



New Zealand
**Medical Radiation
Technologists Board**
Te Poari Ringa Hangarua Iraruke

ONLINE EXAMINATIONS:
CANDIDATE HANDBOOK
Online Proctoring

February 2021

Contents

Introduction	4
Why do I have to sit an examination?	5
Candidates will have Medical Imaging or Radiation Therapy Clinical Experience	5
What does an examination test?	5
Examinations are linked to New Zealand competence standards	5
Examination structure.....	6
Language	6
Examination length	6
Multi-choice questions.....	6
Examination questions content	7
Examination scoring.....	8
Moderation of Examination Scores	8
Registering for an online examination: a graphic overview	9
Registering for an examination.....	10
You must advise the Board you want to sit an examination	10
You must send a signed Examination Rules Agreement.....	10
You must pay an examination fee.....	10
Setting up your candidate account.....	10
Choose an examination date and time	10
Online Proctoring.....	11
Preparing for your examination.....	12
You can sit a practice examination	12
Examination reference texts	12
If you have a disability, you can request additional supports for the day of the examination	12
What to do if you are unable to make your scheduled examination	13
Special considerations	14
The day of your examination	15
You will undergo a security check.....	15
The Required Testing Environment	15
Materials allowed/not allowed during online proctoring.....	15
Reporting problems	16
Examination results.....	17
Failing an examination	17

There are a limited number of times you can sit an examination	17
Appendix 1: Examination Rules Agreement ³	18
Appendix 2: Reading Resources.....	19
Appendix 3 Online Proctoring – Preparing for your Exam.....	22
Camera Requirements	24
Test Your Equipment.....	24
Step 3: Launching Your Exam.....	27

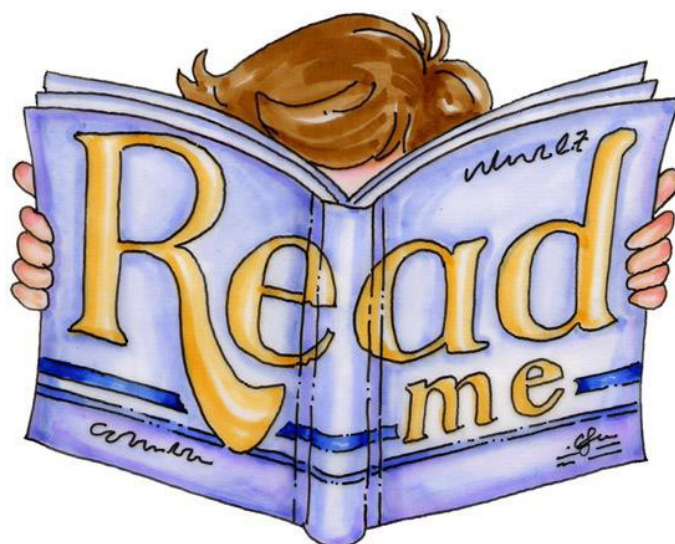
Introduction

The Medical Radiation Technologists Board (the Board) may offer overseas-trained practitioners whose qualification has been assessed as being non-equivalent the opportunity to sit the online examination as a pathway to registration. In some instances, an online examination may be used as a return-to-work-pathway for registered practitioners who have not practised for an extensive period.

This handbook provides information for examination candidates on the purpose and process for online examinations to assist your preparation to sit the examination.

Please note this handbook should be read in conjunction with the 'Board's Policy and Guidelines: Online Examinations (June 2019)

Please make sure you read all of this handbook
before applying to sit an examination



Why do I have to sit an examination?

The Board has a legislative responsibility under the Health Practitioners Competence Assurance Act 2003 (the Act) to ensure all practitioners registered as a medical imaging or radiation therapy practitioner have an appropriate qualification (inclusive of sufficient and relevant clinical experience) and meet the 'Board's fitness to practise requirements.

As an overseas-trained practitioner, you must provide details of your academic qualification along with a summary of your clinical experience. Your qualification is assessed to determine it is sufficiently aligned to the competence standards required of an entry-level practitioner in the scope of practice for which you are seeking registration.

If your qualification is assessed as being not equivalent, as it does not sufficiently cover all of the competence standards required to enable you to practise that scope of practice in New Zealand, the Board may offer that you sit an online examination.

Candidates will have Medical Imaging or Radiation Therapy Clinical Experience

An examination is based on the assumption that you will have acquired a sufficient level of base knowledge regarding the safe and competent practice of medical imaging and/or radiation therapy.

There is a parallel assumption that you will have had formal training (even though your qualification has been assessed as being not equivalent) in the relevant scope of practice with appropriate and adequate post-qualification clinical experience.

What does an examination test?

An online examination is used to assess your foundational knowledge in the scope of practice for which you are seeking registration. The examination is competence-based, focusing on applying your medical imaging/radiation therapy knowledge in a clinical environment.

Questions are asked from the point of view of how knowledge is used to practise rather than a direct recall of your knowledge.

