



# Quick Guide for Remote Proctoring (with Web Conferencing) ACP Internal Medicine In-Training Examination® August 20, 2020 – September 9, 2020

## What's inside

- ▶ Prior to Test Day Instructions
- ▶ Test Day Instructions
- ▶ Troubleshooting

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## Resources

- ▶ E-mail questions concerning the administration of the exam to [nbmewebtest@nbme.org](mailto:nbmewebtest@nbme.org)

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*This document contains proprietary information that must remain confidential.*



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This *Quick Guide for Administration of Assessments for Remote Proctoring* contains information on remotely proctoring your NBME web-based exam administration and supplements the Chief Proctor’s Manual (CPM). Please contact us at [nbmewebtest@nbme.org](mailto:nbmewebtest@nbme.org) or 215-243-3707 with any questions.

## Introduction to Remote Proctoring

The COVID-19 pandemic has created a situation in which the practice of social distancing is required at test centers across the globe. To help address the immediate need to deliver web-based exams remotely, NBME has modified its standard test administration conditions to allow the use of third-party conferencing software to monitor examinees remotely while we continue to explore a more robust and long-term option for remote proctoring.

At this time, this new mode for delivery and implementation will not involve high-security remote proctoring tools. Given this modification, caution is advised when interpreting individual student performance as well as when comparing scores to scores from previous administrations, and when making inferences based on the national comparative data provided on score reports and norm tables. The integrity of these administrations will rely on the honor system and codes of conduct of the educational institution and examination sponsor.

The recommended web conferencing applications are Zoom, Cisco Webex, and Microsoft Teams. These third-party applications will allow a proctor to establish a visual connection to examinees via their computer camera during the test session. While this is not an ideal substitute for in-person proctoring and the social norms it facilitates, in this way proctors may remotely observe students during test administration.

## Proctor to Examinee Ratio

Because of the challenge inherent in closely monitoring multiple video feeds via web-conference, proctors should remotely observe no more than 25 examinees testing at a time. We recognize that these are extraordinary circumstances. It will be up to individual institutions to manage proctoring to the best of their ability.

## 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**

## Prior to Test Day

1. Exam proctors should obtain and create a list of examinee email address and cell phone numbers to communicate with examinees via text or email prior to and on exam day.
2. Schedule video conference session (Zoom, Webex, Microsoft Teams):
  - Go to the quick guide “Instructions on Using Third Party Conferencing Applications for Remote Proctoring”. To schedule a Zoom session, see **page 6**, for Webex **page 9**, and for Microsoft Teams, **page 12**).
3. Email pre-test day instructions to examinees:
  - Email meeting invitation to examinees
  - Email remote web conferencing Examinee Instructions (which includes pre-test day information and test day instructions for using the conference software)
  - Email Workstation Certification Laptop Check and instructions to examinees (see Chief Proctor Manual Section 1, Unit 2: *Workstation Certification*)
4. Arrange for institutional IT staff to assist examinees with troubleshooting problems remotely prior to test day and on test day
5. Conduct Practice Exam to become familiar with using the conferencing software in conjunction with the Chief Proctor Resource site prior to a live administration (see Chief Proctor Manual Section 1, Unit 4: *Practice with the Chief Proctor Software*)
  - Chief Proctors should become familiar with working in both the conference software and Chief Proctor Resource site simultaneously prior to the administration. While not required, if you have access to a second computer or a second monitor, you can view the conference software and Chief Proctor Resource site by displaying one on each device.
6. Consider assigning additional staff to monitor the video conference chat session on exam day

