NCCTs GUIDE TO:

REMOTE TESTING

After reading this guide in it's entirety, you will be fully prepared to take an NCCT test remotely.

You will learn how to set up your testing space, how to set up your computer and devices, and what is and is not allowed. You will learn about billing, pricing, fees, disconnections and rescheduling. You will also discover that NCCT takes the security of our exams very seriously. Any violation of the procedures outlined in this manual may result in disciplinary action that could include cancellation of the exam. These examinations are the federally copyrighted property of NCCT, and any attempt to copy, record, reproduce, distribute, or disclose their content by any means in whole or in part can result in civil and criminal penalties.

On behalf of NCCT, employers, the public, and the candidates, thank you for maintaining the security and fairness of these examinations. Also, thank you for testing with NCCT and good luck on your exam and in your future endeavors.

Contact NCCT
NCCT Main Number: (800) 875-4404

Q&A

What is Remote Testing? Remote testing is an additional testing option built to accommodate testers who prefer to sit for their NCCT examination in the comfort of their own home or office, and for institutions who may have trouble finding a proctor or testing facility. Testers use their own technology and space to sit for the exam. The exam is the same for either testing option.

What is needed for Remote Testing? Significant testing space and technology requirements must be met to qualify for Remote Testing. Please see the detailed information on page 4.

Can my school/organization participate if I have a billing code? Yes, there are options for billing the exam only, the exam and remote testing fee, or no billing. If the school/organization is already validated through NCCT they must contact a testing rep to set up billing options. If your school does not yet hold validation with NCCT, please contact our office for assistance at (800) 875-4404.

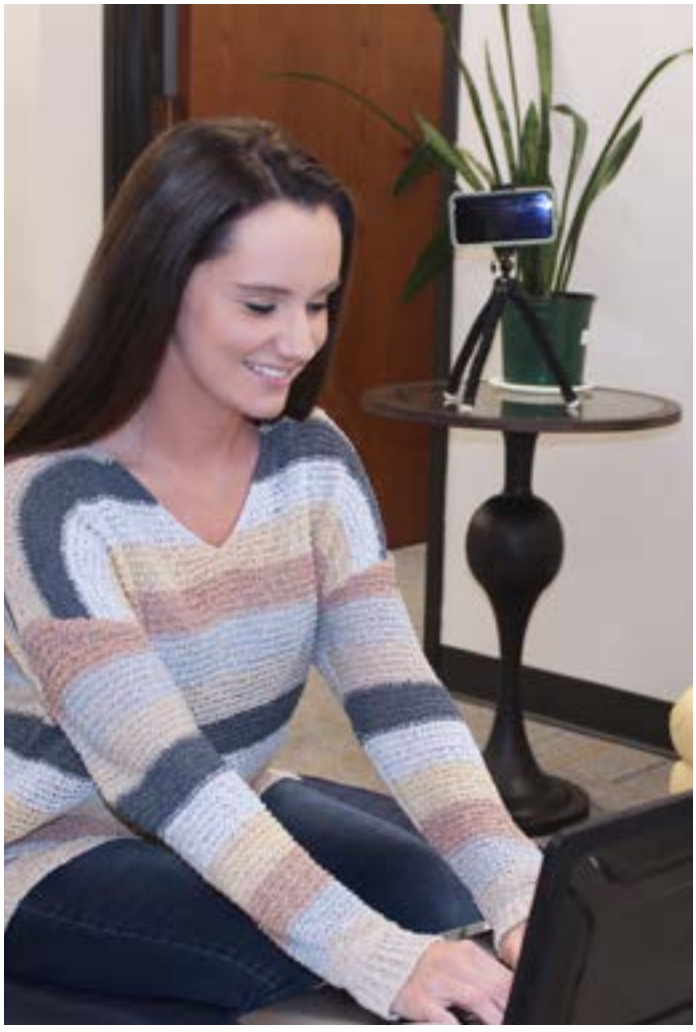
What does Remote Testing cost? The cost for the exam is the same, but there will be an additional $44 remote testing fee.

