Chief Proctor's Manual

American College of Physicians

Internal Medicine

In-Training Examination®

August 20, 2020 – September 09, 2020

Includes setup & computer requirements,
test administration information and instructions
on troubleshooting problems.

Access the Chief Proctor Resource site at
http://wbt.nbme.org/proctor

E-mail questions concerning the administration
of the exam or Workstation Certification to
nbmewebtest@nbme.org

Access the Third-Party Conferencing Application Instructions at
https://www.acponline.org/featured-products/medical-educator-resources/im-ite

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This manual is designed to orient the Chief Proctor and Assistant Proctors to the administrative procedures and security measures required by the National Board of Medical Examiners® (NBME) in the administration of the **American College of Physicians® (ACP) Internal Medicine In-Training Examination®**. This manual contains the general procedures for administering and monitoring the exam. In order to ensure that the examination is administered in an orderly, efficient, and secure manner, all testing personnel should be thoroughly familiar with and comply with the contents of these instructions.

Any administrative questions regarding the procedures and policies outlined in this manual should be directed to the NBME or the ACP office.

Contact Information
Contact NBME Test Administration Services as follows for questions concerning workstation certification, the proctoring software or the administration of the exam:

Prior to Test Day
215-243-3919
E-mail: nbmewebtest@nbme.org

On Test Day
215-243-3707

Any questions concerning policy should be directed to Chuck Graver or Kim Kerns at ACP at 215-351-2553 or 215-351-2568, respectively, or email: cgraver@acponline.org or kkerns@acponline.org.

> **If you are calling from an international test site, please use the appropriate country code for the US when contacting the NBME or ACP via telephone.**

What should I do if a Natural Disaster Prohibits Testing?

In the event of a natural disaster such as a hurricane, ACP and NBME will coordinate to establish backup testing plans. Under no circumstance should programs attempt to administer the examination following the close of the routine testing window without approval from ACP.

If you are unable to administer the ACP IM-ITE because of a natural disaster, please contact Chuck Graver or Kim Kerns at ACP at 215-351-2553 or 215-351-2568, respectively, or email: cgraver@acponline.org or kkerns@acponline.org.

Contents

How this Manual is Organized

The Chief Proctor's Manual is divided into four major sections: Prior to Test Day, On Test Day, Using the Proctoring Software, and Managing the Test Session. Each section includes a checklist that can be used as a quick guide to prepare and administer the exam. For example, the Chief Proctor can use the "On Test Day" and "Using the Proctoring Software" checklist along with the Troubleshooting tips and reference materials in the "Appendix" as a quick start guide on test day.

Section 1: Prior to Test Day covers important pre-administrative tasks such as Workstation Certification that must be performed prior to test day.

Section 2: On Test Day covers the tasks that must be performed on test day prior to the start of the exam.

Section 3: **Using the Proctoring Software** explains how to use the Chief Proctor Resource site to administer the exam.

Section 4: Managing the Test Session provides general information on monitoring examinees on test day.

Appendix: the appendix includes troubleshooting tips and other important supplementary information for administering the exam

Examination Schedule

Deadline for submitting requests to ACP for special accommodations:……………..…………….. 7/28/20
Proctor Login Information Emailed to Proctors: ………………………………………….… approx. 7/28/20
Workstation Certification Information Emailed to Proctors: ………………………………….…approx. 7/31/20
Examinee Instruction Sheets Emailed to Proctors: ……………………………………….....… approx. 8/4/20
Examination Window: 8/20/20 - 9/9/20, excluding 9/7/20

Section 1: Prior to Test Day

Prior to test day, the Chief Proctor will receive an e-mail from ACP with a unique username and password that will be needed to monitor the examination on test day. **This e-mail should be printed and taken with you on the day of the exam**. You should also use your username and password to login and conduct a practice exam prior to test day.

Use the checklist below as a guide to help you prepare for test day

Workstation Certification
- ☐ Ensure that workstations and institution-owned laptops have been certified using the workstation certification utility **(details on page 4)**
- ☐ For examinees using personal laptops, forward them the following URL: **http://wbt.nbme.org/exam (details on page 5)**; examinees with personal laptops should also be advised to arrive early on test day to detect any problems with the site's firewall

Prepare for Test Administration
- ☐ Arrange for test rooms
- ☐ Choose dedicated test room(s) with numbered workstations (recommended)
- ☐ Designate a Chief Proctor workstation within the testing room
- ☐ Prepare roster
- ☐ Recruit & train proctors
- ☐ Assemble administrative materials and ancillary supplies

Review and Practice with the Chief Proctor Software
- ☐ Login and explore the Resources menu on the Chief Proctor Resource Site at **http://wbt.nbme.org/proctor**
- ☐ Download and review the Chief Proctor's Manual
- ☐ View the Chief Proctor video tutorials to become familiar with the software used to monitor the exam
- ☐ Practice monitoring a sample exam

Facility Confirmation
- ☐ Print the Facility Readiness Checklist from the Resources menu on the Chief Proctor Resource site
- ☐ Complete the Facility Readiness Checklist. The list can be accessed and completed up to 14 days prior to the test day
- ☐ Confirm the testing facility

Unit 1: System Requirements

The following requirements are necessary to administer an NBME web-based examination.

SYSTEM REQUIREMENTS	
Windows	**Mac OS**
- Windows 7, Windows 8, Windows 10 1GHz processor or higher 17" or larger color monitor (Desktops) 13" screen or larger (Laptops) - Minimum screen resolution of 1024x768 is required with a 32 bit color setting - Virtual machines and applications are not allowed - iPads/tablets are not allowed	- Mac OS version 10.11, v10.12, v10.13, v10.14, v10.15 1GHz processor or higher 17" or larger color monitor (Desktops) 13" screen or larger (Laptops) - Minimum screen resolution of 1024x768 is required with a 32 bit color setting - Virtual machines and applications are not allowed - iPads/tablets are not allowed
- Internet Explorer 11 - Chrome[1] - Firefox[1] - Do not use beta versions. Other browsers are not supported.	- Safari 9 or higher - Chrome[1] - Firefox[1] - Do not use beta versions. Other browsers are not supported.
Browser Settings - JavaScript Enabled - Cookies Enabled - CSS Enabled - Pop-ups Enabled - TLS 1.2+	Browser Settings - JavaScript Enabled - Cookies Enabled - CSS Enabled - Pop-ups Enabled - TLS 1.2+
- Broadband Internet connection (DSL, Cable or T1) - Network bandwidth of 256Kbps or higher per workstation (including Internet	- Broadband Internet connection (DSL, Cable or T1) - Network bandwidth of 256Kbps or higher per workstation (including Internet access)
- Disable Toolbars, Adware or Spyware programs. They may adversely affect the computer's performance and cause delays in loading test questions. - Turn off Windows updates or virus scanner updates to avoid interruptions during testing. [1]Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates	
Dedicated technical support staff with admin privileges is required prior to and on test day(s) to assist with any technical issues that may arise.	

Secure Browser

A Secure Browser is required to administer a web-based exam. The application does not require configuration or administrator rights to install and is downloaded on test day when the Examinee URL (**http://wbt.nbme.org/exam**) is provided by the proctor. Examinees follow a few simple steps to run and then launch the Secure Browser on test day.

The Secure Browser will also detect if an examinee is running an application on their computer capable of recording exam content. If a recording application is detected on test day, warning messages will display on both the proctor's monitor screen and the examinee's screen prior to the examinee launching the exam. See **page 40-41** in the troubleshooting section of the Chief Proctor's Manual for instructions on what to do if a recording application or process is detected on the examinee's workstation on test day.

Unit 2: Workstation Certification

A workstation certification must be performed prior to test day on each institution-owned computer that will be used for testing.

> **Note:** Additional computers should be tested as back-ups for examinees in the event of any hardware failure on test day. If examinees will test on personal laptops, please be sure to certify any back-up computers using the utility below, with the ticket, number and then click the Certify the Test Room button.

Workstation Certification for Fixed Desktops and Institution Laptops

14 days prior to the test date, you will receive an email with a URL, **a unique ticket number**, and instructions to run the Workstation Certification utility on each workstation in the testing room. Forward this email to the technical support person at your institution charged with configuring the workstations for web-based testing.

To certify workstations at your institution:

1. Go to **http://wbt.nbme.org/exam** and follow the on-screen instructions to run the Secure Browser.
2. Select the **Workstation Certification** icon.
3. Select the **Technical Support Staff Workstation Certification** link.
4. Enter the ticket number that is included in the Workstation Certification email sent to the Chief Proctor prior to test day.
5. Select your test site from the dropdown menu.
6. Enter the contact name, email, and phone number of the person charged with testing the workstations.
7. Click on **Add Test Room** from the Test Room dropdown menu. Enter the testing room(s) to be used for the exam.
8. Enter a unique workstation number. You may use numeric or alpha numeric characters.
9. Select **Desktop** or **Laptop** to indicate the computer type and click the **Check this Workstation** button.
   - If the test is not successful, the system will provide instructions for correcting problems detected during the test. If the test is successful, you will be prompted to launch a sample exam as the final step.
10. Repeat the steps above for each workstation that will be used for testing, including backup computers in the event of hardware issues on test day.
11. When ALL workstations in the test room (including backups) receive passing results, choose **Certify this Test Room**.

> **Note:** If a recording application or process is detected during workstation certification, follow the instructions below to disable the detected process:
> Open **Task Manager** (Windows) or **Activity Monitor** (Mac).
> 1. *Windows:* To open **Task Manager**, press **CTRL+ALT+DELETE** on the keyboard, and then click **Task Manager**. Click the **Processes** tab and select the running process from the list. Click **End Process** to disable the running process.
> 2. *Mac:* To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process.