Examinations are linked to New Zealand competence standards

Before sitting an examination, you will need to make sure you are familiar with the competence standards the Board has set for the medical imaging and radiation therapy profession to practise in New Zealand.

You can download a copy of the *Competence Standards for Medical Imaging and Radiation Therapy Practitioners in Aotearoa New Zealand* from the Board's website at www.mrtboard.org.nz

Examination structure

Language

All examinations are set in English. Translated versions of an examination into another language are not available.

Examination length

An examination must be completed within a maximum period of 3-hours (180 minutes).

But you must allow for an additional hour to complete the examination entry procedures and post-examination activities. Therefore you must allow for a total of 4 hours on the day of the examination.

4 hours

The total time you need to allow for on the day of the examination

Multi-choice questions

An examination is set in a multi-choice questions (MCQ) format where you are required to select the best possible answer from a selection of choices.

Question format

Exam questions are mostly set within two formats:

1. A single topic question
2. A vignette or clinical scenario

Graphs and images may be used with some questions.

All questions have four options: the correct answer and the other three incorrect answers (called *distractors*).

There is only one correct answer for each question.

Question validity

Each question has been reviewed for content validity and statistical reliability before being included in an examination.

Examination questions content

150 Questions in total: <ul style="list-style-type: none">- Approx. 75 questions in section 1- Approx. 75 questions in section 2	
Section 1: Generic Competencies	
Questions that relate to competencies generic to all medical imaging and radiation therapy scopes of practice	45%-55% of questions will relate to the generic competencies
Section 2: Scope-Specific Competencies	
Questions that relate to a specific scope of practice: <ul style="list-style-type: none">- Medical Imaging Technologist- Radiation Therapist- Nuclear Medicine Technologist- Sonographer- Magnetic Resonance Imaging (MRI) Technologist	45%-55% of questions will relate to scope-specific competencies

45% - 55% of examination questions will be related to the medical imaging/radiation therapy competence standards set out in Domains 1 to 5 of the Board's *Competence Standards for Medical Imaging and Radiation Therapy Practitioners in Aotearoa New Zealand*

The other 45% to 55% of examination questions will be related to the competence standards for the specific scope of practice for which you are seeking registration.

When selecting questions for an examination, the Examination Committee will ensure the number of questions per competence domain match up with the examination taxonomy as stated in the Board's *Policy and Guidelines: Online Examinations (June 2019)*

Examination scoring

Pass / Fail

An examination is scored as a *pass* or *fail*.

Each correct answer is awarded one point, and there is no deduction for wrong answers.

Individual questions are not weighted and contribute equally to your examination score.

75% minimum pass for questions related to competence domains 1-5

75% minimum pass for questions related to one of the scope-specific domains

The pass score for an examination is set at a minimum of 75% in each of the two question sections – that is, 75% for questions relating to the generic competencies as set out in domains 1 to 5, and 75% for questions relating to one of the scope-specific domains (5A to 5E).

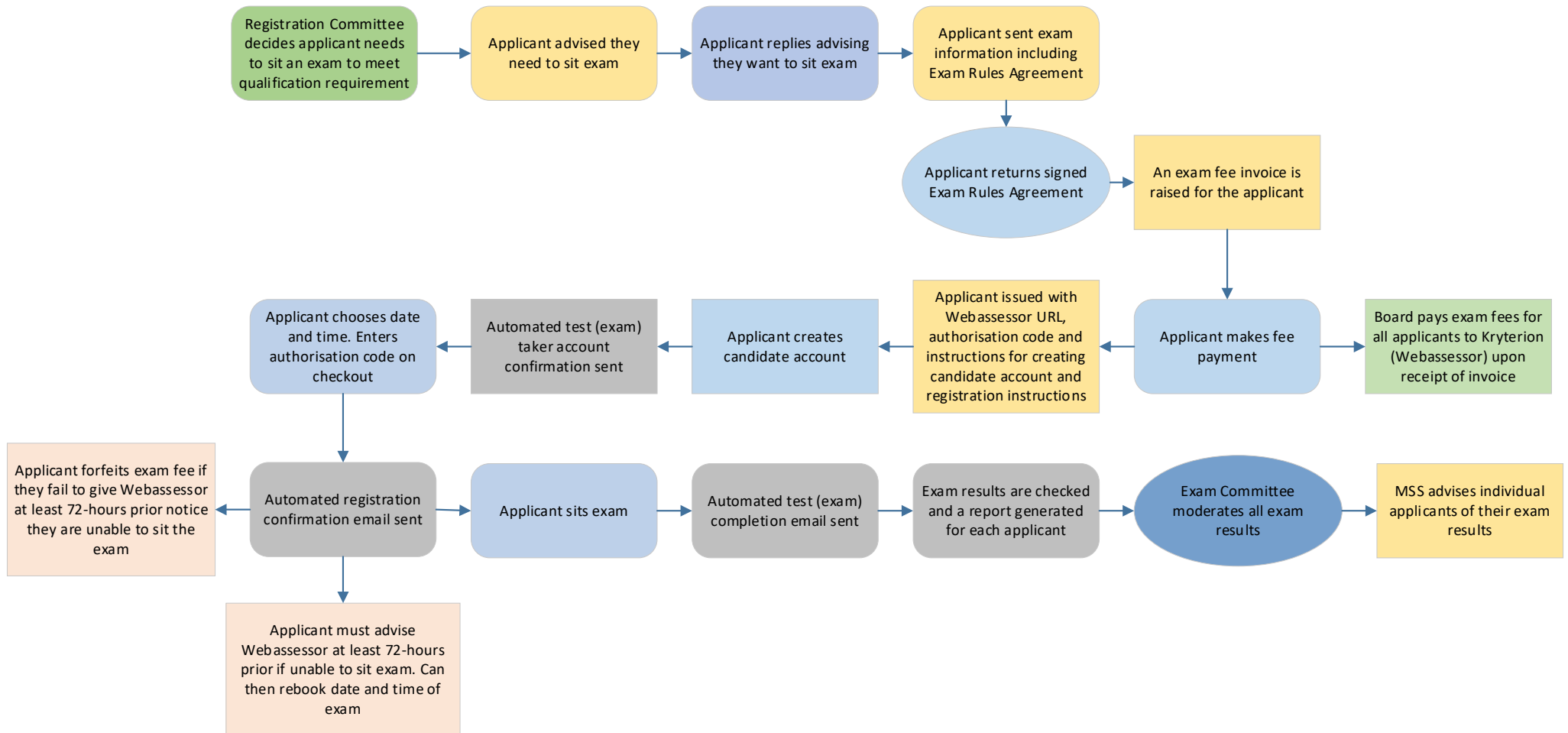
In the opinion of the Board, a 75% pass rate sets a level that indicates candidates are capable of safe and ethical practice.

