National Association of Productivity & Organizing Professionals (NAPO)

Exam Day Manual

On exam day, login and click **Start exam** at least (15 minutes) before your exam is scheduled to begin.

If you experience any issues logging in,

Please contact us at :

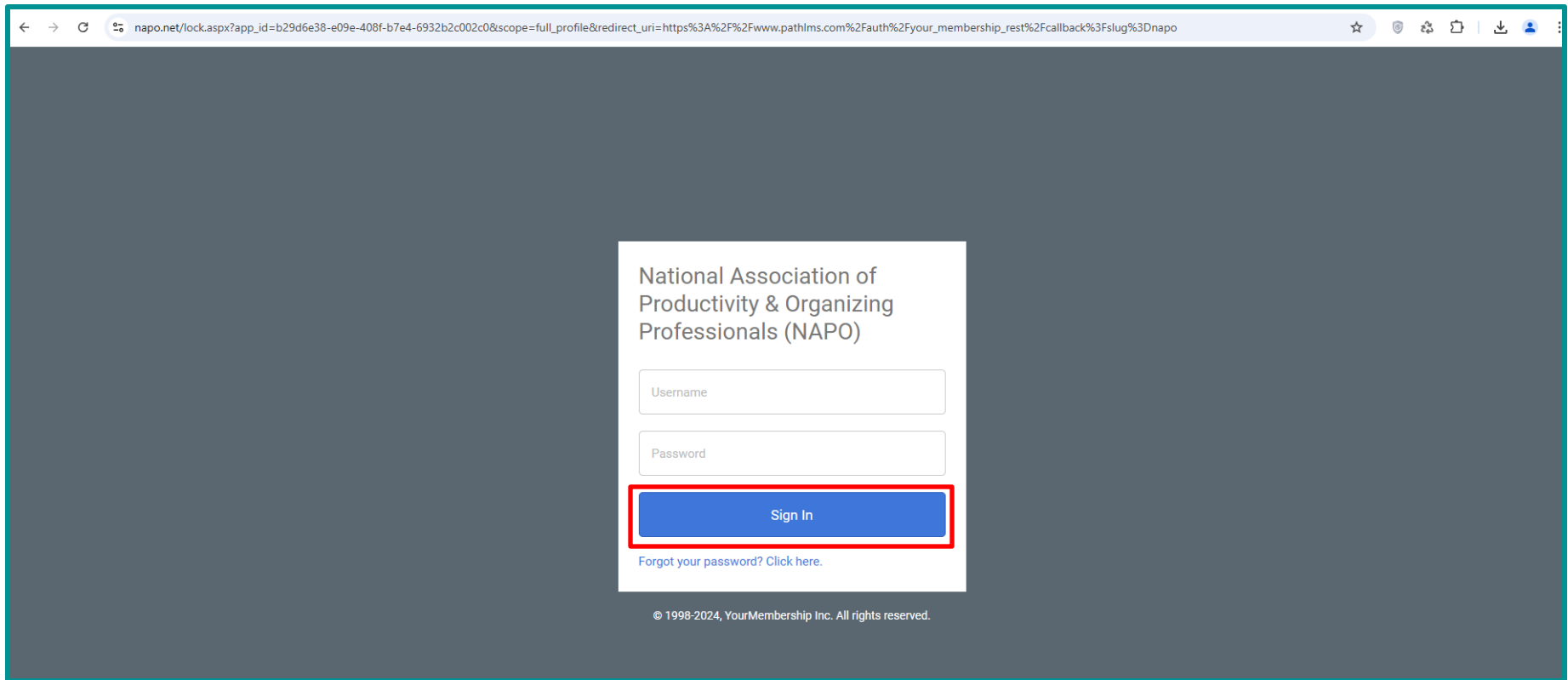877-848-EXAM (3926)   support@examroom.ai   https://www.examroom.ai/chat box

