Examinee Instructions
(with Web Conferencing)
ACP Internal Medicine In-Training Examination®
August 20, 2020 – September 9, 2020

What’s inside

- Pre-Test Instructions
- Test Day Instructions for using Webex
- Test Day Instructions for using Zoom
- Test Day Instructions for using Microsoft Teams

Resources

- E-mail questions concerning the administration of the exam to your Exam Proctor.

This document contains proprietary information that must remain confidential.
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Pre-Test Instructions

System requirements for NBME web-based testing

Please ensure your device meets NBME technical requirements.

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

<table>
<thead>
<tr>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 1GHz processor or higher</td>
<td>• 1GHz processor or higher</td>
</tr>
<tr>
<td>• 17” or larger color monitor (Desktops)</td>
<td>• 17” or larger color monitor (Desktops)</td>
</tr>
<tr>
<td>• 13” screen or larger (Laptops)</td>
<td>• 13” screen or larger (Laptops)</td>
</tr>
<tr>
<td>• Minimum screen resolution of 1024x768 is required with a 32-bit color setting</td>
<td>• Minimum screen resolution of 1024x768 is required with a 32-bit color setting</td>
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<tr>
<td>• Virtual machines and applications are not allowed</td>
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<tr>
<td>• iPads/tablets are not allowed</td>
<td>• iPads/tablets are not allowed</td>
</tr>
<tr>
<td>• Internet Explorer 11</td>
<td>• Safari 9 or higher</td>
</tr>
<tr>
<td>• Chrome¹</td>
<td>• Chrome¹</td>
</tr>
<tr>
<td>• Firefox¹</td>
<td>• Firefox¹</td>
</tr>
<tr>
<td>• Do not use beta versions. Other browsers are not supported.</td>
<td>• Do not use beta versions. Other browsers are not supported.</td>
</tr>
<tr>
<td>Browser Settings</td>
<td>Browser Settings</td>
</tr>
<tr>
<td>• JavaScript Enabled</td>
<td>• JavaScript Enabled</td>
</tr>
<tr>
<td>• Cookies Enabled</td>
<td>• Cookies Enabled</td>
</tr>
<tr>
<td>• CSS Enabled</td>
<td>• CSS Enabled</td>
</tr>
<tr>
<td>• Pop-ups Enabled</td>
<td>• Pop-ups Enabled</td>
</tr>
<tr>
<td>• TLS 1.2 or higher</td>
<td>• TLS 1.2 or higher</td>
</tr>
<tr>
<td>• Broadband Internet connection (DSL, Cable, Fios or T1)</td>
<td>• Broadband Internet connection (DSL, Cable, Fios or T1)</td>
</tr>
<tr>
<td>• Network bandwidth of 256Kbps or higher per workstation (including Internet access)</td>
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</tr>
<tr>
<td>• Disable Toolbars, Adware or Spyware programs. They may adversely affect the computer’s performance and cause delays in loading test questions.</td>
<td></td>
</tr>
<tr>
<td>• Turn off Windows updates or virus scanner updates to avoid interruptions during testing.</td>
<td></td>
</tr>
<tr>
<td>• ¹Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates.</td>
<td></td>
</tr>
</tbody>
</table>

Institutional technical support staff with admin privileges is required prior to and on test day(s) to assist examinees remotely with any technical issues that may arise.
Certifying your Workstation Prior to Test Day

Make sure there are no screen capture, remote access, or recording programs running on your device before doing workstation certification and before beginning the examination on test day.

Workstation Certification for Examinees with Personal Laptops

- Go to http://wbt.nbme.org/exam and follow the on-screen instructions to download and run the Secure Browser.
- After launching the browser, select the Workstation Certification icon.
- Select the Examinee Personal Laptop Certification link. The utility will then test the laptop for compatibility with web-based testing.
- Only make TWO (2) attempts. If 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 the problem on your own.
  - DO NOT attempt to run the utility TWO or more times.

Contact the Chief Proctor or designated technical staff person at your institution for further assistance.

Disabling a Detected Recording Application

If you receive the message above, contact your Chief Proctor or the designated technical staff person at your institution to request the ticket number for workstation certification.

- Your Chief Proctor or institutional IT will provide you with a ticket number to troubleshoot the issue.
- Go to http://wbt.nbme.org/exam and follow the on-screen instructions to download and run the Secure Browser. Mac users should launch the browser using the icon on their desktop.
- Select the Workstation Certification icon.
- Select the Technical Support Staff Workstation Certification link.
- Enter the ticket number provided by the Chief Proctor (you may be prompted to select your institution from a dropdown menu).
  → If required, select the appropriate remote/virtual test room when prompted (your Chief Proctor or designated institutional contact will provide this information to you).
- Select Desktop or Laptop to indicate the computer type.
- For the workstation name, enter your first initial and last name and then click Check this Computer.
  → The utility will display the name of the recording application detected on your computer.
Hold down **CTRL+Shift+Q** to exit the Workstation Utility.

- Follow the instructions below to disable the detected process in **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.

Once the recording application or process is disabled, re-run the Workstation Certification utility to certify your laptop.

**Communicating with the Chief Proctor on test day**

You can communicate with the Chief Proctor on test day using the chat function of the conferencing software prior to launching the exam and after completing the exam. During the examination, you will need to use your cell phone to text or call the Chief Proctor.

**Making Notes during Exam**

You can use the back of the **Test Day Instructions** to make notes on test day. Please destroy the notes in view of the Chief Proctor before leaving the test session.
Test Day Examinee Instructions
Webex

In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees 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.