## WBT System Requirements

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

Windows	Mac OS
<ul style="list-style-type: none"> <li>Windows 7, Windows 8, Windows 10</li> <li>1GHz processor or higher</li> <li>17" screen or larger monitor (Desktops)</li> <li>13" screen or larger (Laptops)</li> <li>Minimum screen resolution of 1024x768 is required with a 32-bit color setting</li> <li>Virtual machines and applications are not allowed</li> <li>iPads/Tablets are not allowed</li> </ul>	<ul style="list-style-type: none"> <li>Mac OS version 10.11, v10.12, v10.13, v10.14, v10.15</li> <li>1GHz processor or higher</li> <li>17" screen or larger monitor (Desktops)</li> <li>13" screen or larger (Laptops)</li> <li>Minimum screen resolution of 1024x768 is required with a 32-bit color setting</li> <li>Virtual machines and applications are not allowed</li> <li>iPads/Tablets are not allowed</li> </ul>
<ul style="list-style-type: none"> <li>Internet Explorer 11</li> <li>Chrome<sup>1</sup></li> <li>Firefox<sup>1</sup></li> <li>Do not use beta versions. Other browsers are not supported.</li> </ul>	<ul style="list-style-type: none"> <li>Safari 9 or higher</li> <li>Chrome<sup>1</sup></li> <li>Firefox<sup>1</sup></li> <li>Do not use beta versions. Other browsers are not supported.</li> </ul>
<ul style="list-style-type: none"> <li>JavaScript Enabled</li> <li>Cookies Enabled</li> <li>CSS Enabled</li> <li>Pop-ups Enabled</li> <li>TLS 1.2+</li> </ul>	<ul style="list-style-type: none"> <li>JavaScript Enabled</li> <li>Cookies Enabled</li> <li>CSS Enabled</li> <li>Pop-ups Enabled</li> <li>TLS 1.2+</li> </ul>
<ul style="list-style-type: none"> <li>Broadband Internet connection (DSL, Cable or T1)</li> <li>Network bandwidth of 256Kbps or higher per workstation (including Internet access)</li> <li>Disable Toolbars, Adware or Spyware programs. They may adversely affect the computer's performance and cause delays in loading test questions.</li> <li>Turn off Windows updates or virus scanner updates to avoid interruptions during testing.</li> <li><sup>1</sup>Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates.</li> </ul>	
<p>A secure browser is required to administer a web-based exam. It "locks down" the computer, preventing the examinee from accessing applications such as email or notepad. The secure browser application does not require configuration or administrator rights to install and is downloaded on test day when the examinee URL is provided by the Proctor.</p>	
<p>The NBME provides a utility that checks the computer for web-based testing compatibility and launches a sample test. This utility must be run on each computer prior to test day. The Workstation Certification utility is sent via email from ACP to the Chief Proctor at 14, 7, and 3-day intervals prior to test day. Do not forward this email to examinees – it is for institutional use only.</p>	
<p>Examinees with personal laptops are required to run a separate Workstation Certification check. Prior to test day, Chief Proctors should forward the URL and Workstation Certification instructions from the 'Prior to Test Day' section of the Chief Proctor's Manual to examinees.</p>	

## 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.

<b>Section</b>	<b>Allotted Time</b>	<b>Number of Items</b>
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
<b>Total Examination Time</b>	<b>420 minutes (7 hours)</b>	<b>300</b>
<b>Total Examination Time (Plus Tutorial and Breaks)</b>	<b>540 minutes (9 hours)</b>	<b>300</b>
<b>Survey</b>	<b>Untimed</b>	<b>—</b>

- 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.

## On Test Day

### Starting the Exam Session

#### Start Exam Session

1. Log in to Chief Proctor Resource site  
<http://wbt.nbme.org/proctor>
2. Start remote video conference session (Zoom, Webex, or Microsoft Teams)
  - Go to the *Instructions on Using Third Party Conferencing Applications for Remote Proctoring* quick guide. See **pages 7-8** to start a Zoom session, **pages 10-11** for Cisco Webex, and **page 13** for Microsoft Teams)
  - Mute examinees on entry to minimize audio disruptions and instruct examinees to communicate via chat or by cell phone to the Chief Proctor
3. Verify examinees are in a secure testing environment by requesting a 360 view of the room using their laptop, standalone desktop camera, cell phone or tablet device.
  - See CPM Section 2, Unit 7: *Admit Examinees to the Testing Room* for a list of unauthorized items. Exceptions for remote proctoring are as follows:
    - Cell phones, the Examinee Instructions and pen or pencil are all permissible
    - Examinees are allowed to use the back of the Examinee Instructions for calculations or notes
4. Start exam session on Chief Proctor Resource site (CPM Section 3, Unit 8: *Starting the Exam Session*)
5. In the conference chat, provide the exam link to examinees to download and run the Secure Browser  
<http://wbt.nbme.org/exam>
6. Communicate Examinee Startup Code
  - Email/text start up code to examinees via phone or communicate the code via chat with instructions to document the code on the back of the Examinee Instructions
7. Examinees launch exam