Moderation of Examination Scores

A score may be adjusted after an examination has closed and been sat by registered candidates. An example¹ is where a subsequent moderation of an examination identified a particular question, and its answer (and/or distractors) may have been impossible to select accurately. That may have been due to the grammar or expression used and/or there is more than one reasonable answer to the question. In such circumstances, the questions may be removed from the examination and marks for all candidates adjusted accordingly.

¹ Please note this is example is given as an illustration only

Registering for an online examination: a graphic overview



Registering for an examination

You will be advised if sitting an online examination is required for the Board to progress your registration application.

You must advise the Board you want to sit an examination

You must advise the Board in writing (via email) that you will sit an online examination.

You must send a signed Examination Rules Agreement

Upon receipt of your confirmation that you will sit an examination, you will be sent an information package that includes an Examination Rules Agreement (refer to Appendix 1).

You must sign and return the Examination Rules Agreement (by email is acceptable).



You will not be able to proceed any further with registering for an online examination until the Board has received your **signed and dated Examination Rules Agreement**.

You must pay an examination fee

Once the Board has received your signed Examination Rules Agreement, you will be sent an invoice for the examination fee. The examination fee is set at \$2,448 inclusive of GST or \$2128.70 exclusive of GST. Your examination fee invoice will advise if your payment is to be inclusive or exclusive of GST.

Once payment has been confirmed, you will be provided with the URL to the online examination portal and a unique authorisation code.

Setting up your candidate account

Before you can register for the exam, you must create a candidate account on the online examination portal (Webassessor). You will need to have your registration code and be required to enter your contact details and create your own username and password.

Choose an examination date and time

Once you have created your candidate account, you will be able to select a date and time to sit your online examination. You will be required to enter your unique authorisation code to complete your registration for the examination.

Online Proctoring

You will need to complete your examination online. Online proctoring means that you log on through the internet to take your examination. You are monitored by a proctor employed by Kryterion Inc during your entire testing session in real-time. This monitoring involves your face, voice, desk and workspace being captured via a webcam. A recording is made of these images for examination security and the integrity of the examination process.

Preparing for your examination

You must take time to prepare for your online examination.

You can sit a practice examination

Sitting a practice exam can help you to become familiar with the structure and question style of a typical examination. Before you can access a practice examination, you must have completed your candidate account's set-up on the Webassessor website.

You can sit a practice exam as many times as you like, and there is no cost involved. You will receive your exam results immediately and then use those to assist with your other preparations.

Please note questions contained in a practice examination are not included in a real-time examination.

Examination reference texts

All examination questions are linked to reputable and contemporary medical imaging and/or radiation therapy reference resources.

A list of reading resources has been provided in Appendix 2. While this list provides a good cross section of academic and professional material used in developing examination questions, it is not exhaustive.

When searching for other reference and resource materials, you should ensure the material is relevant to current professional practice. You must also be aware there are specific legal and practice requirements in New Zealand. Please take care when using resources that reference overseas laws, regulatory requirements or specific practice requirements as they may differ from practice in New Zealand.