Workstation Certification for Examinees with Personal Laptops

Forward the following instructions to examinees with personal laptops:

1. Go to **http://wbt.nbme.org/exam** and follow the on-screen instructions to run the Secure Browser.
2. Select the **Workstation Certification** icon.
3. Select the **Examinee Personal Laptop Certification** link. The utility will test the laptop for compatibility with web-based testing.
   - If the test is successful, you will be prompted to launch a sample exam as the final step. If the test is not successful and you receive the error message below, DO NOT attempt to troubleshoot this problem on your own. Follow the on-screen instructions to bring your laptop to the Chief Proctor or Technical Support Staff at your test site.
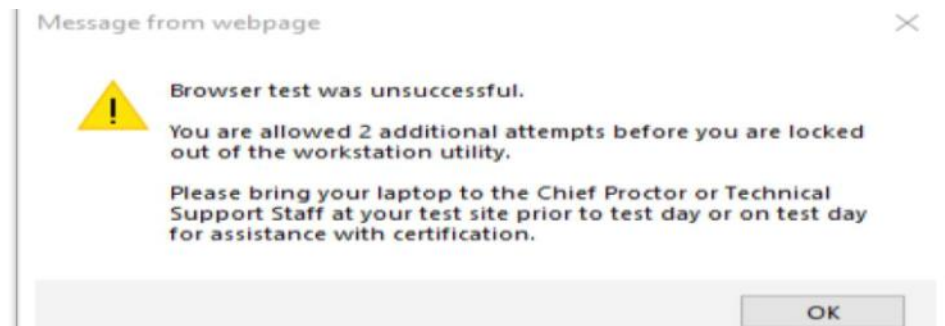
> **Note:** Examinees testing on their personal laptops should be advised to arrive earlier than other examinees on test day to re-run the workstation utility to detect any on-site firewall problems that could prevent the exam from launching on exam day.

DO NOT FORWARD THIS SECTION TO EXAMINEES WITH PERSONAL LAPTOPS

> If examinees will test on personal laptops, additional computers should be tested as back-ups for examinees in the event of any hardware failure on test day. Please be sure to certify any back-up computers using the Workstation Certification using the utility below, with the ticket, number and then click the Certify the Test Room button (see instructions on **page 4**).

Chief Proctors and Technical Support Staff

Examinees will be instructed to bring their laptop to the Chief Proctor or Technical Support Staff for certification (as shown above in the screenshot) if either of the following occurs:

- **A recording application or process is detected on the examinee's personal laptop**
- **The examinee is locked out of the laptop certification utility**
  If a recording application or process is detected on the examinee's personal laptop three or more times within a 28-day period, the laptop certification utility will lock, preventing the examinee from running it again for 28 days until the lock expires. This lock is a security feature by the NBME, designed to prevent examinees from continually trying to circumvent the system.

If an examinee is unable to bring their personal laptop to the Chief Proctor or Technical Support Staff at your test site prior to test day, the examinee may bring their laptop on the day of the exam to have the laptop certified prior to launching the exam on test day. Please see **page 40** for instructions on how to certify the examinee's computer if a recording program is detected or they are locked out of the laptop certification utility. Examinees are restricted from disabling recording applications without the supervision of a Chief Proctor or Technical Support Staff.

Unit 3: Prepare for Test Administration

Arrange for Test Rooms

Assure the following standard room arrangements can be met.

1. **Choose dedicated Test Room(s) with numbered workstations.** If the workstations in the testing room are not already numbered, write sequential numbers (up to three digits) on a Post-It-Note or index card and place it on the workstation prior to test day. Examinees are required to enter their workstation number at initial exam log in. These numbers are used to track examinee placement in the event of a technical problem. If examinees will test on personal laptops, assign a unique number to each laptop on test day or advise the examinee to enter their first initial and last name as the workstation ID.

2. **Designate a Chief Proctor workstation.** The Test Administration interface requires that each Chief Proctor use a dedicated computer workstation during the entire test session in each testing room. It is advisable to have this workstation near the doorway to check in examinees more efficiently.

   Below is a checklist of additional recommended test room requirements:

   - One open entrance/exit for the room, excluding a readily available emergency fire exit.

   - Sufficient space at the Chief Proctor workstation for admitting the examinees and collecting the Examinee Instruction Sheets after the examination. Blank sheets, to be used for Walk-In Examinees, are included at the back of the Examinee Instruction Sheet PDF file that you will receive from the ACP prior to test day.

   - A place to check coats, hats, purses, briefcases, backpacks and other personal items.

   - Accessibility to restrooms.

   - Accessibility to telephone with outside line for proctor use.

   > **Note:** If you are testing large groups and you are unable to arrange multiple testing rooms, you may test examinees over multiple days during the two-week test window. To avoid slow response times when testing large groups, the NBME recommends logging examinees in groups of 50 approximately one-minute apart at exam startup.

Prepare Roster

Prepare a roster listing the names of expected examinees for each testing room. This roster should be used for check-in on test day. Refer to the roster for the number of examinees scheduled in each testing room so that you can make appropriate arrangements for proctors and setup of workstations.

Recruit & Train Proctors for the Test Session

Recruit one Assistant Proctor for every 20 to 25 examinees expected in each testing room. Additional staff should also be available to relieve the Chief Proctor and Assistant Proctors, if necessary. Examinees should not be left unmonitored or without a proctor in the test room during the exam.

If your test site has more than one testing room, you will need to recruit one Assistant Chief Proctor for every additional room. The **Chief Proctor** is responsible for performing any actions that affect **ALL** examinees, such as starting the exam session, ending the exam session and submitting the Test Administration Report.

On test day, the Chief Proctor **must** be the first to log in and start the exam session. Once the Chief Proctor has started the session, the Assistant Chief Proctors can login with their own unique username and password to start monitoring the exam in their testing rooms. The Chief Proctor should schedule a meeting with all proctors prior to test day.

The following items should be reviewed at the meeting:

- The examination time schedule and all administrative procedures
- The functionality of the computer testing system
- The location of the test site and the time they are to report to the test site
- The tasks assigned to each proctor
- Procedures for identifying and admitting examinees to the examination
- Procedures for handling Walk-Ins
- Procedures for handling late arrivals
- Procedures for the distribution and collection of the Examinee Instruction Sheets. Blank sheets, to be used for Walk-In Examinees, are included at the back of the Examinee Instruction Sheet PDF file that you will receive from ACP prior to test day.

Inform Examinees of Practice Test Opportunity

- Examinees should practice using the test delivery interface prior to taking the exam. A sample practice exam is available to allow examinees the opportunity to practice using the interface.

    Forward the following URL to examinees to access the practice exam:
    http://acp.startpractice.com

Administrative Materials and Ancillary Supplies

Be sure to have the following items with you on test day:
- E-mail from ACP with Chief Proctor username and password
- Examinee Instruction Sheets (one for each examinee, plus blank Examinee Instruction Sheets for Walk-In Examinees; blank sheets are located at the back of the Examinee Instruction Sheet PDF file that you will receive from ACP prior to test day)
- Scratch paper for distribution to examinees
- A chalkboard or flip chart for posting the Examinee Start-Up Code

Unit 4: Practice with the Chief Proctor Software

Prior to test day, the Chief Proctor should log into the Chief Proctor Resource site to become familiar with the interface and the features available on the site. A **web-based video tutorial** on the software you will be using to administer the exam is available on the **Resources** menu on the home page. To access the Chief Proctor Resource Site, you must enter the username and password you received via e-mail.

	Function	Description
A	Facility Confirmation	Prior to test day, review and complete the tasks on the Facility Readiness Checklist. When all tasks are complete, confirm the readiness of your testing facility.
B	Resources	Get acquainted with the Chief Proctor Resource Site through the Resources Menu. Monitor a Practice Exam, view the Chief Proctor Video Tutorial or access the Chief Proctor's Manual and online Help.
C	Incident Report	If the test administration report **was not submitted at the end of the exam session on test day**, you may select the **Incident Report** button to document and submit a report of all incidents that occurred during the test session. You will also have the option to report the exam was administered without incident if there were no problems encountered during your administration.
D	Post Admin Roster	Post administration rosters are available for printing up to 14 days after the exam end date. If you did not print a copy of the roster **at the end of the exam on test day**, you may click on the **Post Admin Roster** link to access and print the roster.
E	Alerts	This notification area provides alerts to important test administration activities that the Chief Proctor **must** complete.
F	Exam Selection	Prior to test day, select the **Future Administrations** plus sign to view upcoming exams. Click **View Roster** to see a list of examinees assigned to take the exam. **Please note only the Chief Proctor is able to view the roster prior to test day. This option is not available to the Assistant Chief Proctor**. On test day, the exams listed under Future Administrations will move to the top of the page and be displayed in the list of **Available Single Exams**.

Practice Monitoring an Exam

A practice exam is available to give Chief Proctors an opportunity to practice with the proctoring software prior to test day. **You will need another person practicing as the examinee on a separate computer**. You can begin practicing with the proctoring software when you receive your username and password via e-mail.

Running the Chief Proctor's Practice Exam:

1. Open **(Internet Explorer, Safari, Chrome or Firefox)**.

2. Enter the Chief Proctor Resource site URL **(http://wbt.nbme.org/proctor)**.

3. Enter the **Username** and **Password** you received via e-mail and click login.

4. On the **Resources** menu select **Practice Exam**.

5. On the Practice Exam screen, select the **ACP Internal Medicine In-Training Practice Exam**.

6. Click **Start Monitoring**. The Monitor Exam screen will appear with the **Examinee URL** and Examinee **Start-up Code**.

7. Instruct the practice examinee to open one of the web browsers noted above in step one and enter the Examinee URL **http://wbt.nbme.org/exam** to download and launch the Secure Browser.

8. Provide the **Examinee Start-up Code** from the Chief Proctor's monitor screen to the person practicing as the examinee and select the **"On Test Day"** icon. The practice examinee should follow the remaining on-screen instructions to launch the practice exam.

   Note: On the examinee biographic screen, the practice examinee can enter any random birthdate, examinee ID number and workstation number. For example, 10/18/1989 could be used as the date of birth and 12345 as the ID number. You can enter any workstation number during practice. Once the exam is launched, the practice examinee will appear on the proctor's screen using the data entered.

