



## ACBIS Examination Instructions and Helpful Hints

### Examination Information

- The exam is administered online.
- 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.
- The exams should be administered in a quiet room with no distractions.
- No assistance **of any kind** may be given to or used by the examinee.

*Please note that depending on when an examination time is scheduled, you may not be able to receive immediate assistance from the ACBIS Coordinator (i.e. outside of normal business hours, weekends, holidays, etc.).*

### Examination Day Required Materials:

The examinee(s) must provide:

1. A printed copy of their ACBIS Account Confirmation email, which includes the following information:
  - a. User ID
  - b. Password
  - c. Registration Number
2. A printed copy of their Application Approval Email, which includes the following information:
  - a. Registration Number
  - b. Registered Name
  - c. Application Expiration Date

The proctor(s) must provide:

3. An electronic copy of the approved Exam Generation Card email, which includes the following information:

- a. Approved Date
- b. Approved Time
- c. Exam Link (each link is unique to each applicant)

### **Examination Instructions:**

- Proctors must have the examination link (sent to their email as an approved exam generation card) readily available for testing.
  - Proctors may send the individual links to the applicants immediately prior to the exam or open the link straight from his/her email.
- Once the link is clicked, examinees will be prompted to login with their **ACBIS User ID and Password**. At the top of the exam, examinees will need to enter their **Registration Number**, which will AutoFill personal information that verifies it is the correct exam.
- At the end of the exam, examinees must electronically sign with their **ACBIS User ID and Password**. Then examinees must **press Submit** to complete the exam. Test results will be immediately sent to the e-mail address that was provided on the online application. Pass/Fail information for those testing in a group will also be provided to the Group Administrator.

## **FAQ/Common Concerns**

### **I don't remember my User ID and Password.**

You can retrieve your ACBIS account credentials by completing and submitting the Account Credentials Retrieval Form, here:

<https://docs.biausa.org/iFiller/iFiller.jsp?fref=c121fe22714877c0000e30caa3f86a06>

### **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.**

Please note that due to 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 one that allows you to maneuver up and down. Due to the confusion this may cause, we strongly suggest that you only test on a standard sized computer monitor and ensure that your screen resolution settings are configured appropriately.

### **I want to go back and review the sections I previously answered before I finally submit the examination.**

You may save your answers and return to previous questions. You must click the 'previous' or 'save and go to the next page' buttons provided at the bottom of the exam. *Do not click the 'back button' in the web browser.*

**My answers are changing when I “tab” through the examination.**

*Please do not, in any situation, use the 'tab' button to move about the form – this will change your answers. Please only use the scroll bar to navigate the form up and down.*

**The timer does not seem to be changing the number of minutes.**

The timer located at the top will show how many minutes are remaining to complete the examination. The timer only refreshes and shows the accurate number of minutes when examinees save and go to the previous/next page.

**My computer froze in the middle of a section, what do I do now?**

The exam is saved, page by page, in the ACBIS database; therefore, you will not need to redo the sections that were previously successfully saved. *If you experience technical issues of any kind while taking the exam, please contact the ACBIS office immediately in order to receive a different link to access your saved exam. If you attempt to sign in as you did to initially access the exam, your previous answers will be erased.*

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

If you experience technical difficulties that interfere with your time limit, please contact the ACBIS coordinator to request for a time extension. You will not need to redo the sections that were previously successfully saved.

**I received an error message that stated “There are too many forms open”.**

This is due to an internet browsers “cache” being too full. Clear your browser’s cache, close ALL internet browser windows then reopen the exam with a fresh page. Completing these steps will typically solve this problem. Please perform a quick internet search if you need further assistance with how to accomplish this for your specific browser.