



## 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.](#)

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

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

**PSI Self-System Checks:** <https://helpdesk.psonline.com/hc/en-gb/articles/360055102892-PSI-Application-Self-System-Checks>.

## 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.

### 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

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

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 – Minimum 500 Kbps download and 256 Kbps upload; we recommend 5 Mbps or higher for upload and download
- 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 professional to ensure you have his capability. **Important Note: The compatibility test does not test for administrative rights and firewalls.**

## Technical Requirements (continued)

Operating system supported:

- ✓ Windows 7 and later – 32bit (x86) and 64bit (x64)
- ✓ Mac OS X (10) and later

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.

Hardware requirements: 2 GB RAM Memory; 1 GB Free Disk Space, minimum 1368 x 768 screen resolution.

**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)

## Computer Compatibility Test

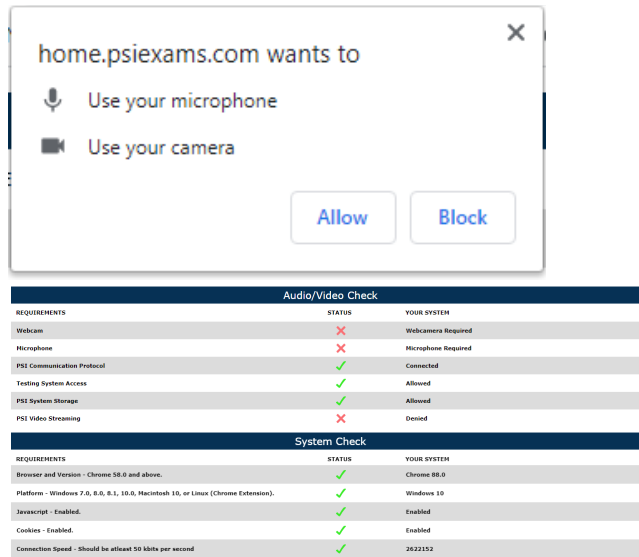


From the Windows or Mac computer you are planning to use to take the exam, you must check to see if the computer is compatible for the LRP testing. If the computer is compatible, you can proceed to register to take the exam via LRP. If your computer is not compatible, you may want to try another computer 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 the firewall.

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/> OR [PSI Application Self-System Checks](#).

Running the compatibility test shows the status of the system checks. You may be prompted to allow use of your microphone and camera. Refer to screen shots below on what to look for when running the compatibility test.



The top part of the image shows a browser notification from home.psiexams.com asking for microphone and camera access. Below it is a table titled 'Audio/Video Check' and 'System Check'.

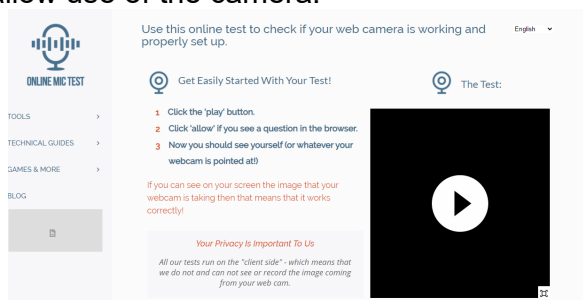
REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✗	Webcamera Required
Microphone	✗	Microphone Required
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✗	Denied

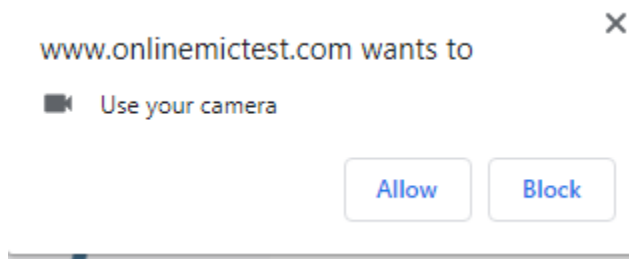
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 88.0
Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension).	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 10 kbits per second	✓	2622152

**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 the 'ONLINE MIC TEST' page. It includes a sidebar with 'TOOLS', 'TECHNICAL GUIDES', 'GAMES & MORE', and 'BLOG'. The main content area has instructions: '1 Click the 'play' button.', '2 Click 'allow' if you see a question in the browser.', and '3 Now you should see yourself (or whatever your webcam is pointed at!)'. There is a play button icon and a privacy notice: 'Your Privacy is Important To Us. All our tests run on the "client side", which means that we do not and can not see or record the image coming from your web cam.'

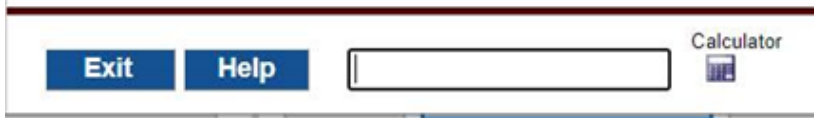


The screenshot shows a browser notification from www.onlinemictest.com asking for camera access. It has 'Allow' and 'Block' buttons.

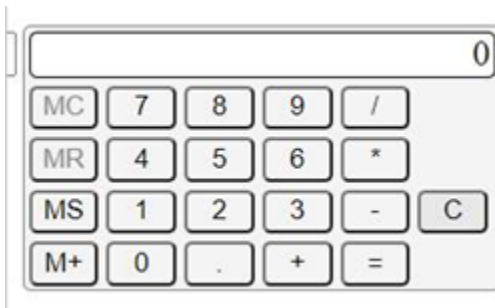
## Testing Environment

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. Upon scheduling you will receive a confirmation notification of your scheduled 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 your link to access your exam 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 Handbook page 24 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



**Your link to launch the LRP exam:** Approximately 48 hours prior to your exam day you will be sent a reminder email from PSI that includes a link to launch your exam (subject line of the reminder email: Reminder- Your Certified Diabetes Care and Education Specialist exam with PSI is coming up). Make sure you have this notice or your confirmation notice available as it contains a link for your starting the LRP session.

**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. 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 scheduling confirmation notice with you as it contains your unique link to launching your LRP exam session.
3. **Instructions.** Click the link to launch your exam session. 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.
- Any candidate using LRP that is unable to take the exam for any technical reason at their appointed time and date will have to reschedule and take the exam at a test center. Key technical reasons an exam is stopped or cannot take place include inability to connect with the proctor, inability to connect to the exam using the computer, and loss of internet service. 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 information for rescheduling your appointment at a test center. Please note you cannot use the LRP option for a second attempt. If you do decide to schedule with LRP a second time and have any issues with taking the exam, you 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 build 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.
- 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 exam session is recorded, including ID verification process, prior to the exam being released.

## 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.

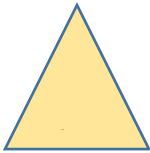


- You may have one small snack during your exam. The snack must be out of its original packaging and placed in a small plastic bag for the proctor to check at check-in.
- Every question has a comment box if you need to make any notes.
- If you need assistance during your exam, you should initiate a chat using the online chat with the proctor.
- No conversing or any other form of communication is permitted once your exam has been released.
- 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.
- 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.
- If testing must be shut down for technical reasons related to the ability to use your computer or the internet connection, you will be required to reschedule at a testing center. Your exam must be rescheduled within your eligibility period.
- 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 (pages 25-26) 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 may reschedule your exam one time at no charge by contacting PSI. The reschedule appointment must occur within your 90-day testing window. If you have already used the one-time rescheduling option with PSI, then you will have to submit a "Change Request Form" (fees and restrictions apply).

If power is temporarily interrupted during an administration, your exam will restart where you left off, and you may continue the exam. If you are unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will need to be taken at a testing center.