EXAM PROCESS

❏ Visit https://www.pathlms.com/napo and click **Sign** In in the top right corner.
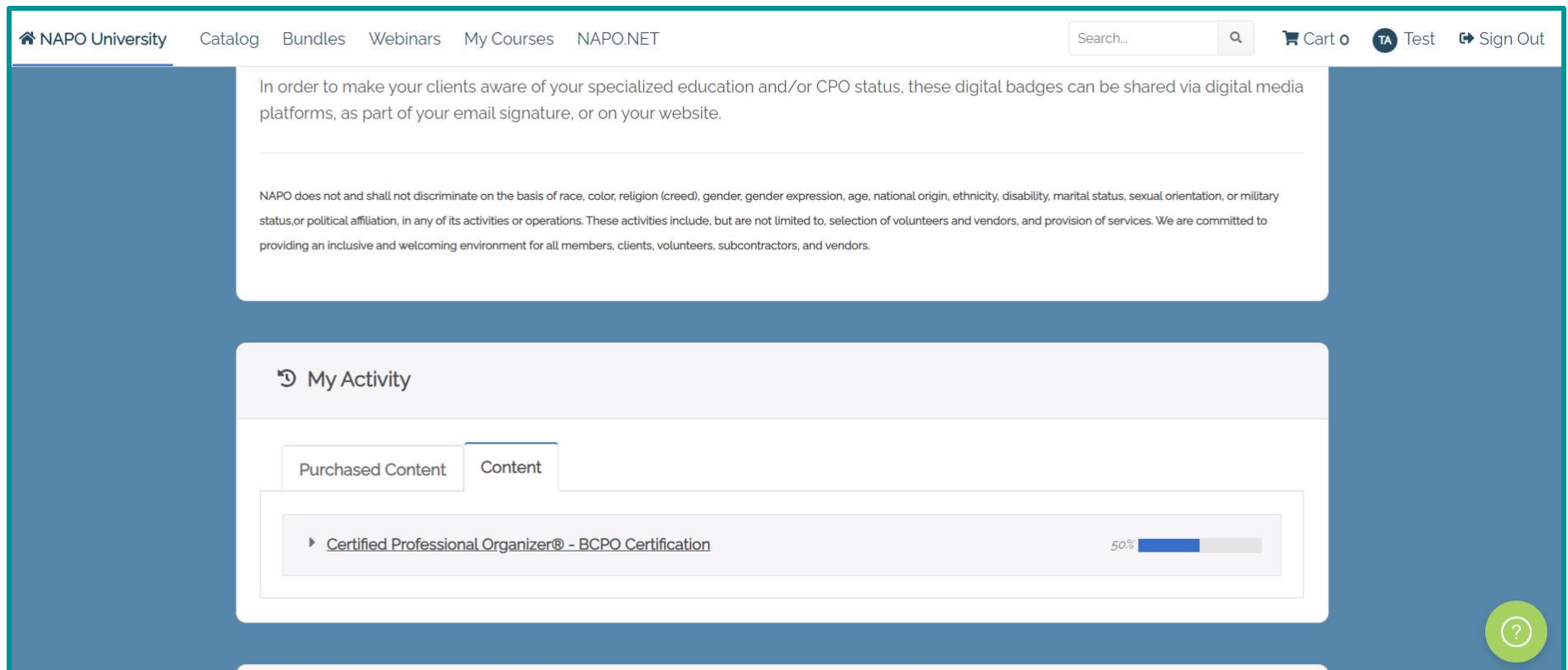
❑ Please log-in using the account information you used to take or sign up for your course. Please contact

NAPO at **bcpo@napo.net** in advance of your exam if you do not know or cannot remember this information".

❑ Scroll down to My Activity on the NAPO University homepage and re-open your certification exam program through the content tab.

❑ Click into the Schedule Your Exam section of the program. Then, click on **Begin Exam**.

