



Guide to Live Remote Online Proctoring (LRP)

The information in this guide is being provided to candidates in addition to the information contained in the CBDCE Certification Examination for Diabetes Care and Education Specialists Handbook (Handbook) including the Testing by Live Remote Online Proctoring (LRP) section. Candidates using LRP to test are required to familiarize themselves with the LRP requirements, as well as examination policies, procedures, and rules. During registration, candidates will be attesting to having read the Handbook.

LRP is a secure and non-invasive platform that uses professional proctors and technology to monitor candidates live while they complete the Certification Examination for Diabetes Care and Education Specialists (Exam). This method of test delivery allows the candidate to take the exam from their home, office, or a remote site, using their own computer. The process is secure, easily accessible, and monitors testing activity and records all aspects of the exam testing session.

Overview of what to expect in LRP environment: Take a quick overview of what you can expect when taking an online exam in a Live Remote Proctoring environment. Access the four (4) minute video [here](https://psi.wistia.com/medias/5kidxdd0ry). (<https://psi.wistia.com/medias/5kidxdd0ry>)

PSI guide to LRP: We recommend you view PSI's [A Guide To Online Proctoring With PSI For Test Takers - PSI Online](#) for more information on Live Remote Online Proctoring Testing.

System requirements for LRP: [For the most up to date system requirements, please click here.](#)

Compatibility Check: <https://syscheck.bridge.psiexams.com/>. **Compatibility check DOES NOT check for administrative rights.**

Perform Systems Check: [Online Proctoring Compatibility Check \(psiexams.com\)](#)

PSI Technical support for Candidates: <https://helpdesk.psonline.com/hc/en-gb/categories/360005026812-Technical-Support-for-Candidates>.

Technical Assistance. If you have any technical issues launching your exam, call PSI's Tech Support for inside the U.S. 1-855-421-2675

Using work-issued computers for a LRP testing session – Important Notice:

If you choose to use a work-issued computer device for your LRP testing session, you acknowledge that technical restrictions may interfere with exam access and delivery. In doing so, you forfeit the right to appeal the outcome or request a complimentary retake due to technical issues including not being able to download the platform.

LAUNCHING YOUR LRP EXAM: To launch your exam from your CBDCE account > login at www.cbdce.org, once in your dashboard > click on GET CERTIFIED > DETAILS in the application > SCHEDULE EXAM > you will be redirected to the PSI test taker portal where you will launch your exam. Need assistance logging in to your CBDCE account? Contact info@cbdce.org.

GENERAL INFORMATION ON LRP

Computer Information

Candidates who would like to test via live remote proctoring are required to run a system and webcam test on the computer they plan to take the exam on to ensure it will meet remote proctoring requirements. We strongly suggest this is done prior to scheduling the appointment to test using LRP to ensure that the computer you will be testing on is compatible with the LRP program. Refer to the Computer Compatibility Test section for details on running the capability test (note: It doesn't test for administrative rights).

Using a work computer? You **MUST** have administrative rights to disable **ALL** programs in order to download the LRP testing platform. **If you choose to use a work-issued computer device for your LRP testing session, you acknowledge that technical restrictions may interfere with exam access and delivery. In doing so, you forfeit the right to appeal the outcome or request a complimentary retake due to technical issues including not being able to download the platform.**

Computer Specifications

1. The computer you will be using must have a web camera, microphone, and broadband internet access. If the testing computer has a built-in web camera you must be able to move the computer to do a 360° scan of the room.
2. You are NOT able to use a tablet (i.e., iPad, etc.) as tablets do not allow sharing of screens.
3. If you will be using a work computer, you **MUST** have administrative rights with permission to disable **ALL** firewalls for remote access.

Technical Requirements

Systems Check: [For the most up to date system requirements, please click here.](#)

Compatibility Check: <https://syscheck.bridge.psiexams.com/>.

