EXAMROOM.AI

National Association of Productivity & Organizing Professionals (NAPO)

Exam Day Manual

EXAMROOM.AI

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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 :

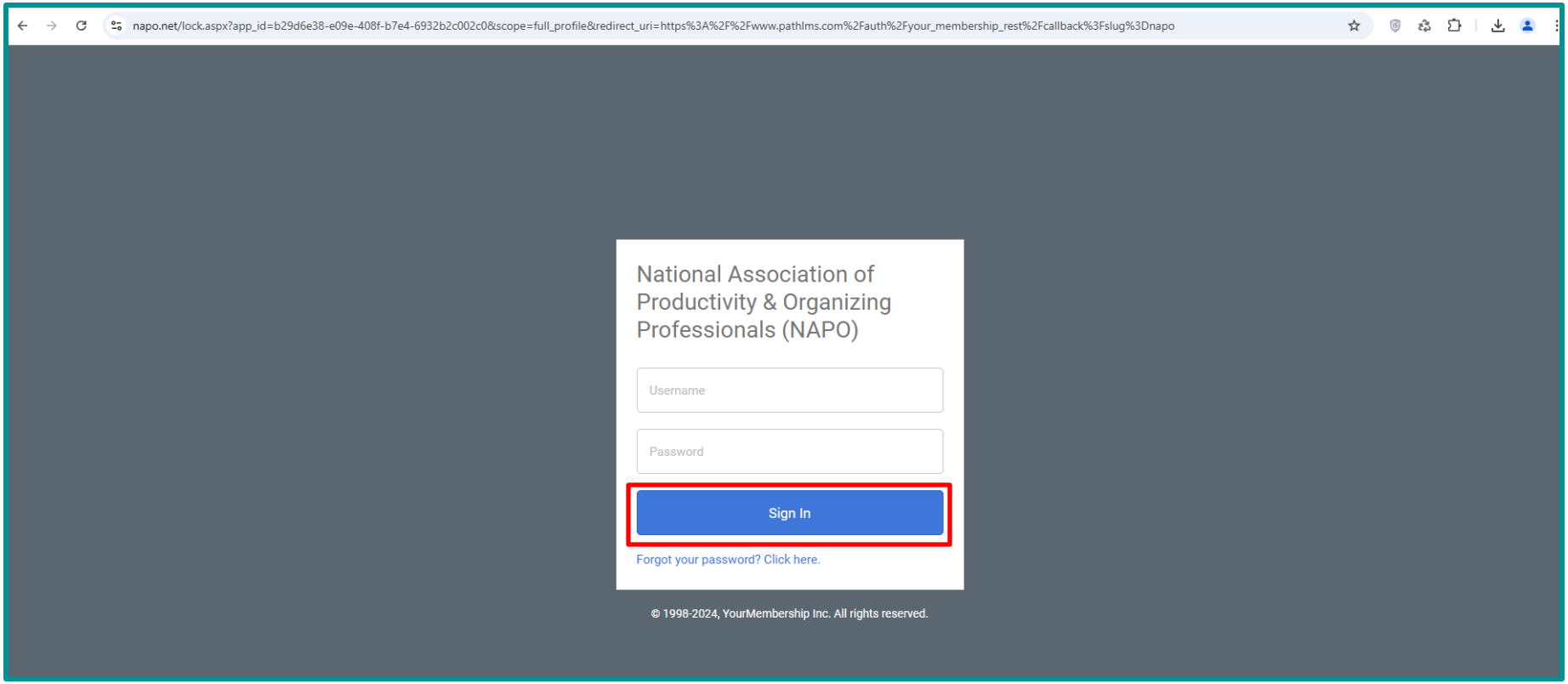
877-848-EXAM (3926) support@examroom.ai https://www.examroom.ai/chat box

EXAM PROCESS

EXAMROOM.AI

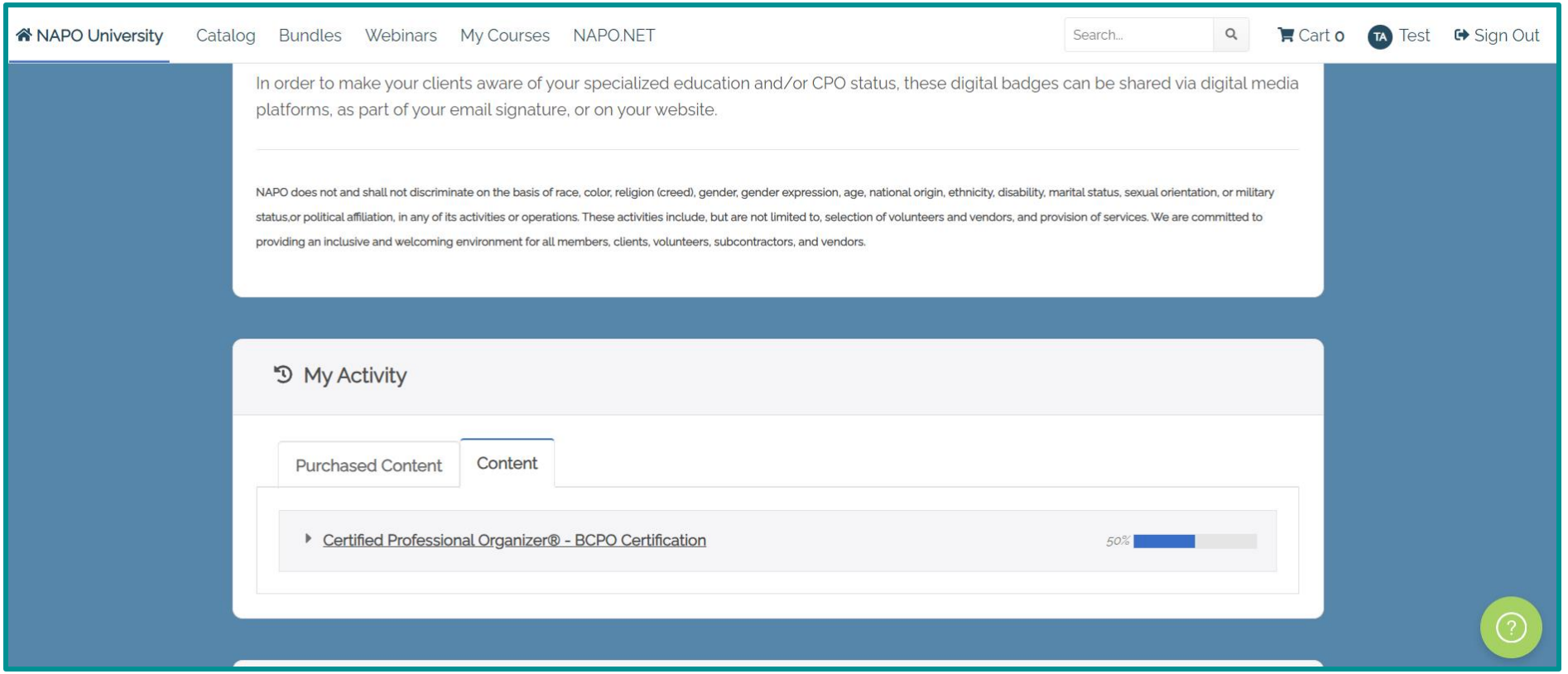
❑ Visit https://www.pathlms.com/napo and click **Sign** In in the top right corner.

❑ 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".