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In order to make your clients aware of your specialized education and/or CPO status, these digital badges can be shared via digital media platforms, as part of your email signature, or on your website.
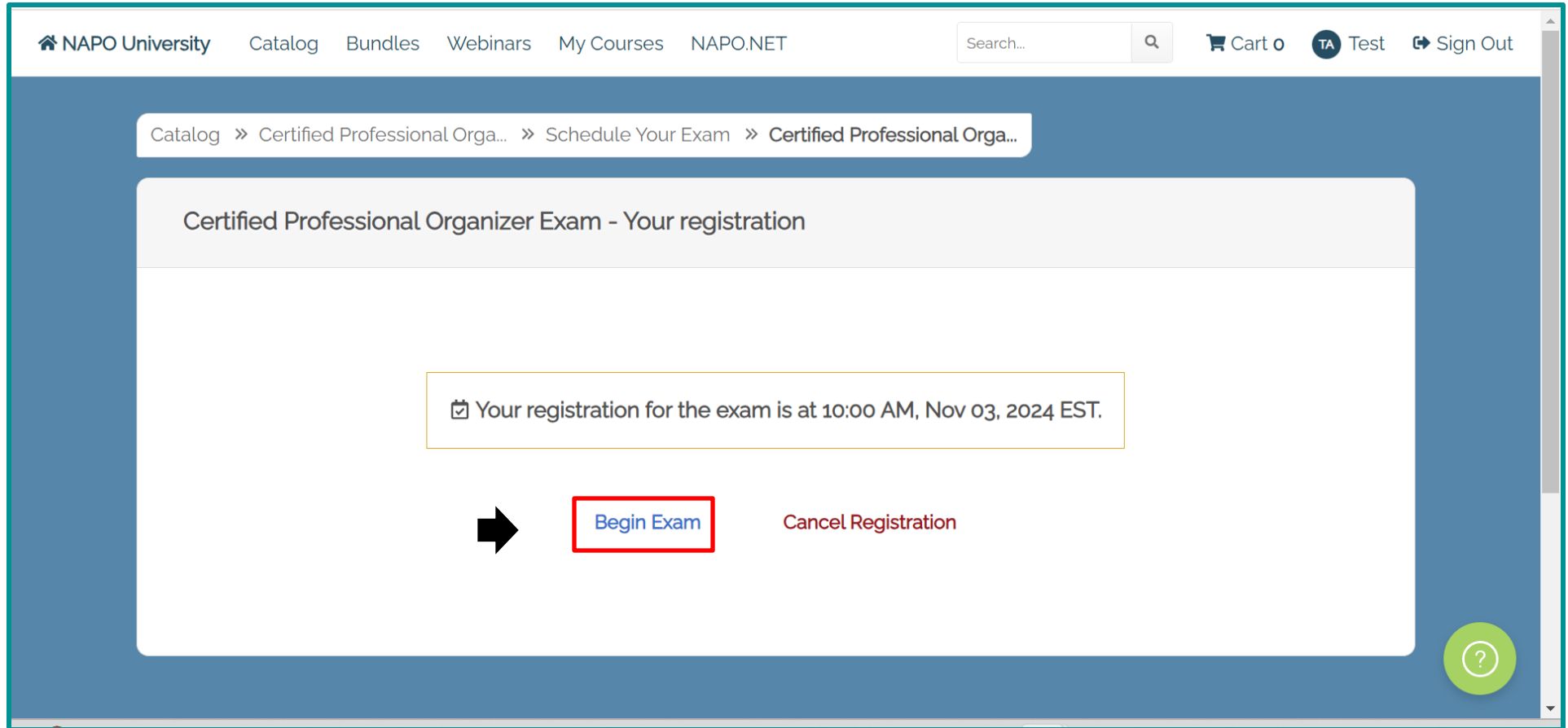
NAPO does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, ethnicity, disability, marital