If you have a disability, you can request additional supports for the day of the examination

If you have a disability, you can request support for appropriate assistance to sit the examination for the following special needs:

- A visual impairment. The examination can be delivered with larger fonts and higher contrasting colour and reader assistance.
- A hearing impairment. Support can be provided to ensure examination supervisors adequately communicate instructions.
- Other physical or mental impairments must be supported by appropriate documentation provided by the candidate and will be considered on a case-by-case basis.

You must make sure you email your special needs request to the Board at mrt@medsci.co.nz at least 30-days prior to your scheduled examination date

What to do if you are unable to make your scheduled examination

You have up to 72-hours before your scheduled examination date and time to advise Webassessor and the Board that you are unable to sit your examination on that day. You will then be given instructions on re-applying to sit your examination on a different day, at no additional cost.

If you fail to advise Webassessor and the Board at least 72-hours before your scheduled examination date, you are unable to claim any refund for your pre-paid examination fee. You will need to make a new application to sit an online examination and pay another examination fee in full.

Special considerations

In some instances, you may ask for special consideration regarding being unable to sit or complete an examination due to circumstances beyond your control. You may be allowed to re-sit an examination at the next available date without incurring an additional examination fee.

Special considerations are not a means for circumventing the Board's usual examination process and are only accepted from eligible candidates. Special considerations are only considered upon receipt of adequate supporting evidence and will only be approved if the Board's Examinations Committee agrees there were exceptional circumstances beyond your control.

Special consideration will not lower the required pass mark, nor will it improve your overall score.

The only possible outcome of a special consideration is that you may be allowed to sit or re-sit an examination without incurring an additional examination fee

Special consideration situations may include:

- acute illness such as hospital admission, sudden onset, or serious illness
- loss or bereavement such as the death of a close family member
- hardship or trauma – for example, being a victim of a crime, having a severe disruption to domestic life
- unforeseen call-up for service such as military service, court appearance, jury service
- extraordinary work commitments beyond your control. An official letter from your employer confirming the situation must be attached to your special consideration application
- an unresolved computer malfunction
- an emergency event necessitating an evacuation

A request for special consideration based on the content of an examination will not be considered

The day of your examination





You will undergo a security check






You will be monitored by a proctor employed by Kryterion Inc during your entire testing session in real-time. This monitoring involves your face, voice, desk and workspace being captured via a webcam. A recording is made of these images for examination security and the integrity of the examination process.

The Required Testing Environment

- The room is well lit, quiet, and free from distraction.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- Lanyards/badges, watches, bracelets, and necklaces are not permitted to be worn during testing. Please remove all items from your neck and wrists.
- Religious garb is subject to visual inspection for recording devices or unauthorised test aids before being permitted.
- Glasses are subject to visual inspection for recording devices before being permitted.
- Interaction with another individual during your test session is not permitted.
- You may not use dual monitors.
- You cannot take a break for any reason. If you leave the workstation during the exam. Kryterion will inform the MRTB.
- You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
- Cell Phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.
- You will be recorded during the entire exam experience.

Materials allowed/not allowed during online proctoring

	 Cell Phones are not permitted in the testing area.
	Personal Items Lanyards/badges, watches, bracelets and necklaces are not permitted to be worn during testing. 

	 <p>You may not use dual monitors.</p> <p>The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.</p>
	 <p>Water is not permitted in the examination room</p>
	<p>You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.</p>

Reporting problems

You **must** immediately advise Kryterion of any computer problems, noise disturbance, or other distractions that affect your ability to take the exam. Failure to do that will not usually be accepted as mitigating circumstances after the exam.

If the issue is not resolved and you believe it will affect your examination outcome, you must notify Kryterion and the MRTB's Examinations Coordinator immediately.

Examination results

You will be provided with your examination results approximately 3-weeks after you sat the examination. Please do not expect to receive your results any sooner. This is the minimum amount of time needed to analyse the examination results for all candidates and conduct a post-examination psychometric assessment to ensure all questions were fair, valid, and reliable.

Your examination results will be sent to your email address and reported as a *pass* or *fail*.

Failing an examination

Should you fail an examination, you will receive limited feedback indicating the domains where your examination performance suggests you should apply additional focus and preparation for any future attempts.

There are a limited number of times you can sit an examination

1 ✓	2 ✓	3 ✓	4 ✗
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You can take an examination up to a maximum of three attempts – that is, the first examination and then up to two more attempts.

You must sit your first examination within the 12 months from the date you were advised an examination was required. Any subsequent attempts must be taken within the 12 months subsequent to you sitting your first examination. There must be a gap of at least 3-months between each examination attempt.

If you fail the examination after three attempts, the Board is of the general view that you have demonstrated an inability to apply foundational knowledge and concepts to the minimum level required for the safe practice of medical imaging or radiation therapy in New Zealand. In this instance, you would be advised by the Board that they propose to decline your application for registration. In accordance with New Zealand legislation you will be given an opportunity to be heard in respect of the proposal to decline your application.