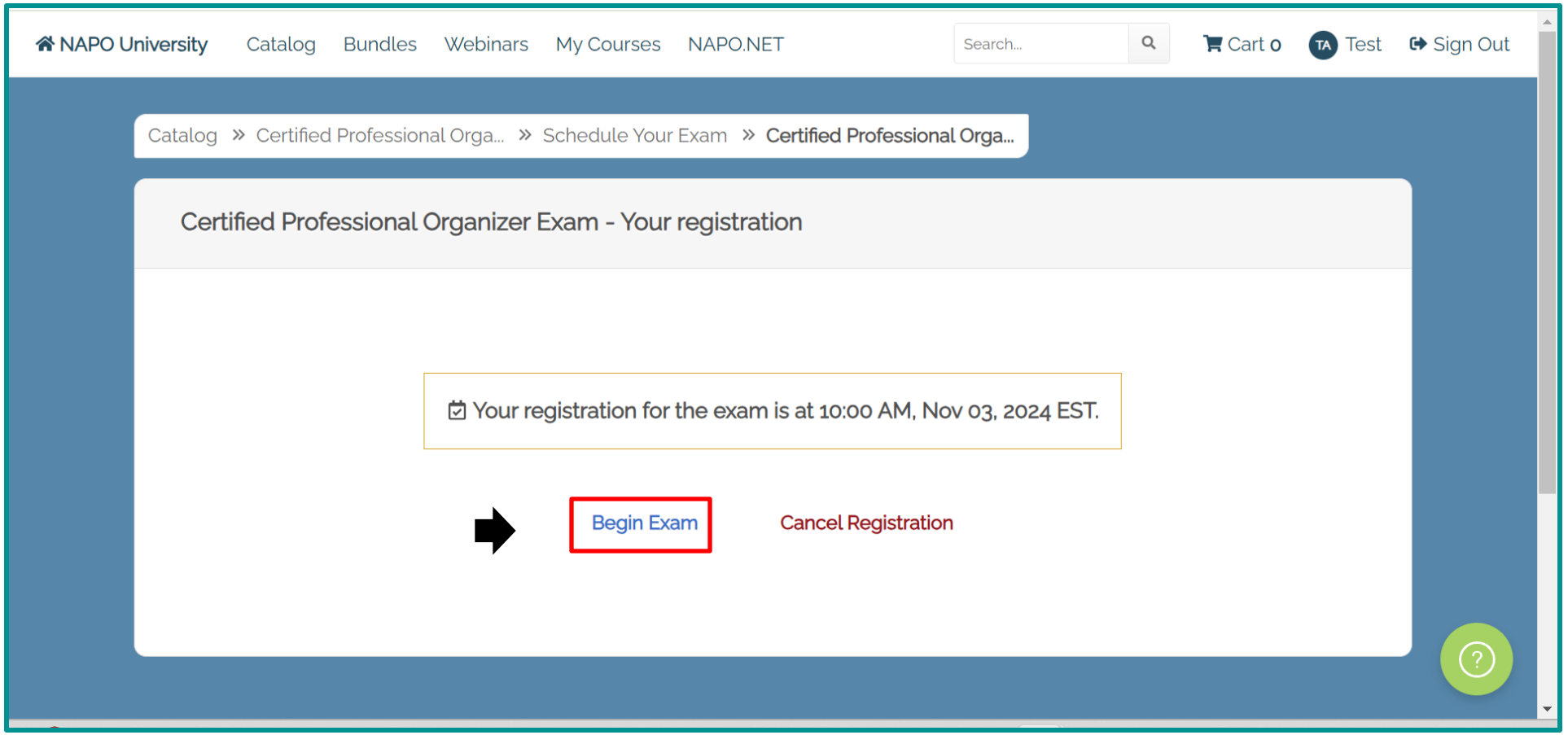


❑ Scroll down to My Activity on the NAPO University homepage and re-open your certification exam program through the content tab.

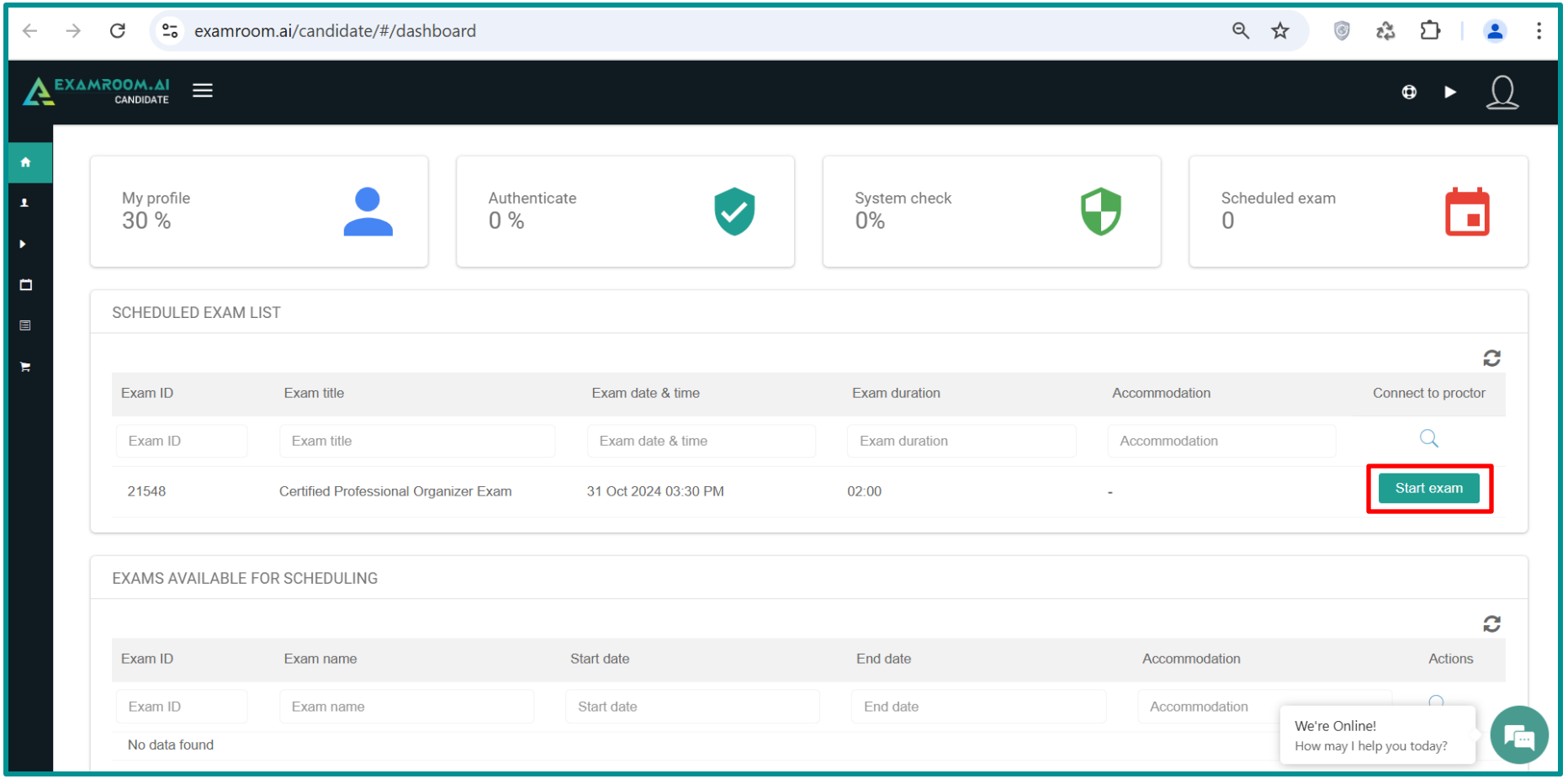
❑ Click into the Schedule Your Exam section of the program. Then, click on **Begin Exam**.