PSI's compatibility check tool ensure that the candidate's system meets the technical requirements (hardware and software) for their remote proctored exam:

- Laptop or desktop computer (Windows or Mac only)
- Webcam, Microphone, and Speakers
- Stable Broadband Internet Connection – Broadband (DSL, cable, fiber optic, or LAN/WAN) minimum 750 kbps, 3 Mbps or higher is recommended. Check the connection through <https://video-diagnostics.twilio.com/>
- A wired connection is preferred over wireless (WIFI)
- Current version of Google Chrome or some other Chromium-based browser is best

- Flash player (for PC users)
- Chromebooks, tablets, and cellphones are **not** compatible and **CANNOT BE USED**.
- Touch screens cannot be used. If you will be using a computer with a touch screen you must have the appropriate up to date operating system. You will need to use the keyboard and mouse to answer the questions NOT the touch screen.
- Dual screens/monitors are not allowed
- Ability to download and install a small program: PSI's secure web browser. **If you will be taking the exam on a work computer or testing in work environments with firewalls, you must have administrative access to disable the firewalls.** You will want to make sure that you have the ability to disable firewalls prior to testing and should consult your organization's Information Technology (IT) professional to ensure you have his capability. **Important Note: The compatibility test does not test for administrative rights and firewalls. No refunds or reschedules or refunds will be granted to individuals unable to test due to candidate using a work computer without administrative rights to disable firewalls to download the exam platform.**

Technical Requirements (continued)

Operating system supported and hardware requirements:

For the up-to-date requirements visit: [PSI Bridge Platform: System Requirements – PSI Support \(psonline.com\) \(https://helpdesk.psonline.com/hc/en-gb/articles/4409608794260-PSI-Bridge-Platform-System-Requirements\)](https://helpdesk.psonline.com/hc/en-gb/articles/4409608794260-PSI-Bridge-Platform-System-Requirements)

Browser information:

- ✓ Browsers supported – PSI Secure Lock-Down Browser
- ✓ Browser must accept third-party cookies for the duration of the exam ONLY
- ✓ Firefox and Chrome are supported for use on your PC but not Edge or Internet Explorer. For Mac users Safari, Firefox or Chrome can be used.

Computer Compatibility Test



From the Windows or Mac computer you are planning to use to take the exam, you must check to see if the computer is compatible for the LRP testing. If the computer is compatible, you can proceed to schedule the exam via LRP. If your computer is not compatible, you may want to try another computer or consider taking the test at a testing center. If you are not using a personal computer or if you are using a work computer, you must ensure you have administrative rights to disable any firewalls for the secure download prior to your exam. **IMPORTANT NOTE: The compatibility link does not check for administrative rights to disable firewalls.**

If you have not already done so, you should take the time now to run the computer compatibility and webcam test using the computer you plan to test on.

Compatibility Test Link - <https://syscheck.bridge.psiexams.com/>.

Running the compatibility test shows the status of the system checks.

The screenshot shows a web browser window with the URL <https://syscheck.bridge.psiexams.com>. The page title is "Online Proctoring Compatibility Check". The PSI logo is in the top left, and a "HELP" icon and a "RUN COMPATIBILITY CHECK" button are in the top right. The main content area includes a heading "The Compatibility Check verifies the following:" followed by a bulleted list: "Support for your computer's operating system", "Support for your computer hardware", and "Required Internet Bandwidth". Below this is a paragraph stating that this is not the system check used on test day and that users should close interfering programs. A "Run Compatibility Check" button is mentioned. An "Important Notes" section follows with a bulleted list: "You may be asked to share your location and to allow access to your system's webcam and microphone.", "We recommend using the Chrome browser for best results.", "You may need to turn off Privacy software and ad blockers for the Compatibility Check to run successfully.", and "If you are running a Linux operating system, it may not be detected properly. Please verify the support for your flavor and version using the system requirements link." At the bottom, it says "Online Proctoring System Check Version 1.0.1" and "© Copyright PSI Services LLC, All Rights Reserved."

The screenshot shows a dialog box titled "Choose what to share with syscheck.bridge.psiexams.com". Below the title, it says "The site will be able to see the contents of your screen". There are three radio button options: "Microsoft Edge tab", "Window", and "Entire Screen". The "Entire Screen" option is selected and highlighted with a blue underline.

Webcam Test – <https://www.onlinemictest.com/webcam-test/>

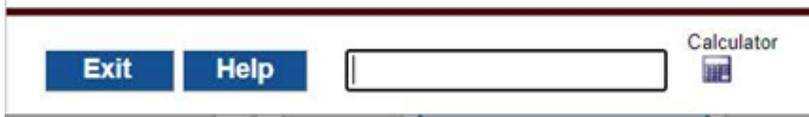
Follow the instructions on the page to run the test. By clicking the play button, you may be asked if you allow use of the camera.