Click on the icons to view a video:



## Monitoring the Exam Session

- Monitor video feed of examinees testing via conference software
- Switch to Chief Proctor Resource site when necessary to view the testing status of examinees, approve late starts, restarts and to perform any additional actions required while monitoring the exam (CPM Section 3, Unit 9: *Monitoring the Exam*; Unit 10: *Reporting Incidents & Irregularities*; Unit 11: *Ending the Exam Session*)

## Ending the Exam Session

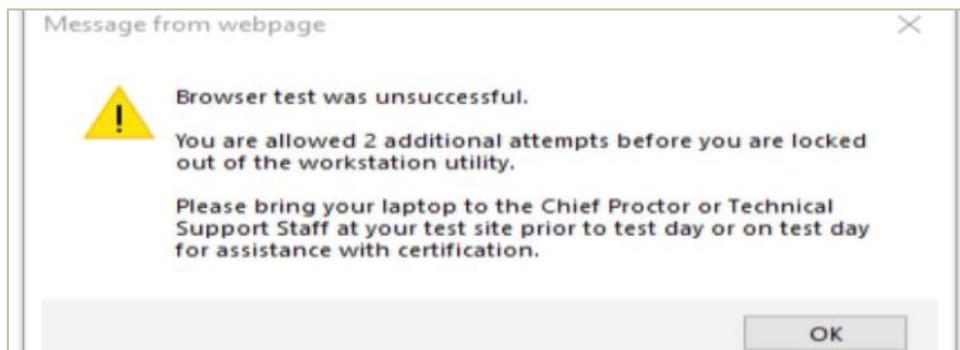
- When all examinees have completed the exam, follow the instructions in CPM Section 3, Unit 11: *Ending the Exam Session* to end the exam session.
- Each examinee should notify the chief proctor via chat or cell phone that they have completed the examination. Once contact has been established with the chief proctor, each examinee should be directed to rip up their examinee instruction sheet/notes (if the instruction sheet was printed) in the chief proctor's sight before ending the conferencing/testing session.
- End the video conference session (Zoom, Webex, Microsoft Teams)
  - Instructions on ending the conference session can be found in the *Instructions on Using Third Party Conferencing Applications for Remote Proctoring*. For Zoom, please see **page 7**, for Cisco Webex **page 10**, and for Microsoft Teams, **page 13**.

## Troubleshooting Test Day Issues

In the CPM, see Appendix A: Troubleshooting Problems for troubleshooting pre-test day and test day issues. **Exceptions for remote proctoring** are noted below:

### Recording Program detected prior to test day during Workstation Certification

Examinees will be instructed to bring their laptop to the Chief Proctor or Technical Support Staff for certification (as shown in the screenshot below) 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.

### Disabling recording applications/programs prior to test day

If a recording program is detected on the examinee's workstation (as shown above) or the examinee is locked out of the Examinee Laptop Workstation Utility, follow the steps below.

#### Prior to test day

1. Retrieve the Workstation Certification email from NBME (with the ticket number); the Workstation Certification email is sent 14 days prior to test day.
2. Go to <http://wbt.nbme.org/exam> and follow the on-screen instructions to run the Secure Browser.
3. Select the **Workstation Certification** icon.
4. Select the **Technical Support Staff Workstation Certification** link.
5. Enter the **ticket number** that is included in the workstation certification email sent to the Chief Proctor prior to test day.
6. Select your **Test Site** from the dropdown menu.
7. Enter the **contact name, email, and phone number**. **A new ticket number** will be generated for your test site. Make a note of the new number (**you will be required to provide this new ticket number to examinees to troubleshoot remotely**).

Please note the new ticket number for your test site will differ from the ticket number provided in the workstation certification email.