status, sexual orientation, or military status, or political affiliation, in any of its activities or operations. These activities include, but are not limited to, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members, clients, volunteers, subcontractors, and vendors.
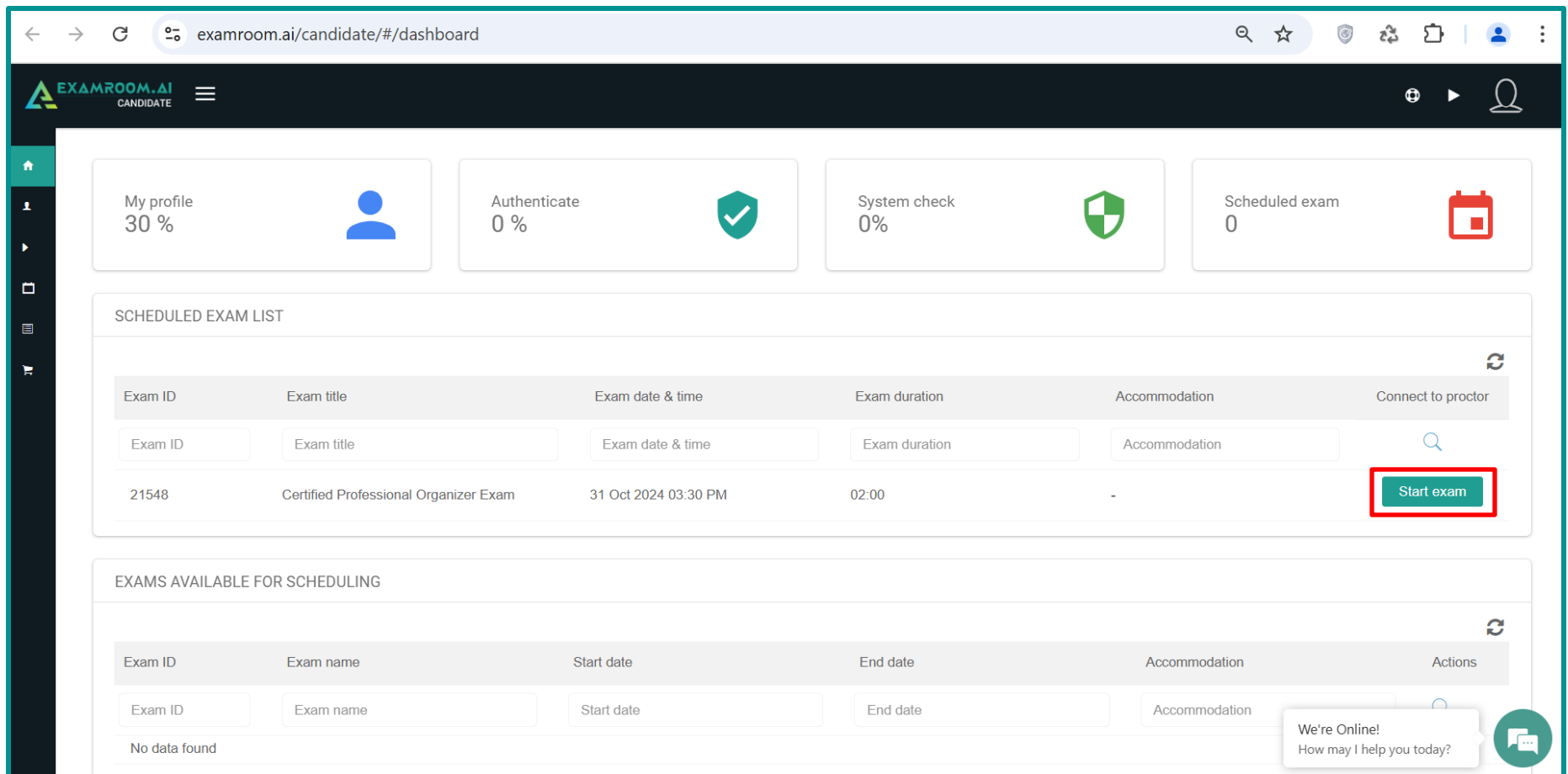
🕓 My Activity

