


National Association of Productivity & Organizing Professionals (NAPO)

Exam Day Manual

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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

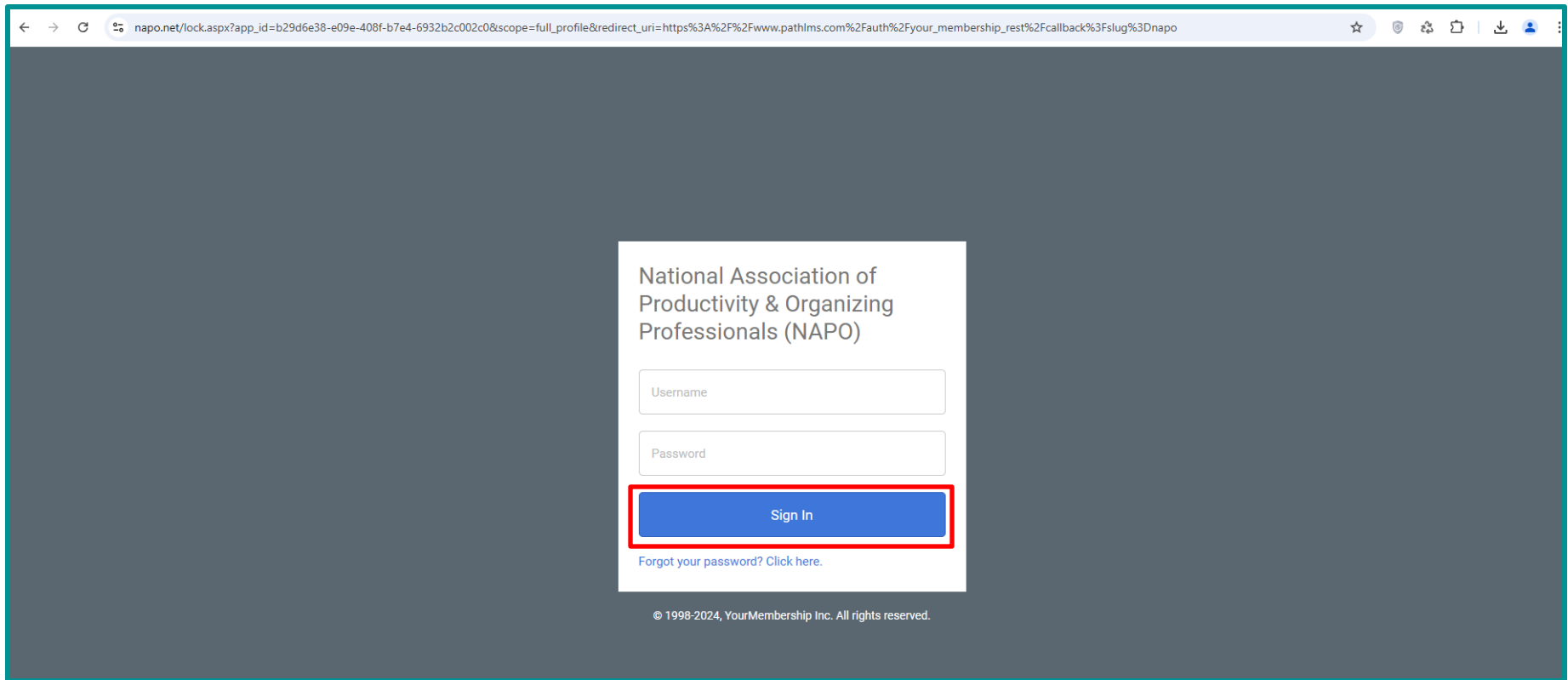
<https://www.examroom.ai/chat box>

☐ Visit <https://www.pathlms.com/napo> and click **Sign In** in the top right corner.



The screenshot shows a web browser at the URL [pathlms.com/napo](https://www.pathlms.com/napo). The navigation menu includes "NAPO University", "Catalog", "Bundles", "Webinars", "My Courses", and "NAPO.NET". A search bar and a "Cart" icon are also visible. The "Sign In" button in the top right corner is highlighted with a red box. The main content area features the NAPO University logo, the tagline "Learn. Apply. Succeed.", and a green apple image. Below this is a section titled "Continuing Education for Professional Organizers and Productivity Consultants" with a paragraph of text and a contact email address: education@napo.net. At the bottom, there are three promotional cards: "Professional Practices", "CERTIFICATES OF STUDY", and "Specialist Certificates".

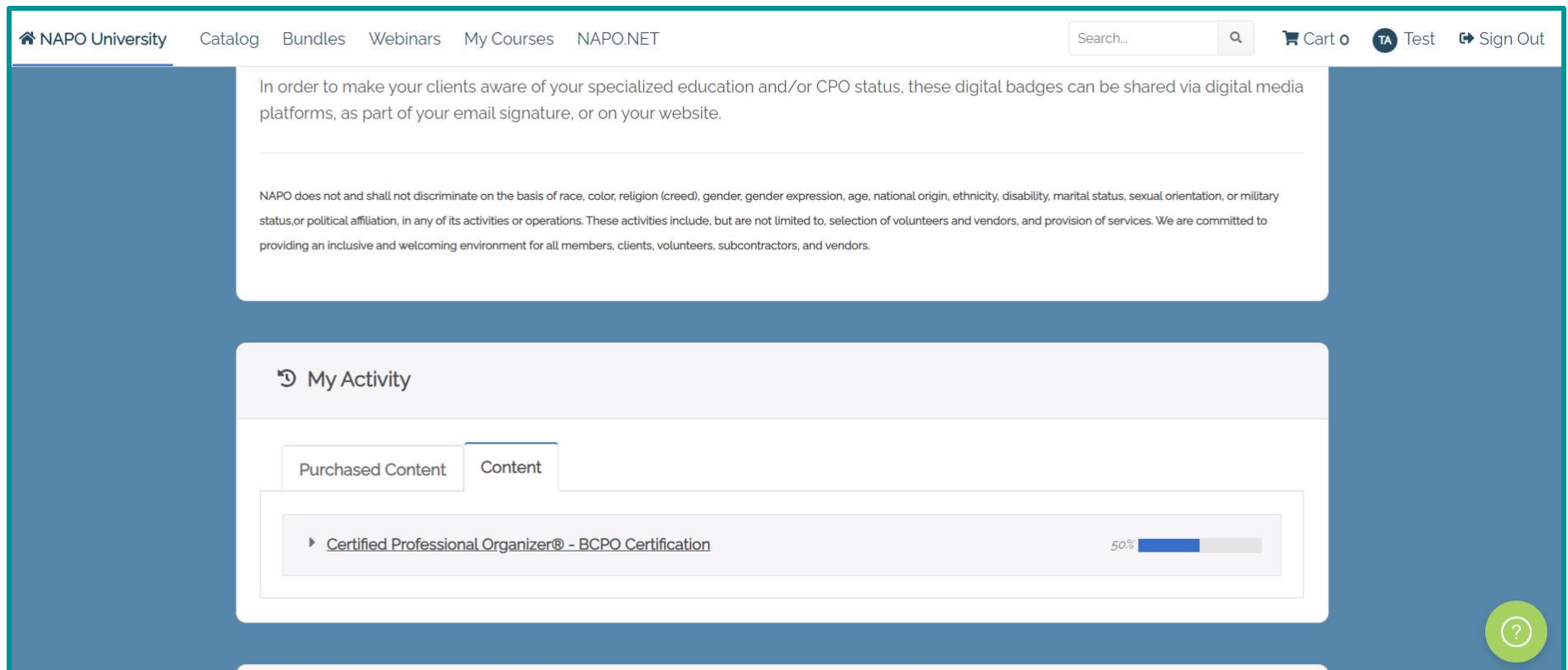
❑ Please log-in using the account information you used to take or sign up for your course. Please contact NAPO at bcpo@napo.net in advance of your exam if you do not know or cannot remember this information".



The screenshot shows a web browser window with the URL `napo.net/lock.aspx?app_id=b29d6e38-e09e-408f-b7e4-6932b2c002c0&scope=full_profile&redirect_uri=https%3A%2F%2Fwww.pathlms.com%2Fauth%2Fyour_membership_rest%2Fcallback%3Fslug%3Dnapo`. The page content is centered on a dark grey background and features the following elements:

- Header: National Association of Productivity & Organizing Professionals (NAPO)
- Form fields: Username and Password
- Sign In button: A blue button with the text "Sign In", which is highlighted with a red rectangular border.
- Link: "Forgot your password? Click here."
- Footer: "© 1998-2024, YourMembership Inc. All rights reserved."

- ❑ 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**.



NAPO University Catalog Bundles Webinars My Courses NAPO.NET Search... Cart 0 Test Sign Out

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.

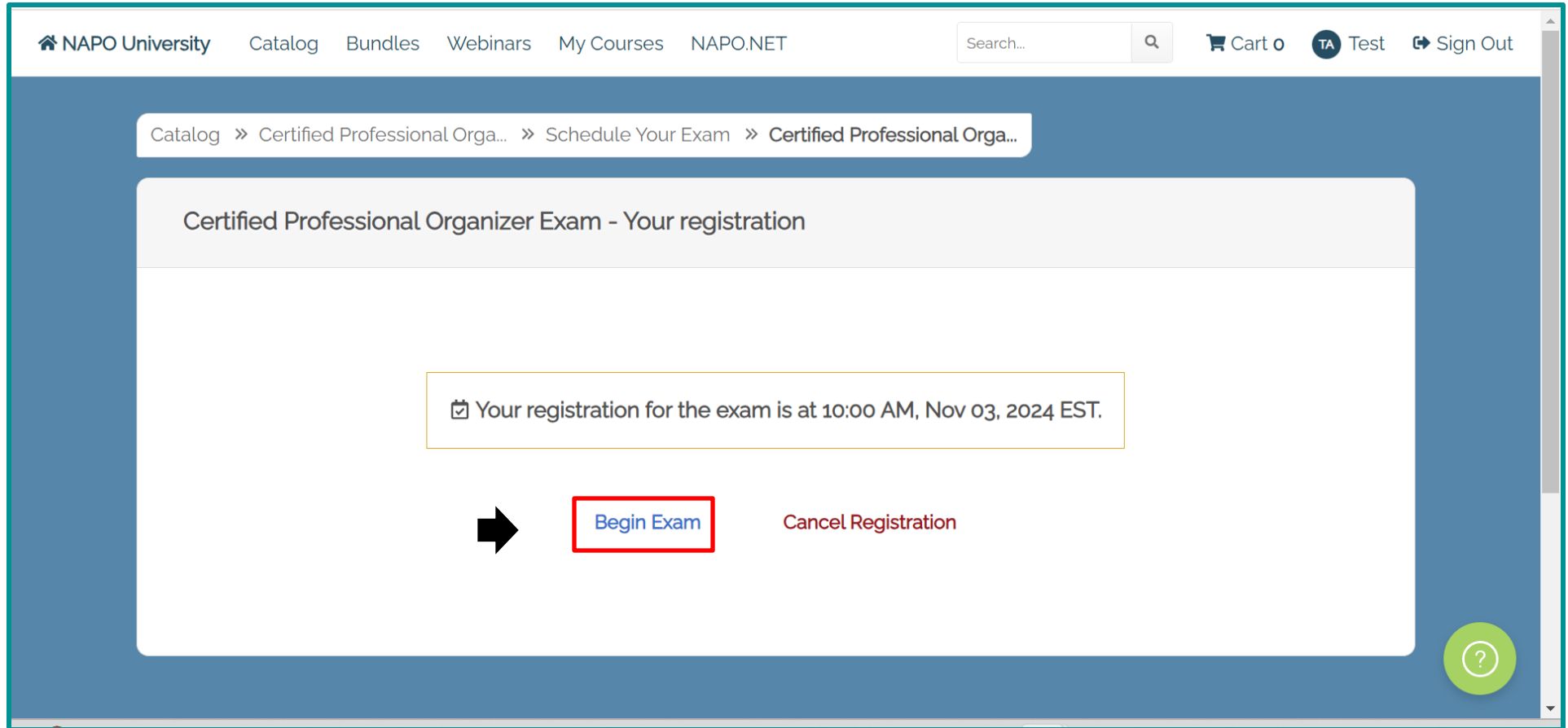
NAPO does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, ethnicity, disability, marital status, sexual orientation, or military status, or political affiliation, in any of its activities or operations. These activities include, 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