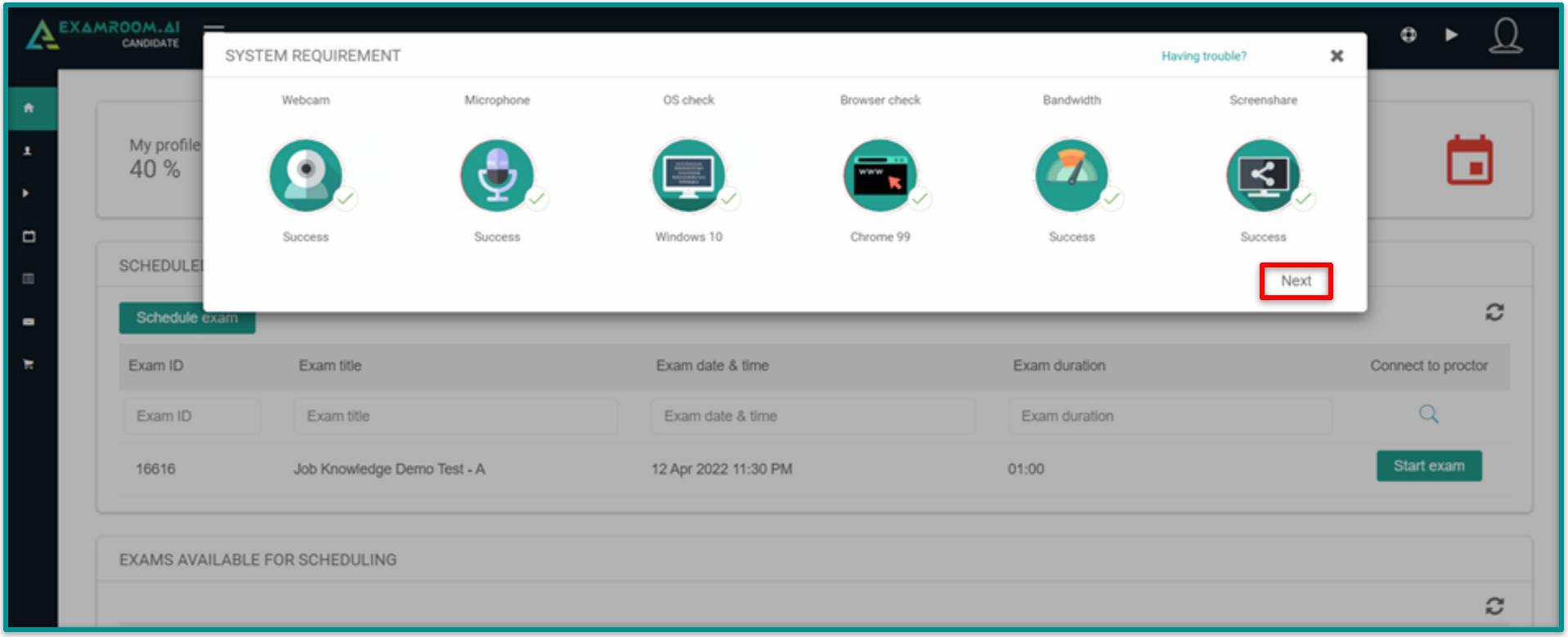
❑ Next, Click on **Begin Exam.**



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



❑ You will be brought to the first system check.



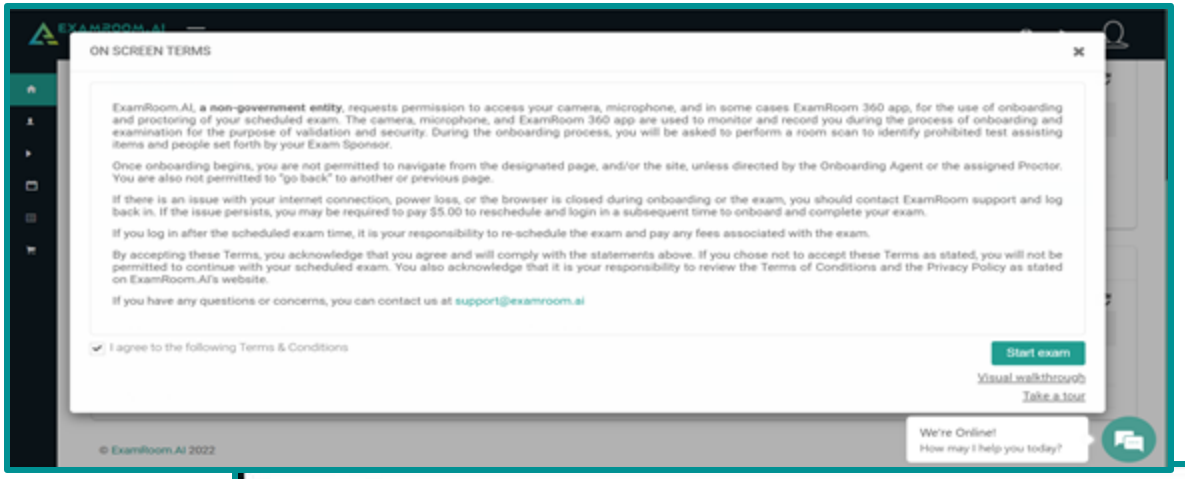
Please make sure you are not connected to any Bluetooth devices.

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.

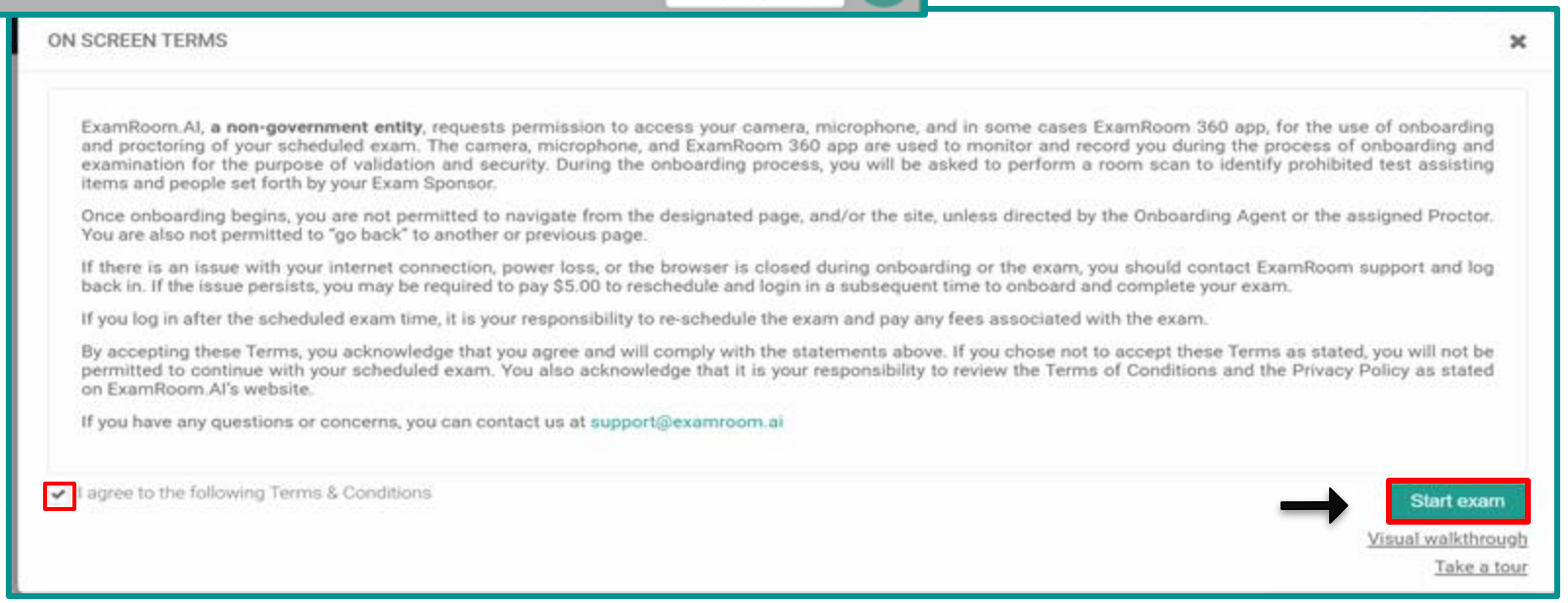
If your bandwidth is low, please disconnect all other devices from the internet/Wi-Fi and sit near the router.

