Online Live Remote Proctored FAQs

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Eligibility:
Am I eligible to take the online exam?
• All domestic and international candidates are eligible to take the exam online.

When can I take the exam?
• For both the domestic and international exams, the exam is offered by appointment only.
• Domestic candidates are eligible to test throughout the year, by appointment only, besides major U.S. holidays.
• International candidates can test in testing windows.

System and Technology Requirements:
Where can I take the online exam?
• Choose a quiet, well-lit area of your home or office to take the exam.
• Avoid any space that may contain loud noises (i.e., television, radio, family, music, pets, visitors, etc.).
• Do not choose public places (i.e., coffee shops, restaurants, libraries, parks, etc.).
• Note that no one else is permitted in the room with you while you are testing.

What are the technical requirements to take the CPHQ® Exam online?
• Operating systems supported: Windows 7.0, 8.0, 8.1, 10.0; Macintosh 10 or Linux (Chrome Extension)
  o To have a more seamless process for taking the exam online, it is highly recommended to NOT use a Mac laptop or computer with the Catalina operating system. This operating system is found to only work for a portion of the time.
• Web browser: Google Chrome 58.0 and above
  o Javascript and Cookies Enabled
• Webcam
• Microphone: enabled built-in or external microphone
• Bandwidth: minimum connection speed of at least 50 kbits per second

Can I use the built-in camera on my laptop?
• Yes, you can use your built-in laptop on your computer. When required to do an environmental room scan, you will need to pick up your laptop to show the entire room.

Should I test my computer before my exam to make sure I have the correct requirements?
• Yes – click here to perform a compatibility check.

When should I test my computer?
• We highly recommend that before you schedule an online exam, you perform a compatibility check on the computer you will be using to take the exam.
• We also recommend performing a second compatibility check 72 hours prior to your scheduled exam time in case changes to your machine software or hardware have occurred since scheduling.

What happens if my computer does not pass the compatibility check?
• If you are using your work computer, please notify your IT department to review any security and privacy settings/restrictions in place. You may need to seek permission to lift or relax these settings in order to take the CPHQ Exam online.
• Please contact PSI Technical Support if you or your IT department has any questions about your compatibility test results.
  o PSI Customer Service by phone or email exam.supportDM@psionline.com
    ▪ United States: 877.714.5686
    ▪ International: 858.875.3688
• Note that exam purchases are nonrefundable. If your computer is unable to support taking the exam online, you will need to take the exam at a physical PSI location.

Scheduling and Rescheduling:
How can I schedule my online exam?
1. Once you receive the eligibility email from PSI, visit https://schedule.psiexams.com/
2. Select Begin Scheduling
3. Fill in the following information:
   a. Healthcare
   b. National Association for Healthcare Quality
      i. Domestic candidates: Certified Professional in Healthcare Quality Examination
      ii. International Candidates: Certified Professional in Healthcare Quality Intl Exam
4. You will be re-directed to a new page. Select Register for this Exam to schedule your exam.
5. If you have never registered for a CPHQ exam, select New User. If you have previously sat for the CPHQ exam, log in with your username and password.
6. Fill in the required information.
7. There is a section titled Assigned ID. You MUST include the assigned ID that was provided in your eligibility email received from PSI. If you do not put in the correct assigned ID, your examination will not appear when logging into your PSI account. Select Continue.
8. Confirm the information provided is correct and provide your Date of Birth and Gender. Select Next.
9. Answer the security questions and select Next.
10. You can select to schedule your exam online or in-person. Follow the appropriate prompts to select your preferred method to take the exam.
I already scheduled an in-person exam. Can I switch to take my exam online?

- Yes. Log into your PSI account to switch your in-person exam to online.
  - PSI Customer Service by phone or email exam.supportDM@psionline.com
    ▪ United States: 877.714.5686
    ▪ International: 858.875.3688

Can I reschedule my online exam?

- Yes. Candidates can reschedule their exam online as many times as you would like at no charge, but it must be at least 48 hours before your scheduled time.
- You can reschedule your exam online by logging into your PSI account. Please watch this video for assistance.

Will I receive any reminders about my scheduled exam?

- You will receive a reminder email two (2) business days before your scheduled exam.
- This email will include instructions and reminders on what items you will need for the check-in process.
- We also recommend you perform another compatibility test at this time.