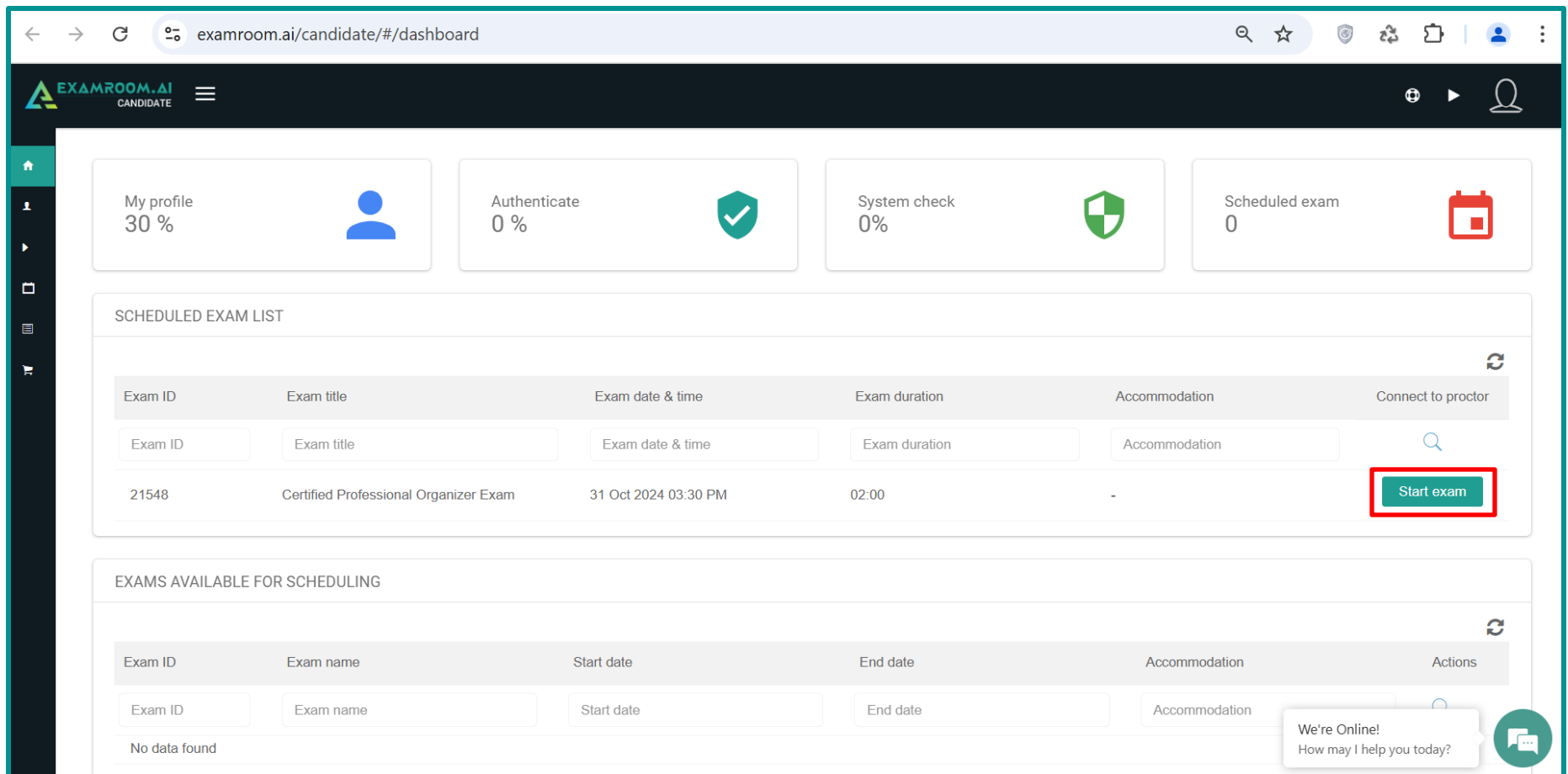
▶ [Certified Professional Organizer® - BCPO Certification](#) 50%

❑ Next, Click on **Begin Exam**.



The screenshot shows the NAPO University website interface. At the top, there is a navigation bar with links for 'NAPO University', 'Catalog', 'Bundles', 'Webinars', 'My Courses', and 'NAPO.NET'. A search bar is located to the right of these links. Further right are icons for 'Cart', 'TA Test', and 'Sign Out'. Below the navigation bar, a breadcrumb trail reads: 'Catalog » Certified Professional Orga... » Schedule Your Exam » Certified Professional Orga...'. The main content area is titled 'Certified Professional Organizer Exam - Your registration'. A central message box contains a checkmark icon and the text: 'Your registration for the exam is at 10:00 AM, Nov 03, 2024 EST.'. Below this message, there is a large black arrow pointing to the right, followed by a blue button labeled 'Begin Exam' which is highlighted with a red border. To the right of the 'Begin Exam' button is a link labeled 'Cancel Registration'. In the bottom right corner of the page, there is a green circular help icon with a white question mark.

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



The screenshot shows the ExamRoom.AI Candidate Dashboard. At the top, there are four status cards: 'My profile 30%' with a person icon, 'Authenticate 0%' with a shield and checkmark icon, 'System check 0%' with a shield and cross icon, and 'Scheduled exam 0' with a calendar icon. Below these is a 'SCHEDULED EXAM LIST' section with a table containing one exam entry. The 'Start exam' button for this entry is highlighted with a red box. Below the table is an 'EXAMS AVAILABLE FOR SCHEDULING' section, which is currently empty. A chat bubble in the bottom right corner says 'We're Online! How may I help you today?'.

examroom.ai/candidate/#/dashboard

EXAMROOM.AI CANDIDATE

My profile 30%

Authenticate 0%

System check 0%

Scheduled exam 0

SCHEDULED EXAM LIST

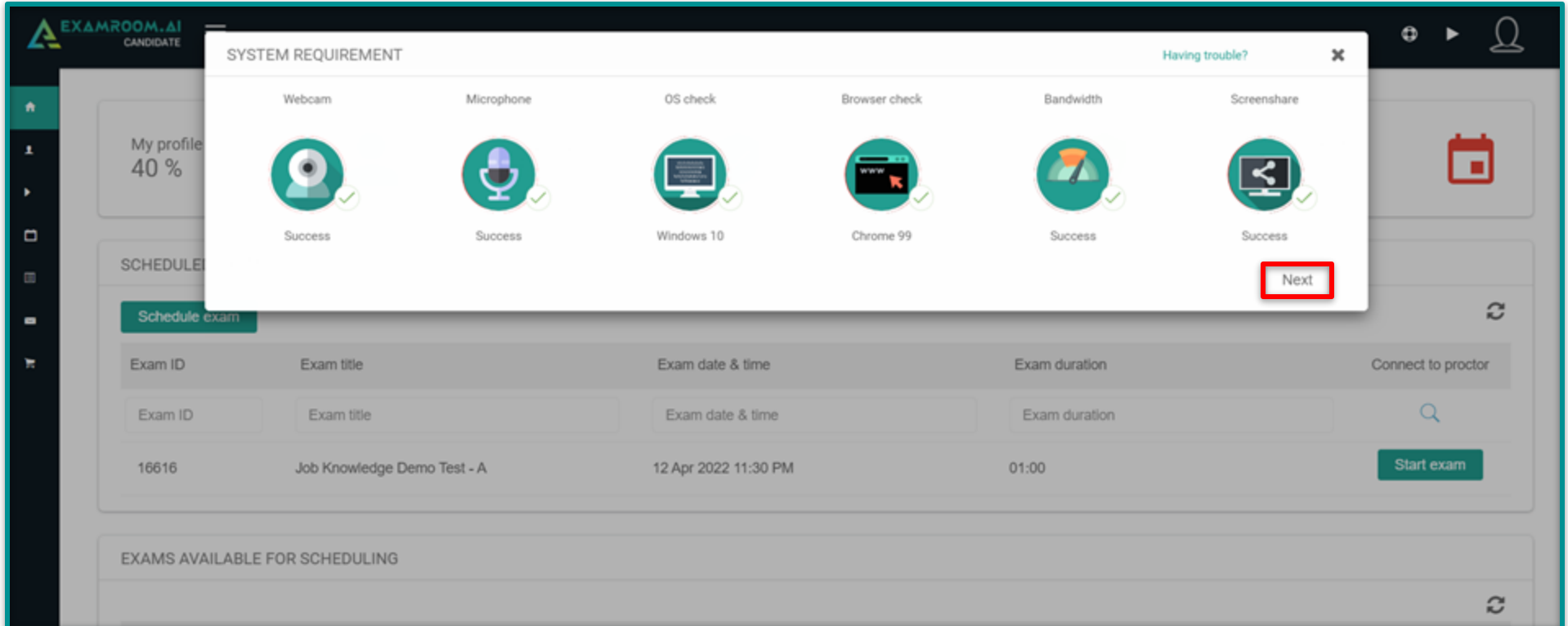
Exam ID	Exam title	Exam date & time	Exam duration	Accommodation	Connect to proctor
21548	Certified Professional Organizer Exam	31 Oct 2024 03:30 PM	02:00	-	Start exam

EXAMS AVAILABLE FOR SCHEDULING

Exam ID	Exam name	Start date	End date	Accommodation	Actions
No data found					







We're Online!
How may I help you today?

❑ You will be brought to the first system check.