Is the exam proctored? Yes, there is a live remote proctor that is assigned to each exam that is scheduled.

I have more questions, who can I call? Please reach out to your NCCT testing representative or our call center at **(800) 875-4404**.

Notice of Non-discrimination and ADA Accommodation

NCCT does not discriminate against any candidate based on race, creed, color, national origin, sex, religion, disability, marital status, or age. NCCT will provide reasonable and appropriate test accommodations in accordance with the Americans with Disabilities Act (1990) for individuals with documented disabilities who request and demonstrate the need for accommodations on a case-by-case basis as required by law. ADA regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities. NCCT requires documentation to validate that the individual is covered under the ADA as a disabled individual to allow accommodations to be specifically matched with the identified functional limitation, in order to provide equal access to test functions for all examinees. Certain job competencies may be considered essential to the professional practice in the field and some accommodations for eligibility or testing may not be available, as determined by NCCT. The ADA Special Accommodations Request can be found at: https://www.ncctinc.com/Documents/Accommodations Form.pdf . The ADA Document of Disability-Related Needs can be found at: https://www.ncctinc.com/Documents/Disability Related Needs.pdf . These documents can also be found in the Forms & Documents section under the Resources tab of the NCCT website. **Special Note: Candidates utilizing LRP testing are not eligible for an ADA accommodation involving the use of an audible reader due to test security and proprietary exam content. Requests for audible reader accommodations must be arranged and administered at an approved testing center.*



What is Needed for Remote Testing?

- Distraction-free testing area. No other individuals are allowed in the testing area.
- Testing desk or table
- Chair required (sitting on a couch, sofa, or bed is not allowed)
- A screen laptop or desktop computer
- Webcam with built-in microphone (headset or any type of headphones are not allowed)
- One additional electronic device (for example: cell phone or tablet)
- A place to set a 360-degree camera (for example, a small table or tripod — see example image below)
- A good internet connection (at least 3 Mbps) is required. NCCT or remote testing entitiy are not responsible for any issues with browser connectivity, internet connection, and or power loss during on-boarding or the exam.
- Candidates utilizing LRP testing are not eligible for an ADA accommodation involving the use of an audible reader due to the test security and proprietary exam content. Requests for audible reader accommodations must be arranged and administered at an approved testing center.

Minimum System Requirements (Device Compatibility) to Run ExamRoom.AI

ExamRoom.AI strives to provide as many testing options for candidates as possible. With our system, we made it possible for candidates to test and be proctored on:

Particulars	Requirements
Operating System	Windows 8+, Mac Catalina + and Linus(Ubuntu 16.04 +)
Browser (before starting the exam, clear browser cache)	Google Chrome V 105+
RAM	4 Gb+
Hard Disc	256 Gb+
Processor Clock Speed	2.3+ GHz for Windows and 1.5+ GHz for Mac
Internet Speed	3+ Mbps (check your speed from this link)
For 360 App	Android 6+ (Marshmallow) or i)S 10.12+
Webcam and Microphone	Must be in working condition (drivers have to be updated)
Network Requirements	VPN or any firewall enabled connection strictly not allowed (port 443 and port 80 must be allowed)
Screen share	Must be enabled from their system settings. Refer to this link for Mac OS: https://docs.examroom.ai/user-manual/mac-chrome/#mac-screensharing
Email (in case candidate is using their work computer)	System Admin must allow emails from outside their organization. (@examroom.ai domain must be allowed)
ExamRoom Extension	Must be allowed to install in Chrome browser

Remote Testing Requirements

Candidates are required to **run the system check before submitting their application** on the desktop or laptop that will be used to test. System check link https://examroom.ai/systemtest/#/device

If the system check is not passed, candidates must contact NCCT customer service at **800.875.4404** (candidate may not be able to test remotely)

You must have a **valid government-issued photo ID** (i.e., driver's license, state ID, passport, military spouse ID). Current high school students are allowed to use their current school ID if they do not have a state ID or DL. The name on your Identification must match the name on the official exam roster (the name on the official roster will be the name provided to NCCT at the time of applying). Note: expired IDs are not acceptable, paper copies or a picture of your ID will not be considered valid.