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

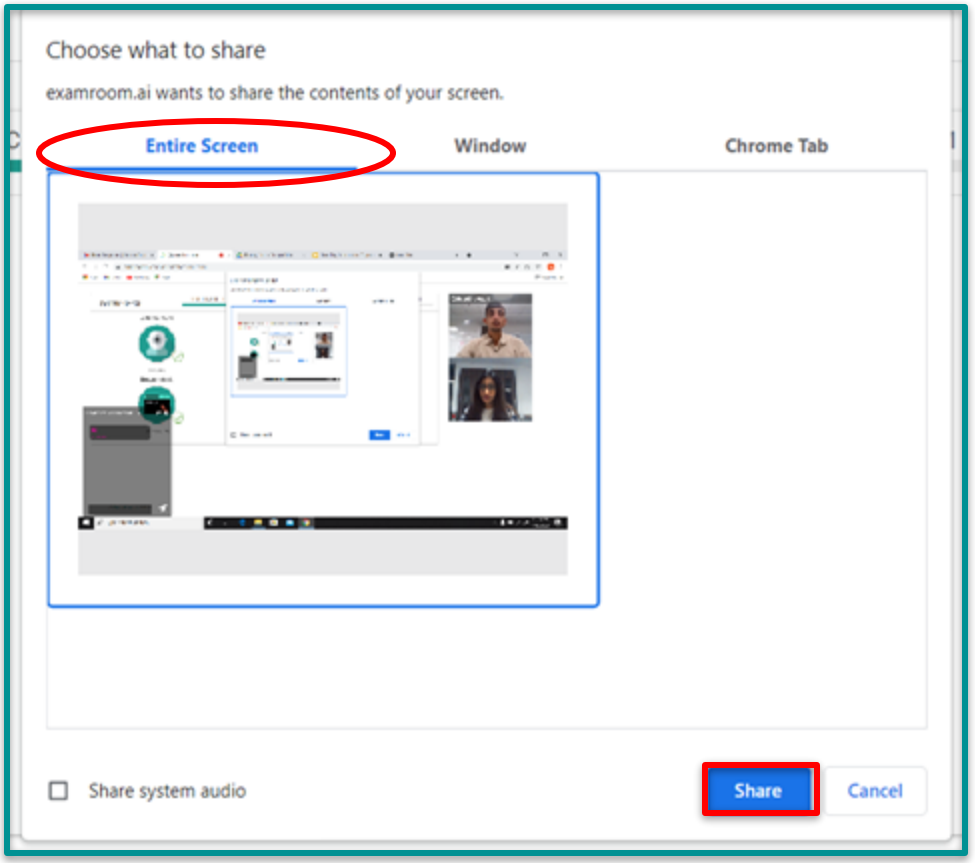


Please click the box you agree to the terms and then click **Start exam.**

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



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

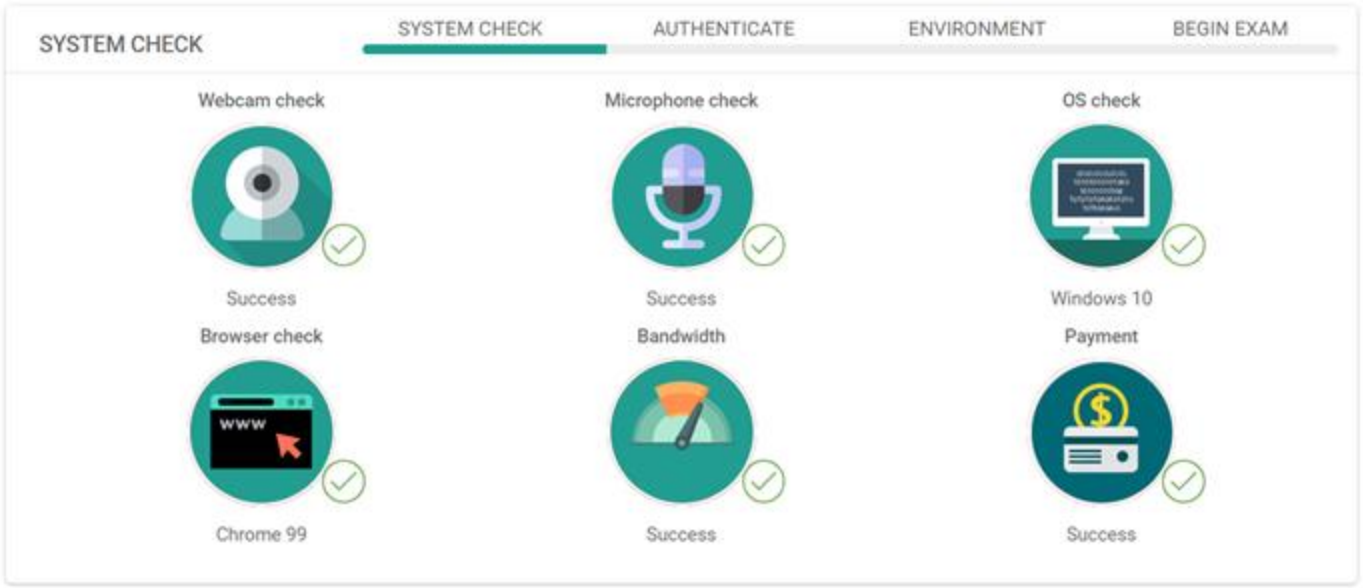


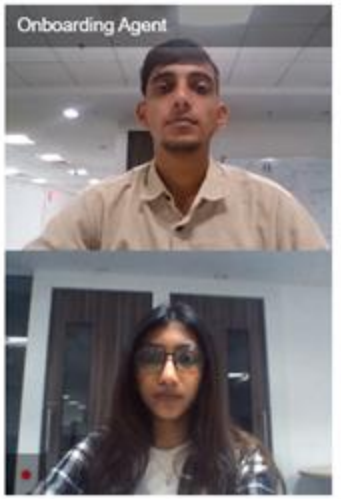
Click on **Entire Screen** and the window screen below gets highlighted. Now click on it and then click **Share**.

