



**QUICK GUIDE**

# Online Proctoring Experience

**NCARB**



**VERSION:** 1.0

**DATE:** October 20, 2025

**CLASSIFICATION:** Public

**Welcome to this quick guide for your NCARB online proctored test.** This quick guide will walk you through the steps to access and take your NCARB exam using online proctoring. You'll find everything you need to prepare for test day, from setting up your space to launching your exam, so you can feel confident and ready. **Let's get started!**

## Before Your Test

- Schedule your test using the link inside your NCARB Record
- Have your Photo ID ready (**note:** Military IDs and Credit Cards are not allowed)
  - Your photo ID must be a current government-issued ID with a photo and signature
  - The first and last name on your ID must match the first and last name in your NCARB Record
  - Acceptable Forms of ID:
    - **Driver's license (Recommended)**
    - **Passport (Recommended)**
    - State issued ID
    - National ID card
    - Residency card
    - Green card
- Make sure you comply with the testing rules provided by NCARB
- Review video walk-through of the testing experience
- Review the [System Requirements](#) for the online proctoring platform prior to testing

## Prepare Your Testing Space

**Make sure your testing room is quiet, and free from everything not needed for testing**

### Testing Room Tips

Your testing space must be cleared of items or materials not required for testing. Remove or fully cover personal belongings and household items, except for furniture. You can use bed sheets or other opaque materials to cover items.

Remove or cover anything that could obstruct the online proctor's view or conceal materials, such as laundry piles, beds, open storage bins, and stacks of papers.

If needed, you may define a smaller testing area using bedsheets, curtains, or room dividers, if the proctor can see the entire space during check-in and throughout the exam.

Countertops, shelving, bookcases, and all other surfaces should be either cleared or covered. Turn off and cover televisions or other screens in the room.

The space should be kept clear of the following items, including but not limited to:

- Reference materials, scratch paper, pens/pencils, notepads, or language dictionaries
- Calculators
- Tablets, e-readers, laptops not used for testing, or other electronic devices
- Smart watches, smart glasses, smart jewelry (such as rings or necklaces), fitness trackers, or other wearable technology
- More than one cell phone
- Headphones, earbuds, or any in-ear device
- Baggage, handbags, purses, wallets, or briefcases
- Food or beverages
- Tobacco or other smoking products

## Room Scan

You will **conduct a room scan** during your test's Online Check-In Process, this will consist of a 360° pan around the room showing all walls from floor to ceiling.

You will then be asked to show the space under your desk or table, and under your laptop or keyboard and mouse. Only external webcams will be allowed during testing.

During the room scan, the proctor will confirm that:

1. All cords attached to the testing computer are required for testing.
2. All items not needed for testing have been removed from the space or covered.
3. All bookcases, shelves, and televisions/monitors have been covered.
4. You are not using a docking station.
5. Your laptop or desktop is plugged directly into the wall.

**Make sure your testing space is private, so no one interrupts you during your test, as this may be flagged as suspicious activity and your test may be stopped.**

During your test's Online Check-In Process you may also be asked to conduct a testing area scan, which involved showing the surface of the desk or table in which you will be conducting your test, and an accessories scan, which involves showing your arms, hands, and ears to the Check-In Specialist, to ensure you are not wearing any electronic gadgets. This will ensure your test is taking in a safe and secure way.

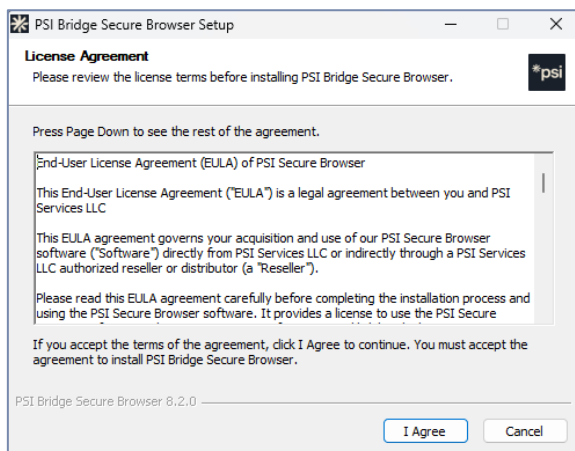
## Access Your Exam

On test day, you will be able to access and start your NCARB test by completing the following steps.

