NATIONAL, ACCREDITED, INCLUSIVE

TAKING CORECHI™ EXAM ONLINE, "AT-HOME"

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CCHICERTFICATION.ORG

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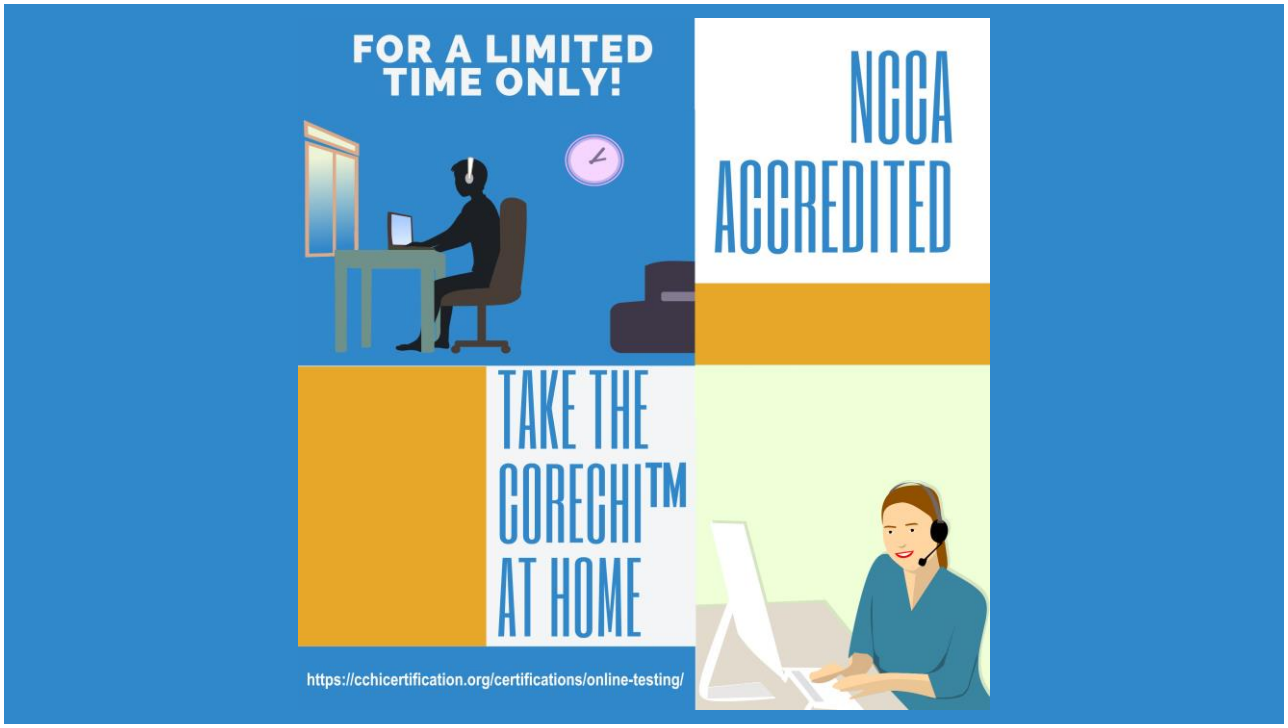

2

3 Main Factors to Consider

- Private room: well lit, door to close, uncluttered
- Computer/laptop with Chrome browser and webcam
- Stable internet connection

It is YOUR responsibility to meet all the requirements. If an exam cannot be launched because your do not meet the requirements, you will have to pay the exam fee ($175) again.

3

Before Scheduling

Read all the info on CCHI's *Online Testing* webpage:

https://cchicertification.org/certifications/online-testing/

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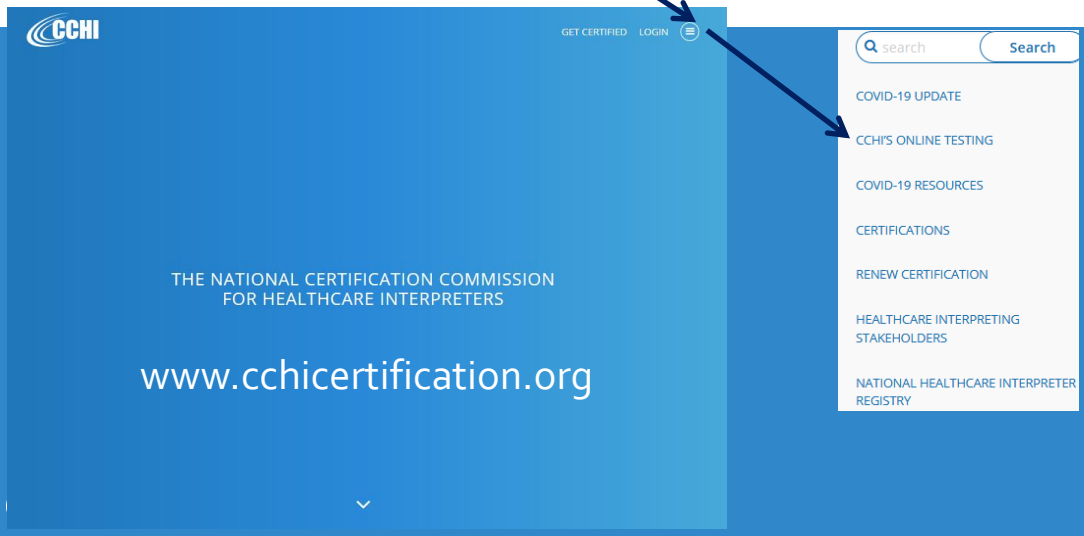
Website: Online Testing



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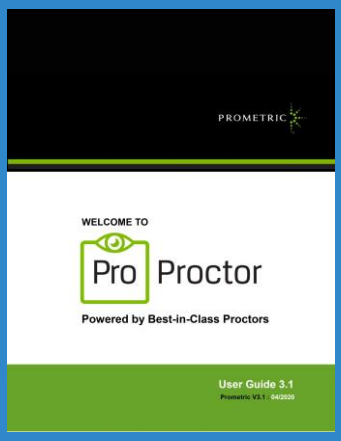
Before Scheduling

STEP 1. Read the *ProProctor™ User Guide*.



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6

Before Scheduling

STEP 2. Make sure your room where you plan to take the exam meets these criteria

7

Room Requirements

- Testing location must be indoors (walled), uncluttered, with a closed door, free from background noise and disruptions. No screens are allowed.
- Testing space must be well lit, with the test taker's face clearly visible at all times.
- No third party (babies, children, adults, pets) may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.
- Your workstation and surrounding area must be free of pens, paper, mobile phones, any electronic devices, watches, etc. And you cannot access them during the exam. If you have a TV set in your room, it must be turned off, located away from the desk at which you are taking the exam, and covered with a cloth covering.

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Room Requirements

- No reference materials that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, should be present during your exam session. This includes, but is not limited to, dictionaries, books, written notes, posters, charts.
- Two tissues (Kleenexes) are permitted at your workstation, but they must be inspected by the Proctor prior to start of exam.
- Eating, drinking, smoking, and chewing gum are prohibited during the exam.
- You must not access unauthorized personal items while testing; such items should be removed from the room. Such items include, but are not limited to, outerwear, hats, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.

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Room Requirements

- Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.
- Standing up, stretching, walking around, taking a break by living the room are prohibited during the exam. If you require these activities due to a disability, you must submit the *ADA Accommodation Request Form* along with the current doctor's statement to CCHI before you schedule the exam.

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Before Scheduling

STEP 3. Make sure that your computer meets these criteria:

- You need to have a desktop or laptop (you cannot take the exam on a Chromebook, tablet or phone).

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System Requirements

- You need to have a reliable internet connection, *wired* connection preferred. If using a laptop, make sure you do not accidentally disconnect during the readiness check, when you are showing the room to the readiness agent.
- You must use the most current version of Google Chrome browser (other browsers are not supported).
- You need to have a web camera and microphone so that a remote proctor can watch you all the time during the exam (the exam is also video recorded).

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System Requirements

- **Before scheduling, you must confirm your computer meets the technical specifications by running a system check from the link on the *Online Testing* or *Scheduling* webpage (also in your NTS)**