Purchased Content | Content

▸ Certified Professional Organizer® - BCPO Certification | 50%

❑ Next, Click on **Begin Exam.**

❑ Next, you will be brought to ExamRoom.AI Dashboard. Click **Start exam.**

❏ You will be brought to the first system check.

Please make sure you are not connected to any Bluetooth devices.

Click on the Webcam and Microphone icons to ensure the right one is selected.

If there is a pop-up box for webcam and mic, you can click the X to close it.

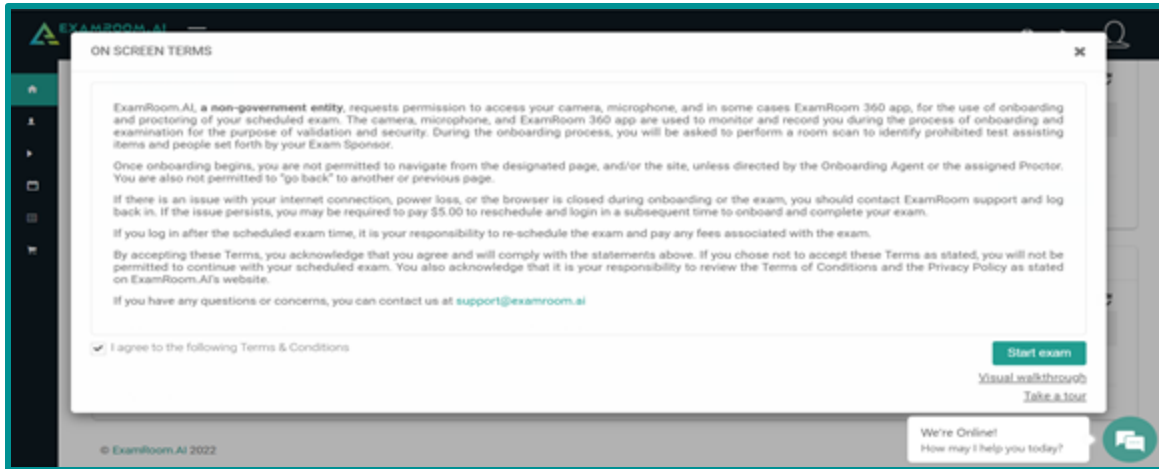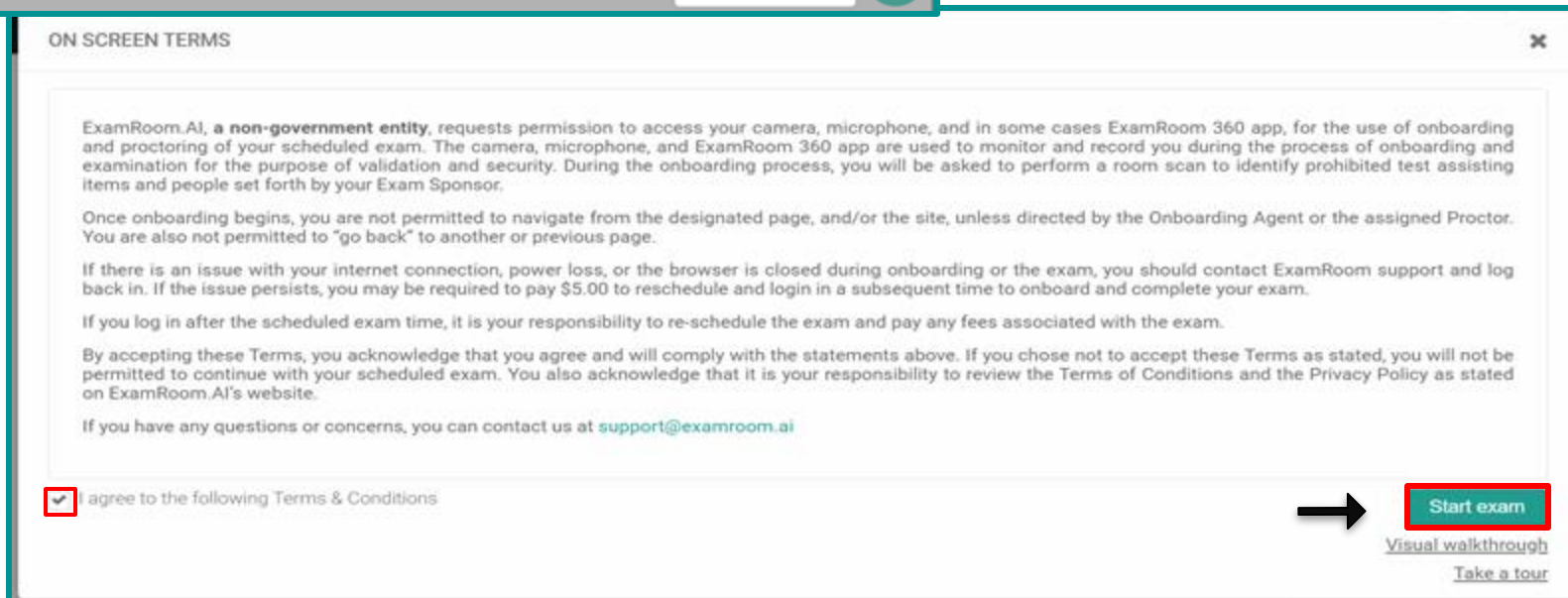If your bandwidth is low, please disconnect all other devices from the internet/Wi-Fi and sit near the router.