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.**

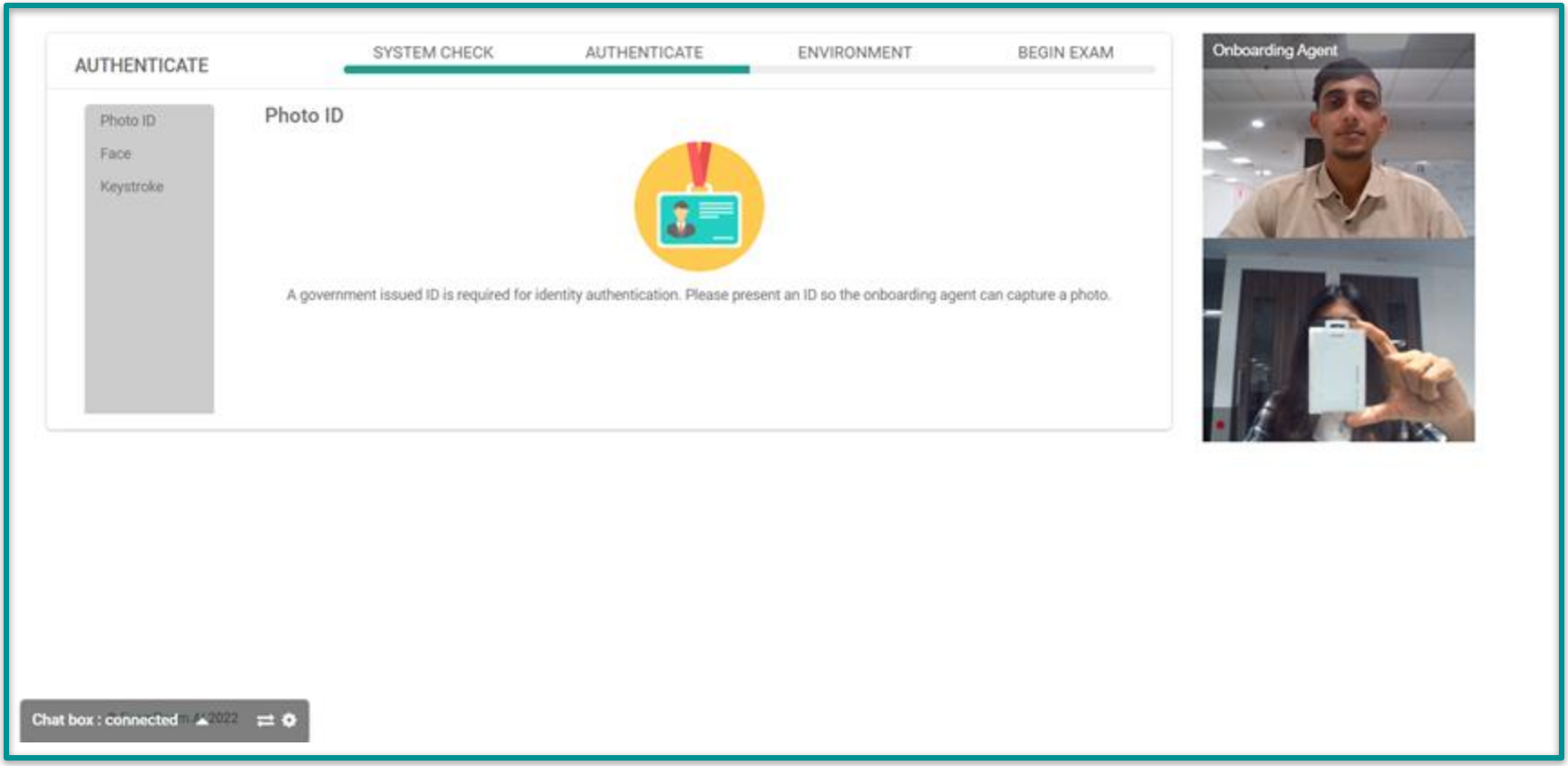




If you get disconnected during onboarding, please log back in

➢ **Photo ID**

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

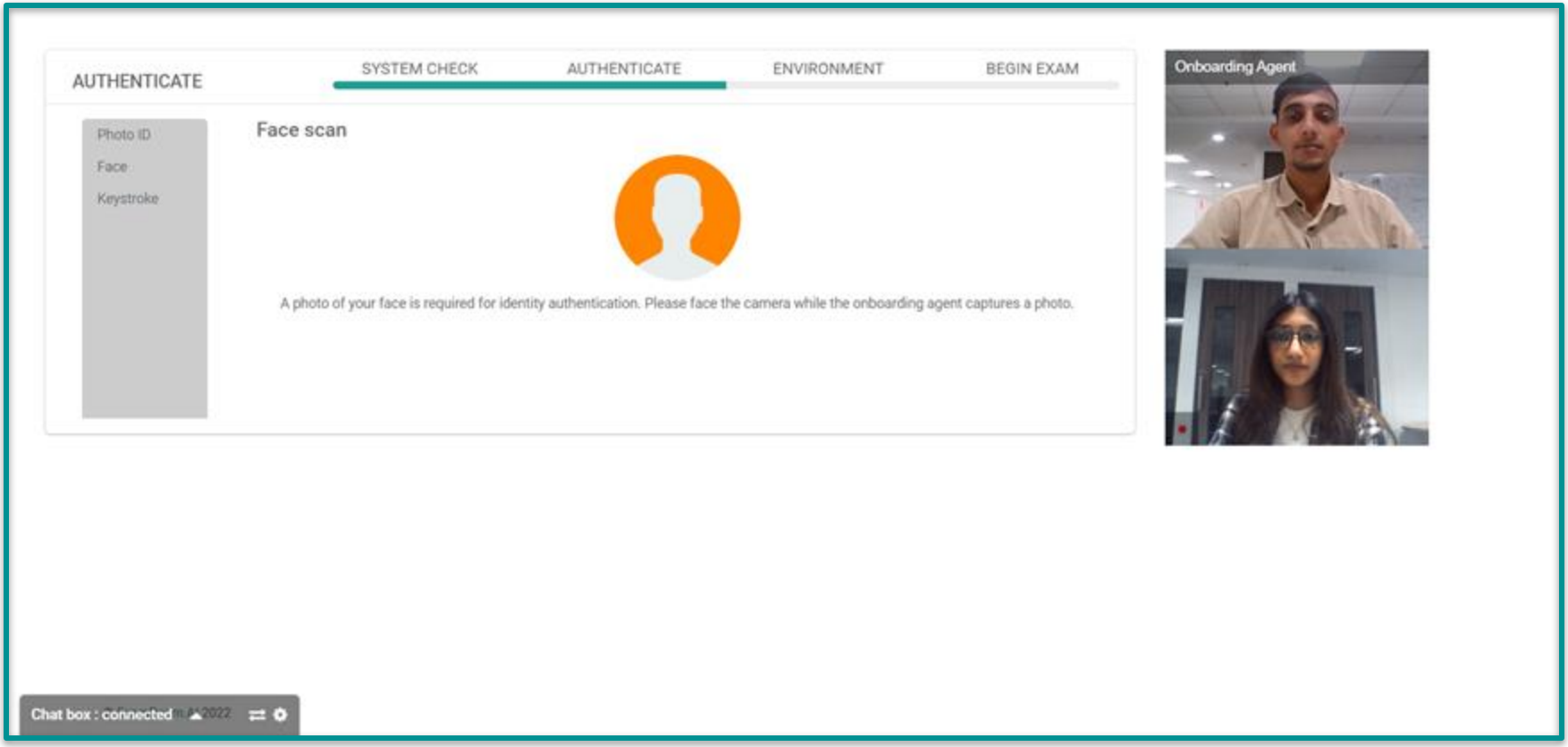


Place your ID facing the camera. You must present a valid Government issued ID.

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.

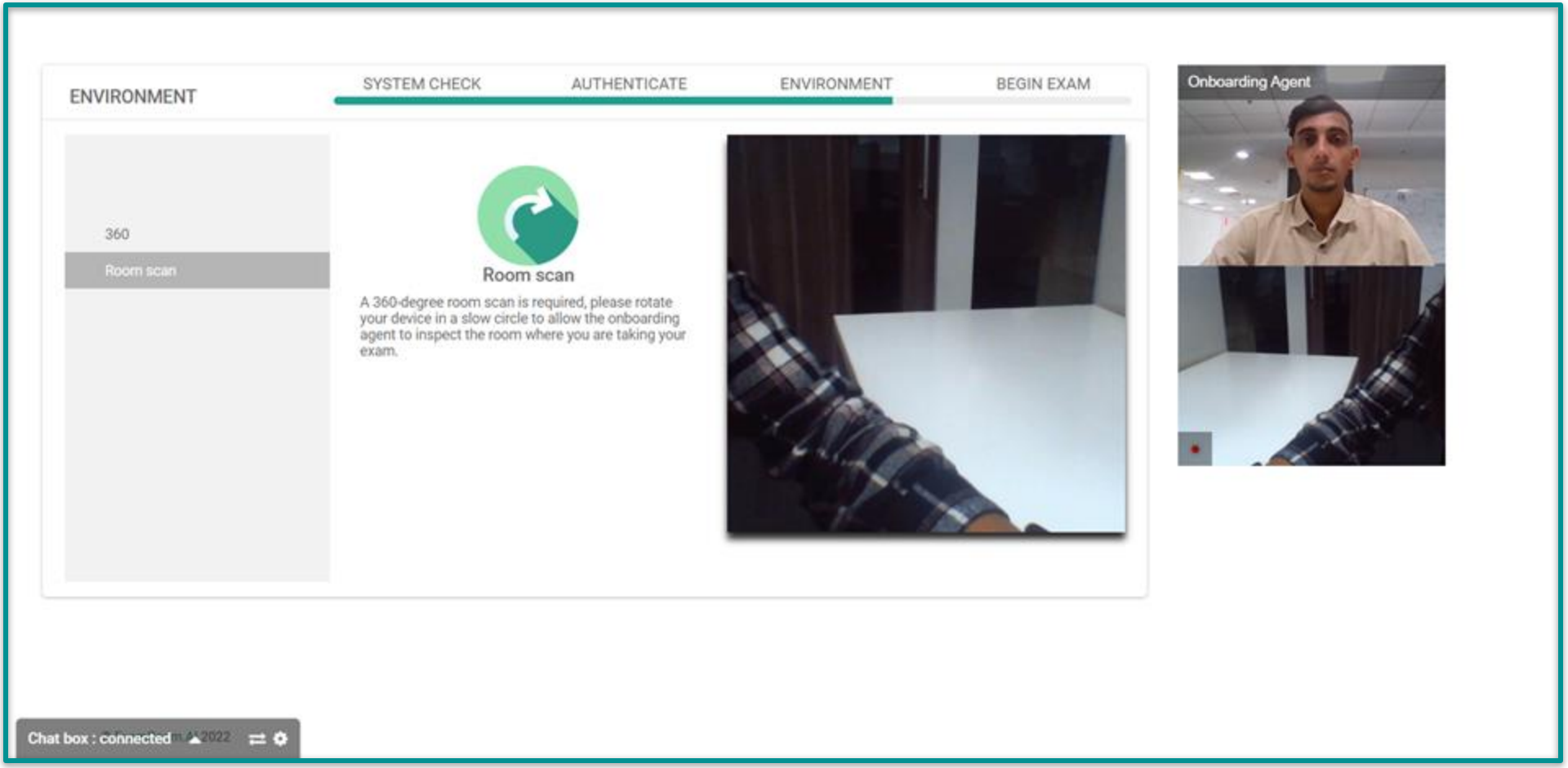


Look into the camera.