https://rpcandidate.prometric.com/Home/SystemCheck

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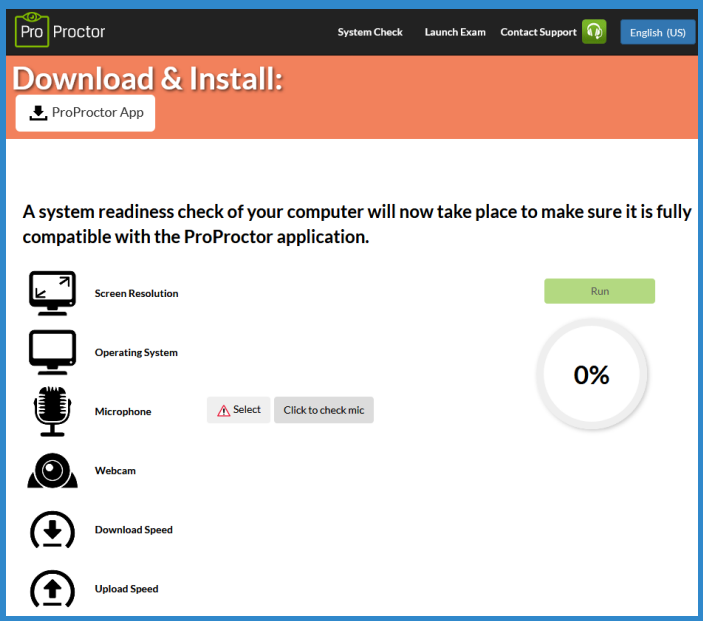

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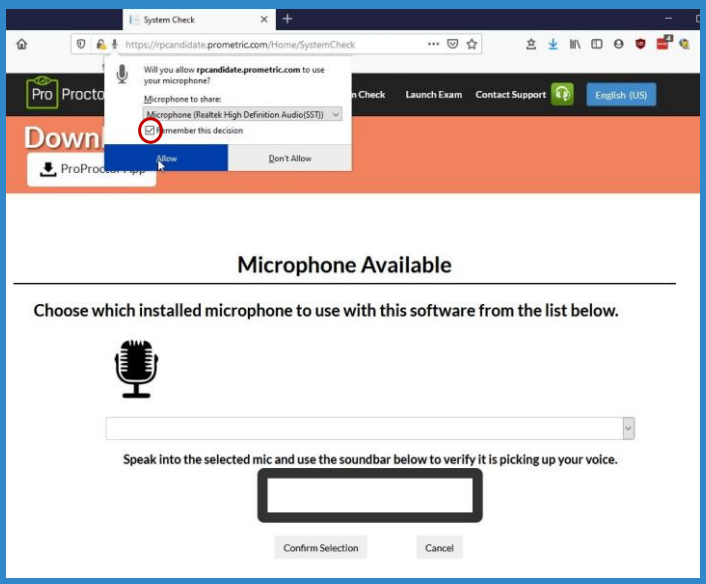
System Check
https://rpcandidate.prometric.com/Home/SystemCheck
Will you allow rpcandidate.prometric.com to use your microphone?
Microphone to share:
Microphone (Realtek High Definition Audio(SST))
Remember this decision
Allow
Don't Allow
Launch Exam
Contact Support
English (US)
Microphone Available
Choose which installed microphone to use with this software from the list below.
Speak into the selected mic and use the soundbar below to verify it is picking up your voice.
Confirm Selection
Cancel