❑ After the first **System Check**, you will be brought to the Terms page. Click the <u>I Agree box</u> and then **Start exam**.
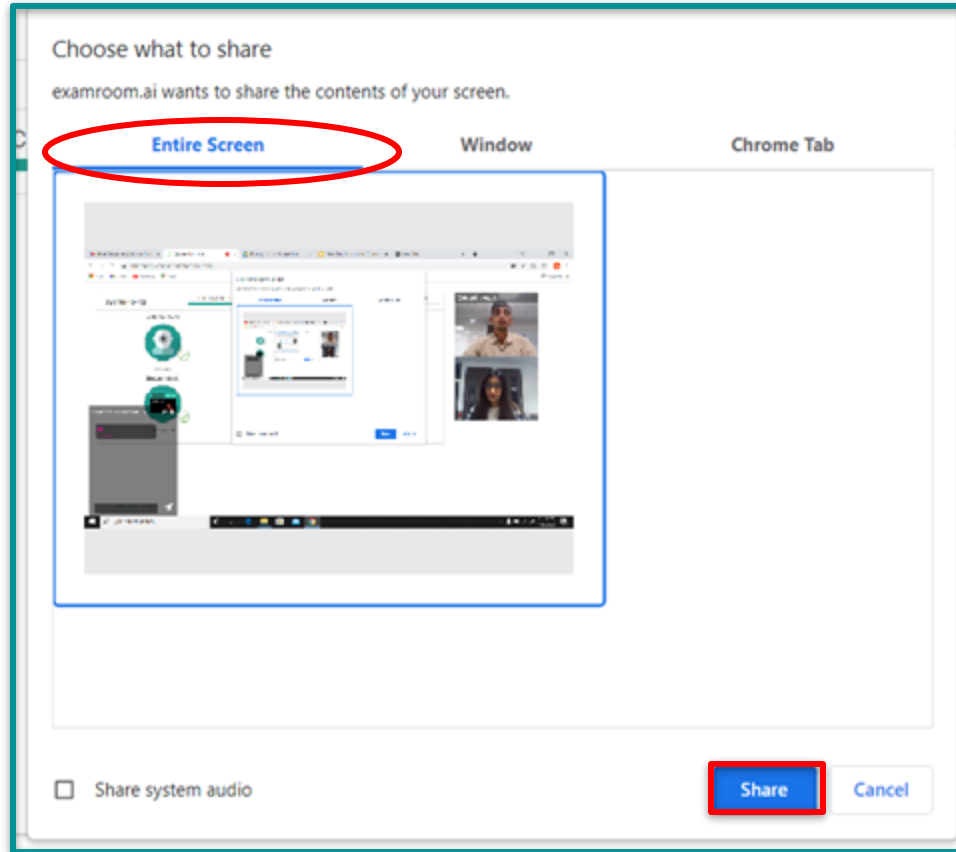

Please click the box you agree to the terms

and then click **Start exam.**

From this page, you can also click to do a

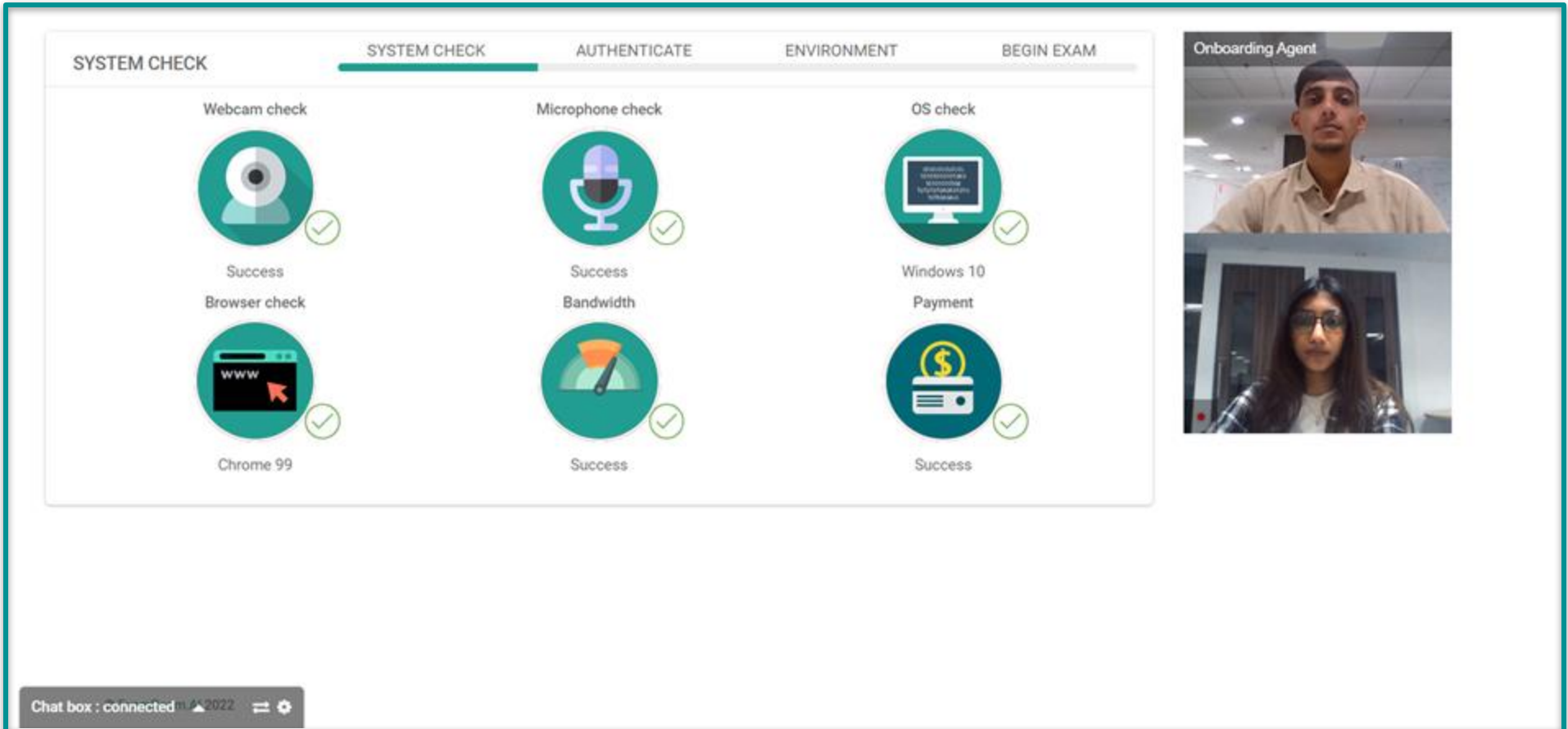walkthrough before proceeding to exam.

