



Remote Proctoring Guide

The Department of Defense Employee Benefits Advisor (EBA) Credentialing Exam

In response to COVID-19, Defense Civilian Personnel Advisory Service (DCPAS) is now able to offer credentialing testing to students remotely, in addition to on-site proctoring centers. Remote testing provides more flexibility in administering the exam. A student who tests remotely can schedule a test session that works with his or her schedule and can complete the credentialing exam at a location of their choosing. The test will be delivered in a controlled and standardized environment monitored by a proctor from the DCPAS Credentialing Program Office.



Employee Benefits Advisor (EBA) Credentialing Exam

Exam Scheduling

Schedule your credentialing exam by going to the [Credentialing Scheduling Website](#). Remote Credentialing Testing will be pre-selected for you. Available appointment dates/times will show for you to make a selection. Please note that appointments cannot be scheduled more than 2 weeks in advance and no less than 72 hours prior to desired time of scheduling. Select your date and time then select "CONTINUE." You will then be prompted to fill in your information and registration details. Click "Complete Appointment." You will receive a confirmation of your requested testing date and time.

Upon submitting your request for proctoring, within 1 business day, you will receive a follow-up email with additional instructions for you to review. In order to ensure a smooth testing experience, please review the email carefully.

Proctor Exam Rules & Requirements

Before you take a proctored exam, make sure you know and understand the following computer and testing environment requirements.

Computer and Browser Requirements

You are responsible for making sure that the proctoring software works with your system before you take a proctored exam.

- A supported version of the Windows or Mac operating system.
- Web camera and microphone enabled
- If you are a DoD employee, using CVR-Microsoft Teams, Citrix Web Client is needed to enable the download of the Microsoft Teams application to your desktop.
- The computer you are using to take the exam must not have more than one display or monitor. For example, if you usually use a laptop with a monitor connected, turn off or disconnect your monitor and use only the laptop screen.

QUICK TIPS:



Before scheduling an exam, be sure that you can meet the computer requirements and that you understand the behavior requirements listed in this guide.

Testing cannot be conducted on your cell phone. Your cell phone will be used to initially join the meeting and to scan your desk space. You will then be asked to turn off your phone and switch over to your computer.

Testing can be done on personal or work computer.

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Test Environment Rules

During the test session, students are expected to adhere to the following proctored exam rules:

- Testing environment must be in a controlled space; meaning, a room with a door that can be closed from incoming visitors/interruptions.
- Join your scheduled meeting (exam) using your cell phone.
- You will be requested to show your Government ID to verify your identity.
- Using your cellphone, you will be requested to scan your tabletop/workspace to verify that your workspace is clear of any textbooks, notebooks, books, reference material, etc. You will be permitted to use a calculator and loose-leaf notebook paper.
- You will be asked to show your computer screen. The only window that should be open is the link to join the meeting.
- Upon scanning your workspace, you will then click to join the meeting via your computer. You will be required to power off your cellphone at this time.
- You will be instructed to share your screen, open a new web browser and type in the exam link that will be provided to you.
- You will input your registration information to begin the exam and once you click "Submit," your 2 ½ hour time clock will begin.
- Your countdown clock will be visible in the upper right hand corner of the screen.
- You will be required to keep your camera and microphone on throughout the duration of the exam.

Student Behavior

- Your session will be recorded and reviewed by the proctor for any indication of questionable behavior.
- You must verify your identity using a photo ID that has your name and photo on the same side. The name must match the full name you provided during registration.
- You must dress as though you were in a public setting.
- You must not use headphones, ear buds, or any other type of listening equipment.
- You must not communicate with any other person by any means during testing.
- You must not use a phone for any reason during testing.



Additional Time or Special Requests

If you have a disability and need additional time or require specific reasonable accommodations to take the exam, please indicate on your scheduling request. The credentialing team must approve your request and make any adjustments before you start your exam.

Consequences of Rule Violations

A single violation permits a warning. If the student receives a second violation, the proctor will terminate the session. An incident report will be filed and the student will be prohibited from future remote proctoring.

Request to Re-Test

There is a total of 3 attempts on each exam level. If you do not pass the exam, you may re-schedule to test upon completing the required 30-day waiting period. Upon 3 unsuccessful attempts, you are required to re-take the corresponding training course.

Contact Information

To Schedule Remote Proctoring Testing: <https://credentialingexamrequest.as.me/>

Proctoring Questions: kisha.l.wilkins.civ@mail.mil