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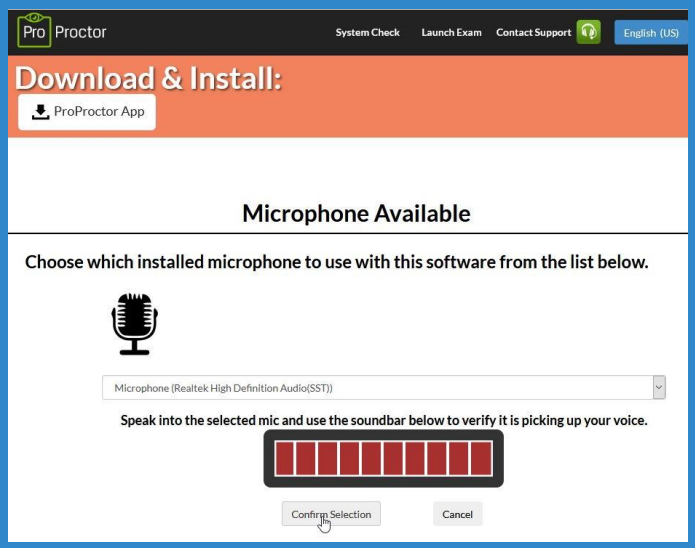
Proctor
System Check
Launch Exam
Contact Support
English (US)
Download & Install:
ProProctor App
Microphone Available
Choose which installed microphone to use with this software from the list below.
Microphone (Realtek High Definition Audio(SST))
Speak into the selected mic and use the soundbar below to verify it is picking up your voice.
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Pro Proctor
System Check
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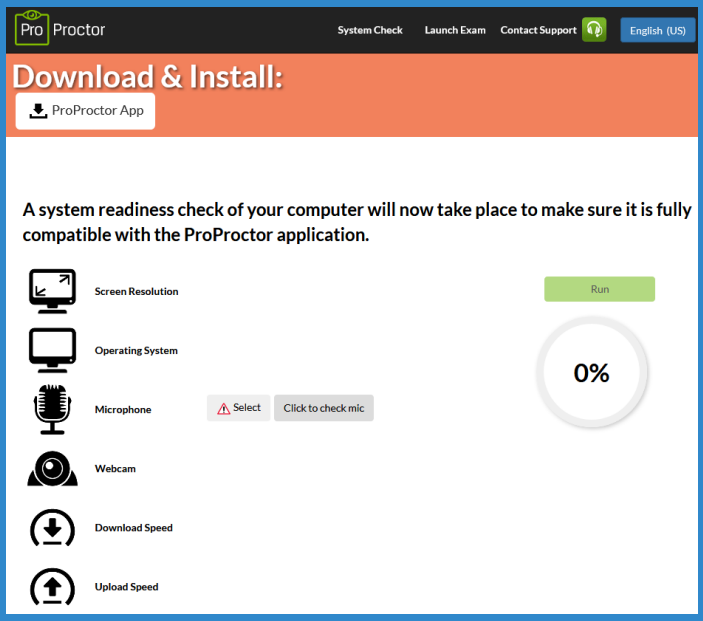
Confirm Selection
Cancel

17


Pro Proctor
System Check
Launch Exam
Contact Support
English (US)
Download & Install:
ProProctor App
A system readiness check of your computer will now take place to make sure it is fully compatible with the ProProctor application.
Screen Resolution
Operating System
Microphone
Select
Click to check mic
Webcam
Download Speed
Upload Speed
Run
0%

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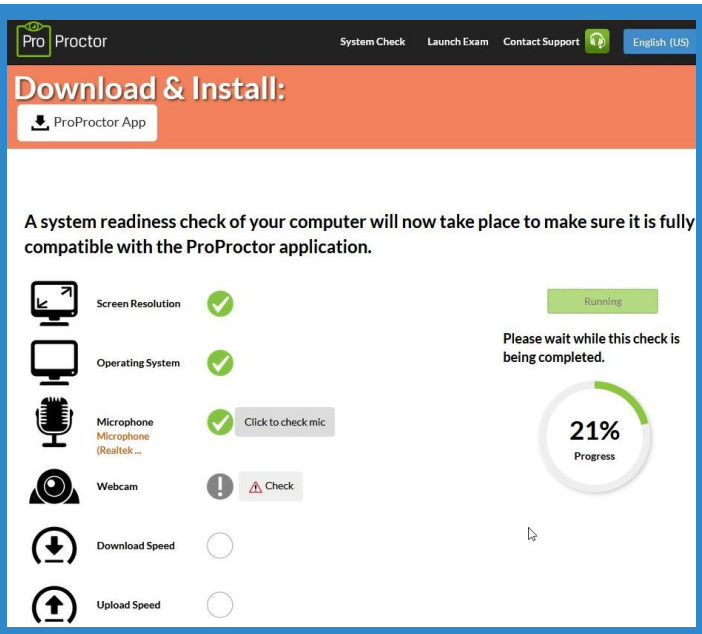
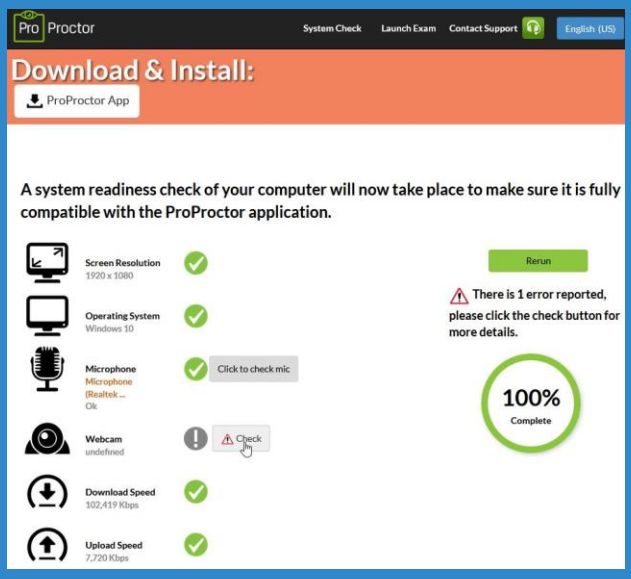