   ▪ Review the instructions on **page 19-28** for additional information on the features available on the proctoring screen.

   ▪ Instructions for **Ending the Exam Session** can be found on **page 28** to help you exit your practice session.

Unit 5: Facility Confirmation

The Chief Proctor must confirm that the test room, examinees, and proctors are ready to administer a web-based exam prior to test day. The facility should be confirmed after Workstation Certification is completed. The first step in confirming the facility is to access the Facility Readiness Checklist from the Resources menu on the Chief Proctor Resource site. Print the checklist as a reference. Once all items have been completed on the checklist, log into the Chief Proctor Resource Site and confirm the facility.

To Confirm the Facility

1. Click the **Facility Confirmation** button.

2. Select the appropriate exam **Administration**.

3. Select the appropriate **Test Room**. If there are multiple test rooms for the Administration, a selection box will appear. Select the correct **Test Room**.

   - The **Test Room** selection box will appear pre-populated with the test room entered during Workstation Certification. To view the status of the workstations within the test room, click on the **View Workstation Status** link.

   - If ALL examinees will be testing on personal laptops, you may click **Add a New Room** from the dropdown menu, if your test room does not appear in the list. Enter a descriptive location, including building name and room name and number, if possible.

4. Select the **Confirm this Facility** button.

5. Read the confirmation statement. Click the checkbox and select **I Agree** to proceed with confirmation, or select **Cancel** to terminate the confirmation process.

Section 2: On Test Day

Chief Proctors and Assistant Proctors should arrive at the testing facility a minimum of 30 minutes before the examination to allow sufficient time to prepare the Chief Proctor and examinee workstations before the examinees arrive.

Use the checklist below to prepare workstations and admit examinees to the testing room.

Be sure to have the following items with you on test day:
☐ E-mail from ACP with Chief Proctor username and password
☐ Examinee Instruction Sheets-one for each examinee (Blank sheets for Walk-Ins are included at the back of the Examinee Instruction Sheet PDF file that you will receive from ACP prior to test day)
☐ Scratch paper for distribution to examinees
☐ A chalkboard or flip chart for posting the Examinee Start-up Code
☐ Roster to be used for check-in of examinees

Prepare Examinee Workstations
☐ For institutional computers - Boot up each workstation computer in the testing room to the Exam URL **http://wbt.nbme.org/exam**
☐ For examinee personal laptops - Post the Examinee URL as noted above on a flip chart or chalkboard for examinees who will be arriving with personal laptops

Admit Examinees to the Testing Room
☐ Place a check mark next to each examinee's name on the check-in roster as they are admitted to the testing room
☐ Check personal items in the area designated for personal items
☐ Add Walk-In Examinees (if the examinee name does not appear on the onscreen roster)
☐ Distribute Examinee Instruction Sheets (blank sheets for Walk-Ins are included at the back of the Examinee Instruction Sheet PDF file that you will receive from ACP prior to test day)
☐ Distribute scratch paper
☐ Post or announce the time allowance for the exam

Unit 6: Prepare Examinee Workstations

Boot up each examinee workstation computer in the testing room and proceed as follows.

- Open a web browser (**Internet Explorer, Safari, Firefox or Chrome)** and enter the examinee URL (**http://wbt.nbme.org/exam**). The "NBME Secure Browser Security Notice" appears. As examinees are seated at their workstations they should read through the notice before proceeding to the Secure Browser download instruction screen.

- If examinees are using their personal laptops, post the Examinee URL on a flip chart or chalkboard.

> **Note: Examinees should not use previous versions of the Secure Browser.** Examinees should run or download the most recent version of the Secure Browser on exam day.

Unit 7: Admit Examinees to the Testing Room

Control access to the testing room so that examinees are entering and exiting through one doorway only. Use the following steps as a guide to admit examinees to the testing room:

1. **Check in examinees.** Place a check mark next to each examinee's name on the roster as they are admitted to the testing room.

2. **Check personal items.** Do **not** permit examinees to bring personal items to their workstations. The following items are **not** permitted at the workstation:

   - iPads/Tablets
   - Cell Phones
   - Paging Devices
   - iPods, radios, or media devices
   - Calculators (a calculator is built into the exam for examinee use)
   - Recording/filming devices
   - Beverages or food of any type
   - Reference materials (books, notes, papers)
   - Watches with alarms, computer, or memory capabilities
   - Backpacks, briefcases, or luggage
   - Coats, outer jackets, or headwear

3. **Add Walk-In examinee (if needed).** See **page 14** for instructions on adding a Walk-In examinee prior to starting the exam session.

4. **Distribute scratch paper and Examinee Instruction Sheet.** After examinees are admitted and seated, they should be provided with **one sheet of scratch paper** and their **Examinee Instruction Sheet** (**blank Examinee Instruction Sheets are included for Walk-Ins at the back of the Examinee Instruction Sheet PDF file that you will receive from ACP prior to test day**).

   If the examinee requests additional scratch paper, collect the sheet they have and distribute one new sheet to the examinee. **Be sure to collect scratch paper from examinees each time they leave the testing room.**

   > **Note:** The **Examinee Instruction Sheet and all scratch paper** used by the examinees during the test session **must be collected from each examinee as they complete testing and destroyed at the end of the examination**.

5. **Inform examinees of the time allowance for the exam.** See **page 15** for the timing of the exam.

Unit 7: Admit Examinees to the Testing Room

Adding a Walk-In Examinee Prior to Starting the Exam Session

Before adding ANY examinee as a Walk-In on exam day, carefully review the test day roster to confirm that the examinee's name does not appear on the roster.

To add a Walk-In Examinee prior to starting your test session, follow these steps:

1. Log into the **Chief Proctor Resource Site** – **http://wbt.nbme.org/proctor**.

2. From the Chief Proctor home page, click on **View Roster** in the **AdminID** column (as shown in the screenshot above) to review the test day roster. If the examinee appears on the roster, admit the examinee to the testing room. If the examinee does not appear on the roster, close the "View Roster" window and follow the steps below.

3. Click on **Add Examinee to This Test Site**. Enter all required information into the appropriate fields: the examinee's **First** and **Last name**, **Date of Birth, PGY level**, and the examinee's parent **Program** (see SAMPLE screenshot above).

4. Click **Save**. The "Record Added" window will display all biographic information entered on the previous window, **including the examinee's newly generated examinee ID**.

5. Write the examinee's ID on one of the blank Examinee Instruction Sheets (blank Examinee Instruction Sheets are included at the back of the PDF file that you received from ACP prior to test day).

6. Click **OK** to close the window. The examinee will be added to the test day roster. Provide the examinee with the completed Examinee Instruction Sheet.

> **Note:** If you did not make a note of a Walk-In Examinee's ID, the examinee's name and ID will appear on the test day roster once you have started your exam session (see **page 17** for instructions on starting the exam session).

Unit 7: Admit Examinees to the Testing Room

Timing of the Exam

The total test session time is **9 hours**. There are 6 sections consisting of 50 items each. Examinees will have 70 minutes of testing time for each section with an optional 10-minute break after test sections 1, 2, 4, and 5, and an optional 60-minute lunch break at the end of test section 3. There is an optional 15-minute tutorial at the start of the exam, a 5-minute Biographic Information Survey following the Tutorial, and an untimed Resident Survey at the end of the examination.

Section	Allotted Time	Number of Items
Tutorial	15 minutes	—
Biographic Information Survey	5 minutes	—
Exam Section 1	70 minutes	50
Break	10 minutes (optional)	—
Exam Section 2	70 minutes	50
Break	10 minutes (optional)	—
Exam Section 3	70 minutes	50
Break	60 minutes (optional)	—
Exam Section 4	70 minutes	50
Break	10 minutes (optional)	—
Exam Section 5	70 minutes	50
Break	10 minutes (optional)	—
Exam Section 6	70 minutes	50
Total Examination Time	**420 minutes (7 hours)**	**300**
Total Examination Time (Plus Tutorial and Breaks)	**540 minutes (9 hours)**	**300**
Survey	**Untimed**	**—**
* Refer to page 31 for specific information on breaks		

- Once examinees have closed an exam section or the time allotment has expired, they will not be able to go back and review or change any answers in that section.

- During the allotted time to complete the items in each section, the examinees will be able to answer the items in any order, skip items, review their responses and change them.

Section 3: Using the Proctoring Software

The proctoring software on the Chief Proctor Resource Site displays the **Examinee Start-Up Code** needed for examinees to launch the exam. The software also allows the Chief Proctor to track examinee progress, restart an examinee after a test interruption, approve examinees who arrive **15** minutes after the test start time, and report incidents and irregularities that occur during the test session.

If your test site has more than one testing room, the **Chief Proctor** is responsible for performing any actions that affect **ALL** examinees, such as starting the exam session, ending the examination and submitting the Test Administration Report. **On exam day, the Chief Proctor must be the first to log in and start the exam session.** Once the Chief Proctor has started the session, the Assistant Chief Proctors can log in to start the exam in their testing rooms.

Use the checklist below as a guide to start and monitor the exam session on test day.