The screenshot shows a web browser window with the URL <https://www.onlinemictest.com/webcam-test/>. The page has a header with the "ONLINE MIC TEST" logo and social media icons for Twitter, Facebook, and Pinterest. A large "ADVERTISEMENT" placeholder is visible. Below the ad, the text reads "Test your phone or computer camera with this friendly tool." There is a "Camera:" label and a play button icon. A language dropdown menu is set to "English". On the left side, there is a navigation menu with "TOOLS", "TUNERS", and "TECHNICAL GUIDES" each with a downward arrow.

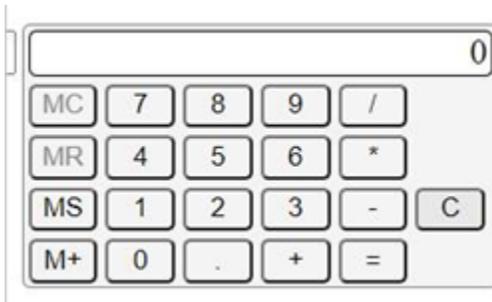
Testing Environment

Candidates must be able to use the computer in a private room without interruption.

- **Scratch Paper.** You may have one (1) white piece of scratch paper and one (1) pen/pencil during your exam. Outside of that, the testing environment must be free of all other papers, study materials, notes, etc. Note that you will be required to tear up the scratch paper in front of the camera/proctor at the conclusion of your exam.
- **Calculator.** The LRP platform has built-in calculator. You will have access to this calculator during your exam for any calculations you may need to perform. You will NOT be allowed to bring/access your own non-programmable calculator. You can find the calculator in the lower left-hand corner of your screen.



Clicking on the calculator will bring it up for your use.



- **Water.** You may have one glass of water during your exam. The water must be in a clear container or clear water bottle with the label removed. You will **NOT** be given extra time for spills and will be required to show this to the proctor at check-in.
- **Snack.** You may have one small snack during your exam. The snack must be removed from its original packaging and placed in a small clear bag. You will be required to show this to the proctor during check-in. You will not be given extra time to eat the snack or clean up any spills.
- **Breaks.** Breaks are **NOT** allowed during your LRP examination session.

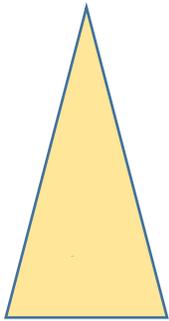
Scheduling

- The exam is administered by appointment only. **You must schedule your exam and take your exam within your ninety (90) day eligibility window.**
- Upon application approval, an eligibility notification will be sent to you via email. If you do not see the notification in your inbox, check your spam folder. You can schedule your exam once you receive your eligibility notice. As available times fill up fast, CBDCE highly recommends you schedule your exam as soon as possible once you receive your eligibility notice.
- After receiving your eligibility notification, you can proceed to schedule your exam. You will do this in your CBDCE account. Login to your CBDCE account > Get Certified > Select your exam > Schedule Exam > where you will be redirected to the PSI test taker portal to schedule your exam. Upon scheduling you will receive a confirmation notification of your scheduled (booked) exam.

Scheduling (con't)

- **Once you schedule your exam you will be sent a confirmation email from PSI (Subject line of email: Thank you for scheduling your Certified Diabetes Care and Education Specialist exam with PSI). Keep this notice handy as it contains information on your scheduled date.**
- If after scheduling via LRP you are unable to take the exam by LRP, you will need to allow time to change to take the exam at a test center. Therefore, it is critical you do not delay scheduling. Changes must be requested within the required timeframes and in some cases additional fees may apply. Visit the Examination Handbook for details and possible fees you can incur on rescheduling. Candidates that fail to change/reschedule within the required time will forfeit their exam application fee.

48 – 24 HOURS BEFORE YOUR EXAM



Launching the LRP exam: Approximately 48 hours prior to your exam day you will be sent a reminder email from PSI (subject line of the reminder email: Reminder- Your Certified Diabetes Care and Education Specialist exam with PSI is coming up) that includes a link to access the PSI test taker portal to launch your exam.

YOU WILL WANT TO MAKE SURE YOU HAVE YOUR LOGIN INFORMATION FOR YOUR CDCES ACCOUNT. YOU WILL NEED THIS TO LOG INTO THE TEST TAKER PORTAL.

You will launch your exam from your CBDCE account (this is the login you created when you applied for the exam). You will want to make sure you have your CBDCE login information handy and readily available. Confirm prior to your scheduled exam that you are able to login without issues.

To launch your exam from your CBDCE account > login at www.cbdce.org, once in your dashboard > click on GET CERTIFIED > DETAILS in the application > SCHEDULE EXAM > you will be redirected to the PSI test taker portal where you will launch your exam.