Pro Proctor
System Check
Launch Exam
Contact Support
English (US)
Download & Install:
ProProctor App
A system readiness check of your computer will now take place to make sure it is fully compatible with the ProProctor application.
Screen Resolution
Operating System
Microphone
Microphone (Realtek ...
Click to check mic
Webcam
Check
Download Speed
Upload Speed
Running
Please wait while this check is being completed.
21%
Progress

19


Pro Proctor
System Check
Launch Exam
Contact Support
English (US)
Download & Install:
ProProctor App
A system readiness check of your computer will now take place to make sure it is fully compatible with the ProProctor application.
Screen Resolution
1920 x 1080
Operating System
Windows 10
Microphone
Microphone (Realtek ...
Ok
Click to check mic
Webcam
undefined
Check
Download Speed
102,419 Kbps
Upload Speed
7,720 Kbps
Rerun
There is 1 error reported, please click the check button for more details.
100%
Complete

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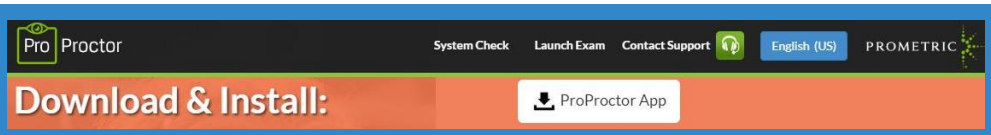
Download and install the ProProctor™ App



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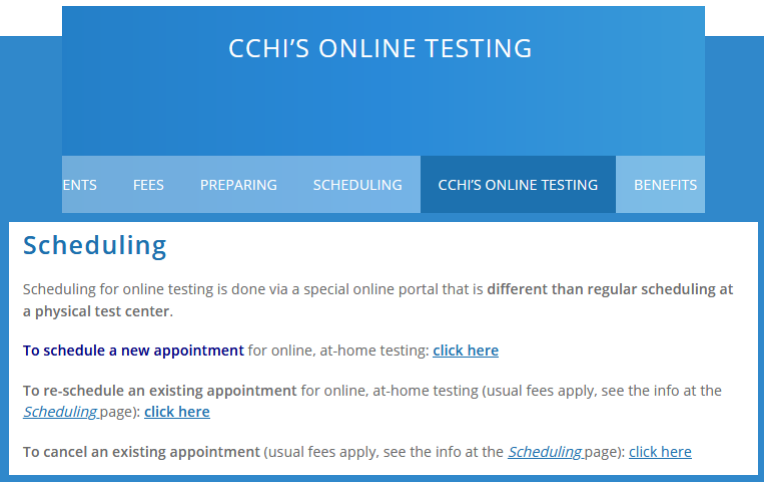
Schedule the Online Exam: Special Link



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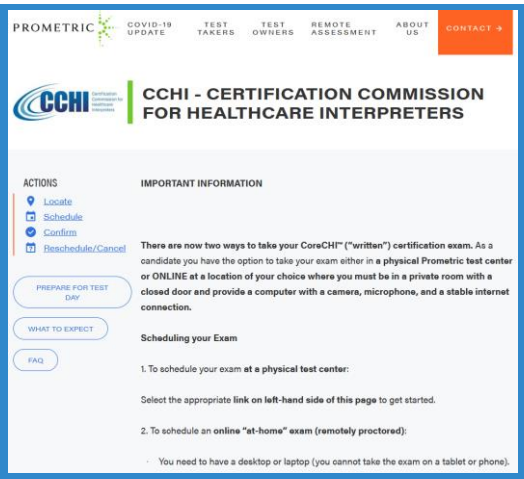
Schedule the Online Exam: Special Link



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Schedule the Online Exam: Special Link

2. To schedule an **online "at-home" exam (remotely proctored)**:

- You need to have a desktop or laptop (you cannot take the exam on a tablet or phone
- You need to have a reliable internet connection, wired connection preferred.
- You need to have a web camera and microphone so that a remote proctor can watch you all the time during the exam (the exam is also video recorded).
- You must take the exam in a private, uncluttered room with a closed door.