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

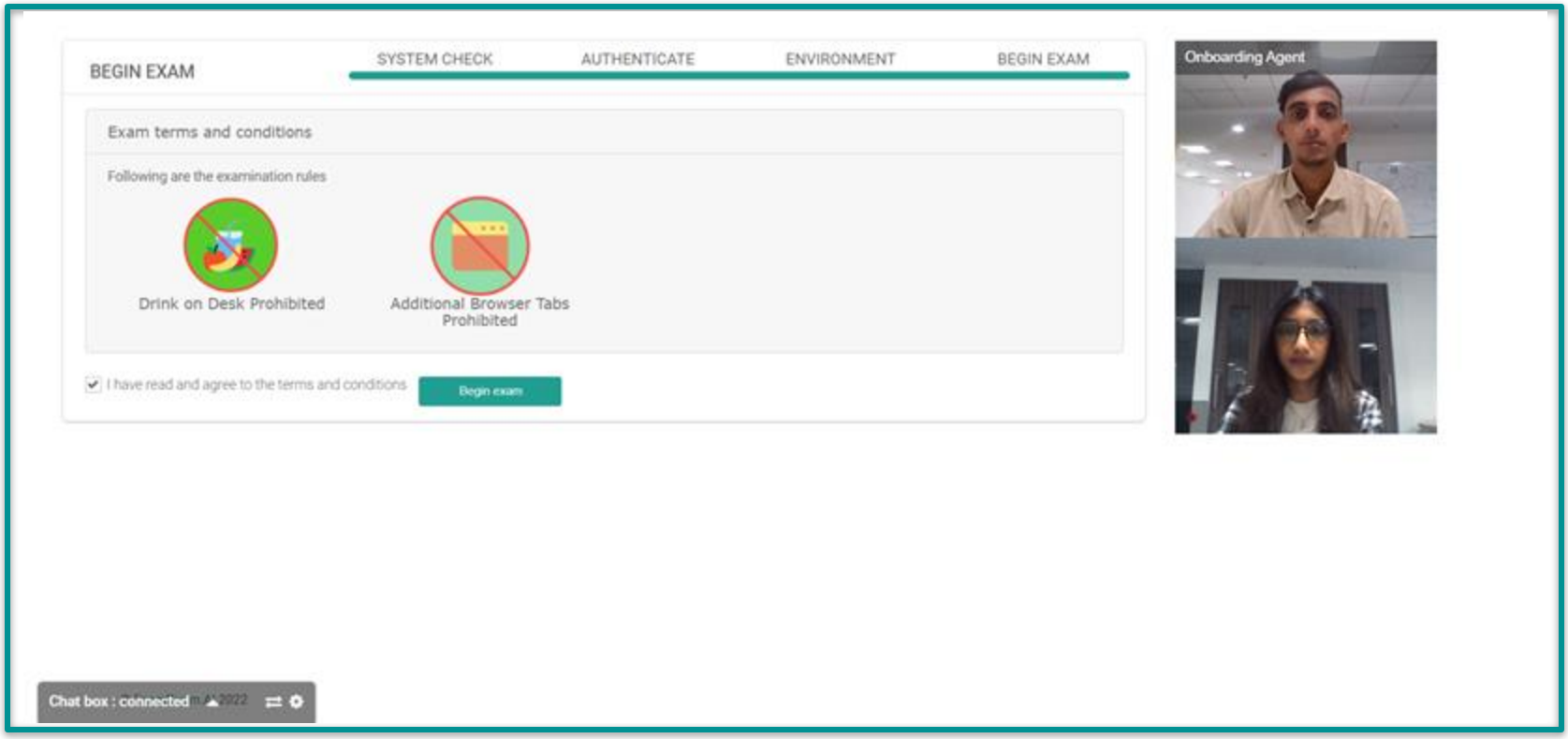
➢ **Room Scan**

❑ 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.

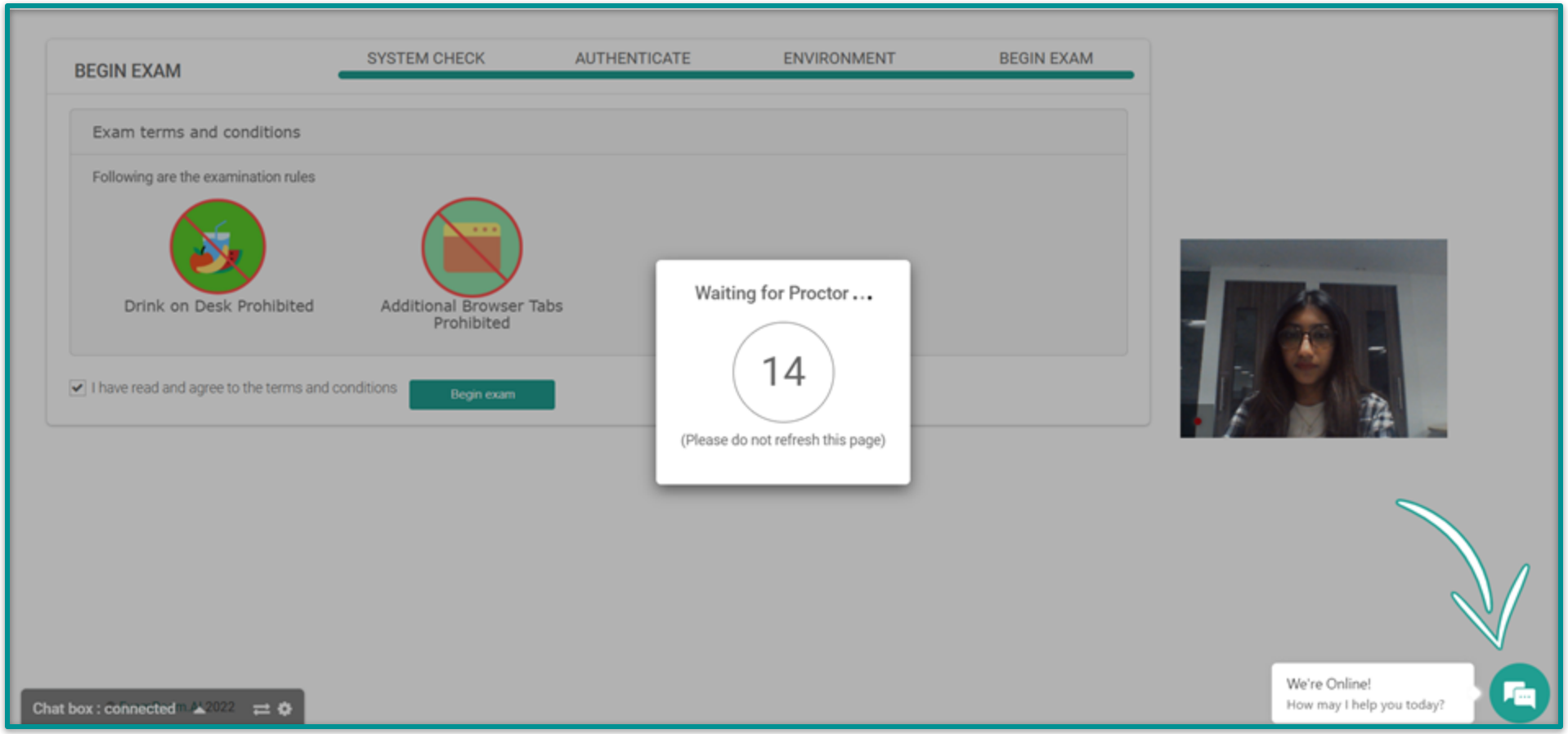


The icons display what is allowed and prohibited.

