

CWNP Remote Exam Proctoring

Ultimate Guide for your Exam

Online proctoring ensures the integrity and value of your CWNP certification. Following these guidelines is crucial for a smooth and successful testing experience. This guide outlines the essential rules to ensure fairness and protect the credibility of your achievement.

Section 1: The Pre-Exam Checklist

Your exam day success starts with proper preparation. Before your scheduled start time, complete this checklist to ensure your technology and environment meet the requirements. This prevents technical delays and allows you to focus solely on the exam content.

✔ DOs: Your Success Setup

- Test Hardware:** Ensure your camera and microphone are fully functional.
- Clear Workspace:** Close all unrelated applications and browser tabs.
- Single Display:** Use only one monitor for the duration of the exam.
- Scan Your Room:** Be ready to show your complete surroundings when asked.
- Have ID Ready:** Keep your official identification within reach for verification.

✗ DON'Ts: Avoid These Pitfalls

- No Extra Devices:** Phones, tablets, or smart devices must be out of reach.
- Private Room Only:** Ensure no one else is in the room with you.
- Wait for the Go-Ahead:** Do not start the exam until the proctor instructs you to.
- No Back Button:** Do not click the browser's 'BACK' button; it may terminate your exam.

Section 2: Required Identification (ID)

You must present one piece of valid, government-issued photo identification to your proctor. If you fail to present a valid ID or if the names do not match, you will not be allowed to begin the exam.

Accepted Valid IDs

- Driver's License (Must be current/unexpired)
- State ID Card (Non-Driver ID)
- Passport or Passport Card
- National ID Card
- Other Government-Issued ID with photo (Subject to proctor approval)



REMINDER

Your name on the ID MUST MATCH the name on your CWNP account.

Section 3: During the Exam Protocol

Once the exam begins, you are in a formal testing environment. Your behavior is monitored to uphold academic integrity. Adherence to these rules is mandatory and ensures your results are valid.

✔ DOs: Maintain Compliance

- Stay Visible:** Keep your camera on and remain in front of the screen at all times.
- Ensure Recording:** Verify that the session recording remains active throughout.
- Check Connection:** Monitor your internet stability to prevent disconnections.
- Maintain Focus:** Keep your attention solely on the exam questions on your screen.

✗ DON'Ts: Actions That Invalidate

- No Wandering Eyes:** Do not look away from the screen repeatedly or for extended periods.
- No Communication:** Do not speak to anyone or receive any form of assistance.
- No Screen Sharing:** Never use multiple screens or share screens with others.
- Camera Must Be On:** Turning off your camera will likely invalidate your test results.

🕒 Exam Time & Break Policy

- Total Exam Time:** You are allotted 90 minutes for the exam.
- Break Rule:** Any breaks taken use the allotted 90 minutes. The exam clock WILL NOT stop.
- CRITICAL:** You must notify and be acknowledged by the Proctor before leaving the camera view. Failure to notify or return on time will result in exam termination.
- No Access:** You are not allowed to access any personal items or electronic devices (including phones) while on break. Doing so will result in immediate exam termination.

Section 4: Understanding the Proctor's Role

The proctor is not just an observer; they are there to facilitate a fair exam. They will guide you through the setup, monitor for irregularities, and serve as your first point of contact for procedural questions before the exam begins.

- 1 Confirm Environment:** The proctor verifies your identity and ensures your testing area is secure and compliant.
- 2 Monitor Session:** Throughout the exam, they watch for any behavior that violates testing rules.
- 3 Log Issues:** Any technical problems or rule deviations are carefully documented by the proctor.

Section 5: Handling Technical Issues

Disconnections can happen. If you lose your connection, it is critical to act quickly. Follow this two-step process to resolve the issue and resume your exam with minimal disruption.

- 1 Reconnect Immediately**
Attempt to rejoin the session right away. As soon as you are back, use the chat function to notify your proctor of the disconnection.
- 2 Contact Support**
If you are unable to reconnect to the session, immediately email or call the support team for further instructions and assistance. Email: support@cwnp.com Phone: 866-438-2963

Note: If the issue cannot be resolved quickly, your proctor will provide guidance on how to reschedule your exam.

Section 6: Rescheduling and Cancellation Policy

Please review this policy carefully. It helps us manage scheduling and ensure all candidates can access testing slots efficiently.

Deadline for Changes: 48 Hours Notice

If you need to reschedule or cancel your exam, you must notify us at least two (2) full business day (48 hours) before your scheduled appointment time. Changes are generally not permitted after this 48-hour deadline. We only make exceptions for emergencies, and these are reviewed on a case-by-case basis.

Missed Appointment Fee: \$30.00

A \$30.00 USD fee will be applied for any missed appointments or "no-shows" that occur without prior notification. This fee ensures accountability for the reserved time slot.