- 1. Launch your exam via the link inside your NCARB record.**

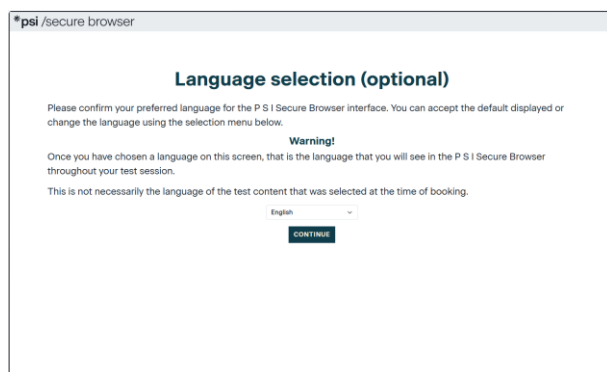
Your launch link will be activated 30 minutes before your assigned appointment time. If you do not have this link, please contact NCARB.

- 2. Install/Download the proctoring platform.**
- 3. Agree to the License Agreement by clicking "I Agree."**



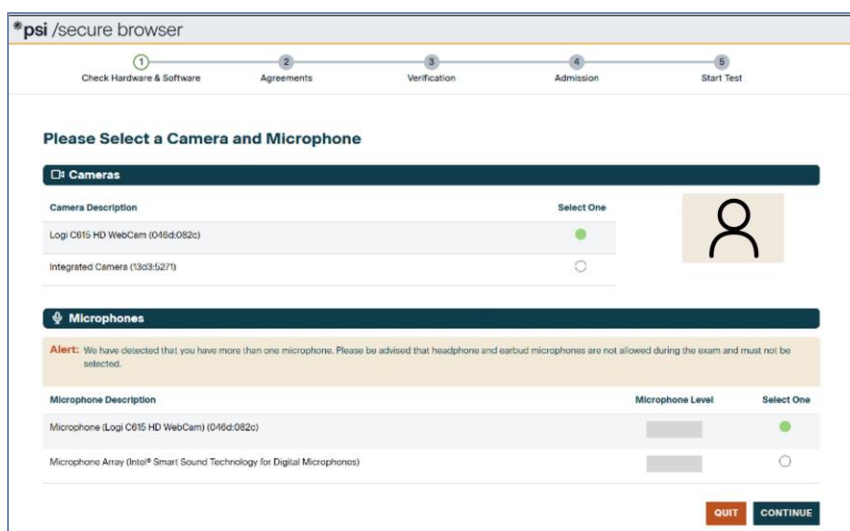
- 4. Choose your language from the drop-down list.**

The language chosen determines the language for the proctoring platform only. This does not change the test language or the chat language.



## 5. Select the appropriate camera and microphone and click “CONTINUE”.

This prompt will not appear if you have only one camera and one microphone.



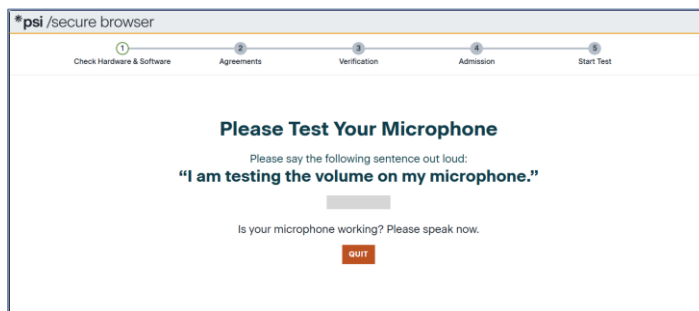
## 6. An internet bandwidth check will run in the background

If you do not have sufficient bandwidth, you will receive a message in the proctoring platform. You can try:

- Using a different computer
- Taking the test in a different location
- Restarting your router
- Making sure others are not using excessive bandwidth on your connection.