Appendix 1: Examination Rules Agreement³

As an examination candidate, you are subject to rules of ethical and professional conduct. Failure to comply with the rules of the examination may be regarded as a breach of professional conduct.

The Medical Radiation Technologists Board (the Board) regards misconduct during an examination as a serious matter. Any allegation of misconduct against you will be investigated by the Board and may result in you being denied registration.

In the instance that you already hold registration with the Board (e.g. you are sitting an examination as a return-to-practise practitioner), an allegation of misconduct may be referred for a substantive investigation by a Professional Conduct Committee with the potential for charges to be laid with the Health Practitioners Disciplinary Tribunal.

Misconduct includes, but is not limited to:

- attempting to take any reference material (electronic or hard copy), personal items or other materials including phones, watches, pens into the examination space
- attempting to access the Internet in the examination space
- fraudulent behaviour in the form of – falsifying results, using falsified identification documents, pretending to be someone else, or arranging for a third party to take your place for the examination
- failing to comply with the instructions of an examination supervisor (proctor)
- engaging in disruptive behaviour during the examination – i.e. attempting to talk to other people during the examination
- behaving in such a way to undermine the integrity of the examination
- attempting to record the examination material and/or attempting to share the examination material with other parties using written notes, audio/video recording or social media
- threatening, violent or inappropriate behaviour towards the 'Board's staff or examination supervisors (this may also result in a referral to the police)
- directly contacting or attempting to directly contact the examination supervisors before or after an examination for any reason.

Should an examination supervisor have a reasonable concern about your ability to properly establish your identity or concern that identity documents are being misused, you will be refused access to the exam. Refused access to the exam will result in a forfeiture of your prepaid examination fee.

Declaration:

I declare that I have read, understood, and accept the Examination Rules Agreement of the Medical Radiation Technologists Board, as stated above.

Full Name:

Signature:

Date:

³ The Examination Rules Agreement document has been adapted from similar documents published by the Medical Radiation Practice Board of Australia and the Medical Council of New Zealand

Appendix 2: Reading Resources

New Zealand Medical Radiation Technologists Board Competence Standards for Medical Imaging and Radiation Therapy Practice in New Zealand (July 2018)

New Zealand Medical Radiation Technologists Board Code of Ethics

Other registration standards, guidelines and policies of the Medical Radiation Technologists Board – www.mrtboard.org.nz

The Office of Radiation Safety. *Codes of safe practice for radiation use.*

<https://www.health.govt.nz/our-work/radiation-safety/users-radiation/codes-safe-practice-radiation-use>

Health and Disability Commissioner. (2014). Code of Health and Disability Services Consumer's rights. <http://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

Health practitioners Competence Assurance Act 2003

www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html

Privacy Act 1993

<http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html>

Australasian Society for Ultrasound in Medicine. A.J.U.M. (23/02/2017). *Guidelines for reprocessing ultrasound transducers*

The Royal Australian and New Zealand College of Radiologists. (2017). *MRI safety guidelines.*

<https://www.ranzcr.com/college/document-library/ranzcr-mri-safety-guidelines>

Bontrager, K. and Lampignano, J. (2014). *Textbook of Radiographic Positioning and Related Anatomy*. 8th ed. Missouri: Mosby Elsevier

Bushberg, J.T., Seibert, J.A., Leidholdt, E.M., and Boone, J.M. (2012). *The Essential Physics of Medical Imaging*. 3rd ed. Philadelphia: Lippincott, Williams & Wilkins

Bushong, S.C. (2013). *Radiologic Science for Technologists: Physics, Biology and Protection*. 10th ed. John Wiley & Sons

Carter, C. (2013). *Digital Radiography and PACS*. 2nd ed. Mosby

Chan, O. (2007). *ABC of Emergency Radiology*. 2nd ed. Wiley Blackwell

Eisenberg, R Johnson, N.M. (2011) *Comprehensive Radiographic Pathology* 5th Edition. Mosby

Frank, E., Long, B. and Smith, B. (2007). *Merill's Atlas of Radiographic Positioning and Procedures*. 11th ed. Missouri: Mosby Elsevier

Linn-Watson, T. (2014). *Radiographic Pathology*. 2nd ed. Lippincott, Williams & Wilkins

Martini, F.H., Nath, J.L. (2011). *Fundamentals of Anatomy and Physiology*. 9th ed. San Francisco: Person Education

Moore, K.L., Dalley, A.F., and Augur, A.M.R. (2013). *Clinically Oriented Anatomy and Physiology*. 7th ed. Lippincott, Williams & Wilkins

McQuillen-Martensen, K. (2006) *Radiographic Image Analysis*. 3rd ed. St Louis: Saunders

Neri, E., Caramelia, D, and Bartolozzi, C. (2008). *Image Processing in Radiology: Current Applications*. Springer Verlaag

Reiser, M.F., Becker, C.R., Nikolaou, K, Glazer, G. (2010). *Multislice CT*. 3rd ed. Springer.