SYSTEM REQUIREMENT

Having trouble? X

Webcam	Microphone	OS check	Browser check	Bandwidth	Screenshare
					
Success	Success	Windows 10	Chrome 99	Success	Success

Next

My profile 40 %

SCHEDULE

Schedule exam

Exam ID	Exam title	Exam date & time	Exam duration	Connect to proctor
Exam ID	Exam title	Exam date & time	Exam duration	
16616	Job Knowledge Demo Test - A	12 Apr 2022 11:30 PM	01:00	Start exam

EXAMS AVAILABLE FOR SCHEDULING

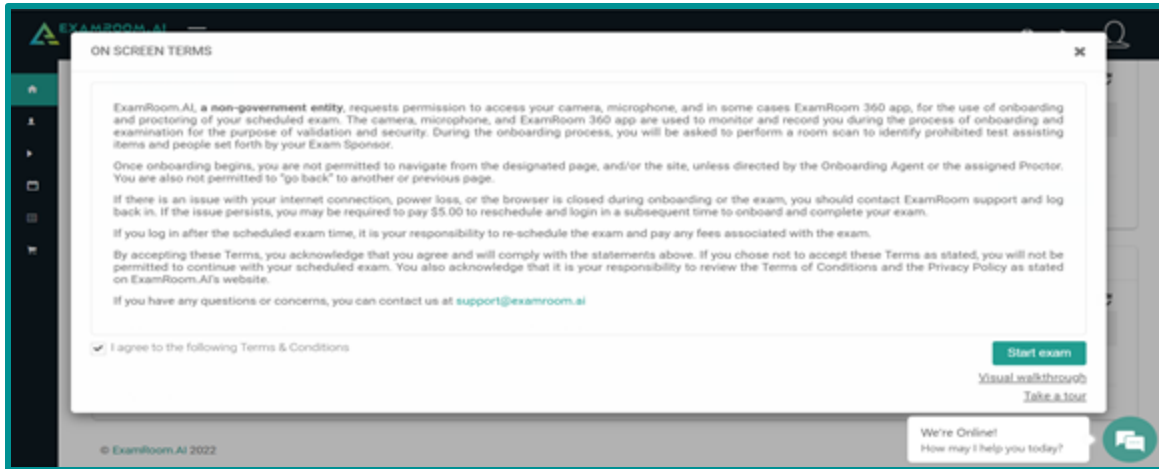
Please make sure you are not connected to any Bluetooth devices.

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.

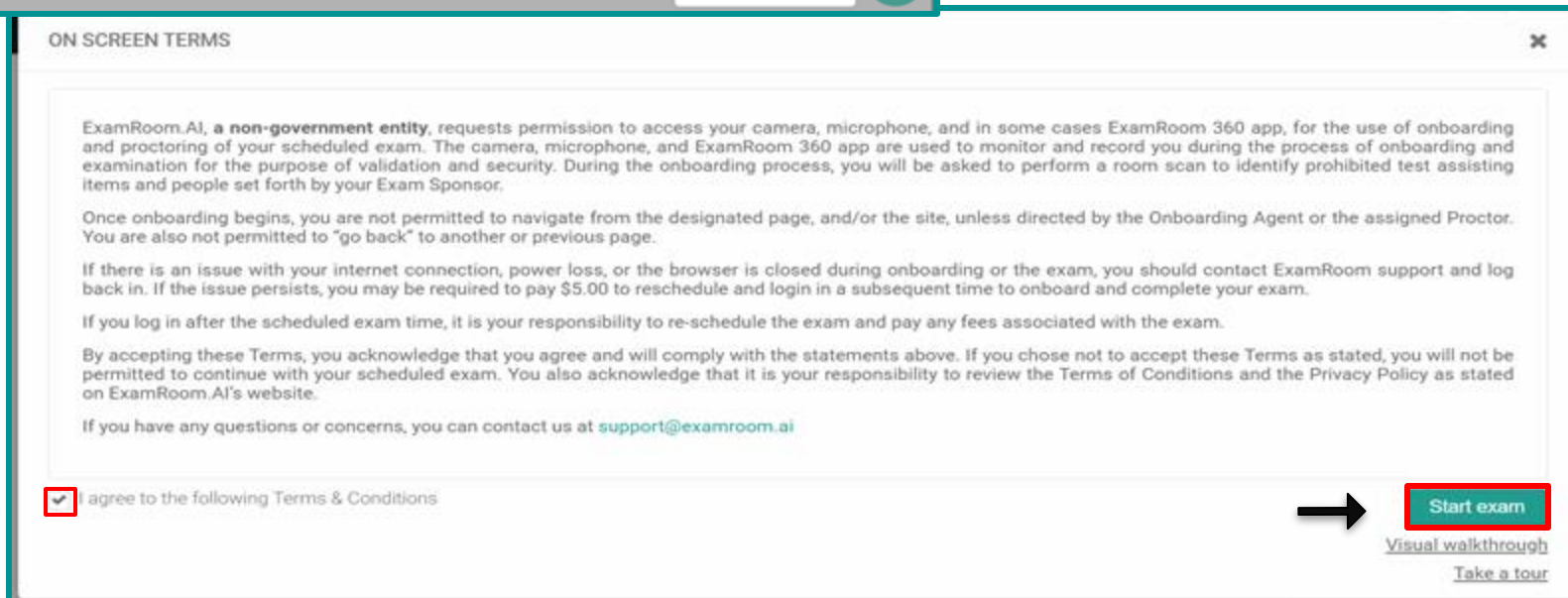
If your bandwidth is low, please disconnect all other devices from the internet/Wi-Fi and sit near the router.

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

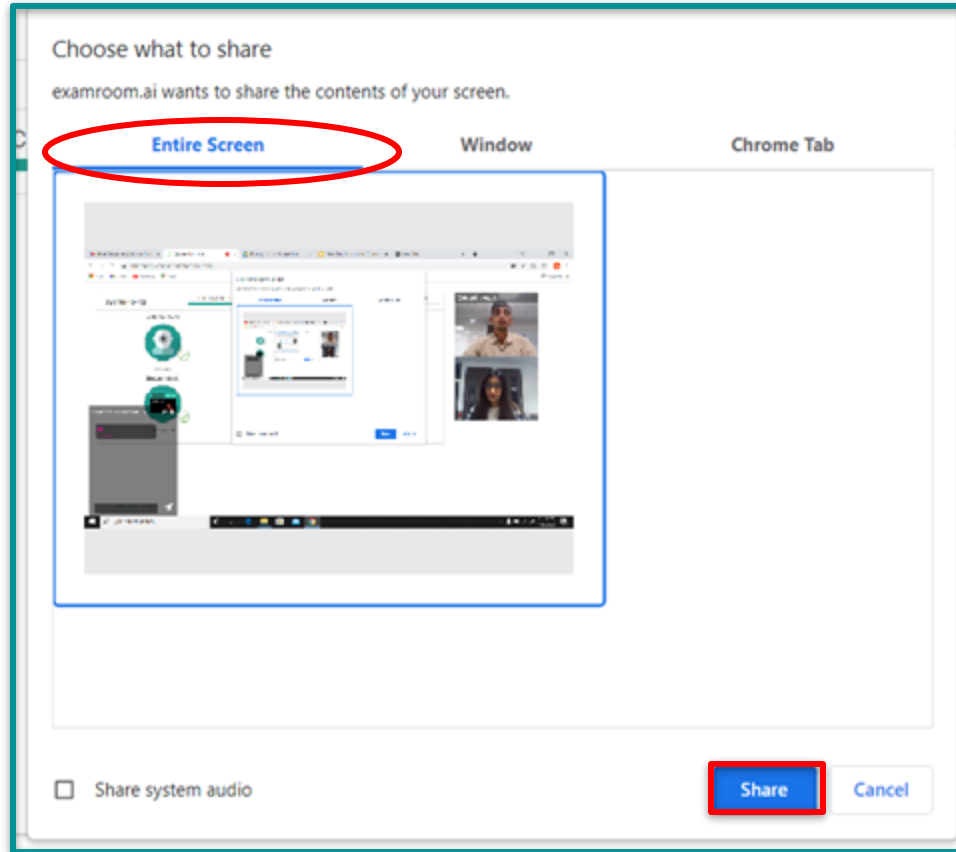


Please click the box you agree to the terms and then click **Start exam**.

From this page, you can also click to do a walkthrough before proceeding to exam.



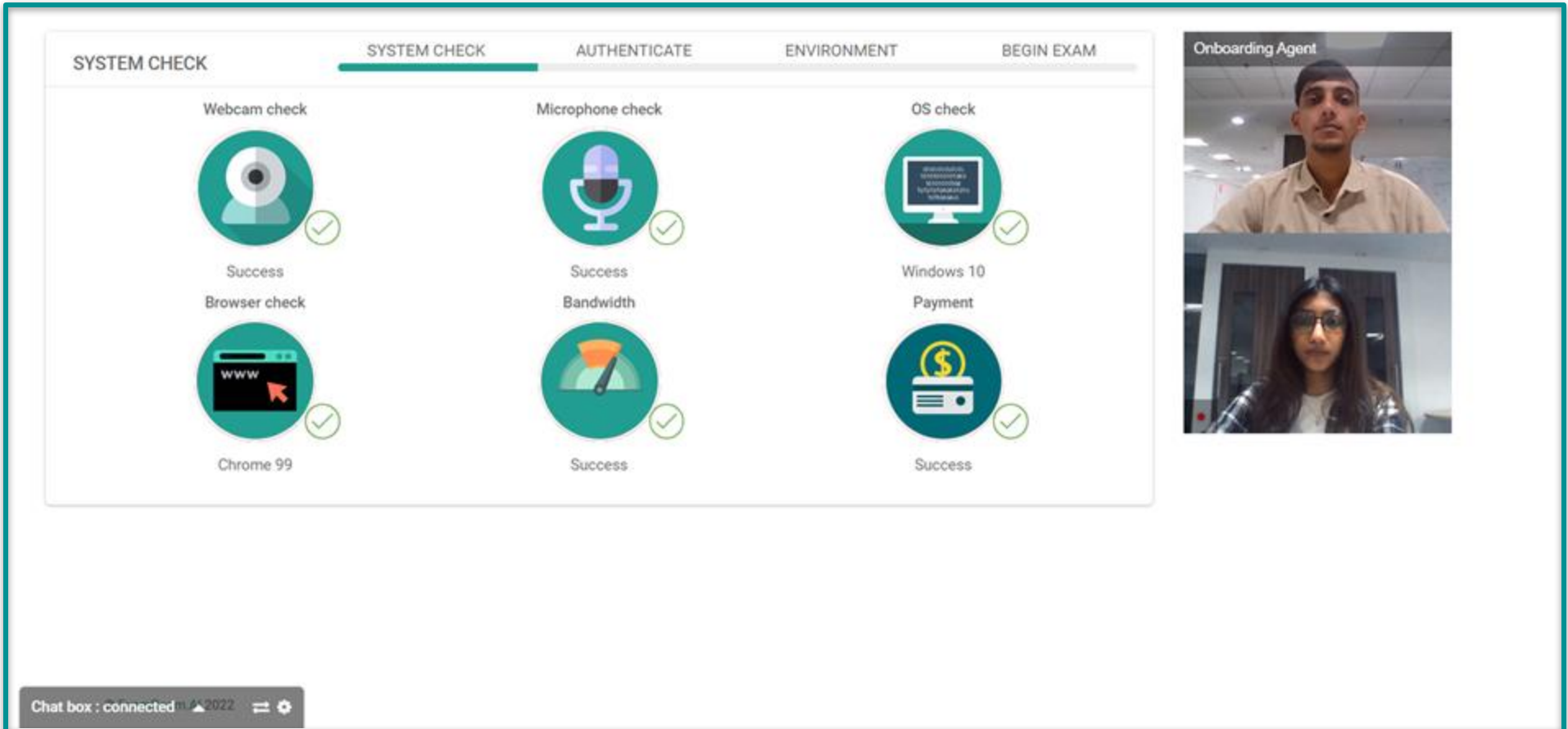
❑ Next, you will be asked to share your screen.