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

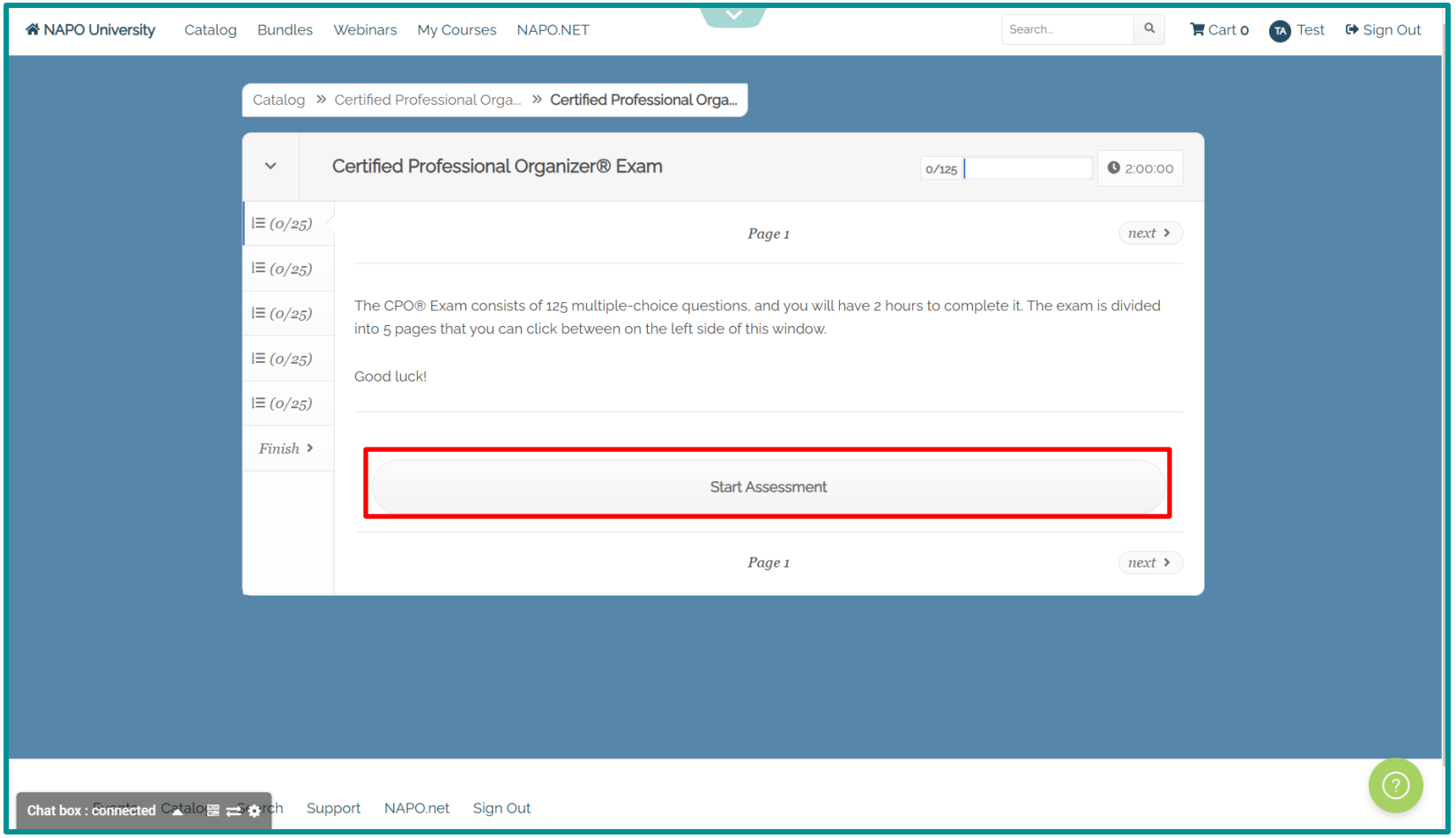
Then you will be transferred to the proctor.