Before you schedule, you need to confirm your computer meets the technical specifications: click here. If your computer does not pass this check, you cannot schedule the online exam and need to schedule an exam at a physical test center.

To schedule your Remotely Proctored Exam click here

To reschedule your Remotely Proctored Exam click here

If you would like to cancel your exam please click here.

After scheduling your exam, please review your appointment confirmation email to ensure that you have the correct exam, date, time, and testing location.

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On the Day of the Exam:
30 min before the Appointment – Make Sure

- You are not hungry or thirsty, and you have taken care of your bio needs. No breaks are allowed during the exam.
- All personal items (see step 2 above) and electronics are removed.
- The door to the room is closed.
- The room is well lit, including the corners (you will be showing to the proctor the ceiling and floor corners of the room).

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On the Day of the Exam:
30 min before the Appointment – Make Sure

- You have your photo government ID, a handheld mirror (see step 3 above), and two tissues (if you need them).
- Your headset with the microphone and webcam are connected to your device.
- If using a laptop, it is fully charged and unplugged, with the cord ready to be plugged in at the end of the readiness check and before the actual exam is launched.

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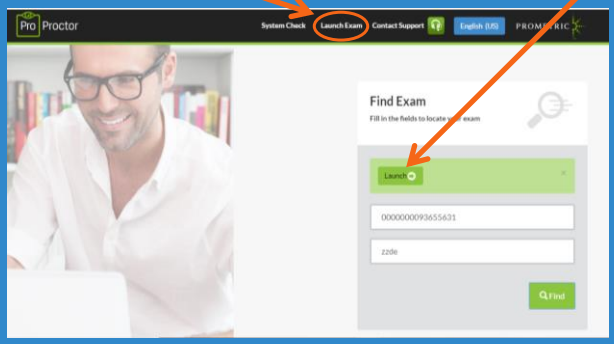
On the Day of the Exam:
15 min before the Appointment – LOGIN

- Copy the 16-digit confirmation # from your confirmation email and paste in the field on this *ProProctor™ Launch Page and* click the "Launch" button:



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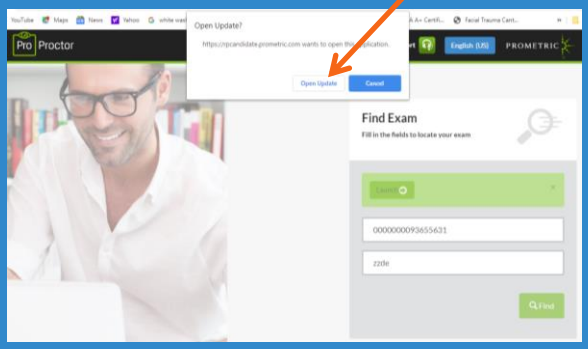
On the Day of the Exam:
15 min before the Appointment – LOGIN

- In the popup window, click "Open Update" – this activates the *ProProctor™ App:*



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At launch – Step 1 – Check In

- Picture of your face
- Picture of your Photo ID
- System check (if a mike or webcam have a warning triangle

- click on it, fix the issue and run the system check again)
- Then you are connected to the Readiness Agent

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At launch – Step 2 – Readiness Check

- You will see Readiness Agent on the screen and will follow their instructions.
- Question about your exam name – Core Certification Healthcare Interpreter (full name)
- Question about your name, email address
- Show front and back of your Photo ID

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At launch – Step 2 – Readiness Check

- 360° scan of your room with the webcam – walls, ceiling, floor, under the chair – unplug the laptop and (if using it) make sure that the wire of the internet connection does not get unplugged while you are doing it. If you are disconnected at this point, wait 60 seconds and connect again.
- With a handheld mirror – show the screen to the agent

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At launch – Step 2 – Readiness Check

Visual check of the test taker:

- Show your ankles and wrists
- If you have any pockets, show that they are empty
- If you wear glasses – take them off and show to the webcam
- If your hair covers the ears – you'll be asked to pull it over to view that it doesn't cover anything

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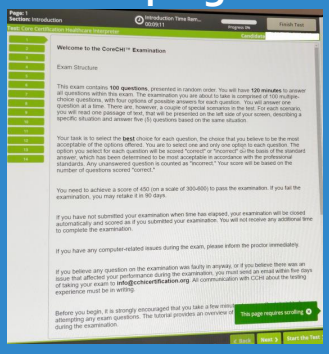
At launch – Step 3 – Take the test

- When the readiness check is over, you will see the *Introductory screen of the CoreCHI™ exam*
- and a *Chat* box in the top right-hand corner.