8. Click on **Add Test Room** from the Test Room dropdown menu. Enter the testing room(s) to be used for the exam.
  - Test room names may reflect the remote proctoring environment.  
For example, if your site is called ABC, you could name the test room ABC Remote Test Room, or you can identify the room by proctor (e.g. Jane Doe’s Remote Test Room).
9. Select **Certify this Test Room**. You are not required to test or certify the proctor’s computer. Once the test room is certified forward the following to the examinee.
  - **The new ticket number** (save it for future use to assist other examinees who may require pre-test day help with recording programs).
  - **Provide the name of the virtual or remote test room** certified in step 9.
  - **Instruct examinee to follow the instructions on page 4 of the Examinee Instructions** for disabling the recording program or forward the instructions to the examinee.

### **Closing the Secure Browser**

Instruct examinees to close the Secure Browser by holding **CTRL+Shift+Q** before attempting to troubleshoot any problems remotely. This will also prevent the examinee from losing testing time.

### **Communicating with Examinees during the Test Session**

In order to allow Chief Proctors and students to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by students during the examination. The use of cell phones by students during the examination is only permissible for communicating with the Chief Proctor for assistance (such as if the examinee encounters technical difficulties), or for the Chief Proctor to communicate directly with the examinee.

The chat feature in the web conferencing software can be used prior to exam launch and after the exam is complete to communicate with examinees. Once examinees have launched the exam, the Chief Proctor will be able to see the examinees. But, the conferencing features, including chat, will be unavailable to examinees. Chief Proctors should plan to communicate with examinees via cell phone once the exam is launched. Examinees should be instructed to close the Secure Browser prior to performing any troubleshooting actions. Once out of the Secure Browser, the Chief Proctor may utilize the chat feature to communicate with examinees.

### **Handling Technical Interruptions during the Test Session**

If the Chief Proctor needs an examinee to perform any troubleshooting actions on their device, the examinee will first need to exit the Secure Browser by holding down **Ctrl+Shift+Q** on their keyboard. Using this key sequence will prevent examinees from losing testing time while the Chief Proctor or IT staff engage in troubleshooting problems. See above for “Communicating with Examinees during the Test Session”.

For non-technical interruptions, follow the instructions for taking “**Unscheduled Breaks**” in Section 4. Unit 12: Supervising Examinees of the CPM.

### Scheduled and Unscheduled Breaks

#### Unscheduled Breaks

Please note that allowing unscheduled breaks during remote test administrations adds risk because examinees cannot be visually monitored during these breaks. It is recommended that you avoid allowing unscheduled breaks, and that you warn examinees prior to test day that unscheduled breaks will not be allowed. If unscheduled breaks are permitted, the Chief Proctor may follow these guidelines:

- If the examinee needs to take an unscheduled break, the examinee may use their cell phone to communicate with the Chief Proctor to request one. Once contact has been established between the examinee and Chief Proctor, instruct the examinee to click **Pause** on the exam screen and notify the examinee that their testing time will continue to elapse during the unscheduled break. Upon returning, the examinee should click on **Cancel** to resume testing.

#### Scheduled Breaks

Follow the existing procedures for scheduled breaks in CPM Section 4, Unit 12: Supervising Examinees. Prior to taking a scheduled break, examinees should communicate their scheduled break status to the Chief Proctor via cell phone. Once contact has been established between the examinee and Chief Proctor, the examinee can proceed with taking the break.

#### Recording Program detected on Test Day prior to exam launch

If a recording program is detected on the examinee’s computer on test day the examinee and the Chief Proctor will see the messages below:

Warning Message on Examinee Screen	Warning Message on Chief Proctor Monitor Screen										
 <p><b>Warning:</b> The system has discovered a problem with your computer.</p> <p>Please ask your proctor for assistance.</p> <p><i>Proctor Instructions:</i> Please click the <b>Close Exam Browser</b> button and then refer to the troubleshooting section of the Chief Proctor’s documentation for instructions on “What to do When an Examinee Receives a Secure Browser Warning Message.”</p> <p style="text-align: right;"><input type="button" value="Close Exam Browser"/></p>	<p><b>Recording Program Detected!</b></p> <p>A recording program was detected on the examinee’s computer. Please refer to the troubleshooting section of the Chief Proctor manual for instructions on how to disable the program.</p> <table border="1"> <thead> <tr> <th>Examinee Name</th> <th>Workstation</th> <th>Workstation Info</th> <th>Process Detected</th> <th>Date/Time Detected</th> </tr> </thead> <tbody> <tr> <td>Test walkinPO</td> <td>2</td> <td>L4P-CVENT2.Cvent</td> <td>WINWORD.EXE</td> <td>04/19/2011 11:55 AM</td> </tr> </tbody> </table>	Examinee Name	Workstation	Workstation Info	Process Detected	Date/Time Detected	Test walkinPO	2	L4P-CVENT2.Cvent	WINWORD.EXE	04/19/2011 11:55 AM
Examinee Name	Workstation	Workstation Info	Process Detected	Date/Time Detected							
Test walkinPO	2	L4P-CVENT2.Cvent	WINWORD.EXE	04/19/2011 11:55 AM							

To disable a detected recording process:

1. Instruct examinee to click the **Close Exam Browser** button on their screen to log out of the **Secure Browser**.
2. Provide the name of the recording application/process detected to the examinee privately via Chat.
3. Instruct the examinee to disable the recording application as follows:
  - *Windows:* 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*: 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 process is successfully disabled notify the Chief Proctor. You will be provided with a new **Examinee Start Up Code**. Once you receive the new code, launch the browser <http://wbt.nbme.org/exam>, enter the Examinee Start up Code and click on **New Examinee** to proceed with launching the exam.
4. Record the Incident in the **Test Administration Report**.
  5. If another process is detected, repeat the above steps to disable the detected process.

### Approving Restarts

If an interruption occurs during the exam that requires the examinee to restart:

1. Advise the examinee to close the web browser by holding down **Ctrl+Shift+Q** (see entry above, Communicating with Examinees during the Test Session)
2. Text the **Examinee Start up Code** to the examinee's cell phone (or communicate the code via chat with instructions to document the code on the back of the Examinee Instructions)
3. The examinee will launch the Secure Browser <http://wbt.nbme.org/exam>, enter the Examinee Startup Code and select Restart Examinee.
  - When the examinee enters the Examinee Start-Up Code and the biographic information requested, the Chief Proctor 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.

### Troubleshooting home firewall and bandwidth issues

Please coordinate with your institution's IT staff to work with examinees to troubleshoot home firewall and bandwidth issues.

On test day, if the examinee reports bandwidth/connectivity issues such as repetitive screen freezes, error messages, extreme slowness during testing, or test items failing to fully load on screen, instruct the examinee to close the exam browser by holding down **Ctrl+Shift+Q**.

If the examinee has access to another computer, ask the examinee to try restarting their exam on a back-up computer. If the problem persists, consider rescheduling the examinee on another day during the test window or ask your IT staff to attempt the troubleshooting steps below remotely:

1. Go to <http://readiness.nbmesr.programworkshop.com> and select the **Bandwidth Check**. The examinee's upload speed should be 0.256 Mbps or higher.
2. Check the examinee's computer for processes taking up excessive CPU usage such as Adware or Spyware programs and disable any browser plug-ins.
3. Temporarily disable any virus checkers, personal firewalls or browser toolbars or plugins.

4. Contact the Chief Proctor when your remote session is complete to approve the examinee as a restart.

### **Losing Web Conferencing Visibility of an Examinee**

If an examinee is testing and their video feed goes dark or you lose video conferencing visibility, call or text the examinee and advise that they stop the clock and close out of the exam by holding down **Ctrl+Shift+Q**. Once the examinee is out of the exam, instruct the examinee to reconnect to the video conference session and follow the instructions on **page 12** for approving a restart.

### **Black Screen**

If the examinee reports seeing a black screen at the end of the exam, instruct the examinee as follows to exit the Secure Browser:

**Mac OS:** reboot your computer

#### **Windows OS:**

1. Press **Control+Alt+Delete**
2. Click **Sign Out**.
3. Log back on to your computer or try rebooting if you encounter problems with the above steps.