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.**



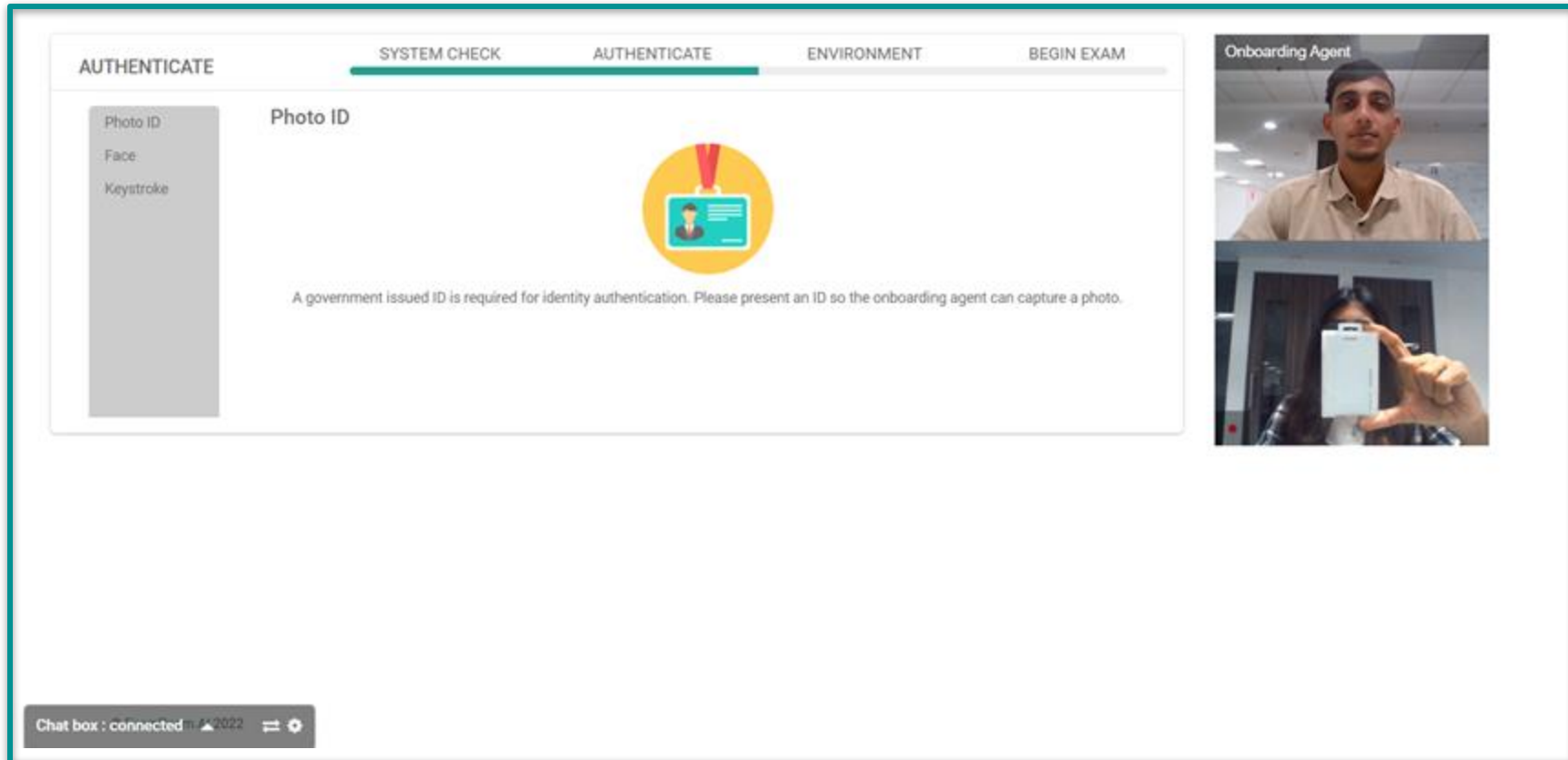
The screenshot displays the onboarding interface with the following components:

- Progress Bar:** SYSTEM CHECK (active), AUTHENTICATE, ENVIRONMENT, BEGIN EXAM.
- System Checks:**
 - Webcam check:** Success (indicated by a green checkmark).
 - Microphone check:** Success (indicated by a green checkmark).
 - OS check:** Windows 10 (indicated by a green checkmark).
 - Browser check:** Chrome 99 (indicated by a green checkmark).
 - Bandwidth:** Success (indicated by a green checkmark).
 - Payment:** Success (indicated by a green checkmark).
- Onboarding Agent:** A video call window showing two participants: a male agent at the top and a female user at the bottom.
- Chat Box:** A small chat window at the bottom left showing "Chat box : connected" with a timestamp of "m. 2022".

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.



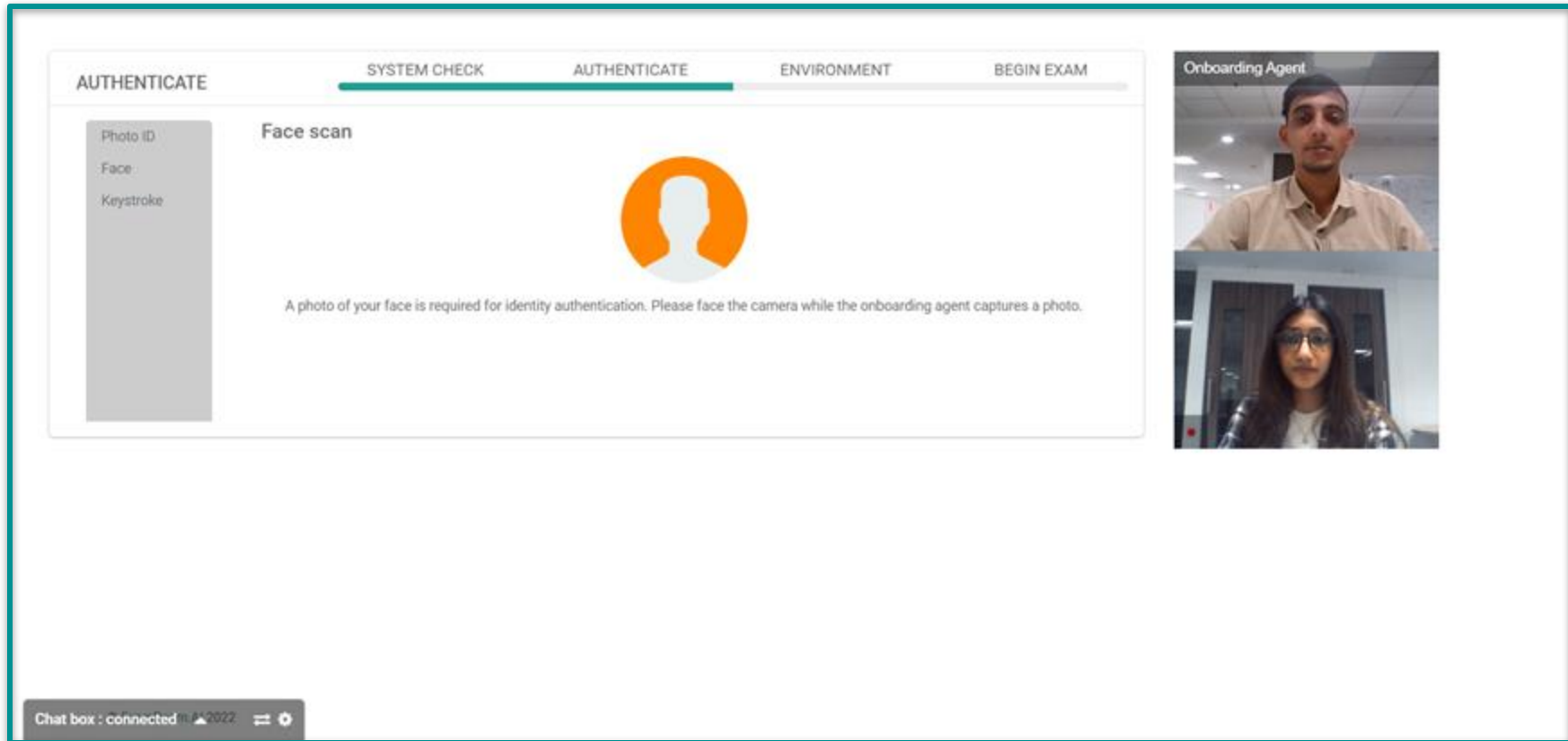
The screenshot displays the 'AUTHENTICATE' stage of the onboarding process. The interface features a progress bar at the top with four steps: 'SYSTEM CHECK', 'AUTHENTICATE' (the current step), 'ENVIRONMENT', and 'BEGIN EXAM'. On the left, a vertical menu lists 'Photo ID', 'Face', and 'Keystroke'. The main area is titled 'Photo ID' and contains a yellow circular icon with a red exclamation mark and a photo of a person. Below the icon, a message reads: 'A government issued ID is required for identity authentication. Please present an ID so the onboarding agent can capture a photo.' To the right, a video feed shows an 'Onboarding Agent' (a man in a light-colored shirt) and a user's hand holding a white ID card up to the camera. At the bottom left, a chat box indicator shows 'Chat box : connected' with a timestamp of '2/2022' and control icons.

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.