To Start the Exam Session
- ☐ Log into the Chief Proctor Resource site **http://wbt.nbme.org/proctor**
- ☐ Enter the Chief Proctor username and password you received via e-mail from ACP
- ☐ Select the **ACP Internal Medicine In-Training Exam** link in the **Available Exams** section
- ☐ Enter your **Contact Phone** and **Test Room** name and click **Start Monitoring**
- ☐ Provide the **Examinee Start-Up Code** to examinees to log into the exam

To Monitor the Exam
- ☐ **Add** a Walk-In Examinee during the test session by clicking on **Add Examinee to This Test Site** and follow the onscreen instructions (add an examinee as a Walk-In ONLY if their name does not appear on the test day roster on the Chief Proctor workstation)
- ☐ **Approve** the restart of an interrupted exam by providing the current **Examinee Start-Up Code** to the examinee to restart the exam, then click **Approve** to process the restart request
- ☐ **Admit** an examinee that arrives 15 minutes or more after the session start time by providing the examinee with the current **Examinee Start-Up Code**, then click **Approve** to admit the examinee as a *Late Start*
- ☐ **Report** an Incident during the exam by clicking on **Report Incidents** to create a report
- ☐ **Edit** a report by clicking on **Report Incidents** and then select **Edit**
- ☐ **End** the exam session by first clicking **End Exam**, then submit the **Test Administration Report**, and **Print** the **Post Admin Roster** as the final step
- ☐ **Collect** an Examinee Instruction Sheet from each examinee as they complete testing
- ☐ **Destroy** all Examinee Instruction Sheets after they have been collected
- ☐ **Collect** and **destroy** all scratch paper from each examinee before they leave the testing room

Unit 8: Starting the Exam Session

The Chief Proctor must be the first to login and start the exam session on test day.
Once the Chief Proctor has started the exam session, the Assistant Chief Proctors may login with their username and password. Once logged in, the Assistant Chief Proctors should select the **ACP Internal Medicine In-Training Exam** link from the **In Progress** exams section on the screen.

## To Start the Exam Session from the Chief Proctor Workstation:

1. Open a web browser **(Internet Explorer, Safari, Chrome or Firefox)**.

2. Enter the Chief Proctor Resource Site URL **http://wbt.nbme.org/proctor**.

3. Enter the **Chief Proctor Username** and **Password** you received via e-mail from ACP and click **Login**.

   ▪ If you do not have your Username or Password with you and have access to e-mail, click the **Forgot your Username or Password** link to receive this information via e-mail.

4. Select the **ACP Internal Medicine In-Training Exam** link in the **Available Exams** section.

5. Enter the **Exam Session Information**.

   ▪ Enter the telephone number at which you can be reached during the test session and the **Test Room** name.

6. Click **Start Monitoring**. The exam monitor screen will appear with the **Examinee Start-Up Code** and **Examinee URL** as shown in the SAMPLE screenshot above.

7. Post the **Examinee Start-Up Code** and **Examinee URL** on a clearly visible chalkboard or flip chart or announce it to the group.

   ▪ Examinees are required to enter the **Examinee Start-Up Code** in order to log into the exam.

   ▪ The **Examinee Start-Up Code** is valid for 15 minutes. When this 15-minute interval expires, a new Examinee Start-Up Code will appear on your screen.

   ▪ Once an examinee is logged into the exam, the examinee should not need another Examinee Start-Up Code unless an interruption occurs requiring a **Restart**. See **page 22**, **"Approving a Restart"** for additional information.

   ▪ See **page 18** for instructions on how examinees login and begin the exam.

Advise Examinees to Start the Exam as Follows:

1. Enter the Examinee URL, **http://wbt.nbme.org/exam.** Read and accept the "Secure Browser Security and Privacy Notice" to proceed to the Secure Browser download instructions page.

   Windows

   - Click the **Download** button. Your web browser will download the file to the default location (usually the Downloads folder).
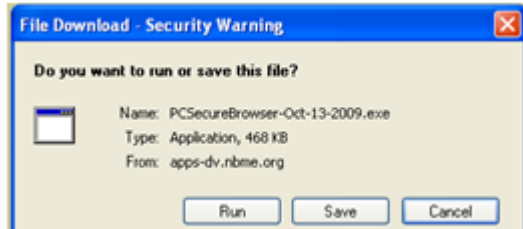
   - Run or open the executable (PCSecureBrowser.exe) that was downloaded to launch the Secure Browser.
   - If an interruption occurs that requires you to restart, enter the Examinee URL provided by the proctor (which will get you back to the Download page) or double-click the Secure Browser icon from the Downloads folder or your desktop (if you saved the executable there).

   Mac
   - Click the **Download** button.
   - Your web browser will download the file to the default location (usually the Downloads folder).
   - Drag the Secure Browser icon from the **Download** tray to the Desktop and double-click the icon to open.
   - Two pop-up messages will appear. On the first pop-up message: Click **Open.**
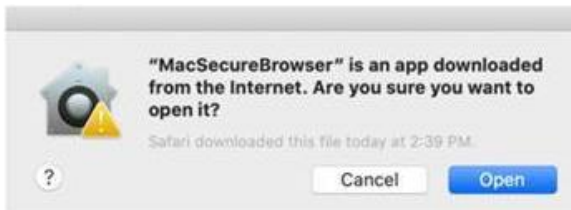

   - The Mac Secure Browser will automatically launch.
   - If an interruption occurs that requires you to restart, enter the Examinee URL provided by the proctor (which will get you back to the Download page) or double-click the Secure Browser icon on your desktop.

2. Select the **On Test Day** icon.

3. Enter the **Examinee Start-Up Code** provided by the proctor on the "Begin Exam Access" screen and click **New Examinee**.

4. Read the onscreen examinee instructions and then click the **"I have read instructions"** checkbox at the bottom of the screen**.**

5. Enter their Biographic information (identification number, date of birth, workstation number, and select a security question and answer) and click **Submit**. This information is used to verify an examinee's identity if the exam is interrupted and requires a restart.

6. Click **Continue** to confirm the biographic data entered is correct.

7. Click **Launch Exam**.

Unit 9: Monitoring the Exam

The **Monitor Exam** screen will list the names of all examinees testing at your site once you have started the exam session. As examinees begin to log in, they will appear as **Active** at the top of the screen in the **Status** column.

> **Note:** If an examinee does not appear on the test day roster on exam day, you may add the examinee as a **Walk-In**. See **page 21** for instructions on adding Walk-In Examinees once the exam session has started. **Do not allow** an examinee to use the ID number that was assigned to another examinee. Doing so will significantly delay score feedback for all examinees.
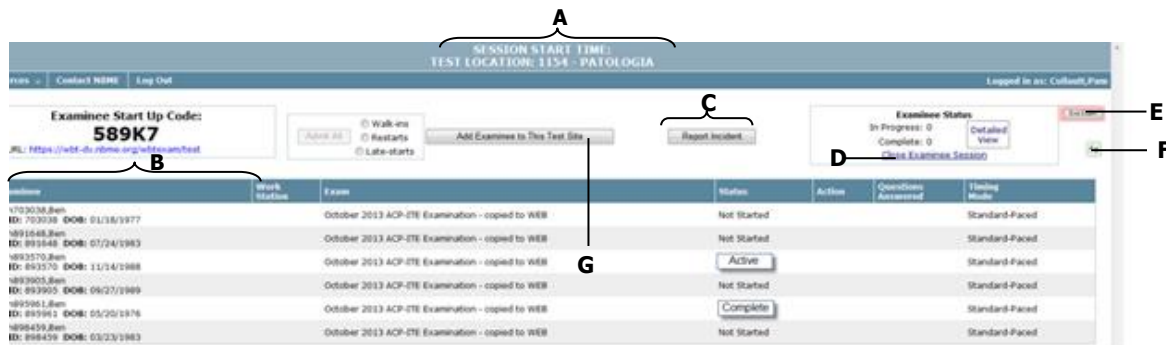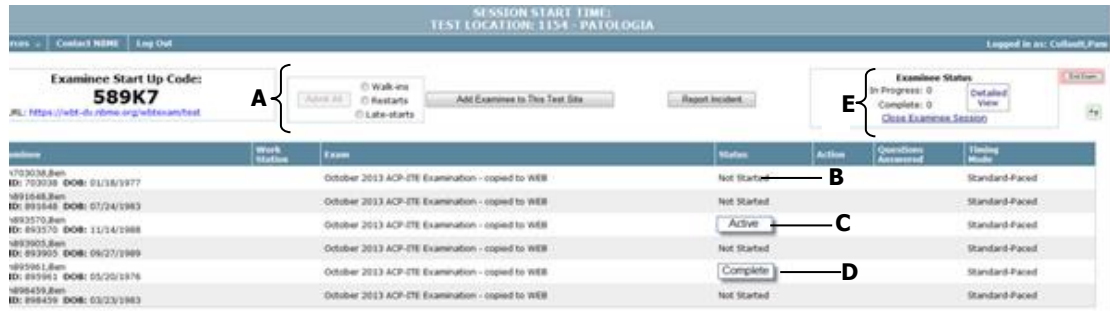

	Examinee Status	Description
A	Session Start Time	The Session Start Time will populate with the date and time the first examinee starts the exam.
B	Examinee Column	The Examinee ID and Date of Birth are displayed underneath the examinee's name prior to exam launch. Once the examinee has launched the exam, click on the examinee's name to display the Date of Birth, Examinee ID and Security Answer.
C	Report Incidents	Report Incidents at any time during a test session. During a testing session, the Chief Proctor can switch between monitoring the exam and reporting incidents.
D	Close an Examinee Session	Close an examinee's test session **ONLY** if the examinee leaves the testing room and does not return, or if other circumstances require you to close an examinee's exam. See **page 24** for additional information.
E	End Exam	Clicking **End Exam** will terminate the test session and should be used only when **all active examinees have completed the exam**. During the test window you may start and end as many sessions as needed to test your entire group.
F	Refresh icon	Refreshes the screen and displays the most current status of each examinee.
G	Add Examinee to This Test Site	This function allows the Chief Proctor to add a Walk-In Examinee on test day.

The **Monitor Exam** screen automatically refreshes every five minutes with current test session information. However, the Chief Proctor may click the **Refresh** icon at any time to view the most current status of each examinee and to take any actions that are required, such as approving a Walk-In or Restart.

You may sort the list of examinees by **Name**, **Exam**, **Workstation, Status, Questions Answered**, or **Timing Mode** and perform additional tasks as required.