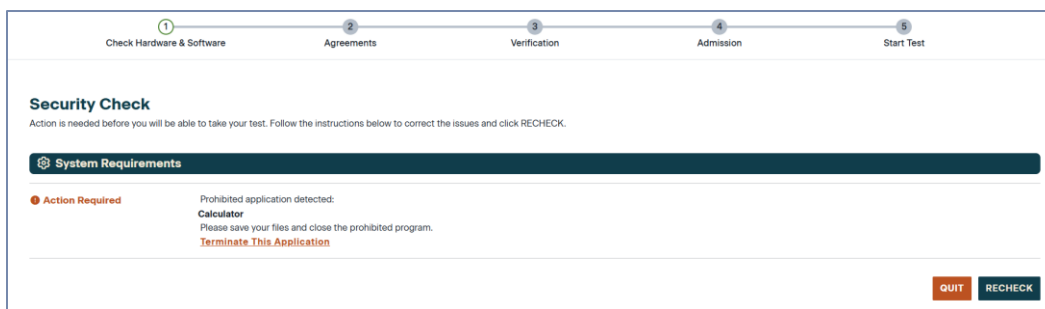
## 7. Test your microphone by speaking out loud

Once the test is passed the secure browser will confirm. You have multiple attempts to pass the microphone check.

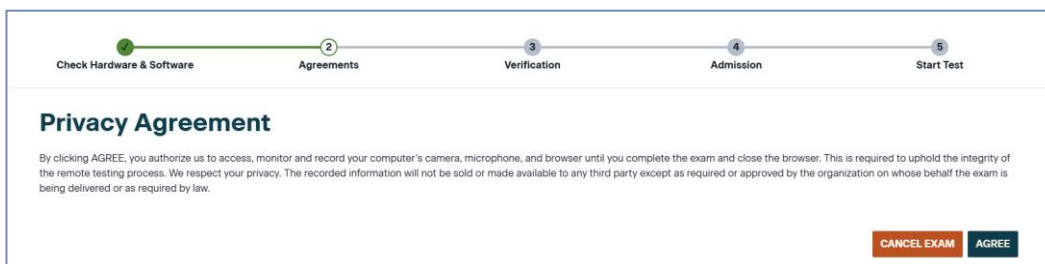


### 8. A security check will prompt you to close any prohibited processes you currently have running according to your exam rules

If you do not have any prohibited applications running, the secure browser will not show this step. You can close the programs immediately by clicking “Terminate this application” or close them manually before rechecking.



### 9. Agree to the Privacy Agreement



## 10. Read the and Agree to the admission rules

**NCARB**  
**WE ARE ALMOST READY TO GET STARTED!**  
 Please review the following Admission Rules required for the exam:

**General Instructions**

- Do not use cell phones, smartwatches, tablets, or any other type of electronic devices
- Do not capture the screenshots of the test screens or the test results page
- Do not talk, whisper, or move your lips
- Avoid covering your mouth
- You must have your entire face visible to the camera
- Exam setting must be in private space, not an open public area
- You must remain at your workspace area (desk or table)
- Workspace must be well lit with proper lighting
- Both hands must be on or above your workspace area

**Not Allowed**

- Reference materials
- Scratch paper and/or writing utensils
- Dry erase white board and marker
- Calculator
- Food or drinks

**Allowed**

- Breaks, after clicking the "Break" button and notifying your proctor

Certain violations may result in termination of your exam and possible forfeiture of your exam fees.  
 If you need any assistance during your exam, click the chat option in the toolbar.  
 Thank you and we wish you success!

CANCEL EXAM
AGREE

## 11. Take a picture of your Photo ID

Use your webcam or scan a QR code and use your mobile phone to take the photo. Make sure all the details are legible. You can retake the photo as many times as needed prior to clicking **"CONTINUE."**


**Photo Identification Card Review (Test Taker)**

We need to capture your Photo ID along with a selfie photo as part of your check-in process.

**!** Identification card must be current, non-expired, and government-issued. Military identification cards are not accepted.