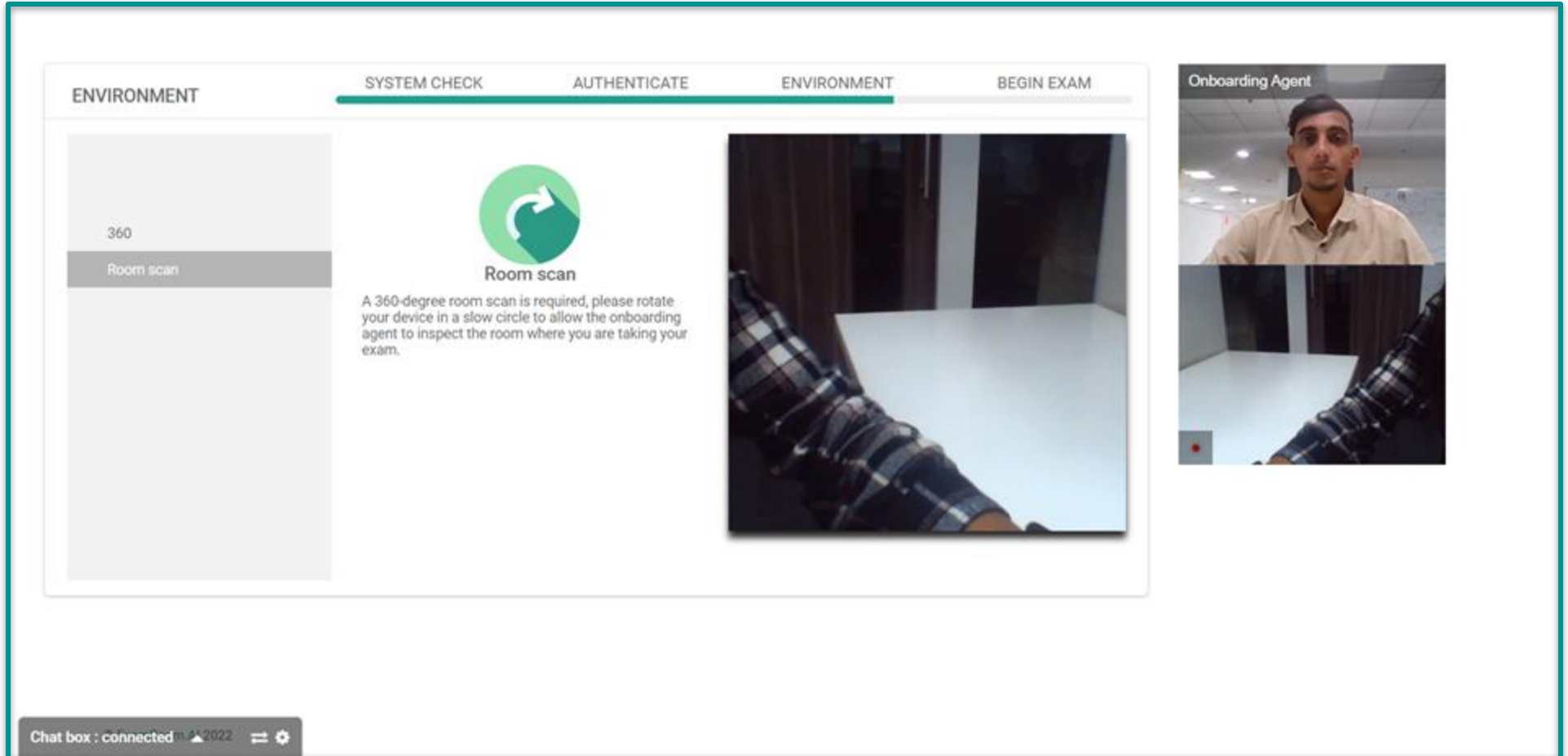
The screenshot displays the 'AUTHENTICATE' stage of the exam process. At the top, a progress bar shows four steps: 'SYSTEM CHECK', 'AUTHENTICATE' (highlighted), 'ENVIRONMENT', and 'BEGIN EXAM'. On the left, a vertical menu lists 'Photo ID', 'Face', and 'Keystroke'. The main area is titled 'Face scan' and features a large orange silhouette icon of a face. Below the icon, a message reads: 'A photo of your face is required for identity authentication. Please face the camera while the onboarding agent captures a photo.' On the right side, there are two video feeds. The top one is labeled 'Onboarding Agent' and shows a male agent. The bottom one shows a female agent. At the bottom left, a chat box indicator shows 'Chat box : connected' with a signal strength icon and the year '2022'.

Look into the camera.

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

➤ Room Scan

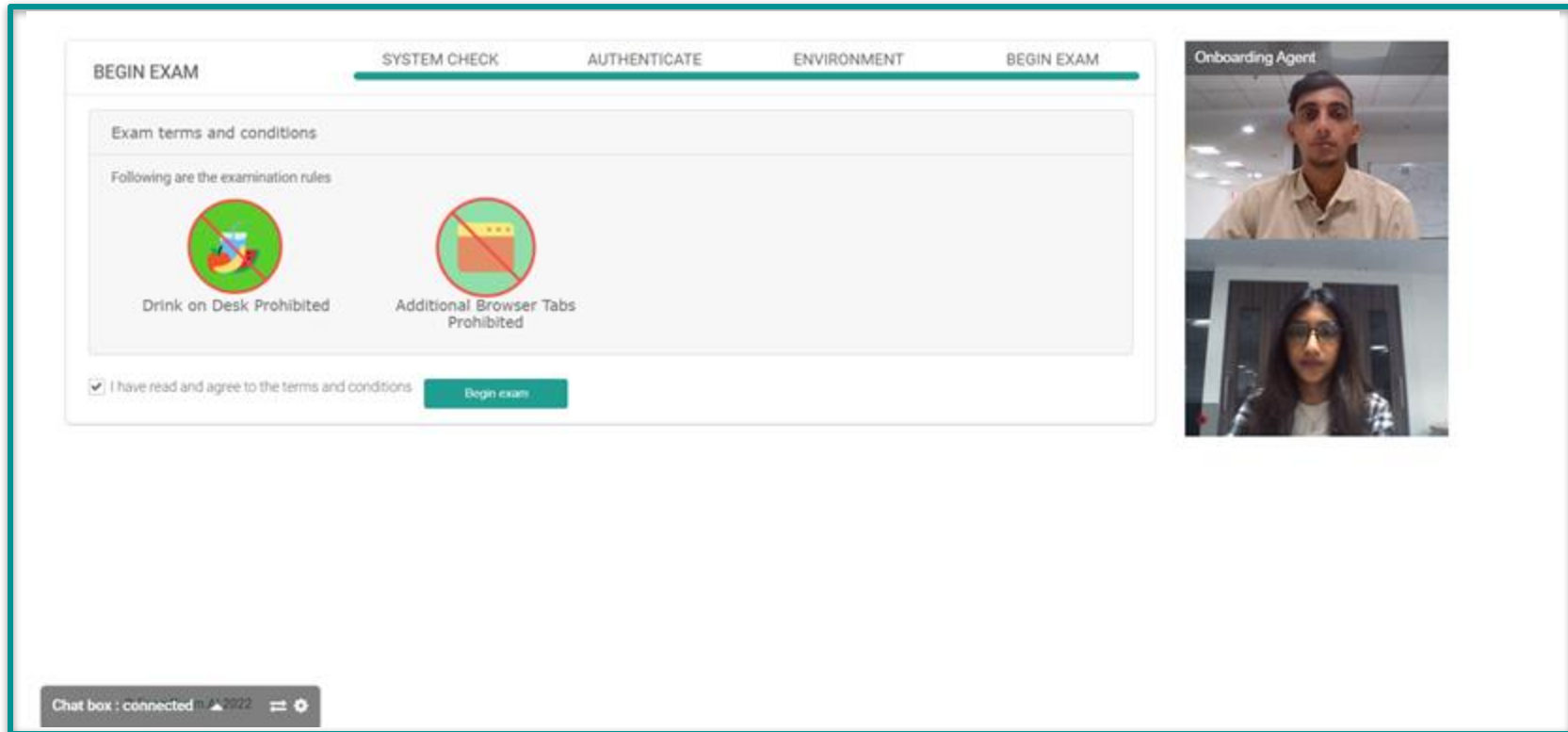
- ❑ The onboarding agent will have you complete a room scan by rotating your camera to show your surroundings.



The screenshot displays the ExamRoom.AI interface during the 'ENVIRONMENT' step. At the top, a progress bar shows four stages: 'SYSTEM CHECK', 'AUTHENTICATE', 'ENVIRONMENT' (highlighted), and 'BEGIN EXAM'. On the left, a sidebar lists '360' and 'Room scan'. The main content area features a green circular icon with a white arrow, labeled 'Room scan', and a text instruction: 'A 360-degree room scan is required, please rotate your device in a slow circle to allow the onboarding agent to inspect the room where you are taking your exam.' Below this is a large video feed showing a person's hands holding a white sheet of paper. To the right, a smaller video feed labeled 'Onboarding Agent' shows a man in a light-colored shirt. At the bottom left, a chat box is visible with the text 'Chat box : connected' and a date '2022'.

➤ Rules

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

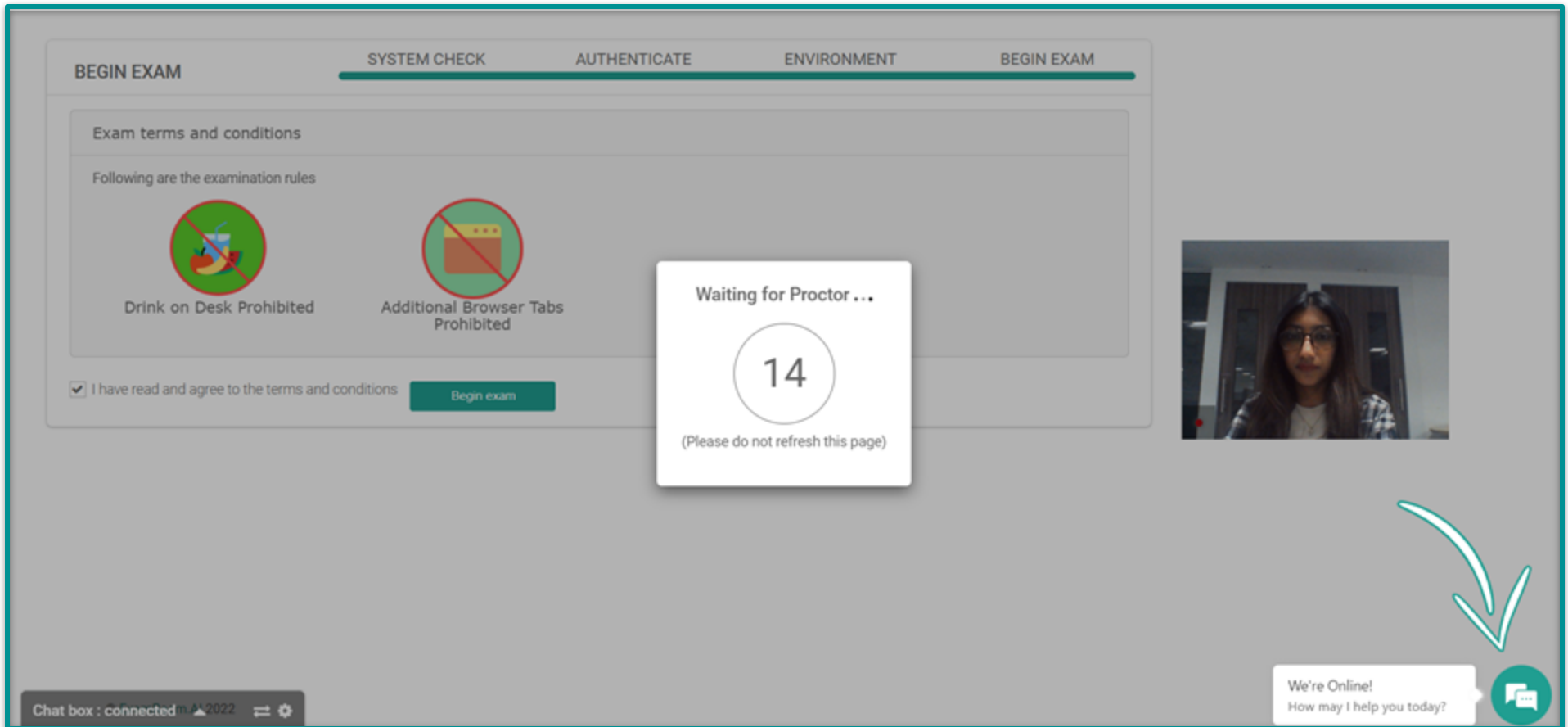


The icons display what is allowed and prohibited.

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

SYSTEM CHECK AUTHENTICATE ENVIRONMENT BEGIN EXAM

Exam terms and conditions

Following are the examination rules

Drink on Desk Prohibited

Additional Browser Tabs Prohibited

I have read and agree to the terms and conditions

Begin exam

Waiting for Proctor ...