On the day before the exam, perform another compatibility and webcam test on the computer you plan to test on. Even if you have done so earlier, you should run the test again to make sure nothing has changed from your previous compatibility test(s).

DAY OF YOUR EXAM - LAUNCHING THE EXAM

1. **Check In Time.** On the day of your exam, you may check in up to 30 minutes prior to your exam time. You will want to make sure there are no open items/documents on your computer. If you check in later than 15 minutes past your appointment time, you will NOT be allowed to take the exam and will forfeit all fees.
2. **Eligibility Confirmation.** Have your CBDCE account login handy and scheduling confirmation notice with your exam eligibility and testing details.

DAY OF YOUR EXAM - LAUNCHING THE EXAM (con't)

3. **Instructions.** Log into your CBDCE account (www.cbdce.org) with your login details. Once logged in and on the Dashboard > Get Certified > Select your Exam > click on Schedule Exam. Clicking Schedule Exam will redirect you to the PSI test taker portal to launch your exam.

The Launch Exam link is displayed in your PSI test taker portal. It will be greyed out until approximately 30 minutes prior to your exam. Once you have connected your screen to the proctor, the proctor connects the two-way video and audio connection. Follow the instructions from this point and work with the proctor.

4. **Timed Exam.** Please review the information in the Timed Examination Section of the Handbook (page 26) before starting your exam. It provides information on using the computer screen, bookmark, and comment box (as scratch paper).
5. **Technical Assistance. If you have any technical issues launching your exam, call PSI's Tech Support:**
 1. **Inside the U.S. 1-855-421-2675**
 2. **Outside the U.S. 1-702-939-6734**

COMPUTER CONNECTIVITY

As live remote proctoring is a new modality of testing coupled with the fact that so many people are using the internet for both work and school there are issues with getting connected to the exam or being disconnected from the exam. Some important notes to consider:

- When launching the exam, allow up to 30 minutes from the time your appointment was scheduled to get connected with the proctor and to begin the exam process and identify verification.
- If you start the exam and are disconnected, use the **PSI tech support at 1-855-421-2675** and attempt to get reconnected. If tech support is unable to resolve the issue be sure to get an issue "ticket number" from the representative.
- Contact PSI tech support for issues connecting. If you are unable to resolve and test, contact PSI at 1-833-333-4754 with your eligibility confirmation notice and obtain an issue 'ticket number' from the PSI representative. Notify CBDCE with details of your specific issue. Please be reminded about using work computers and visit page 1 section: **Using work-issued computers for a LRP testing session – Important Notice:**

Candidates provided with a complimentary exam, cannot use the LRP option for a second attempt. Candidates that decide to schedule with LRP a second time and have any issues with taking the exam, will not be allowed any further attempts and would have to apply again (including paying the application fee), verifying meeting eligibility requirements, and schedule an appointment.

Reporting for the Exam and Downloading the Program

- You can begin to launch the exam platform as soon as 30 minutes prior to your appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment, and going through the security measures and exam rules.
- Anyone **not** starting the exam within 15 minutes within the scheduled appointment time, will forfeit the examination appointment and the ability to test using LRP and will be considered a 'no show'. Absent, no shows, and applicants who are late to their appointment time and unable to test will forfeit their exam application fee.
- No calculators are allowed during LRP exams. The LRP platform has a built-in calculator that you can access for any needed calculations.
- You will have the full four (4) hours allotted to take the exam. The time spent on the security measures and exam rules does not affect your testing time.

Reporting for the Exam and Downloading the Program (con't)

- For the screen-sharing connection during the exam, candidates must download a small program, which connects the candidate's screen to the proctor. This program enables the proctor to view the candidate's screen, microphone, and webcam. Click the file to open it and select "Run" to install the program. If any pop-ups appear asking if you approve, click Yes or Okay. Once the candidate has connected their screen to the proctor, the proctor connects the two-way video and audio connection. Once the exam is over, the session expires, and the remote connection is no longer valid.
- A live proctor will connect with you via chat. You'll read the rules and sign off on them to proceed.