Seeram, E. (2009). *Computed Tomography: Physical Principles, Clinical Applications and Quality Control*

Statkiewicz, M., Visconti, P. and Ritenour, E. (2006). *Radiation Protection in Medical Radiography*. 5th ed. Missouri: Mosby Elsevier

Barrett, A., Dobbs, J., and Tom, R. (2009). Principles of radiotherapy planning. In *Practical Radiotherapy Planning* (4th ed., pp. 9–31). London, UK: CRC Press

Khan, F. (2010). *The Physics of Radiation Therapy*. 4th ed. Lippincott, Williams & Wilkins

Mundt, A.J., Roeske, J.C. (2010). *Image-Guided Radiation Therapy: A Clinical Perspective*. PMPH USA Ltd

Series Pawlicki, T., Dunscombe, P., Mundt, P., and Scalliet, P. (2011). *Quality and Safety in Radiation Therapy*. CRC Press

Shrieve, D.C., Anker, C.J., and others. (2012). *Radiation Oncology: Imaging and Treatment*. Lippincott, Williams & Wilkins

Washington, C.C., Leaver, D. (2009). *Principles and Practice of Radiation Therapy*. 3rd ed. Mosby Elsevier

Christian, P.E., and Waterstram-Rich, K.M. (2011). *Nuclear Medicine and PET/CT: Technology and Techniques*. 7th ed. Mosby

Khalil, M.M. (2011). *Basic Sciences of Nuclear Medicine*. Springer

Powsner, R.A., Palmer, M.R., and Powsner, E.R. (2013). *Essentials of Nuclear Medicine Physics and Instrumentation*. 3rd ed. Wiley Blackwell

Waterstram-Rich, K., and Gilmore, D. (2017). *Nuclear Medicine and PET/CT Technology and Techniques*. 8th ed. Missouri: Elsevier

Gill, R. (2012). *The Physics and Technology of Diagnostic Ultrasound*. Sydney: High Frequency Publishing

Hagen-Ansert, S. (2012). *Textbook of Diagnostic Sonography*. 7th ed. Missouri: Elsevier

Pausher, D. (2015). *Primer and Clinical Significance of Artifacts in Ultrasound*. University of Chicago Medicine and Biological Sciences

Rumack, C. (2011). *Diagnostic Ultrasound*. 4th ed. Philadelphia: Elsevier Mosby

National Screening Unit. (2015) *Antenatal Screening for Down's Syndrome and Other Conditions*.
www.nsu.govt.nz

Hashemi, R.H., Bradley, W.G., and Lisanti, C. (2010). *MRI: The Basics*. 3rd ed. Lippincott, Williams, and Wilkins

McRobbie, D., Moore, E., Graves, M., and Prince, M. (2017). *MRI from Picture to Proton*. 3rd ed. Cambridge: Cambridge University Press

Westbrook, C., Roth, C. K., and Talbot, J. (2011). *MRI in Practice*. 4th ed. West Sussex: John Wiley and Sons Ltd.



Test Taker Guide

Online Proctoring Series

June 2017 Version

Table of Contents

Welcome	2
Verify Requirements.....	2
Windows	2
MAC	2
Security Considerations	3
Camera Requirements	3
Test Your Equipment	3
Step 1: Install Sentinel Secure™	4
Uninstall Any Earlier Sentinel Applications (if applicable).....	4
Windows	4
MAC	4
Installing Sentinel Secure rM	4
Windows	4
MAC	4
Step 2: Create Your Biometric Profile	5
Keystroke Analytics.....	5
Facial Recognition	6
Step 3: Launching Your Exam	6
Biometric Authentication	6
Video Camera Preview Page and Camera Position.....	6
Required Testing Environment	7
Additional Support.....	8

Welcome

Welcome to Kryterion's Webassessor™ application for Online Proctored exams. For a successful testing experience, we recommend that you complete the steps below at least forty-eight (48) hours prior to your proctored exam. If you require further assistance regarding the steps listed in this document, please refer to the Support Page. <https://www.kryteriononline.com/test-taker/online-proctoring-support>

Verify Requirements

To ensure you are able to launch your exam please be sure your computer meets the hardware and software requirements below.

Windows Hardware	MAC Hardware
<ul style="list-style-type: none"> ▶ Screen Resolution 1024x768 or greater ▶ Webcam and Microphone – USB only ▶ Internet access (Recommended minimum of 1 Mbps upload/1 Mbps download) Ping must be below 200 ms to Phoenix, AZ, USA server ▶ Operating Systems <ul style="list-style-type: none"> ▶ Windows 7 ▶ Windows 8.1 Only (Touchscreens require the use of a mouse and keyboard) ▶ Windows 10 (Touchscreens require the use of a mouse and keyboard) 	<ul style="list-style-type: none"> ▶ Screen Resolution 1024x768 or greater ▶ Webcam and Microphone - USB only ▶ Internet access (Recommended minimum of 1 Mbps upload/1 Mbps download) Ping must be below 200 ms to Phoenix, AZ, USA server ▶ Operating System OSX <ul style="list-style-type: none"> ▶ 10.11 El Capitan ▶ 10.12 Sierra ▶ 10.13 High Sierra
Installed Applications	Installed Applications
<ul style="list-style-type: none"> ▶ Internet Explorer 11 or Edge required for Sentinel Secure™ * ▶ Adobe Flash ActiveX (Latest for Internet Explorer) ▶ .Net Framework 4.6.2 ▶ Ports Opened <ul style="list-style-type: none"> ▶ 80 & 443 ▶ Administrator Rights 	<ul style="list-style-type: none"> ▶ Safari (Latest Version) required for Sentinel Secure™ * ▶ Ports Opened <ul style="list-style-type: none"> ▶ 80 & 443 ▶ Administrator Rights