ON SCREEN TERMS ✖

ExamRoom.AI, **a non-government entity**, requests permission to access your camera, microphone, and in some cases ExamRoom 360 app, for the use of onboarding and proctoring of your scheduled exam. The camera, microphone, and ExamRoom 360 app are used to monitor and record you during the process of onboarding and examination for the purpose of validation and security. During the onboarding process, you will be asked to perform a room scan to identify prohibited test assisting items and people set forth by your Exam Sponsor.

Once onboarding begins, you are not permitted to navigate from the designated page, and/or the site, unless directed by the Onboarding Agent or the assigned Proctor. You are also not permitted to "go back" to another or previous page.

If there is an issue with your internet connection, power loss, or the browser is closed during onboarding or the exam, you should contact ExamRoom support and log back in. If the issue persists, you may be required to pay $5.00 to reschedule and login in a subsequent time to onboard and complete your exam.

If you log in after the scheduled exam time, it is your responsibility to re-schedule the exam and pay any fees associated with the exam.

By accepting these Terms, you acknowledge that you agree and will comply with the statements above. If you chose not to accept these Terms as stated, you will not be permitted to continue with your scheduled exam. You also acknowledge that it is your responsibility to review the Terms of Conditions and the Privacy Policy as stated on ExamRoom.AI's website.

If you have any questions or concerns, you can contact us at support@examroom.ai

☑ I agree to the following Terms & Conditions   **Start exam**

Visual walkthrough

Take a tour

Next, you will be asked to share your screen.

Choose what to share

examroom.ai wants to share the contents of your screen.

Entire Screen   Window   Chrome Tab

☐ Share system audio   **Share**   Cancel

Click on **Entire Screen** and the window screen below gets highlighted. Now click on it and then click **Share**.

Please make sure that you have no other open tabs on your computer and that you are not connected to multiple monitors or devices.

❑ Once connected to the On Boarding Agent (OBA), they will guide you through the process.

❑ **The first step is second system check.**

If you get disconnected during onboarding, please log back in

> **Photo ID**

❑ The first identity verification check is a Government Issued ID card, such as a valid driver's license or passport.

Place your ID facing the camera. You must present a valid Government issued ID.

The OBA will click to capture and will then take you to the next step.

➢ **Face Scan**

❑ The second identity verification check is the face scan.

Look into the camera.

The OBA will capture your photo and will take you to the next step.

➢ **Room Scan**

❑ The onboarding agent will have you complete a room scan by rotating your camera to show your surroundings.

➢ **Rules**

❏ The final onboarding step before accessing your exam is reviewing the Rules.

The icons display what is allowed and prohibited.

After reviewing, click the box that you Agree and then click **Begin Exam.**

Then you will be transferred to the proctor.