	Function	Description
A	Admit All	**Restarts:** More than one examinee requires approval by the Chief Proctor to restart the exam.
		Late-starts: More than one examinee requires approval by the Chief Proctor to enter the exam 15 minutes after the Chief Proctor has started the exam session.
B	Not Started	Examinee has not yet launched exam.
C	Active	Examinee is actively navigating through exam.
D	Complete	Examinee completes the exam or the examinee's test session is closed by the Chief Proctor.
E	Examinee Status	Displays the overall number of In Progress and Complete examinees within the test session.
		Other statuses that may appear on the Chief Proctor's screen include:
		Inactive: Examinee is not navigating through the exam and 30 minutes have passed since the last response.
		Paused: Examinee selected the pause button in order to take an unscheduled break.
		Cancelled: Examinee's test session was closed by the Chief Proctor prior to the examinee launching the exam.

Note: If the Chief Proctor needs to leave the test room for any reason, they should not do so until another proctor has arrived and is able to take over proctoring the exam. Examinees should never be left unattended or without a proctor in the test room.

Adding a Walk-In Examinee during the Exam Session

If an examinee does not appear on the roster on the Chief Proctor screen, the examinee may be admitted to the testing room and approved as a **Walk-In Examinee**. Before adding any examinees as Walk-Ins, carefully review the onscreen test day roster. If the examinee appears on the test day roster, admit the examinee to the testing room as normal. If the examinee does not appear on the roster, follow the steps below.

To Add a Walk-In Examinee:

1. Click the **Add Examinee to This Test Site** button. The system will then display the **Add Examinee Records** window.

2. Enter all required information into the appropriate fields – examinee's **First** and **Last Name**, **DOB**, **PGY level**, and the examinee's parent **Program** (see SAMPLE screenshot above).

3. Click on **Save**, then note the **Examinee ID** displayed on the next window on a blank **Examinee Instruction Sheet** (blank sheets are included at the back of the Examinee Instruction Sheet PDF file that you received from ACP prior to test day).

4. Click **Ok** to close the **Add Examinee Records** window. The examinee will be added to the Test Day Roster with a status of "**Not Started."**

Approving a Restart

The Chief Proctor must approve the **Restart** of an interrupted exam. Examinees requiring a restart must notify the Chief Proctor.

> **Note:** If an examinee needs to be relocated to another test room because of a problem after the examinee has started the exam, you must call the NBME at 215-243-3707 before restarting the exam for this examinee at the new location.

To Approve a Restart:

1. Provide the examinee with the current **Examinee Start-Up Code**.

    - Examinees should enter **http://wbt.nbme.org/exam** or double-click the **Secure Browser** icon on the desktop to log back into the exam.

    - Once the examinee enters the Examinee Start-Up Code and the Biographic information requested, a yellow alert icon will appear in the "Action" column to notify you that the examinee is awaiting a Restart (see SAMPLE screenshot above).

    - If the restart information does not appear on the proctor screen, click the **Refresh** icon.

2. Click the **Approve** link in the "Action" column to approve an individual examinee. To admit a group of examinees, select the **Restarts** radio button and click **Admit All**.

    - The time it takes for the examinee to receive confirmation of your approval varies, depending on the number of examinees awaiting a restart and/or the overall system response time. The exam will be restarted from the point it was interrupted.

Approving a Late Start

An examinee may be admitted to the testing room up to 30 minutes after the exam has started if the examinee's name is on the Test Day roster on the "Exam Monitor" screen.

If an examinee arrives more than 30 minutes late, you must contact Kim Kerns at ACP at 215-351-2568, respectively, for authorization.

To Approve a Late Start:

1. Provide the current **Examinee Start-Up Code** to the late arriving examinee.

   - Once the examinee enters the Examinee Start-Up Code and the Biographic information requested, a yellow alert icon will appear in the "Action" column to notify you that an examinee is waiting to be admitted to the exam (see SAMPLE screenshot above).

   - If this late start information does not appear on the proctor screen, click the **Refresh** icon (see SAMPLE screenshot above).

2. Click the **Approve** link in the "Action" column to admit an individual examinee. To admit a group of examinees, select the **Late-Starts** radio button and click **Admit All**.

   - The time it takes for the examinee to receive confirmation of your approval varies depending on the number of examinees awaiting a late start, restart and/or the overall system response time.

   > **Note:** A late start examinee may be given the full amount of testing time provided the proctor is willing to remain until the examinee completes testing.

Closing an Examinee Test Session

Closing an examinee's test session will prevent the examinee from re-entering the exam and will mark the exam "Complete." The Chief Proctor should **ONLY** close an examinee's test session if the examinee leaves the testing room and does not return, or the examinee becomes ill and is unable to complete testing. See **page 32**, "Examinee Leaves Due to Illness."

Be sure to collect the Examinee Instruction Sheet from any examinee that leaves early due to illness or other circumstances.

To Close an Examinee's Test Session:

1. Click on **Close Examinee Session**. The close examinee window will appear.

2. Find the examinee's name on the list.

3. Click on the **Close** button in the action column.

   ▪ A confirmation message will appear. Select **Proceed** to end the test session for the examinee.

4. Report this incident on the **Test Administration Report**.

Unit 10: Reporting Incidents & Irregularities

The Chief Proctor Monitoring System requires a **Test Administration Report** to be submitted by the Chief Proctor describing all incidents and irregularities that occurred during the test session. See **Appendix B**, **Incident & Irregularities Categories and Descriptions,** on **page 47** to review the types of test administration incidents that must be reported by the Chief Proctor. The Chief Proctor **must submit a Test Administration Report** even if there are no incidents to report. Incidents can be reported during the test session or at the end of the session.

To Report Incidents During the Test Session:

1. Click on the **Report Incidents** button on the monitor exam screen.
   The **Test Administration Report** window will appear.

2. Click on the **Category** drop-down menu and select a category that best describes the incident. Hover over the information icon ⓘ to view a description of the selected category

3. **Enter the Incident Date** – The **Incident Date** defaults to the **Current Date**. If this is **not** the appropriate date, enter a date manually or click on the **Calendar** icon to select the **Incident Date**.

4. Enter the approximate time **(hh:mm)** of the incident, including **AM** or **PM**.

5. Identify the examinee(s) or the proctor affected by the incident.

    ▪   If an incident report applies to all examinees, click on **Select ALL** to select all examinees on the list.

    ▪   If an incident report applies to one or more examinees but not all, identify the examinee(s) and click the checkbox next to the examinee's name. Examinees are listed in alphabetical order by last name, first name.

    ▪   If the incident applies to the Chief Proctor, click the Chief Proctor checkbox.

6. Type a description of the incident in the text box. Provide a detailed, objective account of the incident focusing on exactly what occurred to cause an incident, what was actually observed and by whom, the point in the examination process the incident occurred, and the duration of the incident. Provide a description of any action taken to resolve the problem. There is a 4,000 character limit. This document will become part of the official record in this matter (see **page 37** for details on documenting Examinee Misconduct and Disruptions).

7. Click **Save** to save the report. Once an incident is saved, it will be displayed by category in the **Current Incident List**. Selecting **Clear** removes the incident description that appears in the text box. Repeat Steps 1-7 to report additional incidents.

8. To return to the monitoring screen, click on the **Close Window** button.

To Report Incidents at the End of the Test Session:

Once all examinees have completed the exam and you have selected the **End Exam** button, the **Test Administration Report** screen will appear:

┌─**General Information**─────────────────────────────────┐
│   │
│   **Test Site:** Generic Medical School   │
│   **Test Date(s):** 08/30/2011 14:58 - 08/30/2011 15:05 │
│   **Test Room:** CV125   │
│   │
└───┘

Submit report without incidents

Report Incident(s)

[Back]

1. If there are no incidents to report, click **Submit report without incidents**.

    ▪   If there are incidents to report, click **Report Incident(s)** and follow the instructions on **page 25** for entering and submitting incidents.

View & Edit Incidents

During the exam session, you may view, edit or delete any previously entered incident report that appears on the **Test Administration Report** by selecting the **Report Incidents** button on the exam monitoring window. Once the exam session is closed, you cannot edit an incident report, but you can create a new incident report if needed.

To	Do this
View Report Details	Click **View Details.** A pop-up window will appear, displaying the details of the incident. **Close** the pop-up window if there are no changes.
Edit a Report	Click the **Edit** button next to the reported incident to update the report or click **Clear** to enter a new incident report. Click **Update** to save all changes. The **Cancel** button on this screen removes all details of the last saved report.
Remove a Report	If a report was created in error, click the **Remove** button to delete an incident report.

Unit 11: Ending the Exam Session

Ending the test session involves three steps: **Ending the Exam**, **Submitting the Test Administration Report** and **Printing the Post Admin Roster**.

The **End Exam** function will prevent **Active** examinees from continuing the exam. This function will mark **Active** exams **Complete** and will close the proctor's monitoring session. If there are multiple rooms at your testing center, <u>the Chief Proctor must perform this task</u>.

> **Note:** The **End Exam** button is not displayed on the "Exam Monitor" screen for the Assistant Chief Proctor. The Chief Proctor should confirm that the Assistant Proctor(s) has completed reporting all incidents and no-show examinees before submitting the final Test Administration Report.

Step 1: Ending the Examination

- Verify that all **<u>active examinees who started the exam that day are Complete</u>.** If there are multiple rooms at your test site, you should contact the proctor in charge of the room in which the examinees are testing to confirm there are no examinees in progress.

- Click on the **End Exam** button and click **Ok** to proceed to the **Test Administration Report***.*

- If you are administering the exam to different groups of examinees on separate dates during the test window, you may start and end as many sessions as needed in order to test your entire group during the two-week window. As you start and end multiple sessions during the test window, examinees that have already tested will fall off your **Test Day Roster** and **<u>only</u>** those examinees that have **<u>not</u>** tested will continue to remain on your roster until they have taken the exam.

- If you wish to view a roster of examinees that have previously tested during the test window, you may view them by clicking on the **Post Admin Roster** link from the homepage of the **Chief Proctor Resource Site**.

> **Note:** Be sure to collect an Examinee Instruction Sheet from each examinee as they complete testing. Please destroy all Examinee Instruction Sheets at the end of the administration.