***You may also install and launch your exam using Chrome or Firefox.**

Security Considerations

Kryterion highly recommends all software/hardware that has the capability to interrupt, intercept, or interfere with your proctored exam be disabled during your test session. This includes, but is not limited to:

- ▶ Pop-up blockers
- ▶ Anti-virus software
- ▶ Firewall (windows and 3rd party)
- ▶ VMWare/Bootcamp
- ▶ Skype, Photobooth
- ▶ TeamViewer

After you have exited Sentinel, you will need to ensure that these settings have been re-enabled.

As an alternative, you may "allow" Sentinel through your security software. With the ever-expanding list of available security suites, it may still be necessary to disable these programs just before attempting to launch Sentinel.

Note: If you are unable to alter settings of the above-mentioned programs, please contact your System Administrator.

Camera Requirements

Note: You will not be allowed to use an internal camera, unless permitted by your Test Sponsor. If you are unsure which camera is allowed, please contact your Test Sponsor.

Recommended Specifications:

- ▶ Minimum Video Resolution of 720p with a frame rate of 30 fps
- ▶ High Speed USB 2.0 connection - Plug and Play preferred
- ▶ Manual focusing
- ▶ No auto zoom or auto focus - must be turned off
- ▶ Built-in microphone highly recommended
- ▶ We recommend cameras with a heavy base and flexible neck to allow easier placement
- ▶ Cord length of 6' (2m) or more.

Digital Camera/Camcorder, Smartphone, GoPro, additional Laptops/computers are not acceptable as camera alternatives.

Regarding proper placement of your camera, refer to the section below; "Video Camera Preview Page and Camera Position," or refer to the videos located on the [Support Page](#).

Test Your Equipment

Navigate to <https://test.kryteriononline.com/webcam-checker/>

The website will provide steps on how to check your audio and video locally.

The speed test will check your Internet speed. Please click in the box below "Select Host" and type "Phoenix", click on any server and then "Go".

Step 1: Install Sentinel Secure™

Uninstall Any Earlier Sentinel Applications (if applicable)

Uninstall any previous sentinels (also referred to as "Web Sentinel", "Sentinel Secure" or "Sentinel").

Installing Sentinel Secure™

You will need to be logged in as an Administrator to perform the following steps.

Windows Hardware	MAC Hardware
<ol style="list-style-type: none"> 1. Click on the Start/Windows 2. Go to Control Panel 3. Select "Uninstall a Program" under Programs 4. Click on the Program name 5. Select uninstall 	<ol style="list-style-type: none"> 1. Click on the Apple Menu in the top left 2. Go to Finder 3. Find the "Applications" folder 4. Scroll down to find the program 5. Click and drag the program to the trash bin. 6. Right click and choose Empty Trash Bin

Note: If you do not see "Step 1 Install Sentinel" on the Webassessor™ homepage, you will first need to register for an on line-proctored exam.

Windows Hardware	MAC Hardware
<ol style="list-style-type: none"> 1. Close all open applications and log in to your Webassessor™ account. This includes all applications or webpages which may be utilising your web camera and streaming video. 2. Click Install Sentinel from your Home page. 3. Depending upon your browser: <ul style="list-style-type: none"> ▶ Click Run for Internet Explorer. ▶ Click download setup.exe file for Chrome. 	<ol style="list-style-type: none"> and streaming video. 2. Click Install Sentinel from your Home page. 3. Depending upon your browser: <ul style="list-style-type: none"> ▶ The file should automatically begin the installation or Safari. If not ,double-click the Sentinel Secure package. ▶ Select Save and once downloaded double click the Sentinel lSecure.pkg file for Firefox. ▶ Click download SentinelSecure.pkgfile for Chrome

1. Close all open applications and log in to your Webassessor™ account. This includes all applications or webpages which may be utilising your web camera

Windows Hardware	MAC Hardware
<ol style="list-style-type: none"> Click next once the Sentinel Secure Setup appears. Read and accept the terms of the End-User License Agreement and click next. Click Install and Finish. 	<ol style="list-style-type: none"> Click Continue when the Welcome to the Sentinel Installer dialog box appears. Click Install. You may need to make changes to your computer by entering the Administrator's password and clicking Install Sentinel. Click Close.