Identification Process

- Refer to the Handbook, page 25, for additional details on the ID requirements. Note that Military IDs **cannot** be used when using LRP.
- The proctor will confirm the candidate's identification prior to starting the exam and is included in the recording of the session. *Be reminded that the name on your ID must match the name (first and last) on your exam registration.*
- The proctor will ask you to show your photo ID.
- You will be required to hold the photo ID up to the webcam to verify your identity.
- If you have the need for a glass of water or small snack during your exam, you will need to show the items to the proctor at check-in time. Reminder that the water/snack must be presented in clear packaging – refer to Test Environment section of this document for packaging requirements.
- The entire LRP session is recorded including prior to the exam being released, this includes the ID verification process. **All recordings are deleted after thirty (30) days.**

Testing Environment and Process

Please be aware of the following for the review of your testing environment and the testing rules and process:

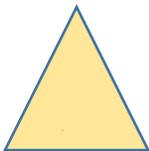
- The proctor will check to make sure your webcam and microphone are working properly, and that screen sharing has been activated. You will be asked to share your screen for all connected equipment.
- The proctor will ask you to slowly move the webcam around the room to do a 360° check of the room. This step verifies that you are alone and that your desk is clear of restricted items. If there are notes, drinks, a box of tissues or any such items on your desk, you will be asked to remove them prior to the proctor releasing the exam.
- If you need to make calculations during the exam, you WILL USE the calculator in the LRP platform.
- One (1) piece of white scratch paper and one (1) pencil/pen is allowed. You will need to show these items to the proctor at check in. After the exam, you will be required to tear up the scratch paper in front of the computer camera/proctor.
- You may have one glass of water during your exam. This must be in a clear vessel or clear water bottle with the label removed and presented to the proctor at check-in.
- You may have one small snack during your exam. The snack must be out of its original packaging and placed in a small plastic bag for the proctor to check at check-in.
- Every question has a comment box if you need to make any notes.
- If you need assistance during your exam, you should initiate a chat using the online chat with the proctor.
- No conversing or any other form of communication is permitted once your exam has been released. This includes reading questions aloud.
- You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of CBDCE and PSI security policies and evidence of may result in the disqualification of exam results, lead to legal action, and/or reported to your Licensing Authority/credentialing organization.
- The testing environment will be surveyed by the proctor prior to testing. The testing computer must be in a private room and be able to be used without interruption. A proctor will continuously monitor both the test taker and the testing environment.
- No other people (e.g., guests, visitors, family members) or pets are allowed in the room used for LRP testing.
- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases, coats).
- **No electronic devices, other than the computer being used to test, are allowed in the room!** Other electronic devices include, but is not limited to, cell/smartphones, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, fitness or smart watches, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets, and digital music players (e.g., iPod, iPad).
- All jewelry (e.g., watches, necklaces, pins) and hats must be removed from the room prior to the testing session.
- Your launch button will be enabled when your exam is fully prepared for delivery.

- You may **not** exit the camera view or use a cell phone or other electronic devices during the exam. Leaving the view of the camera will result in an immediate shut down of the exam.
- Your hands and face must be always visible to the camera. Talking (including whispering, mumbling, etc.) or mouthing words while testing is prohibited. You may not cover your face or mouth with your hands.
- PSI and CBDCE require and expect all employees and candidates to always conduct themselves in a professional and courteous manner. Exhibiting abusive behavior towards a proctor via chat will be reported to your Licensing Authority/credentialing organization and may result in criminal prosecution.
- **Any issues of misconduct viewed by the proctor will solicit a minor or major event. Minor events will have warnings from the proctor. The warnings will appear on your screen. After three minor events, the exam will be ended. Major events will end the exam immediately. Any exam ended for minor or major events ends the testing process. Visit the [listing of major/minor violations](#) for details.** Should the proctor end the session, you would have to apply again (including paying the application fee), verifying meeting eligibility requirements, and schedule an appointment. There are no exceptions.

Restrictions and Security

- The computer screen, questions, and browser are monitored by the proctor throughout the exam process.
- You may not ask any questions concerning the content of the exam.
- Breaks are NOT allowed during the LRP session. Your exam will be ended and all fees forfeited if any non-approved items are observed on or around the workspace after the exam has started.
- Any questionable behavior will be reviewed on the webcam, chat logs, and audio from time of authentication through submission of the exam. All recordings are deleted after 30 days.

Misconduct and Exam Restrictions



Refer to the Handbook to familiarize yourself with the rules of conduct and exam restrictions. Violation of any exam restrictions or misconduct may result in termination of your exam and your exam fees will NOT be refunded if your exam is terminated.

Inclement Weather, Power Failure or Emergency

If you are unable to take your scheduled exam, due to inclement weather, power failure, or unforeseen emergencies, you must contact CBDCE in writing within fifteen (15) days of your exam date and include specific details and supporting documents of the issue(s) you faced.