**Photo Tips**

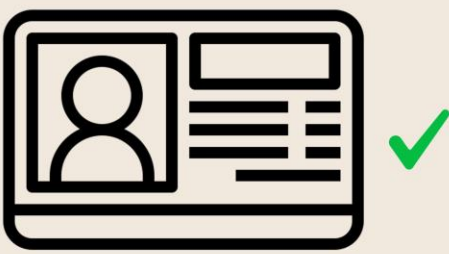
- 1 Position the **FRONT** of your identification card in the center of the frame so that the corners are visible.
- 2 Make sure that your photo is clear. Please rotate your camera to match the orientation of your identification card and fill as much of the space with your identification card.
- 3 Make sure that all text, including your name, Date of Birth, and card expiration are all clear and easily readable.
- 4 When you are ready, take the photo.



Please select which camera to use for capturing your photo identification.

Use my mobile phone camera

Use my desktop or laptop camera



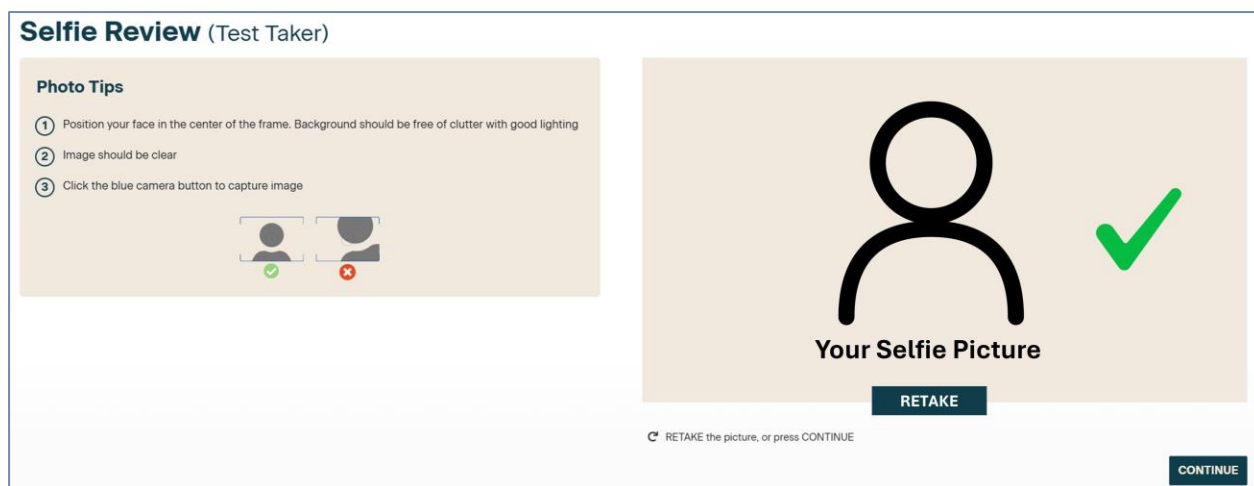
**Your ID Card Photo**

RETAKE

If enabled by your test sponsor, you can also upload your ID photo during your test booking process, prior to your test day, via the PSI ID Verification check.