Step 2: Create Your Biometric Profile

Biometrics are distinctive and measurable identifiers used to confirm that an individual is who they say they are. Examples can include fingerprint, facial recognition, ONA, palm print, hand geometry, iris recognition etc. In other words, this is an individual's unique footprint.

Kryterion uses several types of authentication methods: passwords, keystroke analytics, and facial recognition.

During this step, you will create a biometric profile that may consist of keystroke analytics and/or facial recognition.

Please ensure your web camera is not streaming video in any other webpage or application prior to attempting to create your biometric profile.

Keystroke Analytics

Your typing pattern develops a rhythm that is exclusive to you. Webassessor™ analyses your typing pattern to verify you are the person who should be taking the exam.

- Go to www.webassessor.com and enter your User ID and Password.
- At the Home page, click "Enrol in Biometrics" and follow the onscreen prompts. If you do not see Step 2 to "Enrol in Biometrics", refer to the FAQ on the Support Page.
- Read and accept the Terms of Service and click "Agree".
- Type your name, exactly as shown, into the text box. The software will record your typing pattern and speed. Please type at a consistent pace as you normally type. Make sure to use the 'Shift' key for capital letters. Do not use 'Caps Lock'.
 - Press 'Enter' after typing your name.
 - Please note that the online-proctored exam you are scheduled for is supported by Standard English keyboards only. Special characters (such as e) cannot be used in your Test Taker name when performing the biometric enrolment. If you**

are using a non-English standard keyboard, please go to Microsoft's Support Website: <https://support.microsoft.com/kb/258824> for instructions on modifying your keyboard to ensure a successful test launch.

5. Continue until the progress bar is solid green. When complete the program will automatically move to the next screen.

Facial Recognition

Facial recognition is a biometric that captures your image. When taking your photo, please place the camera so that only your face is in view similar to a driver's license or passport photo. Make sure the camera is in focus and the lighting is not too dark or too light. If you are wearing glasses or a hat, please remove them for the photo.

Hold perfectly still and click "Capture", a green background will appear. If a red background appears, adjust your position by moving closer to the webcam. Check the lighting on your face and the background behind your head.

Step 3: Launching Your Exam

The "Launch" button for your exam will appear 10 minutes before your scheduled time next to "Upcoming Assessments". If it is not shown, hover over the question mark under "Details". For additional information, please refer to the support page at:

<https://www.kryteriononline.com/test-taker/online-proctoring-support>

Biometric Authentication

After clicking on the "Launch" button, the Sentinel will load and then verify your biometrics. The Authentication is very similar to the Enrolment. Please follow the steps listed in "Step 2: Create your Biometric Profile" section above.

Video Camera Preview Page and Camera Position

Once your biometrics have been authenticated, the "Video Camera Preview" page will appear. Please use the video on the screen to adjust your camera position and verify your microphone is working. If the exam you are taking requires the use of an 'external webcam,' you must position your camera such that the Proctor can clearly see your full head, torso, hands, keyboard and mouse (if these are being used), any test aids you will be using and the immediate surrounding area, including your workstation, throughout the exam session. For additional information, please review the videos on the [Support Page](#).

If your test sponsor has allowed test aids, please make sure they are in view of the camera before clicking on "I'm Ready to Begin my Exam". They must also remain in view during the entire test session.

Note: If the camera position is poor, microphone isn't working, or the wrong camera was selected you will be paused during your exam to adjust these settings.

Required Testing Environment

- ▶ The room is well lit, quiet, and free from distraction.
- ▶ The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- ▶ Be sure that only the permitted Test Aids are in your testing area. Contact your test sponsor concerning allowed test aids. Once the Sentinel loads, the allowed test aids **will** be shown as icons on the right side of the screen. These icons are not interactive tools; they simply identify allowed test aids.
- ▶ Lanyards/badges, watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items from your neck and wrists.
- ▶ Interaction with another individual during your test session is not permitted.
- ▶ You may not use dual monitors.
- ▶ You cannot take a break for any reason. If you leave the workstation during the exam, we are obligated to inform your test sponsor.
- ▶ You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
- ▶ Cell Phones are not permitted in the testing area.
- ▶ Reading the exam aloud is prohibited
- ▶ You will be recorded during the entire exam experience.

Additional Support

If you require further assistance regarding the steps listed in this document, please refer to the [Support Page](#).

If you require further resolution to an issue, we are available 24 hours a day, 7 days per week,

358 days a year (Closed for US observed holidays).

Voice: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)

Live Chat: <https://www.kryteriononline.com/test-taker/online-proctoring-support>, then click on "Click Here to Chat".

E-Mail: OLPsupport@KryterionOnline.com

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About Kryterion Inc.

Kryterion is a global leader providing a full range of Online Proctoring solutions. Headquartered in Phoenix, Arizona, Kryterion has been on the forefront of testing solutions since 2001 and operates in more than 800 locations worldwide. Additional information is available at <https://www.KryterionOnline.com>.

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