Step 2: Submitting the Test Administration Report

If Incidents were reported during the test session, the **Test Administration Report** screen will appear:

- You may **Edit** the report at this time if needed or **Print** a copy of the **Test Administration Summary Report** for your records.
- Click on **Submit Report** and then click the **OK** button.

If reports were not submitted during the test session:

- Click **Submit Report without Incidents**, if there are no incidents to report.

    -or-

- Click **Report Incidents**, if there are Incidents to report.

After the **Test Administration Report** has been submitted, the **Post Admin Roster Report** page will appear.

Step 3: Printing the Post Admin Roster

As a final step, you may print or save a copy of the **Post Admin Roster** for your records.

- Click on the **PDF** or **Excel** icons to save a copy of the **Post Admin Roster,** or to print click on the **Print** icon.

> **Note:** If you did not print or save a copy of the **Post Admin Roster at the end of the exam on test day**, you may click on the **Post Admin Roster** link from the homepage of the Chief Proctor Resource site to print or save a copy of the roster.

- Click the **Log out** button to exit the Chief Proctor Resource Site.

> **Windows Secure Browser - Examinees should not use previous versions of the Windows Secure Browser for future exams**. The Windows Secure Browser should be removed from the computer at the end of the test administration. To delete the Secure Browser, drag the icon from the Desktop to the trash.
>
> **Mac Secure Browser** - The Mac Secure Browser does **not** need to be removed at the end of the test administration for future exams.

Section 4: Managing the Test Session

The Chief Proctor is responsible for the overall supervision of examinees and the continuous monitoring of the actions of examinees. Examinees should never be left unmonitored or without a proctor in the test room. During the administration of the examination, proctors should observe the examinees to ensure that no one is using written materials or electronic devices and examinees are not communicating with one another in any way.

This section explains how to:

☐ Implement scheduled and unscheduled breaks
☐ Answer questions regarding test items
☐ Handle an examinee who leaves due to Illness
☐ Test examinees with extra testing time
☐ Identify and address examinee misconduct
☐ Handle environmental disruptions and emergencies

Unit 12: Supervising Examinees

Scheduled Breaks

There is a scheduled 10-minute break after examinees complete the first, second, fourth, and fifth test section, and a 60-minute break following the third test section. A "Break" screen will appear when the examinee completes each section or the timing has elapsed in each section. All breaks are optional. **As examinees leave for their breaks, their scratch paper and examinee instruction sheets should be collected**.

If an examinee does not wish to take a break, or if the examinee takes less than the time allowed for the break, direct the examinee to select the **End Break** button which appears on the "Break" screen to continue to the next section.

If the examinee takes a break that is longer than the time allowed, the clock for the next section of the exam will begin

If the examinee takes less than the allotted time to complete a test section, additional time **WILL NOT** be added to the break time or to any of the other test sections.

Unscheduled Breaks

Examinees should not take a break during a test section. However, if the examinee feels that it is necessary to do so, the examinee should click on the **Pause** button which is located on the bottom right of the screen. Upon selecting **Pause**, the examinee is informed that the test time will continue to expire and to select **Cancel** to resume testing. **The examinee must hand in their scratch paper to a proctor before leaving the room**. If the examinee wishes to have the same sheet of scratch paper returned to them, they must write their name on it.

When the examinee returns, the proctor should check their identification and distribute one sheet of scratch paper to the examinee.

Whenever possible, only one examinee at a time should be allowed to leave the room. If a second examinee needs to take an "Unscheduled" break, the proctor should inform them that someone else is out of the room and the examinee will be notified when the other person has returned. There should be no opportunity for examinees to discuss the exam (e.g., in the restroom).

All Incidents of examinees leaving the test room while in a test section should be reported in the Test Administration Report as instructed on page 25.

Note: If the Chief Proctor needs to leave the test room for any reason during the test session, they should not do so until another proctor has arrived and is able to take over proctoring the exam. Examinees should never be left unattended or without a proctor in the test room.

Answering Questions Regarding Test Items

Do **not** answer any questions regarding examination content. If an examinee thinks a test item is incorrect, instruct the examinee to answer the item to the best of their ability with the information provided. Assure the examinee that you will notify the ACP. Complete a **Test Administration Report** describing the test question and the reason that it appears to be incorrect.

Examinee Leaves Due to Illness

If an examinee needs to leave the room due to illness, a proctor should ask the examinee if they require immediate medical attention. In unusual circumstances, the proctor should use judgment in determining the need for a doctor or ambulance for the sick examinee.

If an examinee feels unable to complete the examination and wants to leave prior to the end of the test session, the proctor must note this in the **Test Administration Report**. Please indicate the examinee's name and identification number, the number of the last item answered, and the examinee's reason for leaving. The proctor can then terminate the examinee's test by following the instructions on **page 24**, "Closing an Examinee Test Session."

Testing Examinees with Extra Testing Time (Time and a Half)

If an examinee is approved for extra testing time for the ACP Internal Medicine In-Training Examination, the exam should be administered in a separate room with a separate proctor workstation. There are six test sections that will be administered over two days. The first three sections will be administered on Day 1 and the last three sections will be administered on Day 2.

Day 1

For time and a half examinees, the total test session time on Day 1 is 6 hours, 9 minutes. There are three test sections consisting of 50 items each. There is a 22-minute, 30-second optional tutorial at the start of the session, and an optional 15-minute break after the examinee completes the first and second section.

Exam Timing (Time and a Half – 1.5x)

Total Session Time	6 hours, 15 minutes
Tutorial	22 minutes, 30 seconds
Biographic Information Survey	7 minutes, 30 seconds
Exam Section 1 (50 items)	105 minutes
Break	15 minutes (optional)
Exam Section 2 (50 items)	105 minutes
Break	15 minutes (optional)
Exam Section 3 (50 items)	105 minutes
End of Day 1	

Starting the exam session on Day 1:

- Follow the instructions on **page 17** of the Chief Proctor's Manual for "Starting the Exam Session."

Handling Breaks on Day 1:

After the examinee completes the first and second section or the time has elapsed in those sections, the examinee will be allowed to take a 15-minute break.

- The proctor should inform the examinee that if they take a break that is longer than the time allowed, the clock for the next section of the exam will begin and clicking **OK** will immediately take them to the next section.

- If the examinee **does not wish to take a break or returns early from break**, advise the examinee to click the **End Break** button to begin the next section of the exam.

> **Note**: If the examinee takes less than the allotted break time, additional time WILL NOT be added to any of the other test sections.

Ending the exam session on Day 1:

When the examinee completes the third section (Day 1), the section will close and the examinee will be presented with a "Break" screen.

1. Advise the examinee to close the web browser by holding down the **Ctrl+ Shift + Q** keys.

2. Click the **Log Out** button on the Chief Proctor workstation to pause the test session and allow access on Day 2.

   - **DO NOT click on the "End Exam" button**; this will end the entire test session and prevent the examinee from accessing the examination on Day 2.

Day 2

The total test session time on Day 2 is 5 hours, 45 minutes. There are three test sections consisting of 50 items each. There is a 15-minute break between each section and an optional satisfaction survey at the end of the exam.

Exam Timing (Time and a Half – 1.5x)

Total Session Time	5 hours, 45 minutes
Exam Section 4 (50 items)	105 minutes
Break	15 minutes (optional)
Exam Section 5 (50 items)	105 minutes
Break	15 minutes (optional)
Exam Section 6 (50 items)	105 minutes
Satisfaction Survey	Untimed (optional)
End of Day 2	

Starting the exam session on Day 2:

1. Log into the Chief Proctor Resource site.

2. Select the exam from the **In Progress Exams** section to re-enter the test session.

3. Provide the current **Examinee Start-up Code** to the examinee to begin the exam and approve the examinee as a restart.

4. Once the examinee has launched the exam, advise the examinee to click **End Break** on the "Break" screen to proceed to the fourth section of the exam.

   - The examinee should follow the directions for **"Restarting the Exam"** located at the bottom of the Examinee Instruction Sheet for starting Day 2 of the examination.

Ending the exam session on Day 2:

   - When the examinee completes the exam, follow the instructions on **page 28** of the Chief Proctor's Manual for **"Ending the Exam Session."**

Testing Examinees with Extra Testing Time (Double Time)

There are six test sections that will be administered over two days. The first three sections will be administered on Day 1 and the last three sections will be administered on Day 2.

Day 1

For double time examinees, the total test session time on Day 1 is 8 hours, 20 minutes. There are three test sections consisting of 50 items each. There is a 30-minute optional tutorial at the start of the session, and an optional 20-minute break after the examinee completed the first and second section.

Exam Timing (Double Time – 2x)

Total Session Time	8 hours, 30 minutes
Tutorial	30 minutes
Biographic Information Survey	10 minutes
Exam Section 1 (50 items)	140 minutes
Break	20 minutes (optional)
Exam Section 2 (50 items)	140 minutes
Break	20 minutes (optional)
Exam Section 3 (50 items)	140 minutes
End of Day 1	

Starting the exam session on Day 1:

- Follow the instructions on **page 16** of the Chief Proctor's Manual for **"Starting the Exam Session."**

Handling Breaks on Day 1:

After the examinee completes the first and second section or the time has elapsed in those sections, the examinee will be allowed to take a 20-minute break.

- The proctor should inform the examinee that if they take a break that is longer than the time allowed, the clock for the next section of the exam will begin and clicking **OK** will immediately take them to the next section.

- If the examinee **does not wish to take a break or returns early from break**, advise the examinee to click the **End Break** button to begin the next section of the exam.

  > **Note**: **If the examinee takes less than the allotted break time**, additional time WILL NOT be added to any of the other test sections.

Ending the exam session on Day 1:

When the examinee completes the third section (Day 1), the section will close and the examinee will be presented with a "Break" screen.

1. Advise the examinee to close the web browser by holding down the **Ctrl+ Shift + Q** keys.
2. Click the **Log Out** button on the Chief Proctor workstation to pause the test session and allow access on Day 2.

   - **DO NOT click on the "End Exam" button**; this will end the entire test session and prevent the examinee from accessing the examination on Day 2.