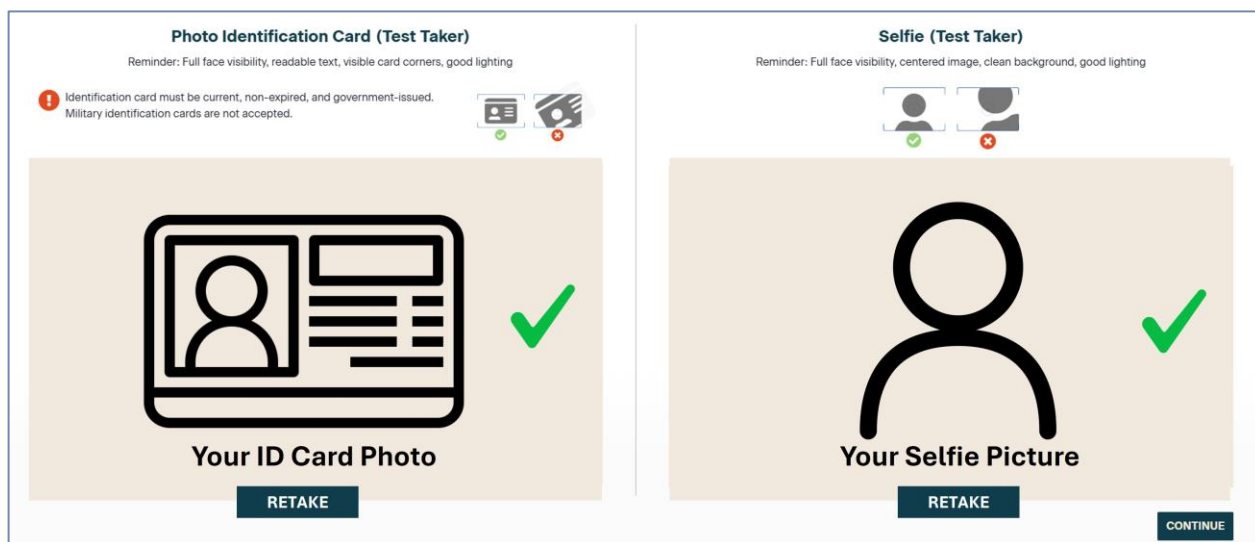
## 12. Take a Selfie Photo

Make sure you are sitting directly in front of the camera and that you have adequate lighting prior to taking the photo. You can retake the photo as many times as needed prior to clicking “**CONTINUE.**”

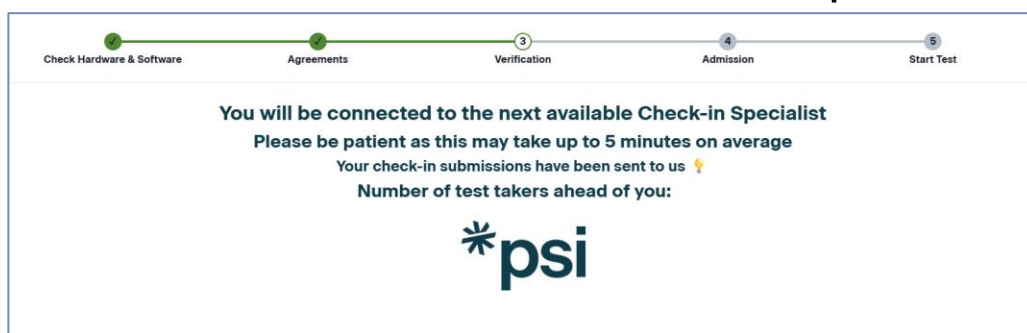


**13. Review a Summary of your Photo ID and Selfie Photo and click “CONTINUE”.**

If either photo is unclear, you can retake the photo as many times as needed prior to clicking “CONTINUE.”

