

Tips for Taking an Online Proctored Exam

eLuminate exams are delivered through our online exam proctoring partner, Honorlock. Follow these helpful tips to ensure a smooth and successful exam session.

Before the Exam:

Prepare your environment:

- **Privacy:** Find a quiet, private space where you won't be disturbed. Close doors and windows to minimize noise.
- **Cleanliness:** Clear your desk of all unauthorized materials (e.g. notes, phones, electronic devices).
- **Lighting:** Ensure your testing area is well-lit so the proctor can see you and your surroundings.
- **Equipment Checklist:** Confirm your computer, webcam, and internet connection meet all specifications before the exam.
 - Your mobile phone functions as an external exam camera and must feature a functional QR scanner. Ensure the battery is fully charged prior to your test, or keep it connected to a USB power source. **Enable "Do Not Disturb" mode on your phone for the entire testing session.**
- **Background:** Ensure there is a blank wall behind you during your exam. Words on books, posters, windows etc may result in your exam session being flagged for potential unauthorized resources
- **Appearance:** Do not wear any headgear like a hat or visor that may hide your face.

Review instructions:

- **Exam rules:** Read the candidate handbook prior to starting your exam. Ensure that you understand the exam instructions and rules, including:
 - Your computer must remain connected to a power source for the duration of your exam.

- No one, other than the candidate, may be present in the testing area.
- Candidates must remain on screen for the duration of the exam - you MAY NOT leave the room.
- No talking during the exam. This includes reading the questions aloud.
- No study materials, books, or paper in the testing area.
- No use of external software or unauthorized applications during the exam. This includes calculators.
- **ID:** Have your ID ready for verification. Please make sure the name on your profile matches the name on your ID
- **Workplace Scan:** Be prepared to take a photo of your workplace and follow instructions to step back and capture a photo that includes your entire desk and surrounding area.

Plan for time:

- **Pacing:** Be mindful of the time limit and pace yourself appropriately throughout the exam. You may skip questions and return to any unanswered items before you submit your exam.

During the Exam:

- **Stay focused:** Minimize distractions, keep your eyes on your screen, and avoid looking around excessively.
- **Try to stay in the center of the screen:** If you stray in and out of the frame you will raise flags that may prompt the proctor to halt your exam.
- **Follow instructions:** Carefully adhere to all instructions provided by the proctor.
- **Communicate clearly:** If you have questions or encounter technical difficulties, politely ask the proctor for assistance. You can use the chat feature to ask questions throughout the exam.
- **Avoid suspicious behavior:** Avoid any actions that could be interpreted as cheating or attempting to bypass the proctoring system.

- The proctor may send you alerts throughout your exam, especially if perceived issues arise(e.g. Face not in frame, background noise, unauthorized aids) **Please read notifications carefully before clicking the confirmation button.** Repeated alerts may result in exam termination. If you feel that the notification is an error please use the chat to communicate with a proctor so they can more closely examine your behavior.

If you experience a technical issue and are instructed by Honorlock support to contact your exam administrator, email support@eluminatecertifications.com and include a copy of your chat transcript to expedite the resolution.

If you receive a message that says your exam has been terminated please reach out to support@eluminatecertifications.com to determine the reason and your next steps.

After the Exam:

- **Review:** If time allows, review your answers before submitting.
- **Submit properly:** Follow the proctor's instructions for submitting your completed exam. **Please make sure to end your session after your exam is submitted.**