

### **Examination Information**

- There are 70 multiple choice questions.
- Each applicant has exactly two hours to complete the examination (unless accommodations have been requested and approved under the ADA).
- Candidates must score 80% or higher on the examination in order to receive certification.
- Candidates will receive exam scores after their proctor report has been reviewed. This may take 5 – 7 business days after submission of your exam.
- Technical Support hours are between 8:45 AM – 5:15 PM EST, Monday-Friday. If you test outside of these hours and experience technical issues with your exam, you may contact ACBIS staff via voicemail or email. A staff representative will contact you the next business day during support hours.

### **Examination Scheduling**

- Examination sessions are not scheduled in advance and are available at all times (with exception of server maintenance and full server capacities).
- Depending on when an applicant sits for the examination, immediate assistance by BIAA's ACBIS staff may not be available (i.e. outside of normal business hours mentioned above, weekends, holidays, etc.).
- Retakes must be requested via email (if applicable).

### **Examination Proctoring and Rules**

- The exam is administered online with automated proctoring. Permission for automated proctoring (including facial, screen, and audio capture recordings) is required during the entirety of the exam.
- This exam is proprietary and belongs to the Brain Injury Association of America. During or after the exam, applicants cannot share or write down questions.
- The exam should be taken in a quiet room with no distractions.
- Papers, books, and notes are not allowed at the testing area. If these instructions are printed, please hold them to the screen (visible to the web camera) when being in use. Otherwise, please remove them from the testing area once the examination has begun.
- No assistance **of any kind** may be given to or used by the examinee. Cheating can include speaking to another during the testing process, reading papers/notes/books, looking at another screen, stop sharing or leaving the testing screen while taking the test, or leaving the testing area while taking the test.
- The use of headphones, headsets, earpieces and/or earbuds is prohibited.
- Use of more than one computer monitor is prohibited.
- Use of cell phones is prohibited other than for proctoring purposes (i.e., scanning the QR code and setting up camera) and calling ACBIS Staff for troubleshooting technical issues.

### **Examination Day Required Materials**

**It is the applicant's responsibility to ensure the following requirements are met.**

- You must have available an internet-connected desktop computer or laptop with a working web camera and microphone enabled. Any external monitors or additional displays must be disconnected.
  - You must have a reliable internet connection. You can turn off other devices using bandwidth, move closer to a router, or plug in an Ethernet cable (*highly recommended*).

- The following web browser versions are supported:
  - Chrome 72+ (Windows 7, macOS 10.12 “Sierra”, Linux)
  - Firefox 66+ (Windows 7, macOS 10.12 “Sierra”, Linux)
- You must have available a secondary device (i.e., smart phone or tablet) with a working camera and ability to scan a QR code. The following mobile phone versions are supported:
  - Android 4.4+ Chrome
  - iOS 12+ Safari
- You must have a photo identification available. Work badges, driver licenses, passports, and other forms of formal identification are acceptable.

## Examination Instructions

**You will not be able to access the ACBIS online examination until you have an approved application and have completed the Automated Proctoring System Pre-Check. Please treat the pre-check as if it were an official examination and complete it in the same setting as you plan for official testing. Instructions apply below.**

1. Confirm a quiet environment free of distractions, and clear the entire area of all study materials and resources.
2. Close all other applications and browser tabs except that being used by YouTestMe GetCertified.
  - During your testing session, it is recommended to turn off any alert notifications (i.e. new message/email) as pop-ups may boot you out of the examination. Do not click on any alerts that may pop-up.
3. Disconnect any external monitors or additional displays, if applicable.
4. Log into your individual program portal, click on My Assignments, and click on the Certification course in which you are enrolled.
5. Click on the Examination step and click Start. Use the Back or Next button if needed. Be sure you are in the Test tab and not the Description or Attachments tab.
6. Read the Instructions provided in full and confirm your agreement by clicking on the checkbox and then clicking Start with Proctor.
7. Complete the Equipment check and accept the conditions of automated proctoring:
  - Browser check
  - Webcam check – **allow use of device camera**
  - Microphone check – **allow use of device microphone**
  - Network check
  - Screen check – **allow entire screen of the device to be shared and disable any additional displays**
8. Take a photo with your face fitting into the oval frame on the screen. If the photo is not verified, please take a new photo. Click next.
  - Tip: Make sure there is sufficient lighting with a non-distracting background. Wearing dark clothing against a light backdrop is optimal.
9. Take a photo of your ID fitting into the frame on the screen. Click next.
  - Tip: Move the ID closer than the recommended grid line. If you are having troubles, you can take a photo of your ID and upload the photo. Scans are not preferred.
10. Scan the QR code with your smartphone (by opening your camera and clicking on the code) and open the received link in a browser on your smart phone. Click the Play button and allow “proctor-dev.youtestme.com” to access your camera. Once your camera is successfully connected, display your surrounding testing area. You can use the top right button to flip your camera if needed. Set your phone (to your side) in an area that can examine 360° view of your testing area.