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At launch – Step 3 – Take the test

- You need to follow the instructions on the screen.
- A live remote proctor will be watching you during the whole exam. If you experience any IT issue, you can talk to them or type in the Chat.
- If you disappear from the camera view – exam is terminated.

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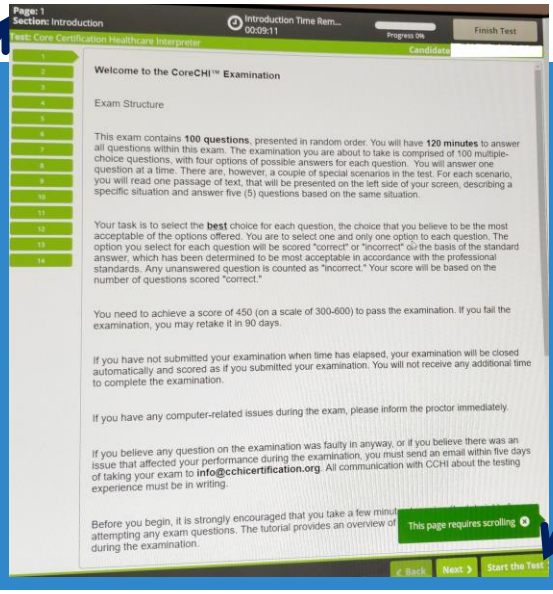
CoreCHI™ Exam

These are the *Introduction* pages. The label "Section" means the 10-15 minutes allocated for you to read the *Introduction*. You can click through all pages to learn about the test controls. This time does not count towards the 2-hour exam time.



When you are ready to start the actual test, click the "Start the Test" button at the bottom right.

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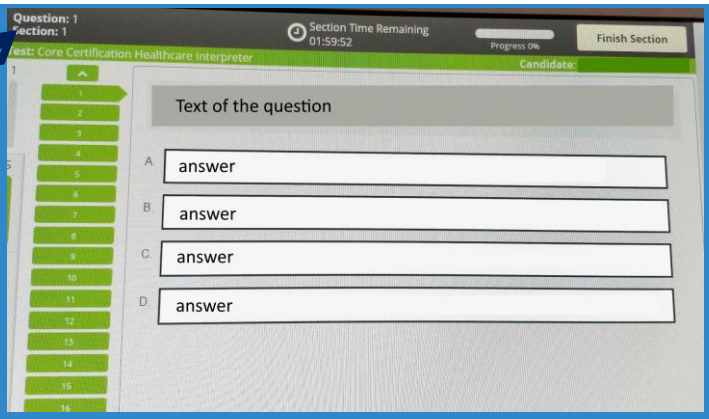
CoreCHI™ Exam: Exam itself = Section 1

The label "Section 1" means all 100 questions in the actual exam. The actual exam is timed to last 2 hours.



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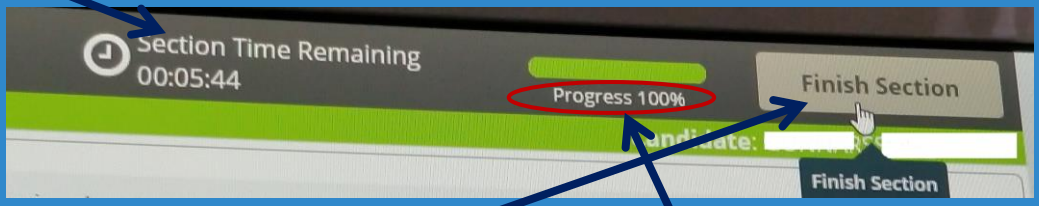
Timer

After you click "Start the Test," the label "Section Time" means the actual exam time which is 2 hours.



If you click the "Finish Section" button, you will be finishing/ submitting the whole exam. DON'T DO IT UNTIL the "Progress" bar shows 100% and you answered all 100 questions. After the exam section is finished, there is the last "Section" which contains 4 survey questions about your testing experience.