All browsers, other than the testing browser must be closed. The on-boarding agent will make sure to assist with closing the browsers. If you deny any requests from the onboarding agent or proctor, you will not be allowed to test. Any incidents will be reviewed and considered for disciplinary action.

The front camera and microphone must be on at all times throughout the entire testing time. If you refuse to leave the camera on at all times throughout the exam, you will not be allowed to test. If the exam is ongoing and you do not follow policy the proctor will end the testing session and the testing attempt will be counted as one of your testing attempts. The incident will be reviewed and considered for disciplinary action.

When prompted by the on-boarding agent or proctor, you **must provide a room scan** at any time before or during the exam. If you do not comply you may not be allowed to test or finish the exam. The incident will be reviewed and considered for disciplinary action.

You **must leave the 360-degree camera on throughout the duration of the exam**. It must be placed in the position requested by the on-boarding agent or proctor. If you do not comply you may not be allowed to test or finish the exam. Once the 360 is set you are not allowed to change the view. Doing so may end the testing session. The incident will be reviewed and considered for disciplinary action.

Forbidden Actions or Testing Circumstances

- Forbidden Actions or Testing Circumstances
- Individuals other than the test taker are not allowed in the testing area at any time. Policy violation may result in the cancellation of the exam. The incident will be reviewed and considered for disciplinary action.
- Expired IDs are not acceptable, paper copies or a picture of your ID, and work IDs are not allowed.
- No sitting on a couch, sofa, or bed
- No blankets. Dress appropriately if it's cold in your testing area wear something warm.
- No pillows or cushions
- No water bottles, cups, or food
- No breaks once the exam has begun. Make sure to take a bathroom break prior to starting the exam. *In the event you require an emergency bathroom break, please advise your on-line proctor.* ***Note: Any question viewed for longer than one second before the pause will be locked and cannot be answered after your return, including bookmarked questions.***
- No sticky notes or any type of notes
- Books not allowed of any kind (insurance and coding candidates are allowed 3 books; ICD, CPT & HCPCS)
- Paper or pencils are not allowed while testing
- No headphones/headsets, ear pods, air pods, etc.
- Additional electronic devices other than your testing computer and a 360-view device. Note: the use of an additional electronic device while testing will result in the cancellation of your exam. NCCT and the board of testing have zero tolerance for policy violations.

Disconnection or Technical Issues

Neither NCCT or the remote testing entity are responsible for any connection/disconnection issues due to your internet connection, power outages, bad weather, system incompatibility, etc.

If a candidate is to get disconnected for any reason while testing, they must try to re-login. Candidates have 15 minutes to re-login from the time of disconnection, otherwise, they will not be allowed to reconnect or continue the test. All rescheduling and exam fees will be the candidate's responsibility.

In case of a disconnection, answers will save and you may

Testing Misconduct

Individuals suspected of misconduct or cheating will be subject to the NCCT disciplinary policies and procedures. Any incidents of a suspected violation of NCCT test site policies, for example, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All incidents will be investigated. Testing irregularities may result in termination of a candidate's participation in the examination administration, invalidation of exam scores, or other disciplinary action. The NCCT reserves the right to investigate any testing irregularities and to require retesting and/or cancellation if such irregularities cannot be satisfactorily explained.

If your exam has been canceled due to misconduct you will receive notification in writing once the investigation is complete. If you decide to appeal you will be given 30 days to respond. Your response along with all the evidence will be submitted to the board of testing. You will receive a final decision 90 days from when NCCT receives your appeal.

Fees & Refund Policy

The remote testing fee is $44 in addition to the exam fee.

Rescheduling fee: $25

- If a candidate reschedules less than 5 days before the intended exam date they are responsible for paying a $25 reschedule fee plus the $44 remote testing fee for a total of $69.
- If a candidate reschedules more than 5 days before the intended test date they are responsible for paying a $25 rescheduling fee only.

There are no refunds for remote testing fees or rescheduling fees.