- Tip: Keep your phone plugged and charged if needed.
11. Click next and share your entire screen if asked again.
    - Tip: Make sure you have Pop-Up and Redirects enabled in your browser site settings. Click hide to remove the “biaa.youtestme.com is sharing your screen” notice if it pops up before continuing to the testing page. Do not click stop sharing as that violates testing guidelines.
  12. Click continue to begin the examination.
  13. Answer all 70 multiple choice questions.
    - As questions are answered, the progress bar on the right hand side changes, as does the chart of answered and unanswered questions.
    - There are multiple ways to move through the test:
      - Use the up & down arrow if you click outside the answer field;
      - Use the track pad or a mouse wheel to scroll; or
      - Use the narrow scroll bar on the far right of the screen.
  14. At the conclusion of the examination, click on Finish and Submit at the top right of the page. Confirm, in the popup that appears, that you are finished. If you select “No,” you may return to the form as needed; if you select “Yes,” your answers will be finalized and submitted for scoring.
  15. You may exit the browser on your smart phone as the camera is no longer required.
  16. Passing of the test and certificate issuance is contingent on scoring 80% or higher and receiving a positive proctoring report. Your test will be reviewed for suspicious behavior by the system and an ACBIS administrator. Review may take up to 5-7 business days. Your personal report will show as verified once review is complete. You will also receive an email notification once your report is available. The report will include the conclusion of your proctor report along with your test score.
  17. If you pass the exam and receive a positive proctoring report, your certificate is validated as of the exam date and can be accessed under My Certificates or the certificate icon attached to the Examination assignment. The certificate is valid for one year (as indicated by the expiration date).

### **How the Proctoring Report Works**

The automated proctor reports potential testing irregularities and an ACBIS administrator will evaluate each recorded testing session. If violation of our testing guidelines and/or cheating behavior is observed, the candidate may be dismissed from the examination session and/or the examination will be invalidated. Cheating behavior may disqualify an applicant from certification.

The passing of the test is contingent on a positive proctoring report. Review may take up to 5-7 business days.

Candidates will receive in real-time pop-up notices on their testing screen when certain behaviors are noticed.

Some of the behaviors monitored and flagged in the system include:

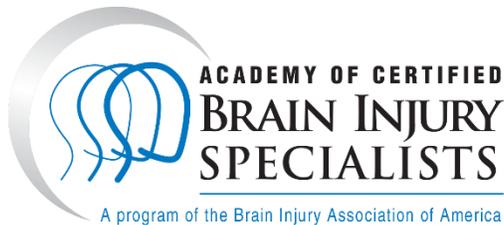
- Face is not visible in the camera
- Several faces in front of the camera
- Conversation or noise in the background
- No network connection

We understand that some of these notices may not be accurate (i.e. face is not visible due to poor lighting, glare or reflection from glasses, or wearing a mask). Please understand that having a pop-up alone will not void your examination.

Please make note: Your test may be invalidated and/or you may be asked to retake the examination if certain behaviors are noticed including, but not limited to:

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- Webcam is disabled
- Microphone is muted
- Second display is used
- No connection to a mobile camera (if this notice appears throughout the exam, it could indicate you have minimal to no internet connection preventing the camera from being connected or it could have turned off during the testing session due to screen timeout settings)
- No network connection (if this notice appears throughout the exam, it could indicate you have minimal to no connection preventing the test from being fully recorded)



## Examination FAQs and Common Concerns

### **Q: I do not remember my User ID and Password.**

A: The portal login page (<https://biaa.youtestme.com/ytm9/login.xhtml>) provides a prompt for password reset. You will receive an email from [ytmssystemreporting@gmail.com](mailto:ytmssystemreporting@gmail.com).

### **Q: Once I have the examination open, I cannot see a scroll bar on the right side of the screen to allow me to navigate the form up and down.**

A: There are multiple ways to move through the examination:

- Use the track pad or mouse scroll wheel (recommended); or
- Use the up & down arrow if you click outside the answer field; or
- Use the narrow (light blue) scroll bar on the far right of the screen.
  - Depending on the type of computer you are using (netbook, tablet, etc.) or the configuration of your computer monitor, the window/form may be condensed so that you must scroll the bottom scroll bar to the right in order to see the vertical one that allows you to maneuver up and down.

### **Q: My computer froze before I had completed the examination; what do I do now?**

A: Contact and inform an ACBIS administrator. You will be given access to continue your examination.

### **Q: I am concerned, that because I experienced technical errors during my examination, that time was counted against my two-hour limit.**

A: The timer should stop at the point you begin experiencing technical errors. If this is not the case, contact and inform an ACBIS administrator to request for a time extension.

### **Q: I was disconnected during the equipment check before I could even begin the official examination.**

A: Contact an ACBIS administrator to reset the Automated Proctoring System Pre-Check or the official online examination; if it is the official examination, it will not count against one of your two attempts.

Keep track of which condition check prevented you from moving forward with the examination and provide that information to the ACBIS administrator to receive assistance.

- If you have a problem with the browser check, make sure you are using one of the more supported browsers and that it is up-to-date.
- If you have a problem with the webcam or microphone check, it is likely that your settings are disabled or the system senses its use in another application. Make sure all your settings are correct and that you click the Retry button to help the system recalibrate. You may need to clear your cookies/cache or try a different but supported browser.
- If you have a problem with the microphone, make sure that it is allowed in your system and browser settings and that it is not muted.
- If you have a problem with the network check, it is likely that there is a firewall blocking access to the examination. It is recommended to add <https://biaa.youtestme.com/> to your approved sites.
- If you had a problem with sharing your screen, it is recommended to turn off any ad/pop-up blocker applications and to enable Pop-ups and Redirects in your browser site settings. Mac users must enable Screen Sharing and Screen Recording in their system preferences settings if applicable.

**Q: I was disconnected during the examination.**

A: Contact an ACBIS administrator to be given access to continue the examination. The reason for being kicked out of the examination will be evaluated. It is highly likely due to an unsteady internet connection or a busy server. The other behaviors monitored will not disconnect the candidate's examination. Please make sure to follow all testing guidelines and instructions.