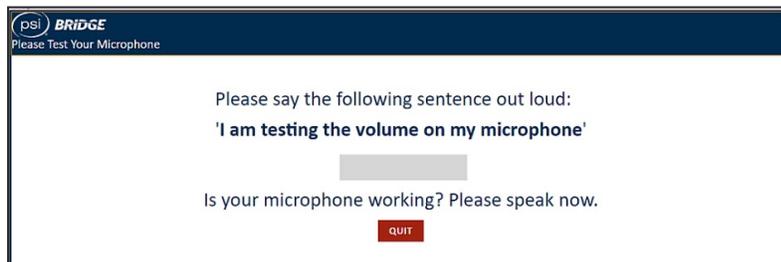


7. A bandwidth check will run in the background

If you do not have sufficient bandwidth, you will receive the below message. You can try using a different computer, taking the exam in a different location, restarting your router or making sure others are not using excessive bandwidth on your connection.

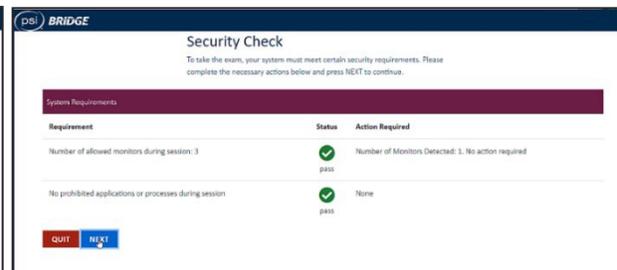
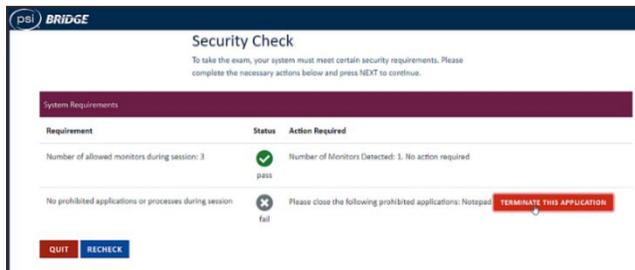


8. Test your microphone by speaking out loud

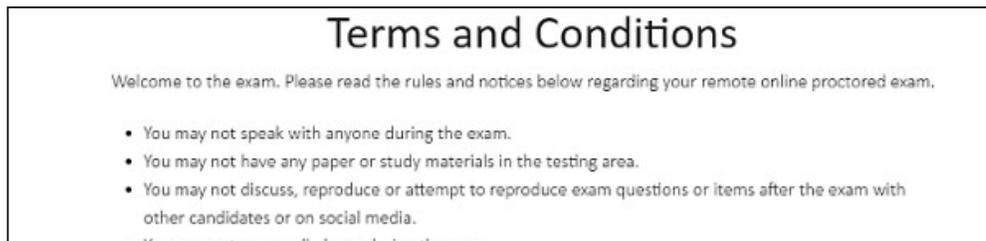


9. A security check will prompt you to close any prohibited processes you currently have running according to your exam rules

You can close the programs immediately with the “Terminate this application” or close them manually before rechecking.



10. Accept Terms & Conditions



Authenticate Your Identity

11. Take a picture of your Photo ID

Make sure your picture is visible and the name on the ID is readable. If the picture is unclear, you are able to retake the photo.

Photo ID Capture

Please take a picture of a current Photo ID.

- It must be a current, non-expired, government-issued identification.
- Military IDs are not currently accepted.

Photo Tips

- Position the **FRONT** of your ID card in the center of the frame so that all of the corners are visible
- Make sure that your photo is clear
- Make sure that all of the text can be read
- When you are ready, press the camera button



Captured Photo ID

Is the ID captured current and easily readable? If not, please click the red RETAKE button and capture your ID again. Otherwise, click CONTINUE

Photo Tips

- Position the **FRONT** of your ID card in the center of the frame so that all of the corners are visible
- Make sure that your photo is clear
- Make sure that all of the text can be read
- When you are ready, press the camera button



12. Scan your room and workspace

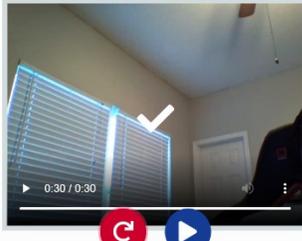
Record a video with your webcam to show your desk area, floor, and the walls around you.

Scan Your Room and Workspace

Click the blue camera button and take a video of all four walls around your desk and your immediate workspace showing that you have no prohibited items within your reach. Click the red STOP button when you are done. Then, click CONTINUE.

Scanning Requirements

- Room Scan should be slow and thorough. (Approximately 30-60 seconds)
- Conduct a 360-degree scan all the way around the room.
- Slowly scan from the ceiling to the floor.
- Scan the entire desk/work-space area.
- Scan the area directly underneath where you will be placing laptop and/or keyboard.
- After your laptop or keyboard is in place, show your cell phone to the camera and place it directly behind your seat and out of reach.
- Roll up any sleeves and show both sides of arms up to the camera.
- Show your ears to ensure there are no earbuds in use.
- If wearing glasses, hold them up to the camera for visual inspection.



