Once the Pearson proctor signs you into the exam, initially it may take up to 30 seconds for the exam to load, during which time you will see a blank screen. This time may feel long, but rest assured the load time is expected.

When moving from one page to the next a box pops up asking you to click 'Confirm.' After you click, approximately 4 seconds are needed for the next page to load. Clicking 'Confirm' more than once will slow the process down. Click only once. However, if you do click multiple times, it will **not** adversely affect the timer on the next page or your stored responses.

The 'Enter' button does not move you to a new line. If you wish to indicate a new line in your answer, please type a backslash (\).

Answers are saved every time you go to a new page.

If there is a problem, notify the proctor who will contact HumRRO (the ACVS examination service) to see if the problem can be resolved in a timely fashion. If the problem cannot be resolved in a timely fashion, please call the ACVS office immediately. ACVS will provide emergency contacts several days before the examination.

If the screen freezes, notify the proctor so they can reboot the exam. Your answers will have been saved except the question you were working on. The timer will restart as well for the question you were working on. Again, if there are any technical issues have the proctor call HumRRO.

If there are 4 answers requested there will be 4 boxes to fill in.

If the answer is a percent, give a whole number—e.g., 30% not 0.3. Do not give a range. When these questions are graded, a predetermined range is accepted but your answer must be a whole number.

Literature questions will either be grouped together as their own page of questions or incorporated into the other questions.

**Breaks**: When you come to a break the 'break' page will appear. The timer for the break will start. Leave the screen as is and raise your hand to let the proctor know you wish to take a break. The proctor does not need to do anything with the computer. You can take your break time. If you come back to the exam early you can click 'Next' and start the next question. Otherwise, the next question will start automatically when the break time is finished.

## Images

To enlarge an image, simply click the blue link with the image name (e.g., **Image 1.1**). When you enlarge the image, if it is bigger than the screen, you can use the scroll button on the right to scroll vertically. To use the horizontal scroll bar, you'll first need to scroll to the bottom of the image. To close the image, scroll to the top and click the "X" in the upper right corner. If you don't see the "X", be sure you've scrolled to the top.

## Playing Videos

- For each video there is a link provided to the video with the name of the video (e.g., **Image 1.1** or **Video 1.1**) Use this blue link to make the video appear in full screen.
  - When videos are embedded on the page, there is an enlarge icon in the lower right corner of the video player to maximize the video. Do **not** use the icon. **For best viewing, use the blue link to maximize videos rather than the icon.**
- Do **not** download the video, just click on the blue link to view.
- Click the play button in the middle of the screen to start the video
- After clicking the play button, move the mouse to the top of the screen and the play button will disappear. If you leave the mouse in the middle of the screen, the play button will also stay in the middle.
- Using the slider at the bottom of the video to control video playback also makes the play button disappear
- Use the slider at the bottom to move forwards and backwards within the video
- Be patient and allow time for the video to move after using the slider at the bottom. That is, there is a slight lag between when you move the slider and when the video advances.
- If the video overfills the screen, you can scroll back up to the top right-hand corner for the 'x' to exit full screen mode after viewing the video.
- Do not use the 'escape' button to exit the video. Use the 'x' in the top right.