CMHA EXAM PROCESS WITH PROCTOR

Exam accommodation requests can be made using the Exam Accommodation Request Form, found on the CMHA Certification webpage.

Scheduling the Exam

1. If applicant does not already have a CMHA AMS and LMS profile, one will be issued via email upon application approval.
2. When a candidate (user) applies and is approved for certification, they will be granted access to the exam. For the purpose of certification, the exam has been locked behind a Proctor Check In assessment that the proctor must answer correctly to allow access the exam.
3. When the user is ready to schedule a proctoring session, they are given the option to click on the Register for Proctor button to initiate the registration flow. Users will now select the date and time of the exam.
4. If a user wishes to cancel or reschedule, they will need to go back to the Registration Page. By clicking on the Cancel Registration button, the existing exam registration will be deleted and they will be given the option to reschedule.
5. Users are able to launch an exam by clicking on Begin Exam. When the user clicks this button, the LMS will initiate a Single Sign On flow that will redirect the user to the proctor and automatically sign them into the platform.
6. Once the Single Sign On flow finishes, the user will end up on the Exam Room dashboard. Clicking on the Start Exam button will allow the user the initiate the exam with the proctor. At this stage, the proctor will run through some diagnostic testing before the exam is formally launched.
7. Once the proctor has completed their pre-launch process, they will be re-direct the user back to the LMS where the user can access the test. Before a user is able to access the test, they are presented with a Proctor Check In item that must be filled out to unlock the exam.
8. When the user is registered for an exam, a password is given to the proctor. This password will allow the proctor to unlock the exam. This can be entered in the LMS.
9. Certification testing must commence within ninety (90) days of application approval.
10. If a scheduled test date is canceled, a new date for the test must be set falling within ninety (90) days of the canceled test date.
11. If testing is not accomplished pursuant to the provisions of 9 or 10 the application will be closed. The applicant will have to file a new application and pay the appropriate fee.

Starting the Exam

1. After clicking Start Exam, the system check will pop-up. This is to make sure that your camera, microphone, Operating System, browser, and bandwidth are working properly. If all the components are checked green, click Next.

Document ID: CMHA-23-2023-A
Date: July 1, 2023
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2. If any item is marked red, please click on the icon to change the camera or microphone options. If your bandwidth is low, please be sure to turn off all WI-FI enabled devices or connect to the modem/router with an ethernet cord.

3. If you need help, please contact us via the chat support icon on the bottom right-hand corner of our website.

4. Once system check is done the ExamRoom On Screen Terms will pop-up next. Please read the terms carefully then click the check box to agree to the terms and click on the Start Exam button.

5. A demo/walkthrough of how to start an exam is available through two (2) links: Visual Walkthrough or Take a Tour.

6. Next, you will be asked to share your screen. Make sure that you share your entire screen.

7. It is important that you do not stop sharing your screen until you have received verification that your test has been completed and/or ended by the proctor.

8. Please make sure you click the picture of your screen in the box, then click the Share button.

9. After you click the Share button, you will be directed to the onboarding agent. Please be prepared to wait a minute or two for the onboarding agent to welcome you.

10. Next you will be greeted by the Onboarding Agent (OBA). The OBA will guide you through the verification process and will click through the process for you.

11. The first step is the System check. This is done by the OBA to ensure that your computer device is in proper working order and that your payment has been received. Once the system check is approved, the OBA will click on the Next button.

12. After the system check is approved, you will be brought to the Authentication part of the onboarding process.

13. Here, the OBA will ask you to place your Government Issued ID in front of the camera so that they can capture a picture and compare it to your ID provided during the identity registration process.

14. Once the ID has been verified, the OBA will click on Next button where you will be brought to the Face scan.

15. During this step, the OBA will notify you that they are going to take your picture for a face scan to continue in the authentication process. You will be asked to look into the camera and the OBA will take your picture. Once your photo has been verified, the OBA will click on the Next button.

16. The next step is the Room scan. It is important that you rotate your device's camera 360 degree so that the OBA can see your entire surroundings.

17. You will be asked to show underneath your desk, on your desk, or anywhere else in your testing room that the OBA asks you to display.

18. The objective is to make sure that your desk and testing area are clear of any prohibited materials, devices, food/drink, people, etc.

19. Once your room scan is approved, the OBA will click on the Next button.

20. After the Onboarding Agent (OBA) has completed the verification process, your exam rules will be displayed.

21. You will see the rules icons set by your exam sponsor. It is important that you review your candidate handbook or bulletin provided by your exam sponsor.

22. After reviewing the rules, please click the box to agree, and then click the Begin Exam button to be transferred to your proctor. This may take up to a minute or two before you are connected.

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23. You are now connected to your proctor and it is time to log into your exam.

24. If your exam requires an access code, the proctor will provide it via the chat box in the lower right-hand corner. You must manually type the code in, you cannot copy and paste.

25. When you have entered the required information, click on the Login button and you will be directed to your exam.

26. When the exam is completed, click on the completed, done, submit, etc. button or notify the proctor through chat box and the proctor will end the test for you.

27. A notification will confirm that your exam has been completed. Please click the Okay button and you will be directed to the dashboard.

Exam Rules

1. Drinks may be allowed, only if in a clear bottle, without the wrapping.

2. Smoking is not allowed.

3. No bathroom breaks will be given.

4. No additional browser references, books, manuals, or calculators are allowed.

5. Scratch paper will be permitted.

6. Candidates are allowed to test outside their home.

7. Candidates should test in an isolated room.

Violation of Rules

The exam will be terminated under the following scenarios:

1. Screen printing or taking photos.

2. Additional, unauthorized person in the room. Candidate will be given a warning and must be corrected within 1 minute.

3. Use of prohibited materials (notes, books). Candidates will be asked to remove the material. If materials are discovered during the exam, the exam will be terminated.

4. Use of cell phone.

System Requirements

1. Operating system: Windows, MAC, ChromeOS

2. RAM: Minimum 4GB

3. Processor: Minimum 2.30GHz

4. Browsers: Chrome version: 62, Firefox version: 54

5. Internet speed: Minimum 4MBPS

Note: We request you to use LAN connected Internet (Wired) & the Internet speed flow has to be constant with minimum 4MBPS.

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