RETAKE the video, or press CONTINUE

CONTINUE >

13. Take a Selfie

Take a Selfie

Please center your face in the frame of the window below and click the blue camera button.

Photo Tips

- Make sure that your whole face is clearly visible and that the light is bright enough to see it
- Position yourself in the center and in front of a plain background
- Do NOT tilt the camera
- When you are ready, press the camera button



Take a Selfie

Please center your face in the frame of the window below and click the blue camera button.

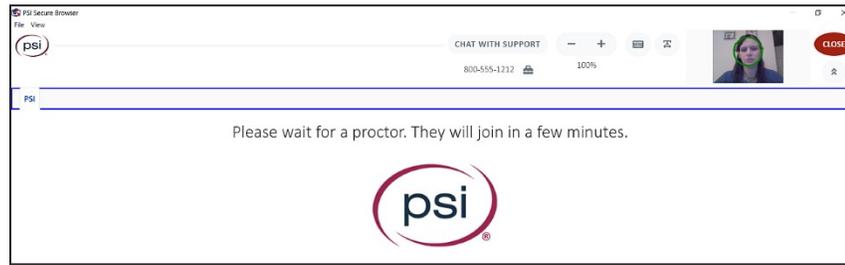
Photo Tips

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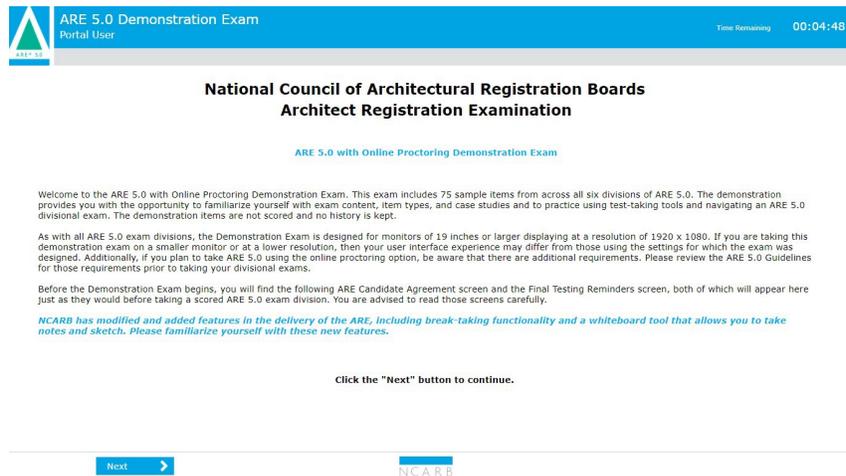


Take Your Exam

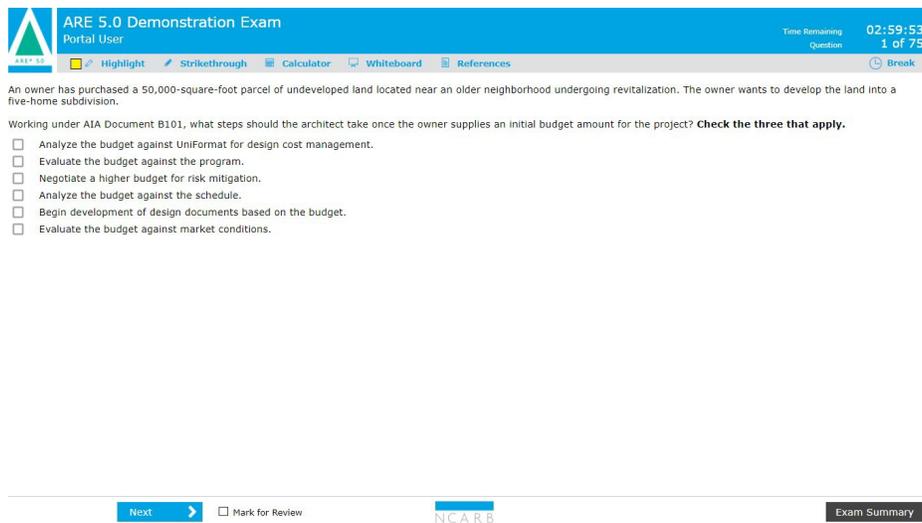
14. Wait while you are connected to a proctor



15. Enter your exam within the Secure Browser



16. Complete your exam and submit your answers in the Test Driver



17. End proctoring session by clicking the “End Proctoring Session” button and confirm you want to permanently end your exam.

Click the “End Exam” button inside your test and confirm you want to submit your results for scoring. You will then have the opportunity to review provisional feedback.



Click the “End Proctoring Session” button inside PSI Bridge and confirm you want to permanently end your exam session.