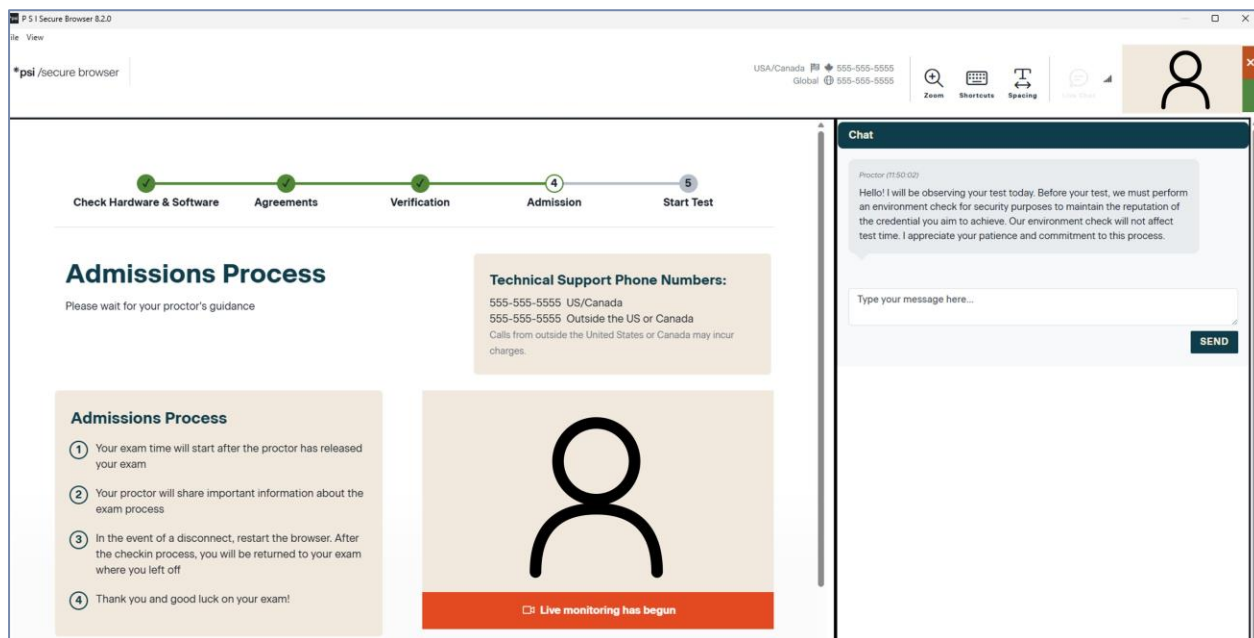


**14. You will then be connected to a PSI Online Check-in Specialist.**



## 15. The Check-in Specialist will guide you through the room scan via chat.

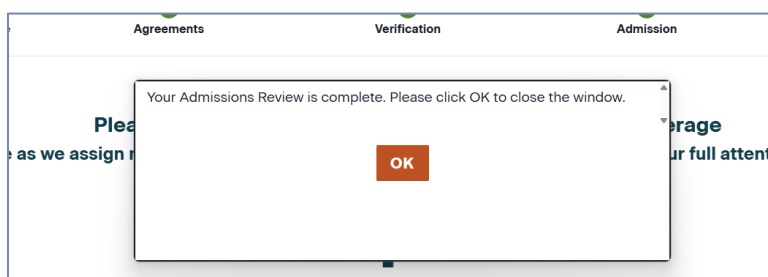
Use your external webcam to show the Check-in Specialist your testing space.



**During the Online Check-In Process the Check-In Specialist will guide you through the security checks necessary to access your test, these may include the room scan, testing area scan and accessories scan.**

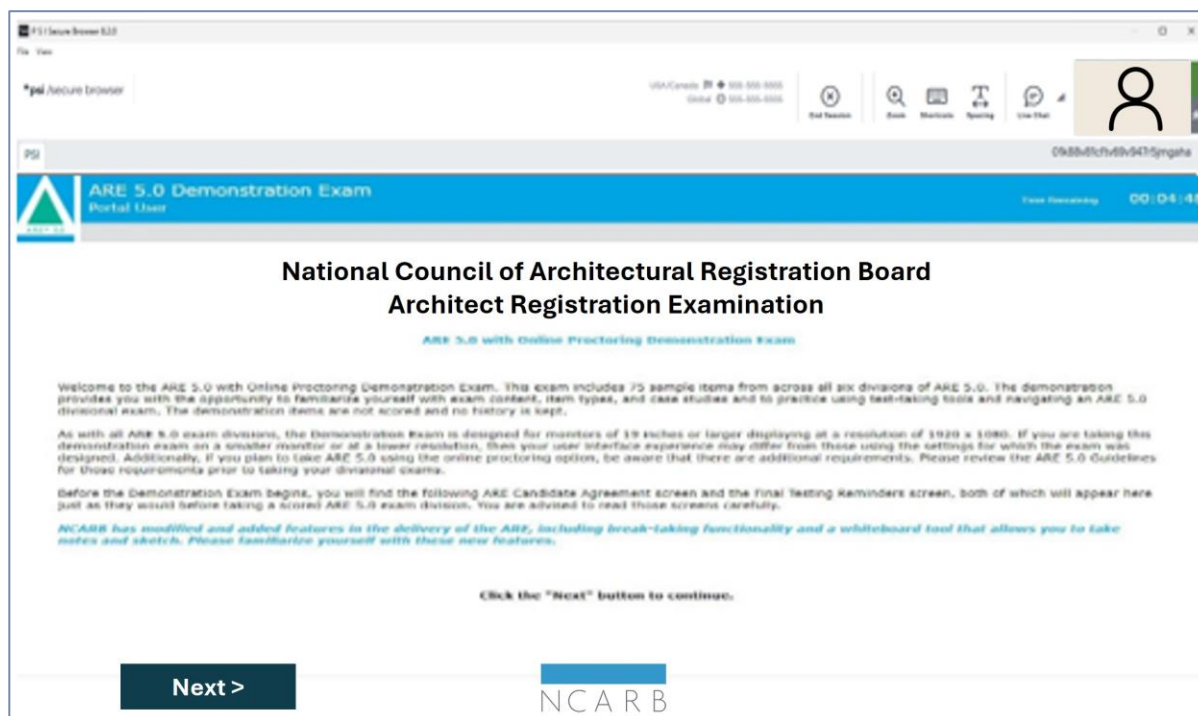
## 16. Once approved, agree to the Admission Review prompt.

