These instructions are for candidates and proctors who have enacted their contingency plans with ACVS.

**Technical Support**

In the event that technical support is needed, the proctor should contact the appropriate individual(s) from the list below, as the candidate may not have access to their cell phone, email, or other electronic resources.

**Examity support:**
- Phone: (855) EXAMITY
- support@examity.com
- Live chat feature available through the Examity dashboard
- Troubleshooting guide: [https://www.examity.com/online-proctoring-troubleshooting-guide-for-test-takers-v4/](https://www.examity.com/online-proctoring-troubleshooting-guide-for-test-takers-v4/)

**ACVS support:**
In the event of computer crashes and power outages, contact Will Taylor, examination consultant, at wtaylor@humrro.org or (240) 316-8909 (mobile). Indicate that the candidate has been disconnected and is in the process of reconnecting.

Notify ACVS as soon as possible of any issues that occur during the examination.
- Ursula Krotscheck, chair, Examination Committee, uk28@cornell.edu, (607) 351-0691 (mobile)
- Annette McCoy, assistant chair, Examination Committee, mccoya@illinois.edu, (517) 896-1861 (mobile)
- Kim Soehnlein, credentialing programs director, ksoehnlein@acvs.org, (301) 969-8659 (mobile)

**On the day of the examination**

**Examinees will start the examination based on their scheduled Examity proctoring appointments**

Candidates should follow the COVID-19 screening guidelines established by the CDC, local government, or the site at which they are taking the exam.

**The Proctor will:**
- Arrive at least 15 minutes before the scheduled examination start time.
- Dress in business-casual attire, and conduct him/herself in a respectful, professional manner.
- Ensure the security of the examination environment during the entire examination session.
- Inspect the examination environment for any inappropriate materials, including any restroom the candidate will use.
- Immediately notify an ACVS representative and stop the examination if there is improper conduct on the part of the test candidate or any evidence that the examination process has been compromised.
- Verify that the candidate is the person registered to take the examination. This includes verification of a government-issued form of identification. The candidate will need to keep their ID to complete the Examity check-in.
• Ensure that the candidate does not have a mobile phone, smartwatch, textbooks, or any other materials that could be used as additional resources or to access such, either on their person or in the room, at any time during the examination or any of the breaks, including lunch.
  o Candidates may have drinks in the examination room and use compressible foam (non-electronic) earplugs if desired.
• Examine and verify note-taking materials. Candidates may choose one of the following options.
  o New dry erase board: Candidates may bring a new dry erase board, up to four markers, and an eraser.
    ▪ The proctor must verify that the dry erase board is new and without any visible marks on it prior to the examination.
    ▪ The proctor must verify that the dry erase board has been fully erased after the examination.
  o Paper: Candidates may bring no more than five pieces of 8½” by 11” paper, ten pencils, and two erasers.
    ▪ The proctor must verify that any paper the candidate may use is blank before the examination.
    ▪ The proctor must personally shred all paper used by the candidate after the examination.
• Remain for the duration of the examination until the last test candidate has finished.
  o If the proctor is observing multiple candidates in the same room, the proctor must remain in the room at all times. If a candidate needs to take a break, the secondary/back-up proctor must accompany the candidate. Candidates should be seated at least six feet apart and not in direct line of sight of another candidate’s computer.
  o If the proctor is observing a single candidate, the proctor may remain in the same room or immediately outside the room with direct visualization of the door.
• Remain out of view of the candidate’s web camera whenever possible to avoid the candidate being flagged by the live or AI proctor.
• Accompany the candidate to the restroom, if a break is required by the candidate. Verify that if an individual uses the restroom, he or she goes straight to the restroom, returns directly to the testing room, and does not converse with anyone, and that the restroom is free of any examination materials.
• Verify that a candidate does not take an unscheduled break longer than 10 minutes. If a candidate takes an unscheduled break longer than 10 minutes, an incident report must be created.
• Verify that during the two scheduled breaks, the candidate does not access a mobile phone, study materials, textbooks, electronic devices, or talk to anyone else. The candidate may access personal belongings not including aforementioned items. For example, the candidate may access food during SCHEDULED breaks.
• Contact Examity or an ACVS representative if the candidate experiences technical issues during the examination (see Technical Support information below).
• Return a completed Post-Examination Proctor Report to ACVS within 24 hours of exam administration. This must include information about unplanned or extended breaks and report any observed activities that could be interpreted as consistent with academic dishonesty.

The Candidate will:
• Arrive at least 15 minutes before the scheduled examination start time
• Conduct themselves in a professional manner at all times
• Interact politely with the online and in-person proctors
• Provide/identify a computer (desktop or laptop) that meets the minimum specifications provided, with a hardwired (preferred) or wireless high-speed internet connection
• Provide a webcam as per the specifications provided
• Provide a new dry-erase board (no larger than 9” by 12”) with four new black dry-erase markers and one eraser OR 5 blank pieces of 8 ½” by 11” paper with ten pencils and two erasers.
• Provide compressible foam (non-electronic) earplugs if needed. The candidate will need to show them to the live remote proctor before inserting and must still be able to hear the live remote proctor.
• Provide any drinks if needed
• Verify that the device is connected to the internet to log in before the examination begins. The device can be connected to the internet via either a wired or wireless connection (although wired is preferable). Once the candidate begins the examination, the computer will automatically be locked down and prohibit the candidate from accessing anything else on the device.
• Use only Google Chrome or Mozilla Firefox browsers. Disable any pop-up blockers or extensions. See: https://www.examity.com/online-proctoring-troubleshooting-guide-for-test-takers-v4/

Exam protocol:
• Log in to Examity
• Click link to start exam
• Follow instructions to add Examity extension to browser
• Click button allowing Examity to access webcam
• Take picture of self
• Take picture of ID
• Answer security questions
• Type name
• Read and accept user agreement and test rules
• Click button to launch test
• Click button allowing Examity to access microphone
• Click button to share screen with Examity

Breaks and Timing
Each section has a short period of instructions not included in the timing below. Breaks are programmed as examination questions. Candidates should stay connected to the examination during the breaks. Candidates only taking one portion of the exam will begin with the relevant section.

Case-based section
• Administered first for candidates taking both sections.
• Two equal parts of 75-80 minutes
• Optional break between the parts of the case-based section of up to 20 minutes. The second part will start automatically after 20 minutes.

Lunch break
• Optional break of up to 60 minutes between the case-based and practical sections. The practical section will start automatically after 60 minutes.

Practical section
• 188 minutes, which allows 5-6 minutes, on average, for each question. There are no scheduled breaks during the practical section. Candidates may take unscheduled breaks of less than 10 minutes during this time, but the timer does not stop.