Day 2

The total test session time on Day 2 is 7 hours and 40 minutes. There are three test sections consisting of 50 items. There is 20-minute break between each section and an optional satisfaction survey at the end of the exam.

Exam Timing (Double Time – 2x)

Total Session Time	7 hours, 40 minutes
Exam Section 4 (50 items)	140 minutes
Break	20 minutes (optional)
Exam Section 5 (50 items)	140 minutes
Break	20 minutes (optional)
Exam Section 6 (50 items)	140 minutes
Satisfaction Survey	Untimed (optional)
End of Day 2	

Starting the exam session on Day 2:

1. Log into the Chief Proctor Resource site.

2. Select the exam from the **In Progress Exams** section to re-enter the test session.

3. Provide the current **Examinee Start-up Code** to the examinee to begin the exam and approve the examinee as a restart.

4. Once the examinee has launched the exam, advise the examinee to click **End Break** on the "Break" screen to proceed to the fourth section of the exam.

   ▪ The examinee should follow the directions for **"Restarting the Exam"** located at the bottom of the Examinee Instruction Sheet for starting Day 2 of the examination.

Ending the exam session on Day 2:

   ▪ When the examinee completes the exam, follow the instructions on **page 28** of the Chief Proctor's Manual for **"Ending the Exam Session"**.

Unit 13: Handling Examinee Misconduct & Disruptions

The Chief Proctor is expected to handle all Incidents that disturb or deviate from standard testing conditions and document any incident(s) in the **Test Administration Report**. NBME and ACP staff are available to assist you with any irregularities, emergencies, or disruptions that may occur during the examination. For assistance, call the NBME at 215-243-3707 or contact Kim Kerns at ACP at 215-351-2568.

Copying, Giving, or Receiving Information

If a proctor observes and/or is made aware of behavior that indicates that an examinee is copying answers from another examinee, permitting his/her answers to be copied, or providing or receiving unauthorized information about the content of the examination, the following actions should be taken:

- Allow the examinee to continue the examination
- Confirm the observation with at least one other proctor
- Call the ACP or the NBME if consultation is needed

Complete a **Test Administration Report**, providing as much detail as possible. Include the following information:

- The time the incident occurred
- Duration of the incident
- Identity of all involved examinees by name and ID number
- Indicate whether all involved examinees were aware of the incident

Possessing Notes or Making Notes

No one is allowed to duplicate or retain any portion of the examination. Proctors must be vigilant to prevent the use of notes or unauthorized materials during the administration. If an examinee possesses notes or is observed making notes, confiscate the materials/notes and submit a **Test Administration Report** describing the circumstances in which the notes were discovered. When completing the Test Administration Report, indicate how the notes were discovered and by whom; where the notes were located upon discovery; if the examinee was observed using the notes during the examination or during an unscheduled break; and if the notes were confiscated immediately upon discovery. Mail the materials/notes confiscated from the examinee to:

Test Administration/HPS Exams
National Board of Medical Examiners
3750 Market Street
Philadelphia, PA 19104

Electronic Devices

Electronic devices (e.g. cell phones, iPads, tablets, paging devices, digital watches with memory capabilities) are not permitted in the testing room. If the examinee brings an electronic device into the room, the proctor should collect the device and file a **Test Administration Report** describing the circumstances in which the electronic device was found. If it is possible to check the electronic device for test content prior to returning it to the examinee, please do so. When completing the Test Administration Report, indicate how the electronic device was discovered and by whom; where the electronic device was located upon discovery; if the examinee was observed using the electronic device during the examination or during an unscheduled break; if the electronic device was confiscated immediately upon discovery; and if the device was checked for exam content before returning it to the examinee.

Disruptions

In the event of disruptions that do not threaten the safety of examinees or testing personnel, examinees should be instructed to remain in their seats, observing the customary rules of testing behavior (e.g. no talking). Examinees should be permitted to continue with the examination, if they can, and a member of the testing staff should take steps to have the situation corrected.

Disruptions Requiring a Change in Location

If a disruption requires a change of location, contact the NBME or the ACP office immediately for instructions.

Emergency Evacuation

As Chief Proctor, you should establish a plan for evacuating the testing room in case of an emergency (e.g., fire or prolonged power failure). The plan should include instructions to the examinees and proctors regarding exiting and returning to the testing room.

To ensure the security of the testing room, a proctor should be the last to exit and the first to return to the testing room. To maintain the integrity of the examination, proctors should monitor the examinees during the evacuation to minimize communication among the group.

In the event of an emergency evacuation, if time permits, do the following:

1. Advise the examinee(s) to **close the web browser** by holding down **Ctrl+Shift+Q**. Closing the browser will prevent the examinee(s) from losing time in the exam.

2. Pause the exam session on the Chief Proctor workstation by clicking the **Log Out** button.

    ▪ **DO NOT click End Exam**. Ending the examination will mark all examinees complete and will prevent examinees from accessing the exam to continue testing.

3. Contact Kim Kerns at ACP at 215-351-2568, or the NBME at 215-243-3707 once all the examinees and proctors are evacuated from the test site.

Other Emergencies

If a situation occurs during the examination that the Chief Proctor cannot handle, immediately contact the NBME or the ACP office for consultation.
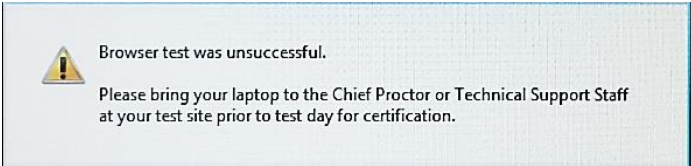
Appendix

The appendix includes important supplementary information to aid the Chief Proctor in administering the exam and troubleshooting test day problems.

The following is included in the Appendix:
- ☐ Troubleshooting Problems
- ☐ Incident & Irregularities Categories & Descriptions

Appendix A: Troubleshooting Test Day Problems

Problem	Solution
Why are examinees advised to bring their laptop to the Chief Proctor or Technical Support Staff during the laptop certification process?	Examinees are advised to bring their personal laptop to the Chief Proctor or Technical Support Staff at the test site if either of the following occurs while testing their laptops during workstation certification: ▪ A recording program is detected on the examinee's personal laptop ▪ The examinee is locked out of the laptop certification utility Examinees are restricted from disabling recording applications without the supervision of a Chief Proctor or Technical Support Staff.
Why was the examinee locked out of using the Workstation Certification Utility?	If a recording application or process is detected on the examinee's personal laptop three or more times within a 28-day period, the laptop certification utility will lock, preventing the examinee from running it again for 28 days (at which point the lock will automatically expire). This lock is a security feature designed to prevent examinees from continually trying to circumvent the system. The lock **cannot be reset** to allow the examinee to use the utility. To certify the examinee's laptop, review the instructions below.
What should I do to disable a recording program on the examinee's personal laptop during Workstation Certification?	Test and certify the laptop using the **Technical Support Staff's version of the Workstation Certification utility** (with the ticket number). **This version of the utility will display the name of the recording application** detected on the examinee's laptop. Follow the instructions below to disable the detected process in **Task Manager** (Windows) or **Activity Monitor** (Mac). 1. *Windows:* To open **Task Manager**, press **CTRL+ALT+DELETE** on the keyboard, and then click **Task Manager**. Click the **Processes** tab and select the running process from the list. Click **End Process** to disable the running process. 2. *Mac:* To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process. Once the recording application or process is disabled, re-run the Workstation Certification utility to certify the examinee's laptop.

Appendix A: Troubleshooting Test Day Problems

Problem	Solution
How do I disable **ImageCaptureExtension.exe**	There are several programs that may cause this application to run in the background, which will prevent the Secure Browser from launching. Disable **ImageCaptureExtension.exe** as follows: ▪ Ensure that Bluetooth is turned off and that no USB peripherals are connected to the computer. ▪ Ensure that no cloud services (e.g., Dropbox) are currently running; if they are, disable them using the same process detailed above to disable a recording program. ▪ Disable Bluetooth on any nearby Bluetooth enabled devices (e.g., Fitbit, tablets, smartphones). If the above steps do not resolve the issue, contact your on-site IT staff to have a new user profile created on the computer. Do not install any additional software under that profile, and use it only for NBME Web-based Testing.
How do I disable **awhost32.exe**?	**awhost32.exe** is a process related to PC Anywhere. PC Anywhere allows the user to control or connect to a computer remotely. The Secure Browser will detect this running process as a security breach and will not allow examinees to launch the exam on test day. To disable **awhost32.exe**, PC Anywhere must be disabled by your onsite IT staff and should remain disabled until examinees complete testing on exam day. The application can be enabled at the end of the examination session.
How can I test the bandwidth at my test site?	To check your network bandwidth: ▪ Enter **http://www.speakeasy.net/speedtest** and select the city closest to you to run the bandwidth check. Your "upload speed" should be 256Kbps or higher per workstation.
What should I do if my antivirus software blocks download of the Secure Browser?	Some antivirus programs incorrectly identify the Secure Browser as malware. Please contact your on-site IT person to have the Secure Browser added to the program's whitelist.

Appendix A: Troubleshooting Problems

Problem	Solution
What are the URLs for starting the exam?	The Chief Proctor URL is: **http://wbt.nbme.org/proctor** See **page 17** for instructions on starting the exam session The Examinee URL is: **http://wbt.nbme.org/exam**
How do I approve an examinee as a Walk-In?	Prior to starting the exam session, to add an examinee as a Walk-In, see **page 14** for instructions. Once the exam session has started, to add an examinee as a Walk-In, see **page 21** for instructions.
Why is the Examinee Start-Up Code not accepted?	The examinee start-up code refreshes every 15 minutes. If the current code is not accepted by the system, click the **Refresh** icon on the Chief Proctor workstation to verify the correct start up code and provide this information to the examinee.
What should I do if the examinee receives this error message: **"The information you entered does not match any records in the system. Check to ensure you entered the proper information"**	The examinee will see this error message, if the examinee enters an **ID#**, **Date of Birth**, **or Security Answer** that does not match the information in the system. To resolve this problem: 1. Click on the examinee's name on the Chief Proctor workstation to view the examinee's **Date of Birth, ID#**, **or Security Answer** and make a note of this information. 2. If the information on the Chief Proctor screen differs from the information that the examinee is entering, instruct the examinee to enter the information as shown from the Chief Proctor's screen and document this problem in the Test Administration Report.
What should I do if the examinee receives this error message: *"Warning: The system has discovered a problem with your computer. Please ask your proctor for assistance".*	If a recording application/process is detected on the workstation, the following error message is displayed on the examinee's workstation: An alert will also display on the Chief Proctor workstation which includes the specific name of the detected process to disable (see the next troubleshooting entry for instructions on how to disable a recording process).