Once the check-in process is completed and approved by the Check-in Specialist, you will receive a confirmation message. Please click “OK” to access your test.



## 17. Your testing session will now be connected to a PSI Online Proctor and you will be able to access your test.

The PSI Online Proctor will continue to monitor your testing session. You can chat with the Online Proctor via the PSI Secure Browser chat if you have questions. The Online Proctor will flag any suspicious activity. If suspicious activity is flagged, a message will appear on the screen alerting you.

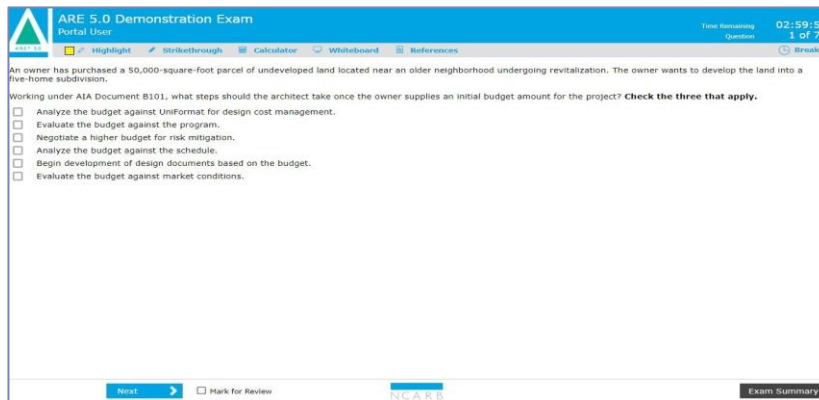


## 18. Request breaks via chat.

Should you need to, you will be able to request a test break, to do so, click the **“Break”** button in the test screen and wait for the blue **“On Break”** screen to appear. Once the blue screen appears, send a message in chat to the Online Proctor requesting the break and wait for their response prior to leaving for break. **You will be required to perform an additional room scan upon return from break.**



**19. Complete your test and submit your answers.**

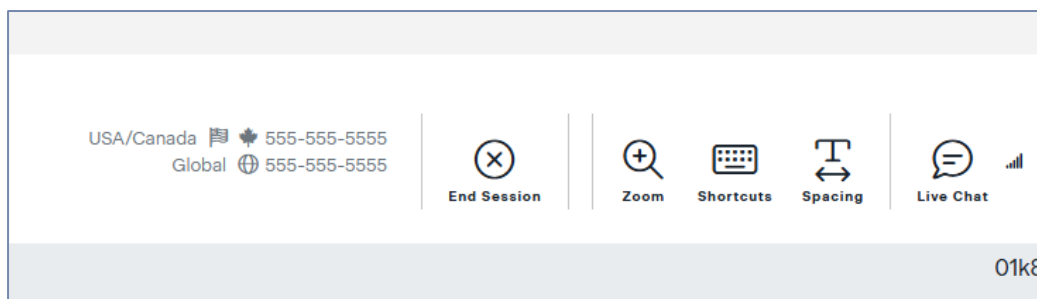


**20. Once you are ready, confirm you have completed your test with the Online Proctor via chat.**

Once the test has been completed, please alert the online proctor you have completed the test via chat.

**21. Click the “End Session” button in the PSI Secure Browser to close out the testing session.**

The proctoring platform will remain open until the End Session button is clicked.



**22. Confirm you would like to end the test session by clicking “END EXAM”.**

A final message will appear asking you to confirm that you are ready to end your test.

**You're all set!** You're now ready to take your NCARB online proctored exam. The PSI team is here to support you every step of the way, if you need assistance during your test, the technical support team is just one click away. **We wish you every success.**



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