❑ After clicking Begin Exam, you will be transferred to the proctor. Please allow up to a minute for the screen to change to the test console, once you are connected to the proctor.

❑ Please note that this entire process is being recorded, and any **suspicious activity** may result in the **cancellation of the exam.**

Begin Exam

❑ Once you connect with the proctor click on **Start Assessment.**

Begin Exam

❑ Next, click on **Yes**.

Begin Exam

❑ On the testing page, On top of the screen, you will find the exam time and the no of questions that you have answered.

End Exam

❑ Click on **Submit Answer** to complete your exam.

End Exam

❑ Next, you will be able to see the result.

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∨   Certified Professional Organizer® Exam   🕐 2:00:00

Assessment Summary

YOUR RESULT *failed*

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End Exam

❑ Click on the green drop-down arrow on the center, then click on **Finish Test.**

End Exam

❏ Click on **Okay.**

End Exam

❑ Please share your review and click on **Okay.**

End Exam

❑ Click on **Okay**, you will be redirected back to the ExamRoom.AI dashboard.

Support

What to Do If You Encounter Issues or If You Are Disconnected from Your Exam

❑ If during your exam you get disconnected (due to internet, power, laptop battery drained, etc.)

Please contact us immediately at either:

877-848-EXAM (3926),

support@examroom.ai, or

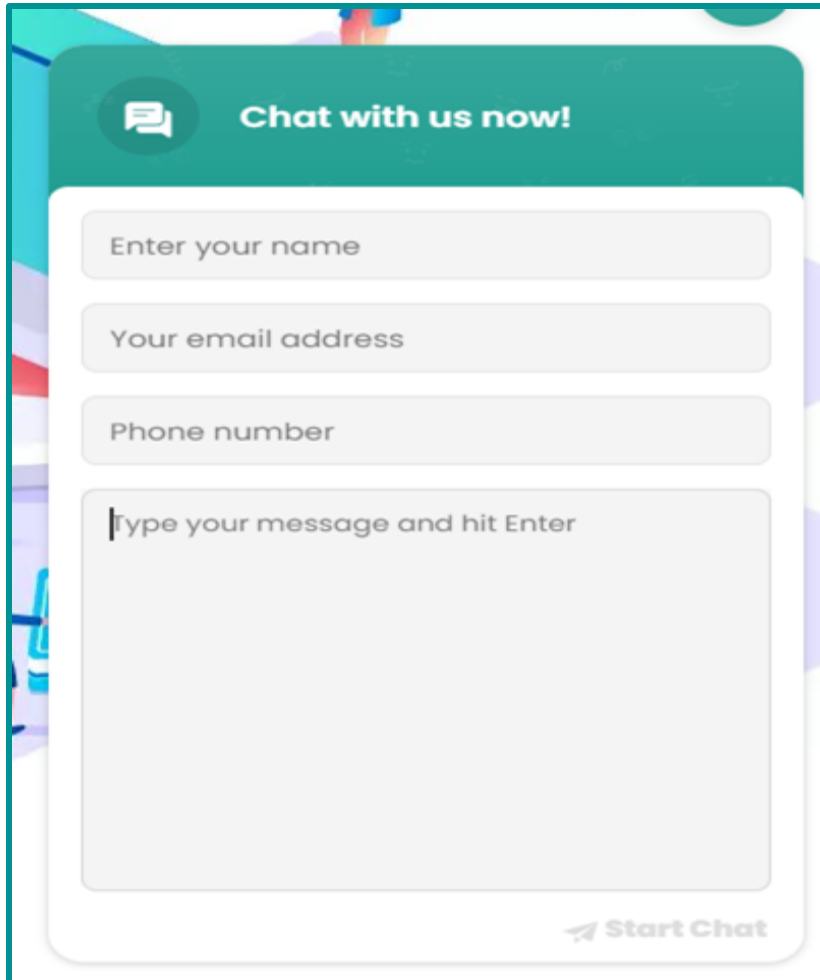https://examroom.ai/ Chat box on all

webpages and provide the agent with your

name, email, call back number, the exam

you were taking, and inform them that you

were disconnected from your exam.

Chat Support

Chat with us now!

Enter your name

Your email address

Phone number

Type your message and hit Enter

Start Chat

The agent will restart your exam, you will log back into ExamRoom.AI, and your exam will be listed again for you to click Start Exam. In some cases, you may have to do the onboarding again, but in most cases, you will only be asked to perform a room scan (for security purposes).