**During My Exam:**

What happens on the day of my exam?

- Prepare your workspace.
  - Choose a quiet area.
  - Clean your workspace. Note that many common office supplies will not be allowed, including but not limited to:
    ▪ Reference materials, binders, books, magazines, etc.
    ▪ Cell phones and chargers
    ▪ Plants
    ▪ Eyeglass cases
    ▪ Sticky notes
    ▪ Food and drinks - one (1) clear glass with water is allowed
- We recommend setting up in the room where you will take the exam and logging into your PSI account at least 30 minutes prior to your online exam start time. However, your exam cannot be launched until 15 minutes prior to your scheduled start time.
  - Your remote proctor will only appear at the time of your scheduled exam. Please allow remote proctors up to 15 minutes to appear for your scheduled exam before reaching out to PSI for assistance.
- You will need a valid, government-issued photo ID. Your photo on the ID should be made clearly visible to the camera when prompted by the proctor. The name on the ID must be the same as the name used to register for the exam.
- Ensure your computer has sufficient battery life and/or is plugged into a power source for the duration of the exam.
• Ensure you have stable and continuous Internet connectivity for the duration of your exam. If you lose Internet connectivity during the exam, your session will be ended automatically, and results voided.
  o If you experience issues while launching your examination and/or during your exam, please call PSI with the following numbers:
    ▪ United States: 877.714.5686
    ▪ International: 858.875.3688

Can I wear my religious head covering during my exam?
• Yes. You can wear your religious head covering during your exam, no prior communication/notice is needed.

Can I use materials while taking my exam online?
• No. Please refer to the Candidate Handbook to review exam policies and procedures, which are the same regardless of how you choose to take the exam.

After the examination starts, can I take a break?
• No. If you move out of the webcam view, your session will be ended automatically, and results voided. Be prepared to remain in the webcam view for the duration of the exam, which is a maximum of three (3) hours.
• If you would like to schedule a break, please complete the accommodations form, which is located at the end of the handbook and send it to PSI.
  o Note: a break during your exam means you will not be able to go back to previous questions you answered or flagged. Please review the Domestic or International Candidate Handbook for more information.

Will someone be monitoring me while I take my exam?
• Yes. An examination proctor will conduct the check-in process and will monitor your activity through the entire duration of the exam.
• Your activities during the exam will also be recorded and retained for at least three (3) months.

What if I start to experience technical issues during the exam?
• If you start to experience technical issues while you are taking the exam, your first attempt is to chat the proctor.
• If you are unable to chat the proctor due to the technical issue you are experiencing, you will need to contact PSI. Please be aware that doing so may result in the termination of your examination. If this occurs, you will need to reschedule your exam.
  o PSI Customer Service by phone or email exam.supportDM@psionline.com
    ▪ United States: 877.714.5686
    ▪ International: 858.875.3688
After the Exam:

How and when will I receive my score report?

- If you are located within the United States, you will receive a copy of your score report in your PSI account immediately following the completion of your exam. You can access it by doing the following steps:
  - Log into your PSI account.
  - Click on the My Home link at the top right to go to your home page.
  - You will now see a list of your previous examinations, even if this is your first time taking the exam, with a Score Report button next to the date and examination name.
  - Select the Score Report button, which will open a new window with a PDF copy of your score report.
    - To view PDF files, you must have Adobe Reader installed.
- If you are located internationally, you will be notified after the close of the international window of scores being released. You will be provided instructions to access online.

General:

What does it mean to have a “live remote proctor?”

- It means that a human proctor is monitoring testing activities within the online exam environment.

Does it cost more (or less) to take the CPHQ Exam online?

- No. There is no cost difference in your application fee if you plan to take the exam online.

What are the exam rules?

- Please read the Domestic or International Candidate Handbook to review exam policies and procedures.

How can I get more help?

- Technical support: if you are experiencing technical difficulties with your hardware or software, scheduling the exam, and/or taking the exam, please contact PSI Customer Service by phone or email exam.supportDM@psionline.com
  - United States: 877.714.5686
  - International: 858.875.3688
- NAHQ Customer Service: If you have questions regarding exam policies/Candidate Handbook, retaking the exam, the certificate, these FAQs and general information regarding the CPHQ certification, please contact NAHQ Customer Service at info@nahq.org. NAHQs customer service is open Monday through Friday between 8 am–5pm CT.