Appendix A: Troubleshooting Problems

Problem	Solution
What should I do when a recording program is detected on the examinee's workstation?	If an examinee is running an application/process capable of recording exam content prior to launching the exam, an alert will display on the Chief Proctor workstation indicating the name of the examinee and application/process detected.

The application must be disabled in order for the examinee to successfully launch the exam. **Be sure to ask onsite IT staff to assist with disabling detected applications**.

To disable a detected recording process:

1. Make a note of the detected process from the alert that appears on the Chief Proctor monitor screen (see sample alert above). Go to the examinee's workstation and follow the steps below to disable the running process.

2. Click the **Close Exam Browser** button on the examinee's screen to log the examinee out of the **Secure Browser**. The examinee's desktop will appear.

3. Open **Task Manager** (Windows) or **Activity Monitor** (Mac).
   - *Windows:* To open **Task Manager**, press **CTRL+ALT+DELETE** on the keyboard, and then click **Task Manager**. Click the **Processes** tab and select the running process from the list. Click **End Process** to disable the running process.
   - *Mac:* To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process.

4. If the identified process was successfully disabled, instruct the examinee to log back into the browser **http://wbt.nbme.org/exam** and click on **New Examinee** when prompted. Provide the examinee with a new **Examinee Start-Up Code** to launch the exam.
   - If the identified process was not successfully disabled, contact the NBME for further instructions at 215-243-3707.

5. Record the Incident in the **Test Administration Report**.

6. If another process is detected, repeat the above steps to disable the detected process.

Appendix A: Troubleshooting Problems

Problem	Solution
How do I troubleshoot a screen freeze on the examinee's computer?	Instruct the examinee to close the exam browser and restart the exam as follows: Mac & Windows users 1. Hold down the **Ctrl+Shift+Q** keys. This action will close the web browser. 2. Enter **http://wbt.nbme.org/exam** to access the Secure Browser. 3. Enter the **Examinee Start-Up Code** provided by the proctor and click the **Restart Examinee** button. **Instructions for Proctor:** 4. Provide the examinee with the current **Examinee Start-Up Code** on the Chief Proctor's screen. 5. When the examinee enters the Start-Up Code and the biographic information requested, you will be prompted to click the **Approve** link in the Action column on the Chief Proctor screen to approve the examinee's request to restart the exam. If the **Approve** link does not appear, click the **Refresh** icon. The examinee will restart from the point of interruption in the exam.
How do I move an examinee from one test room to another?	Please call the NBME at 215-243-3707 for instructions if an examinee experiences technical problems during the exam and needs to move to another test room.
What should I do if test items are loading slowly?	If the problem is affecting the entire test room, ask your onsite IT to check your network bandwidth: ▪ Enter **http://www.speakeasy.net/speedtest** on a spare computer in the test room and select the city closest to you to run the bandwidth check. Your "upload speed" should be 256Kbps or higher per workstation. If the problem is specific to a workstation, instruct the examinee to close the exam browser by holding down **Ctrl+Shift+Q**: 1. Ask your IT person to check the examinee's machine for processes taking up excessive CPU usage such as Adware or Spyware programs. 2. Temporarily disable any virus checkers, personal firewalls or browser Toolbars (such as Google). 3. Re-run the bandwidth speed test above. Note: The testing clock stops during the loading of items to the examinee's workstation.
Is the examinee losing time in the exam if an image is taking a long time to load?	No. The clock in the upper right corner of the examinee's screen is temporarily paused while the image is downloading to the examinee's workstation.

Appendix A: Troubleshooting Problems

Problem	Solution
What do I do in the event of a fire drill or other emergency evacuation of the test site?	In the event of an emergency evacuation, do the following: 1. Advise the examinee(s) to close the web browser by holding down **Ctrl+Shift+Q**. Closing the browser will prevent the examinee(s) from losing time in the exam. 2. Click the Chief Proctor workstation by clicking the **Log Out** button. ▪ **DO NOT End the Exam**. Ending the examination will mark all examinees complete and will prevent examinees from accessing the exam to continue testing. 3. Contact the NBME at 215-243-3707 once all the examinees and proctors are evacuated from the test site.
What should I do if the test site loses internet connection during the exam?	If the test site loses internet connection during the exam: <u>Mac & Windows users</u> 1. Advise examinees to close out of the web browser by holding down **Ctrl+Shift+Q**. 2. On the proctor's workstation close out of the web browser. 3. Contact the NBME at 215-243-3707 to notify test administration staff of the problem. **When internet connection is fully reestablished:** 4. Log into the Chief Proctor Resource site, select the test room from the "In Progress" exams section to re-enter the test session. 5. Advise examinees to enter **http://wbt.nbme.org/exam** to access the Secure Browser. 6. Provide the current **Examinee Start-up Code** to examinees to restart the exam. 7. Approve the examinees to restart the exam by clicking the **Restarts** radio button and click the **Admit All** button on the Chief Proctor monitor screen.
What is the difference between the clock on the examinee's screen and clock in the test room?	During the exam, the clock on the examinee's screen stops for a moment to download each test item to the examinee's workstation. The time on the wall clock in the test room will continue to elapse while items are being downloaded. The Chief Proctor should allow the exam driver to manage the amount of time an examinee has to complete the exam.

Appendix A: Troubleshooting Problems

Problem	Solution
How do I enlarge text and images on the examinee's computer?	**PC users:** While on the exam item, instruct the examinee to hold down the "**Ctrl**" and "**+**" keys simultaneously on the keyboard to increase the text and associated image incrementally. Holding down the "**Ctrl**" and "**−**" keys will decrease the size of the text and associated image incrementally.
	Mac users: While on the exam item, instruct the examinee to hold down the "**Command**" and "**+**" keys simultaneously on the keyboard to increase the text and associated image incrementally. Holding down the "**Command**" and "**−**" keys will decrease the size of the text and associated image incrementally.
How do examinees highlight text in the question stem?	To highlight text within an item, advise examinees to **place the cursor at the beginning of the desired text and click and hold down the left mouse button while dragging the cursor along the text**. Releasing the left mouse button completes the action.
	To remove the highlight, examinees should click on the highlighted text using the left mouse button.
How do examinees strikeout potential answer choices?	To strikeout a response option, advise examinees to click the right mouse button on the response option text.
	To remove strikeout, click the right mouse button a second time on the response option that is currently struck out. *On a Mac, press and hold down the Ctrl key while clicking the mouse to simulate using the right mouse button*.
How do examinees make notes on a test item?	To add a note within an item, advise examinees to place the cursor at the location where they would like to add a note and then click the **left** mouse button to enter a note. To save the note, click **OK**. The examinee will then see a note icon 🗨.
	To read or edit the note, click the note icon 🗨 with the **left** mouse button.
	To remove the note, click the note icon 🗨 with the **right** mouse button to reopen the note and click **Remove**. *On a Mac, press and hold down the Ctrl key while clicking the mouse to simulate using the right mouse button and click Remove*.
The examinee is reporting that the highlight feature disappears when a note is entered?	When an examinee enters a note on highlighted text the highlight will initially disappear. Advise the examinee to highlight the information again after entering the note so that the highlight remains.

Appendix B: Incident & Irregularities Categories and Descriptions

Incidents described in the following table must be reported by the Chief Proctor in the **Test Administration Report**. Some incidents such as an Environmental Problem, Fire Drill or Power Outage may affect all examinees. Others, such as Examinee Misconduct or Late Arrival and Unable to Test, may be reported for individual examinees.

Incident Category	Description
Assigned examinee to wrong roster or exam	Examinee is not on site roster; assigned to wrong exam.
Complaints About Test Item	Examinee claims there is no correct answer; there is more than one correct answer to a test question; image associated with item is missing/upside down/reversed, etc.
Environmental Problem	Site is too cold, noisy, dark, etc.
Equipment Failure/Computer Hardware Problems	Keyboard or mouse malfunction; monitor goes dark; workstation does not turn on; workstation shuts down during exam; testing is interrupted by failure of computer equipment.
Examinee Error	Examinee cannot work keyboard; accidentally exits from exam; turns off PC during testing; unplugs workstation, etc.
Examinee Leaves Before Finishing Test	Examinee never returns from break, becomes ill, etc.
Examinee Misconduct	Examinee tries to use unauthorized testing aids, interacts with another examinee, or behaves in a manner disruptive to other examinees.
Fire Drill/Building Evacuation	Examinees and proctor(s) required to leave test site.
Late Arrival and Unable to Test	Examinee arrives more than 30 minutes after scheduled testing time and not approved to test.
Network Outage or Internet Issues	Testing is interrupted by network or connectivity issues; examinee experiences noticeable delays navigating and loading test questions due to bandwidth or intermittent internet connectivity.
Other	Incident not covered by any other category.
Power Outage	Power goes out in the center and/ or to workstations.
Software Problem	Exam will not launch; examinee has difficulty moving from question to question; warning messages appear on screen; examinee unable to re-launch exam after a break, etc.
Test Accommodations	Examinee who requested special accommodation(s) did not receive accommodation(s).
Testing Station Reassignment	Testing station (workstation) is changed after start of exam.
Unacceptable ID	Examinee does not have required ID.