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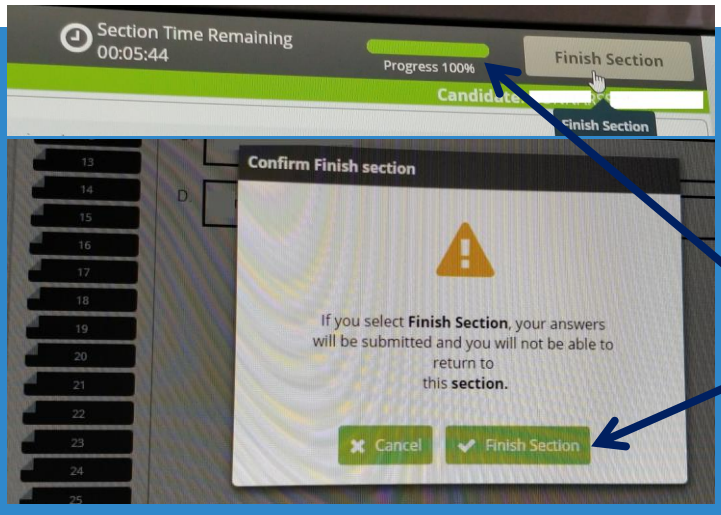
Finish the Exam



You completed everything when the "Progress" bar shows 100%.

Then you can "Finish Section" (=the exam).

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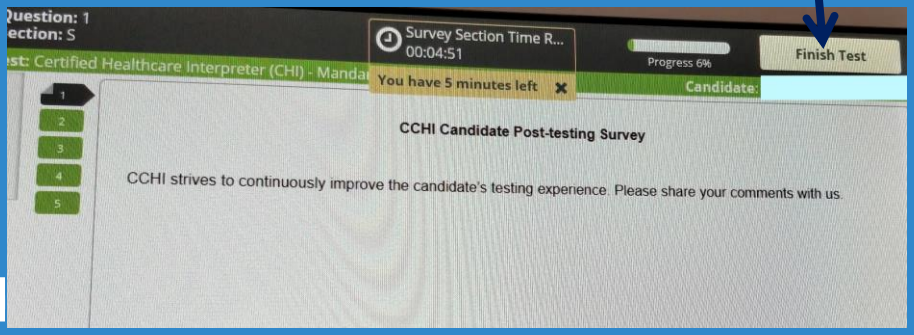
Submit the Exam

At the *Survey Section*, you will see the "Finish test" button and click it to submit the exam for scoring.



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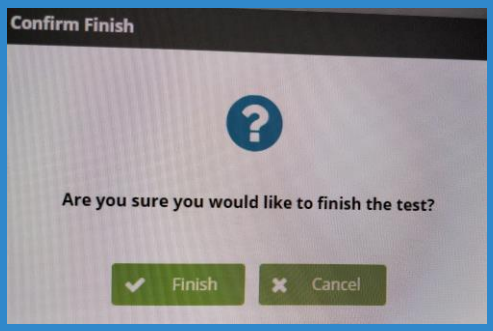
Submit the Exam

Confirm by clicking "Finish."



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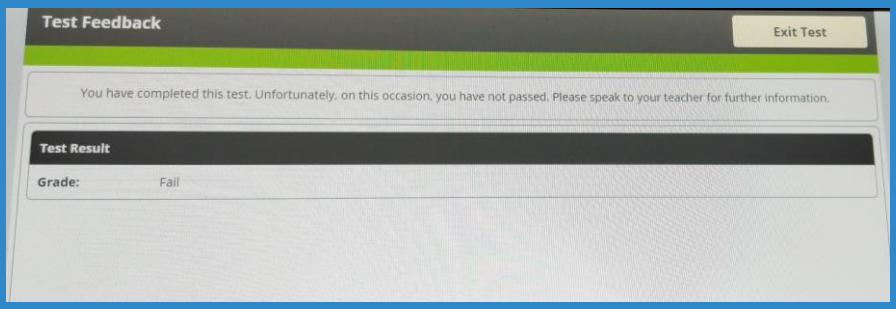
Exam Results: Pass/Fail



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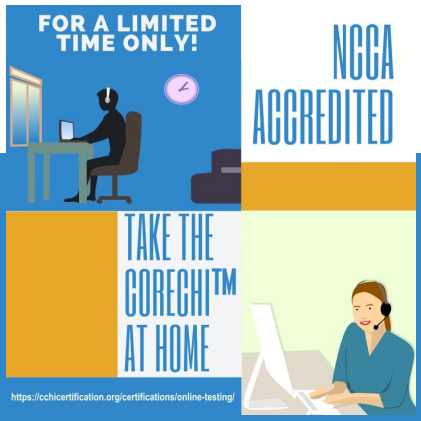
Happy Testing!



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