



## Frequently Asked Questions

Due to the ongoing health risks of COVID-19, the ABOMP is making a temporary accommodation and will administer the 2020 certifying exam as remote, secure, live tele-proctored exam taken from your home or office. The remote exam is being developed for candidates who would like to achieve board certification in 2020. When it is safe to do so, we anticipate returning to the in-person administration of certification exams in the ABPath exam center.

Below are some answers to frequently asked questions for the 2020 remote certification exams.

### **What equipment do I need to take the exam?**

You will need these basic things to take the remote certification exams:

- Quiet location with a strong internet connection and **no firewall**. Preferably a quiet spot in the home where you will not be disturbed for the duration of the exam (up to 10 hours).
- Laptop or desktop computer with a webcam
- Smartphone with a camera
- Smartphone charger

For detailed information on the required specifications see the link below:

[Technical Requirements For Remote Certification Exam](#)

### **What browsers can I use to take my test?**

The examination software performs best with the latest version of Google Chrome. If you are using a Mac you may also use the latest version of Firefox or Safari.

### **What type of smartphone should I use?**

We suggest a video enabled smartphone that is an Android 4.1 or higher or iPhone 6 or higher with iOS (Apple) 8.0 or newer. The phones listed are compatible with the live proctor service. The Practice Tutorial will confirm that your phone meets the specifications for your scheduled exam day.

### **Why can't I take my exam at my institution?**

Most institutions have network firewalls to protect their systems. These firewalls will not allow access to the required live proctoring chat feature needed for the exam. We encourage you to take your exam on a private network (e.g. at home).

You may use the following link to ensure you will have access to the chat feature, <https://monitoredu.com/faq>.



In addition, you will need administrative privileges on your computer to download/install the required Weblock software to the computer you will be taking the exam on; it can be uninstalled post exam.

### **Why do I have to take the Practice Tutorial?**

The Practice Tutorial is not only a system check for your equipment (smartphone, computer and internet connection), but it is the allotted time to download the required software you need to access the examination on your scheduled exam day and to become familiar with the functionality of the examination software and the processes of the live proctor. The Tutorial also provides helpful information and exam instructions that may alleviate some of the worries prior to your scheduled examination.

### **How long will the Practice Tutorial take?**

You may take the Practice Tutorial at any time within the window provided for your scheduled exam. The Practice Tutorial should take approximately 20 minutes to complete.

### **Why do I have to take the Practice Tutorial at the same location as my exam?**

The required Practice Tutorial includes a system check to ensure your equipment will be able to access the tele-proctor and the examination on your scheduled exam day via your internet connection. Using the same internet connection and computer will confirm your equipment meets those specifications.

### [Technical Requirements For Remote Certification Exam](#)

### **What if my internet fails during the exam? What do I do?**

If for any reason you get disconnected from the examination or the proctor or must disconnect due to an emergency (e.g. fire alarm) during your session, please stop where you are in your examination; the proctor will pause the examination.

The proctor will call you to provide further instructions or you may reach the proctor via the chat link at [ascproctor.com](http://ascproctor.com) or call MonitorEDU at (925) 337-9647. If the issue cannot be resolved and the examination cannot be restarted within two hours, the proctor will end the examination and ask you to contact ABOMP to reschedule if possible.

### **If I am disconnected and am able to reconnect, will I have to start the exam over?**

Your responses are *automatically saved* when you select them; if you get disconnected from your examination, your responses are saved up to the point of disconnection. You should be able to continue the exam where you left off.



### **May I have a snack while I am taking my exam?**

You may not have food or chew gum while you are taking the exam. The daily exam schedules include a break at approximately every hour, this will allow for frequent opportunities to have a snack away from your testing area.

### **I have closed books on a shelf behind me, is that ok?**

Closed books that are out of reach and artwork on the wall is permitted as long as there are no open reference material in the room or within reach.

### **May I use a computer monitor attached to my laptop?**

Only one monitor is permitted. You may use a monitor attached to your laptop as long as the laptop remains closed and you are only using the one monitor.

### **Can I leave the room during my breaks?**

Yes, you may leave the room during your break. Be mindful to return on time. The exam will automatically resume when the timer for the break time runs out.

### **Do I have to take a break each time?**

No, you do not have to take each of the breaks. When a section is complete, if you do not wish to take a break or lunch at that time you may move on to the next section with the proctor's approval.

### **Can someone bring me a snack or drink to me?**

No one may enter the room for the duration of your scheduled exam. We recommend putting a sign on the door reminding others that you have an exam in progress. You may use your break time to leave the room to get a snack and/or take care of personal matters.

### **How do I know if I successfully completed the Practice Tutorial in order to take my remote certification exam?**

If you have downloaded the WebLock software to your computer (see below to confirm download) and you are comfortable with the functionality of the testing system (FastTest), then you are all set for your certification exam. You will not receive an email confirmation but we encourage you to confirm WebLock has been downloaded to your computer.

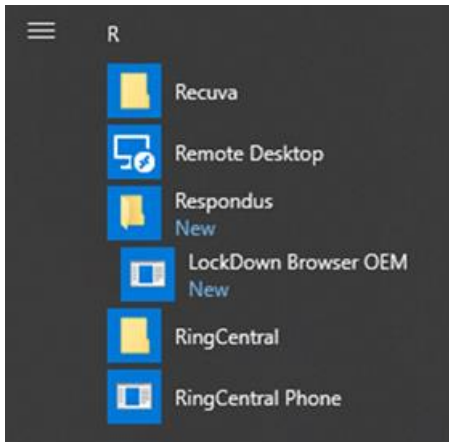
### **To confirm the WebLock software has been downloaded to your computer**

For a PC:

Look at your Start menu to verify it has been installed. When it is installed, it creates a folder in the Start menu called "Respondus" and with one link/app listed below it called "LockDown Browser OEM". You can also view it under the program files in your file manager. If you have that, then you are set for the exam.



Please verify that you see this on your computer:



For a Mac:

Go to Finder and look under Applications. If the WebLock browser was downloaded correctly you should see "Lockdown Browser OEM" as shown in the screenshot below.