Communicating with the Chief Proctor – Chat within Webex can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.

1. Launch Webex
   • From your email application, open the meeting invitation
   • Select the Join Webex Meeting link in the invitation
   • When the join page opens, enter your name and email address
   • Click the Join Meeting button
   • Under Audio and Video Connection select Call Using Computer for audio
   • Select Integrated Camera for video
   • Select the green button Connect Audio and Video to establish connection

Once audio and video connection has been confirmed:

2. Run Secure Browser
   • Type http://wbt.nbme.org/exam to download the secure browser
   • NBME Security and Privacy Notice will display
   • Read and check box to indicate agreement
   • Select continue
   • Follow the onscreen instructions to run or download the Windows or Mac Secure Browser
   • When the secure browser launches all other applications will be hidden
   • Select On Test Day/Start Exam
   • Chief Proctor will provide a start up code via conference chat or cell phone text
   • Enter start up code (start-up code is good for 15 minutes)
   • Select New Examinee
   • Read Instructions for NBME Web-Based Examination and check box to indicate agreement
   • Select continue
   • Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
   • Select continue
   • Verify information and select continue once more
   • If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
   • Select Launch Exam
3. Begin Exam

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.

4. End Exam and Exit Webex

- Once the examination has completed, select (X) End to end exam at the bottom left of screen.
- **Message the Chief Proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
- To exit Webex, select **Leave Meeting**.
Test Day Examinee Instructions

Zoom

In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees 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.

Communicating with the Chief Proctor – Chat within Zoom can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.

1. Launch Zoom
   • From your email application, open the meeting invitation
   • Click on the link in the invite to join the meeting
   • On the system dialog, click Open Zoom
   • On the video preview pop-up, click on Join with Video
   • Always show video preview dialog when joining a video meeting
   • If you see a message that the host/proctor has not yet started the meeting do not close the window. Wait until the host starts the meeting.

Once audio and video connection has been confirmed:

2. Run Secure Browser
   • Type http://wbt.nbme.org/exam to download the secure browser
   • NBME Security and Privacy Notice will display
   • Read and check box to indicate agreement
   • Select continue
   • Follow the onscreen instructions to run or download the Windows or Mac Secure Browser
   • When the secure browser launches all other applications will be hidden
   • Select On Test Day/Start Exam
   • Chief Proctor will provide a start up code via conference chat or cell phone text
   • Enter start up code (start-up code is good for 15 minutes)
   • Select New Examinee
   • Read Instructions for NBME Web-Based Examination and check box to indicate agreement
   • Select continue
   • Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
   • Select continue
   • Verify information and select continue once more
   • If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
   • Select Launch Exam
3. **Begin Exam**

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.

4. **End Exam and Exit Zoom**

- Once you have completed the examination, select **(X) End** to end exam at the bottom left of screen.
- **Message the Chief proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
- To exit Zoom, select **Leave Meeting**.
Test Day Examinee Instructions
Microsoft Teams

In order to allow Chief Proctors and examinees to effectively communicate and coordinate during examination administrations, security protocols are temporarily relaxed to allow the use of cell phones by examinees during the examination. The use of cell phones by examinees 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.

Communicating with the Chief Proctor – Chat within Microsoft Teams can be used prior to the exam launch and after the exam is complete to message the Chief Proctor. After beginning the exam, you will need to use your cell phone to text or call the Chief Proctor.

1. Launch Microsoft Teams
   - From your email application, open the meeting invitation
   - If you already have the Microsoft Teams app, click on Launch it now to join the meeting. If you don’t have the app, click on Join on the web instead.
   - If you joined on the web:
     a. In the ‘choose your audio and video settings’ dialog, make sure that both your webcam and audio are turned ON. Make sure you can see your video in the preview.
     b. Click Join Now.
     c. If the host has not yet started the meeting, you will see a message that ‘Someone in the meeting should let you in soon’. Wait until the host lets you in. As soon as the host starts the meeting, you will automatically be admitted.
   - If you launched it on the app:
     a. On the pop-up, click Open Microsoft Teams.
     b. In the ‘choose your audio and video settings’ dialog, make sure that both your webcam and audio are turned ON. Make sure you can see your video in the preview.
     c. Click Join Now.

Once audio and video connection have been confirmed:

2. Run Secure Browser
   - Type http://wbt.nbme.org/exam to download the secure browser
   - NBME Security and Privacy Notice will display
   - Read and check box to indicate agreement
   - Select continue
   - Follow the onscreen instructions to run or download the Windows or Mac Secure Browser
   - When the secure browser launches all other applications will be hidden
   - Select On Test Day/Start Exam
   - Chief Proctor will provide a start up code via conference chat or cell phone text
   - Enter start up code (start-up code is good for 15 minutes)
   - Select New Examinee
   - Read Instructions for NBME Web-Based Examination and check box to indicate agreement
   - Select continue
   - Submit biographical information (Examinee ID and Date of Birth). For the workstation ID requirement, you can enter any number or your first initial and last name.
   - Select continue
Verify information and select **continue** once more.
If the secure browser detects a recording program, notify the Chief Proctor and wait for assistance.
Select **Launch Exam**

3. **Begin Exam**

If you need to take a break, or need assistance, contact the Chief Proctor via cell phone to notify them.

4. **End Exam and Exit Teams**

Once the examination has been completed, select **(X) End** to end exam at the bottom left of screen.
**Message the Chief Proctor** that the exam is complete and tear scratch paper in view of the Chief Proctor.
**To exit Teams**, select **Leave Meeting**.