14

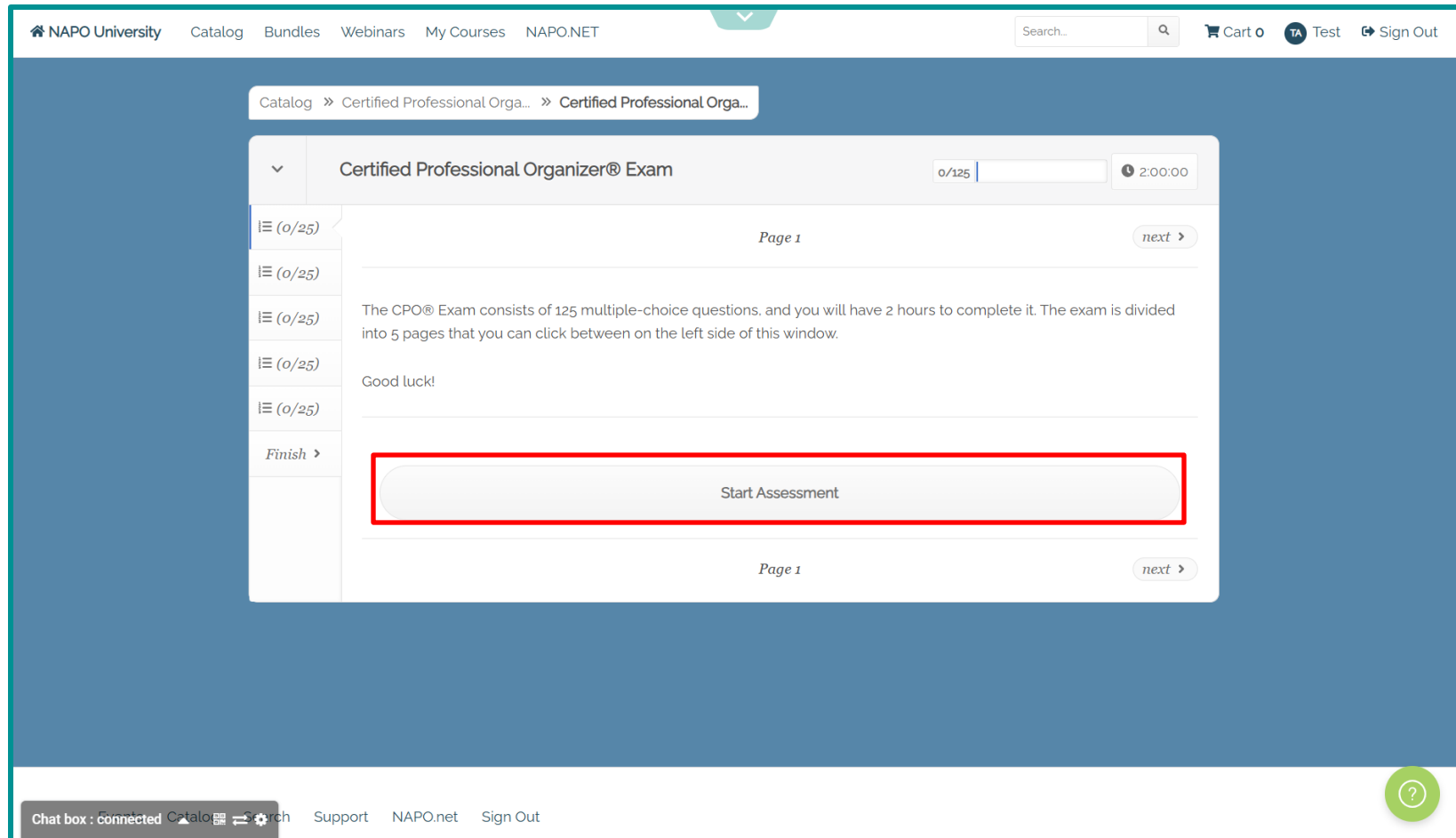
(Please do not refresh this page)

We're Online!
How may I help you today?

Chat box : connected n. 2022

Begin Exam

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



NAPO University Catalog Bundles Webinars My Courses NAPO.NET Search... Cart 0 TA Test Sign Out

Catalog » Certified Professional Orga... » Certified Professional Orga...

▼ Certified Professional Organizer® Exam 0/125 2:00:00

☰ (0/25)	Page 1	next >
☰ (0/25)		
☰ (0/25)	The CPO® Exam consists of 125 multiple-choice questions, and you will have 2 hours to complete it. The exam is divided into 5 pages that you can click between on the left side of this window.	
☰ (0/25)	Good luck!	
☰ (0/25)		
Finish >		

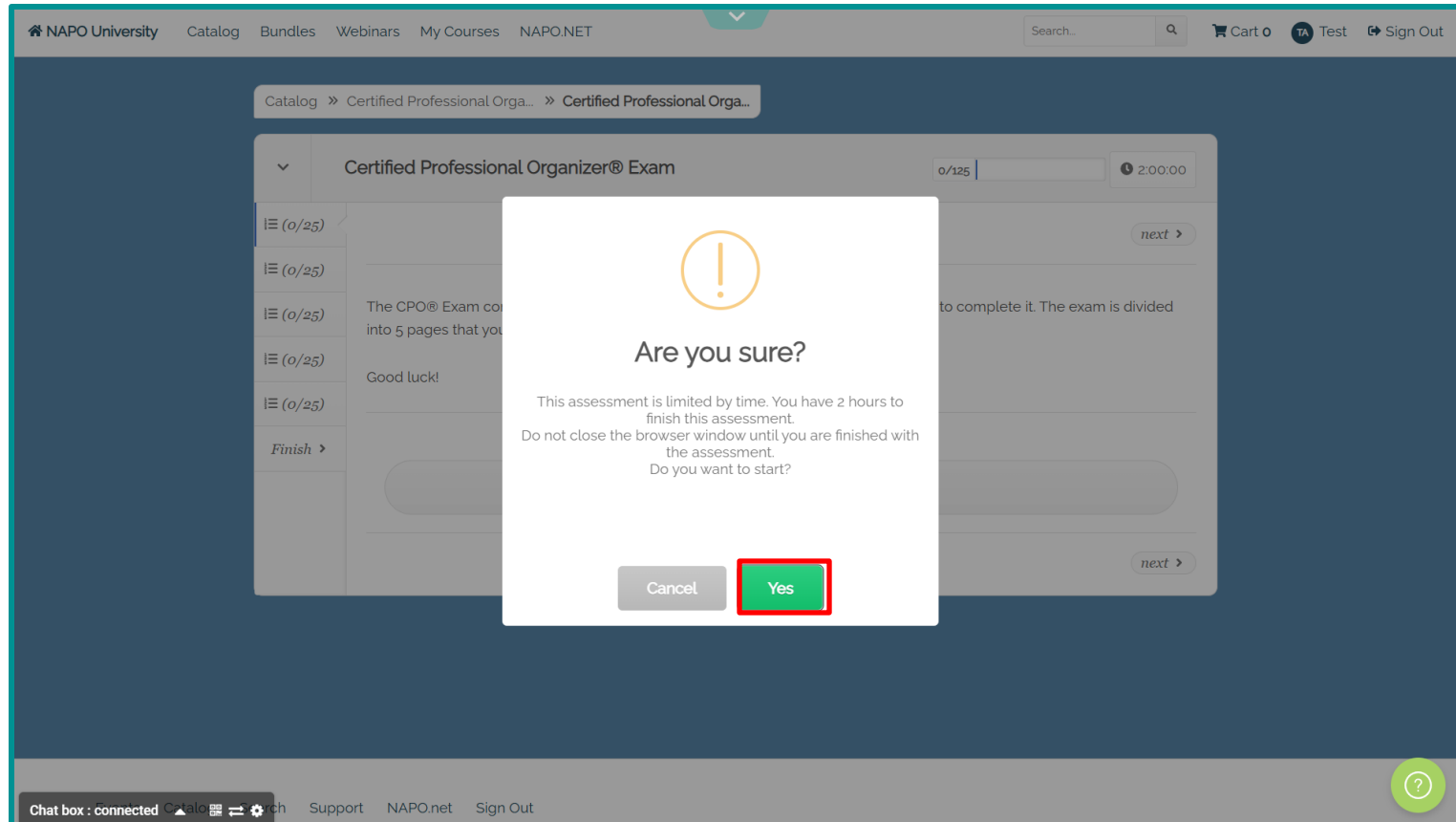
Start Assessment

Page 1 next >

Chat box : connected Catalog Search Support NAPO.net Sign Out ?

Begin Exam

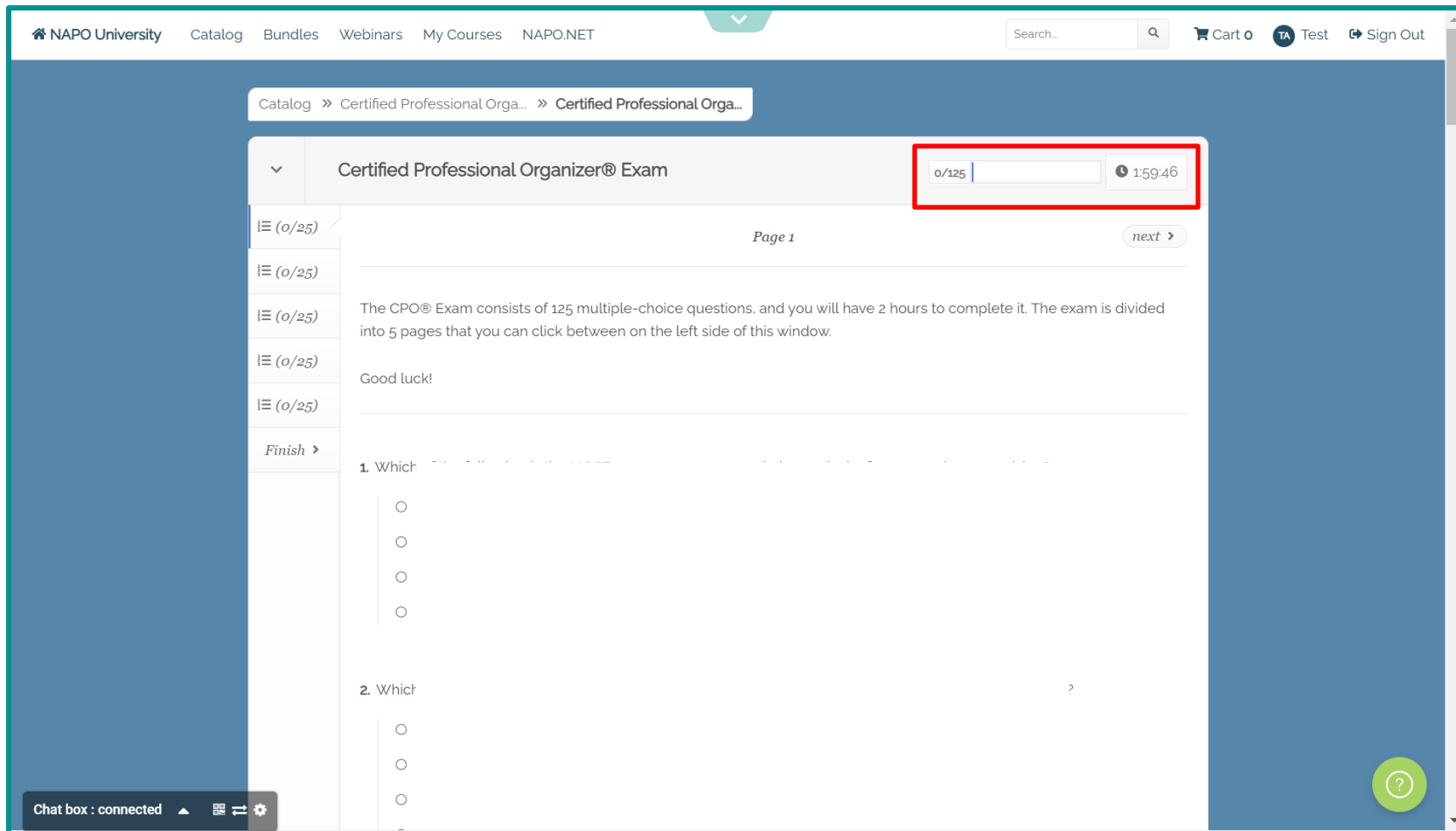
Next, click on **Yes**.



