



Things to Note:

- **Read this entire email** including the “Important Exam Day Information” section.
- LOP exam candidates must [Watch this Video](#) and refer to this document for detailed information.
- **For Exam Day Support:** Call **1-855-772-8678** or email candidatesupport@meazurelearning.com

REQUIRED PREPARATION PRIOR TO EXAM DAY

1. Ensure you have full administrative privileges for the device you will use to take the exam.
 - Most work-issued devices don't allow full administrative privileges.
 - **Personal PC computers are highly recommended;** however, MACS are acceptable. Mac users must review the [MacOS X Catalina and Big Sur Users](#) support page prior to the exam day.
 - Chromebooks, tablets, iPads, dual/multiple monitors, and projectors are not permitted as test devices.
2. Download the [Guardian Browser](#). Need assistance? Access the [Help Center Articles](#).
3. Perform a system check. [Test Your Device](#) prior to taking the exam to minimize exam disruptions.
 - Verifies internet speed, webcam, and microphone function and does not guarantee that you will not experience technical difficulties on exam day.
4. Review the [System Requirements](#) and access our [Help Center](#).

IMPORTANT EXAM DAY INFORMATION

EXAM ADMISSION REQUIREMENTS

- Bring your original non-expired government-issued photo ID with signature: driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card.
 - You will NOT be admitted without proper ID. Non-admitted are marked as no-shows, and forfeit exam fees.
 - Your first and last name (including multiple last names and hyphenated names) on this notice and photo ID must match exactly. Nicknames are not acceptable.
 - Providing name change documents (marriage license, etc.) at the time of the appointment is not acceptable.
 - To update your name, call 1-855-772-8678 at least one week prior to your exam appointment.

GENERAL INFORMATION

- You must test in a private room, seated at a desk or table with your back to the room's entrance. Standing desks are not permitted. The room must be well-lit, quiet, and only accessed by you during the exam.
- Public spaces such as a library, computer lab, or coffee shop are not permitted ([Review the Unpermitted Locations](#)).
- A 360-degree room scan is required before the exam can begin. **Ensure your webcam can be rotated to view the entire room, workspace, behind the computer, and underneath the desk. You will be required to show your monitor from a reflective surface such as a mirror or cell phone.** Cell phones are not permitted while testing. The proctor will instruct you to store the phone away from the exam area after completing the room scan.
 - Your desk must be completely clear of prohibited items (see prohibited and permitted items below).
 - You must be alone in the room at all times.
 - Dual or multiple monitors are NOT allowed. Second monitor must be unplugged and out of reach.
- The computer must remain plugged into a power source during the entire exam (you may not rely on battery power).
- The proctor must be able to see and hear you during the entire exam session. You must remain in the webcam frame. If not, the proctor will ask you to adjust webcam.
- All programs that aren't needed for the exam (**including VPN**) must be shut down.
- There's no talking once the exam has started unless you are asking the proctor a question. **You are not permitted to read exam questions out loud.**

- If your exam timer runs out, your exam will auto-submit.
- Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. **NOTE:** On occasion, internet connections can be lost momentarily requiring the proctor to log you back into your exam. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back in. You will then resume at the first unanswered question. The remaining exam time will be the same as it was when the internet connection was lost. Candidates are strictly prohibited from accessing any information, programs, or websites while testing.
- **Difficulties connecting with the proctor?** Call support at 1-855-772-8678. If you continue to have issues connecting or accessing the test, you may ask to reschedule. However, once you access the exam and see exam content, you will not be able to reschedule if you are disconnected and are unable to reconnect.
- **Disconnections:** You must NOT continue with the exam if you are disconnected from the proctor. Doing so may invalidate your exam and prevent you from retesting. You will receive a popup message to reconnect to the proctor. If you need assistance reconnecting, contact support at 1-855-772-8678. If you are not able to complete your exam, contact candidatesupport@meazurelearning.com within 24 hours of your appointment.

PROHIBITED ITEMS IN THE EXAM ROOM

- Physical/handheld calculator, headphones or earbuds, and watches of any kind.
- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials.
- Food, whiteboard, notes, books, dictionaries, or language dictionaries.
- Bookbags, luggage, purses, and handbags.
- Additional computers, monitors, PDAs, iPods, mp3 players, pagers, or other electronic devices with one or more memories.
- Coats and jackets (Sweaters and sweatshirts without pockets or hoods are permitted).
- Hats, hoods, or other headwear (unless required for religious purposes). All items are subject to inspection by the proctor if suspicious behavior is detected.
- Other persons including friends, relatives, pets, and children.

PERMITTED ITEMS IN THE EXAM ROOM

- Online calculator built into the exam software.
- One 10-minute restroom break during the exam. The exam timer will continue to run during the break, and you will need to complete a room scan upon returning to the computer. No additional time will be added to the exam for time spent during the break or room scan.

NOTE: By taking this exam, you attest to understand that your exam session is recorded and may be saved for up to two years. The recordings will be deleted no later than two years after the exam date. You also agree to have your exam session recorded and reviewed by the testing agency and testing program owners.

RESCHEDULING AND CANCELLATION POLICY

- Refer to your Notice to Schedule email for policies concerning rescheduling, canceling, and/or transferring testing windows. Review the [CPH Candidate Handbook](#) for information on no-show and retesting policies.
- Requests to reschedule or cancel must be submitted no less than 24 hours in advance of your scheduled exam appointment. Candidates who fail to appear for the scheduled exam appointment will be considered no-shows.
- To reschedule or cancel your exam, log into your ProctorU account.
- If you reschedule, the password on the confirmation notice will be invalidated. You will receive a new confirmation notice and new password. If you don't receive your new confirmation notice and password within 24 hours, immediately call 1-855-772-8678 or email candidatesupport@meazurelearning.com.