The screenshot shows the NAPO University website interface. At the top, there is a navigation bar with links for "NAPO University", "Catalog", "Bundles", "Webinars", "My Courses", and "NAPO.NET". A search bar and a "Sign Out" button are also visible. The main content area displays the "Certified Professional Organizer® Exam" page, which includes a progress indicator (0/125) and a 2:00:00 timer. A confirmation dialog box is overlaid on the page, asking "Are you sure?" and providing instructions: "This assessment is limited by time. You have 2 hours to finish this assessment. Do not close the browser window until you are finished with the assessment. Do you want to start?". The "Yes" button in the dialog is highlighted with a red box, indicating the correct action to take.

Begin Exam

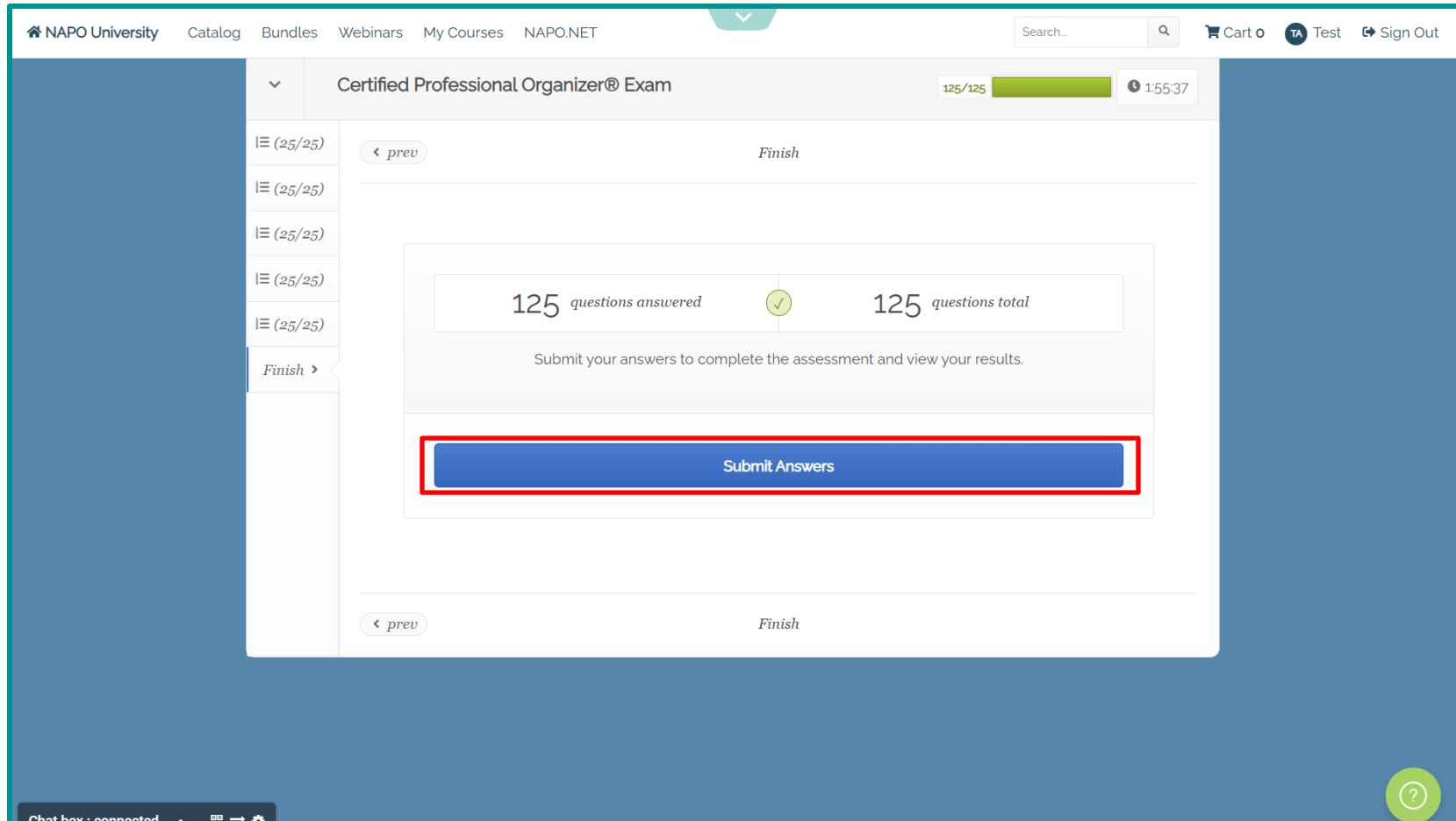
❑ On the testing page, On top of the screen, you will find the exam time and the no of questions that you have answered.



The screenshot shows the NAPO University exam interface. At the top, there is a navigation bar with links for 'Catalog', 'Bundles', 'Webinars', 'My Courses', and 'NAPO.NET'. A search bar and utility icons for 'Cart', 'Test', and 'Sign Out' are also present. The main content area displays the 'Certified Professional Organizer® Exam' page. A red box highlights the top right corner of the exam header, showing '0/125' questions answered and a timer at '1:59:46'. Below this, the page is labeled 'Page 1' and includes a 'next >' button. The exam content includes a welcome message: 'The CPO® Exam consists of 125 multiple-choice questions, and you will have 2 hours to complete it. The exam is divided into 5 pages that you can click between on the left side of this window. Good luck!'. The first question is visible: '1. Which ...' with four radio button options. A 'Finish >' button is located at the bottom of the question list. A chat box indicator 'Chat box : connected' is visible in the bottom left corner, and a help icon is in the bottom right corner.

End Exam

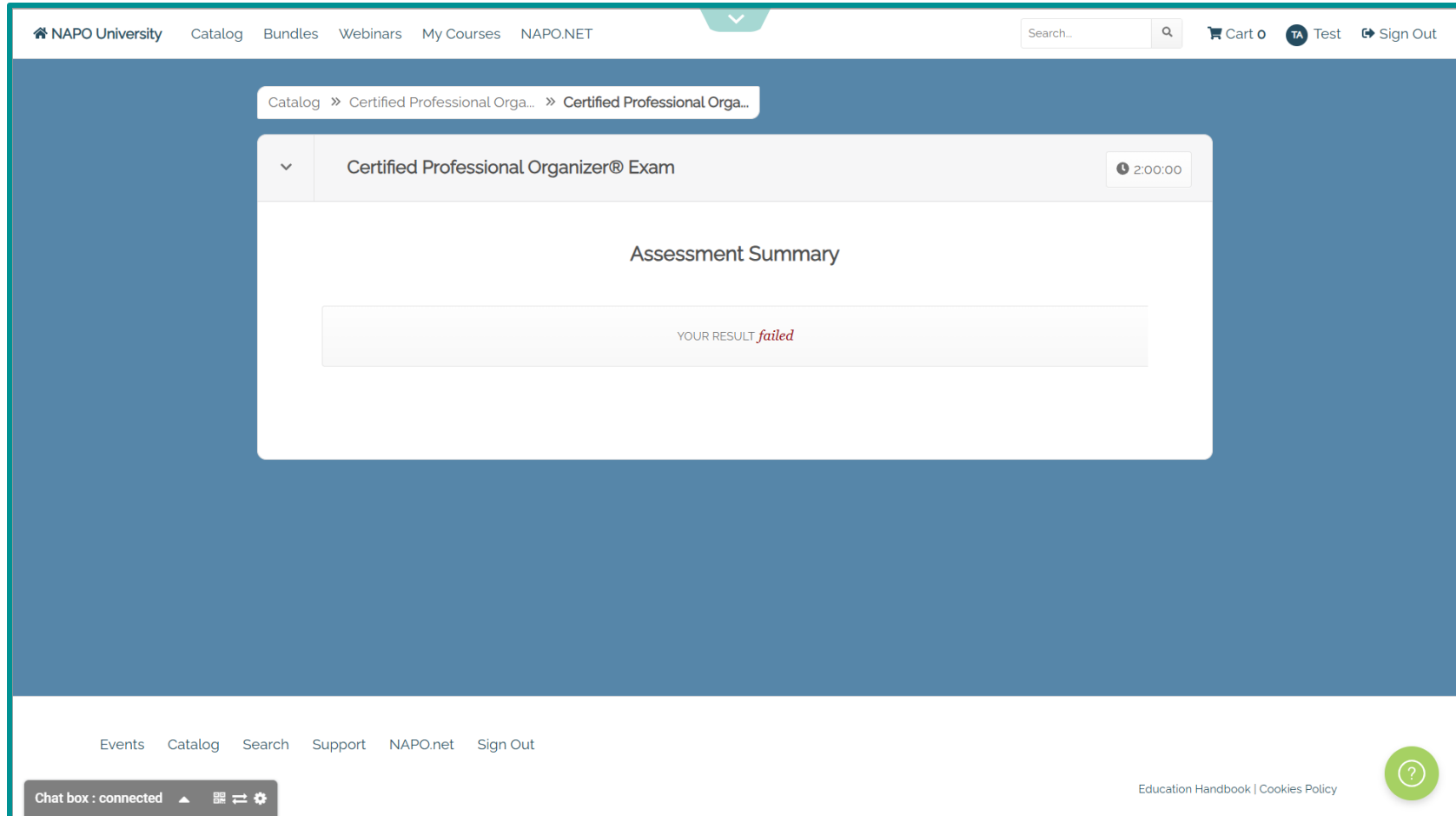
❑ Click on **Submit Answer** to complete your exam.



The screenshot displays the 'Certified Professional Organizer® Exam' interface. At the top, the navigation bar includes 'NAPO University', 'Catalog', 'Bundles', 'Webinars', 'My Courses', and 'NAPO.NET'. A search bar and 'Cart 0' are also visible. The exam title 'Certified Professional Organizer® Exam' is centered, with a progress indicator '125/125' and a timer '1:55:37' on the right. A sidebar on the left shows a list of questions, all marked '(25/25)', and a 'Finish >' button. The main content area features a 'Finish' button at the top, a central box with the text '125 questions answered' (with a green checkmark icon) and '125 questions total', and the instruction 'Submit your answers to complete the assessment and view your results.' Below this, a blue 'Submit Answers' button is highlighted with a red rectangular border. At the bottom of the main area, there is another 'Finish' button and a 'prev' button. A chat box indicator 'Chat box: connected' is visible in the bottom left corner, and a help icon (question mark in a circle) is in the bottom right corner.

End Exam

Next, you will be able to see the result.



The screenshot displays the NAPO University website interface. At the top, the navigation bar includes 'NAPO University', 'Catalog', 'Bundles', 'Webinars', 'My Courses', and 'NAPO.NET'. On the right, there is a search bar, a shopping cart icon, a 'TA Test' button, and a 'Sign Out' link. The breadcrumb trail shows 'Catalog >> Certified Professional Orga... >> Certified Professional Orga...'. The main content area features a dropdown menu for 'Certified Professional Organizer® Exam' with a 2:00:00 timer. Below this is an 'Assessment Summary' section with a message: 'YOUR RESULT *failed*'. The footer contains 'Events', 'Catalog', 'Search', 'Support', 'NAPO.net', and 'Sign Out'. A chat box is visible in the bottom left corner, and a help icon is in the bottom right corner.



End Exam

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

The screenshot shows the Exam Room AI interface. At the top left is the logo and name 'EXAMROOM.AI'. To the right of the logo is a contact number: 'support@examroom.ai | +1 877-848-3926'. Further right are two buttons: 'Reload' and 'Finish Test'. The 'Finish Test' button is highlighted with a red box. In the center of the top navigation bar, there is a green drop-down arrow, also highlighted with a red box. Below the navigation bar, the breadcrumb trail reads: 'Catalog >> Certified Professional Orga... >> Certified Professional Orga...'. The main content area displays 'Certified Professional Organizer® Exam' with a timer showing '2:00:00'. Below this is an 'Assessment Summary' section with a message: 'YOUR RESULT *failed*'. At the bottom of the page, there is a navigation menu with links for 'Events', 'Catalog', 'Search', 'Support', 'NAPO.net', and 'Sign Out'. A chat box indicator shows 'Chat box : connected'. In the bottom right corner, there is a link for 'Education Handbook | Cookies Policy' and a green circular help icon with a question mark.



End Exam

❑ Click on **Okay**.

The screenshot displays the EXAMROOM.AI web application interface. At the top, the logo and name 'EXAMROOM.AI' are visible on the left, and contact information 'support@examroom.ai | +1 877-848-3926' along with 'Reload' and 'Finish Test' buttons are on the right. The main content area shows a breadcrumb trail: 'Catalog >> Certified Professional Orga... >> Certified Professional Orga...'. Below this is a section for 'Certified Professional Organizer® Exam' with a 2:00:00 timer. The central part of the screen displays 'Assessment Summary' with a message: 'YOUR RESULT *failed*'. A modal dialog box is overlaid on top, titled 'EXAMROOM.AI SAYS', containing the text: 'Are you sure you want to complete the exam? Please confirm with your proctor before exiting the page.' The dialog has two buttons: 'Okay' (highlighted with a red box) and 'Cancel'. The bottom navigation bar includes links for 'Events', 'Catalog', 'Search', 'Support', 'NAPO.net', and 'Sign Out'. A chat box indicator shows 'Chat box : connected' and a help icon is present in the bottom right corner.



End Exam

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

The screenshot shows the Exam Room AI interface. At the top left is the logo and 'EXAMROOM.AI'. At the top right is the contact information 'support@examroom.ai | +1 877-848-3926', a 'Reload' button, and a 'Finish Test' button. The breadcrumb trail reads 'Catalog >> Certified Professional Orga... >> Certified Professional Orga...'. The main content area shows a 'Certified Professional Organizer® Exam' with a 2:00:00 timer. A modal window titled 'EXAMROOM.AI SAYS' is centered, displaying a success message: 'You have completed your exam successfully. Please share your review below.' Below the message are five yellow stars and the text 'Rating: 5'. A text input field contains the comment 'Best Proctor'. An 'Okay' button is at the bottom right of the modal. The footer contains navigation links: 'Events', 'Catalog', 'Search', 'Support', 'NAPO.net', 'Sign Out', a chat box indicator 'Chat box : connected', and a help icon. On the right side of the footer are links for 'Education Handbook | Cookies Policy' and a help icon.



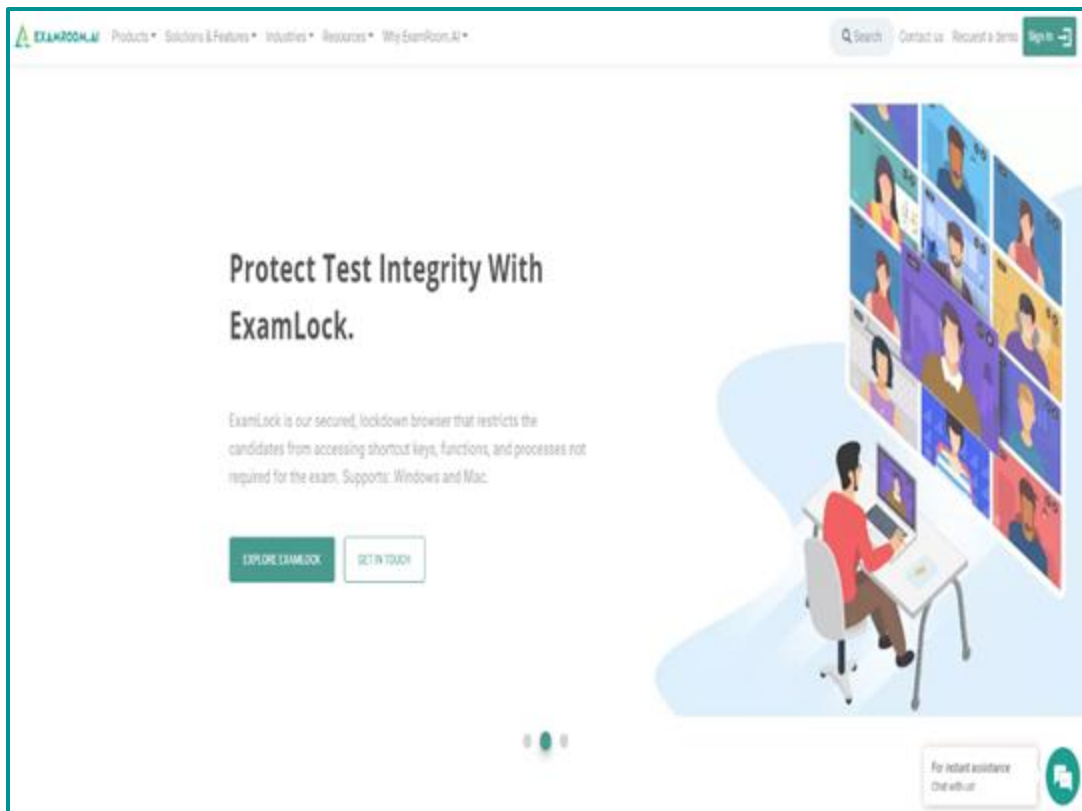
End Exam

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

The screenshot displays the ExamRoom.AI user interface. At the top left is the logo and name 'EXAMROOM.AI'. To the right, contact information 'support@examroom.ai | +1 877-848-3926' is visible. A green notification banner in the top right corner states 'Review has been saved successfully!'. The main content area shows a breadcrumb trail: 'Catalog >> Certified Professional Orga... >> Certified Professional Orga...'. Below this is a section for 'Certified Professional Organizer® Exam' with a 2:00:00 timer. The 'Assessment Summary' section displays 'YOUR RESULT *failed*'. A modal dialog box titled 'EXAMROOM.AI SAYS' is centered on the screen, containing the text 'You will be redirected back to the dashboard.' and an 'Okay' button highlighted with a red border. The bottom navigation bar includes links for 'Events', 'Catalog', 'Search', 'Support', 'NAPO.net', and 'Sign Out'. A chat box indicator shows 'Chat box : connected'. The footer contains 'Education Handbook | Cookies Policy' and a help icon.

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

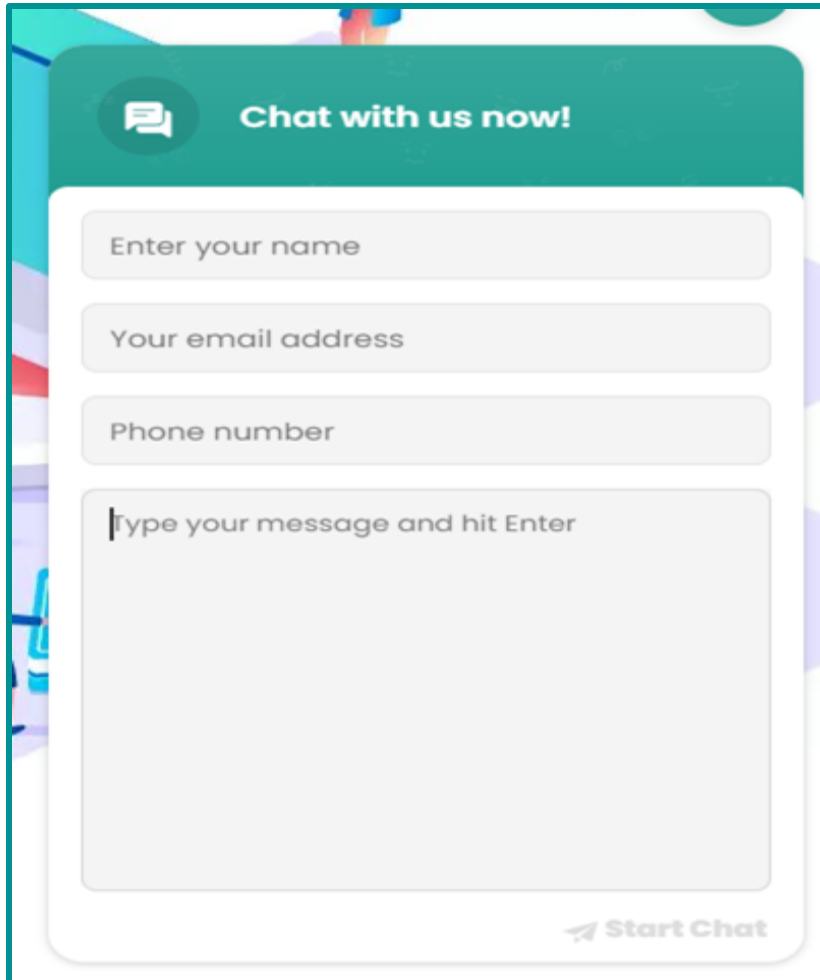
webpages and provide the agent with your

name, email, call back number, the exam

you were taking, and inform them that you

were disconnected from your exam.

Chat Support

A chat support form with a teal header and white body. The header contains a chat icon and the text 'Chat with us now!'. The form includes four input fields: 'Enter your name', 'Your email address', 'Phone number', and a large text area with the placeholder 'Type your message and hit Enter'. A 'Start Chat' button with a paper plane icon is located at the bottom right of the form.

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).