- 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.**



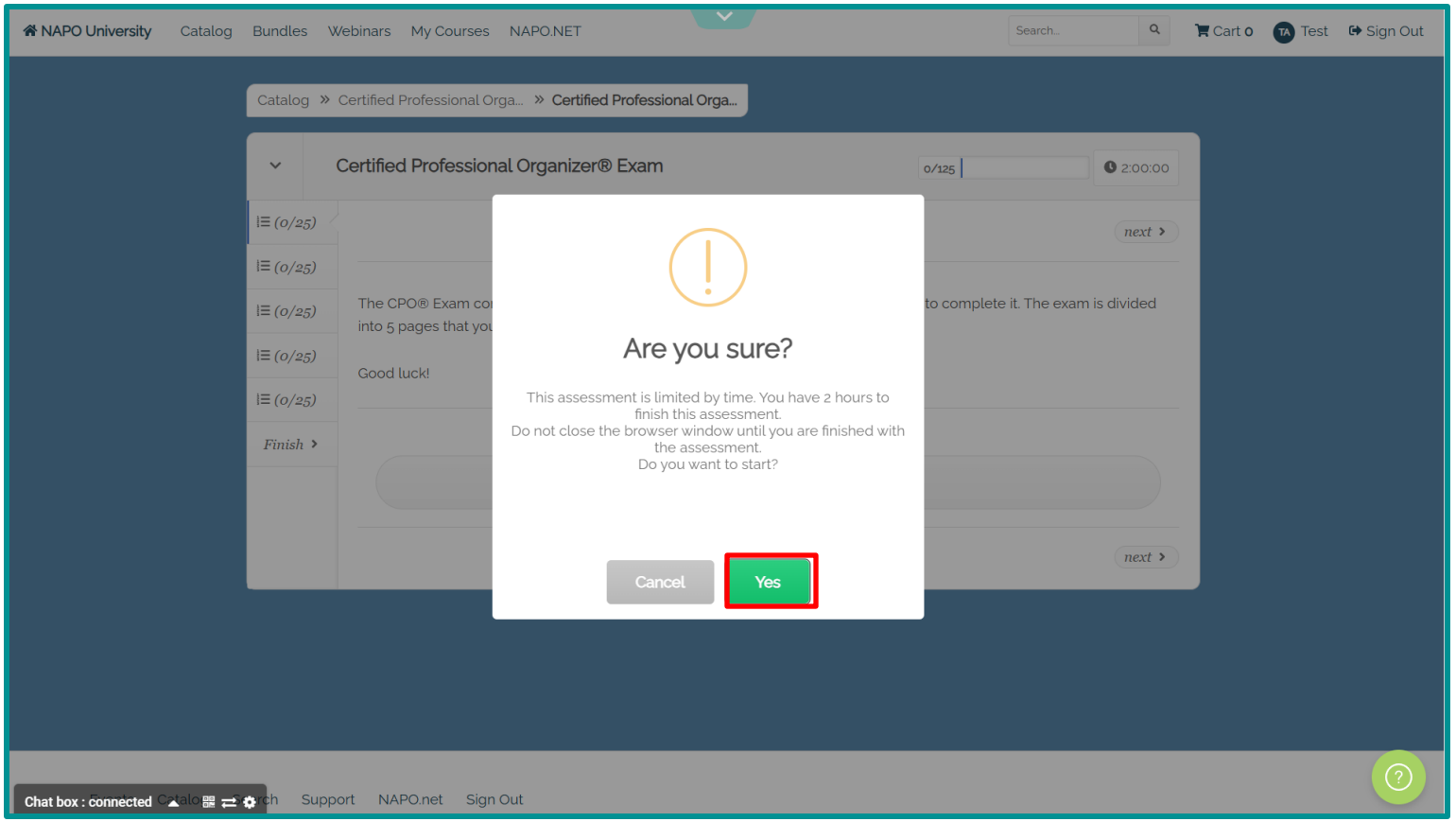
Begin Exam

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



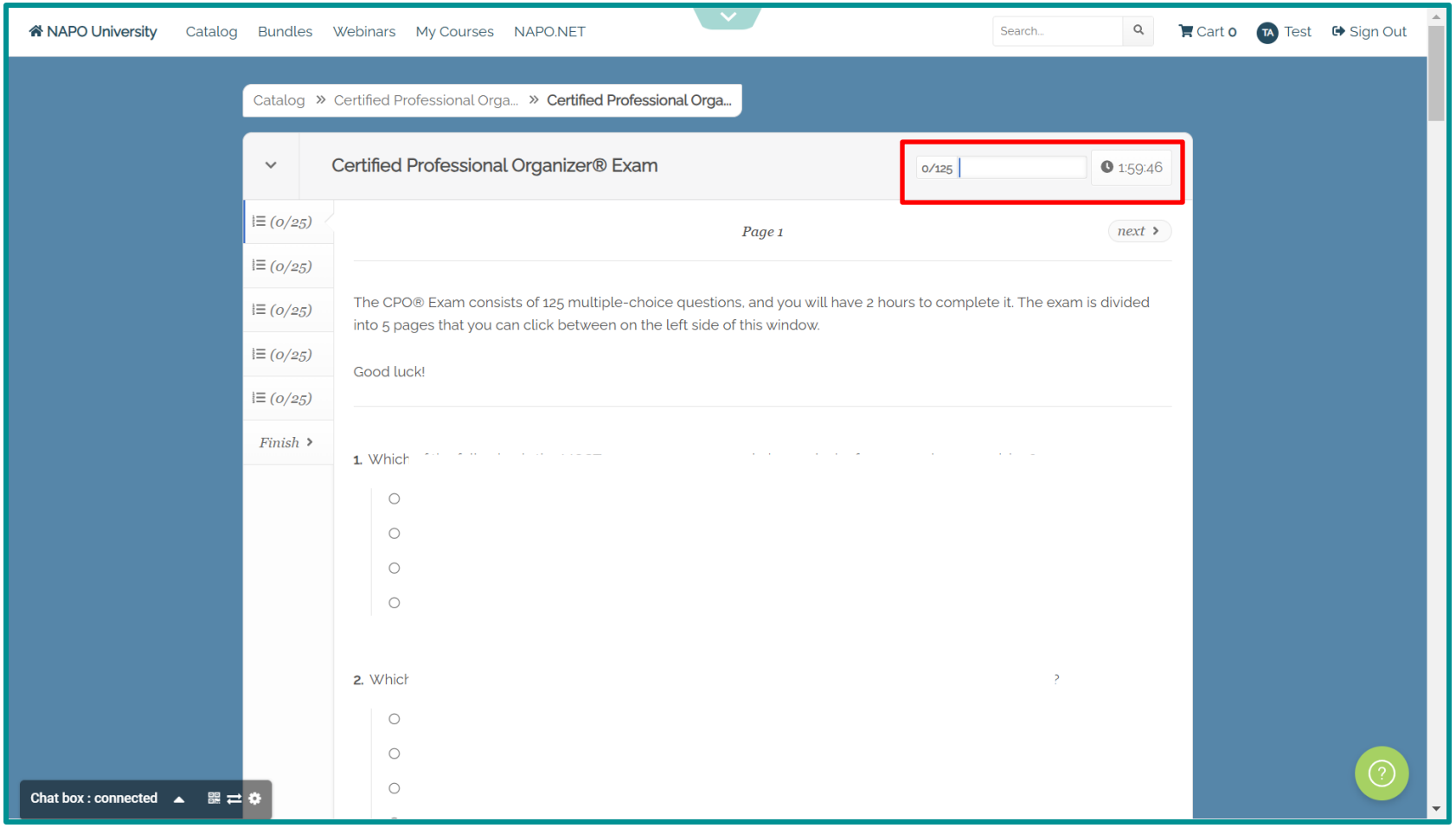
Begin Exam

❑ Next, click on **Yes**.



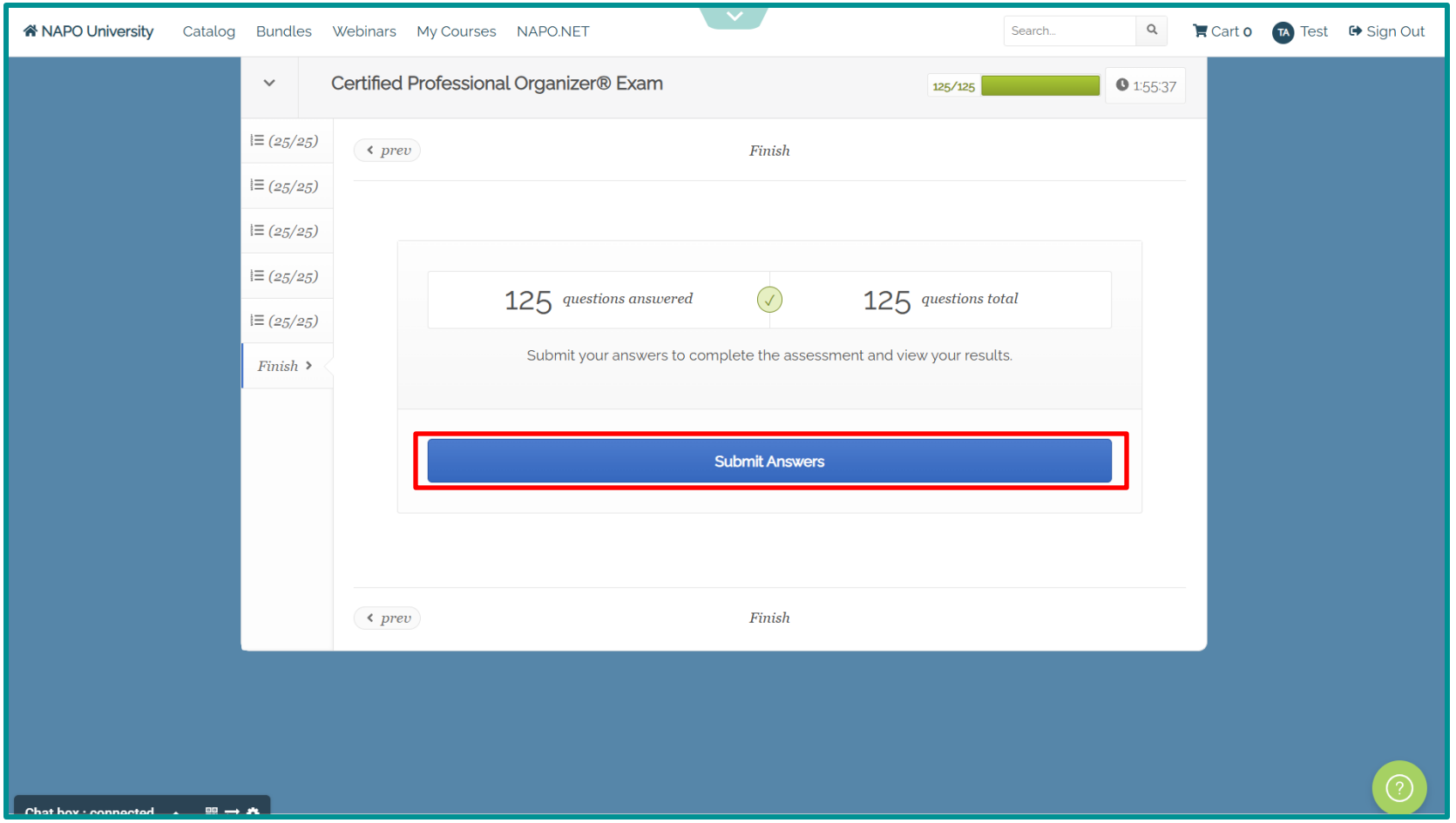
Begin Exam

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



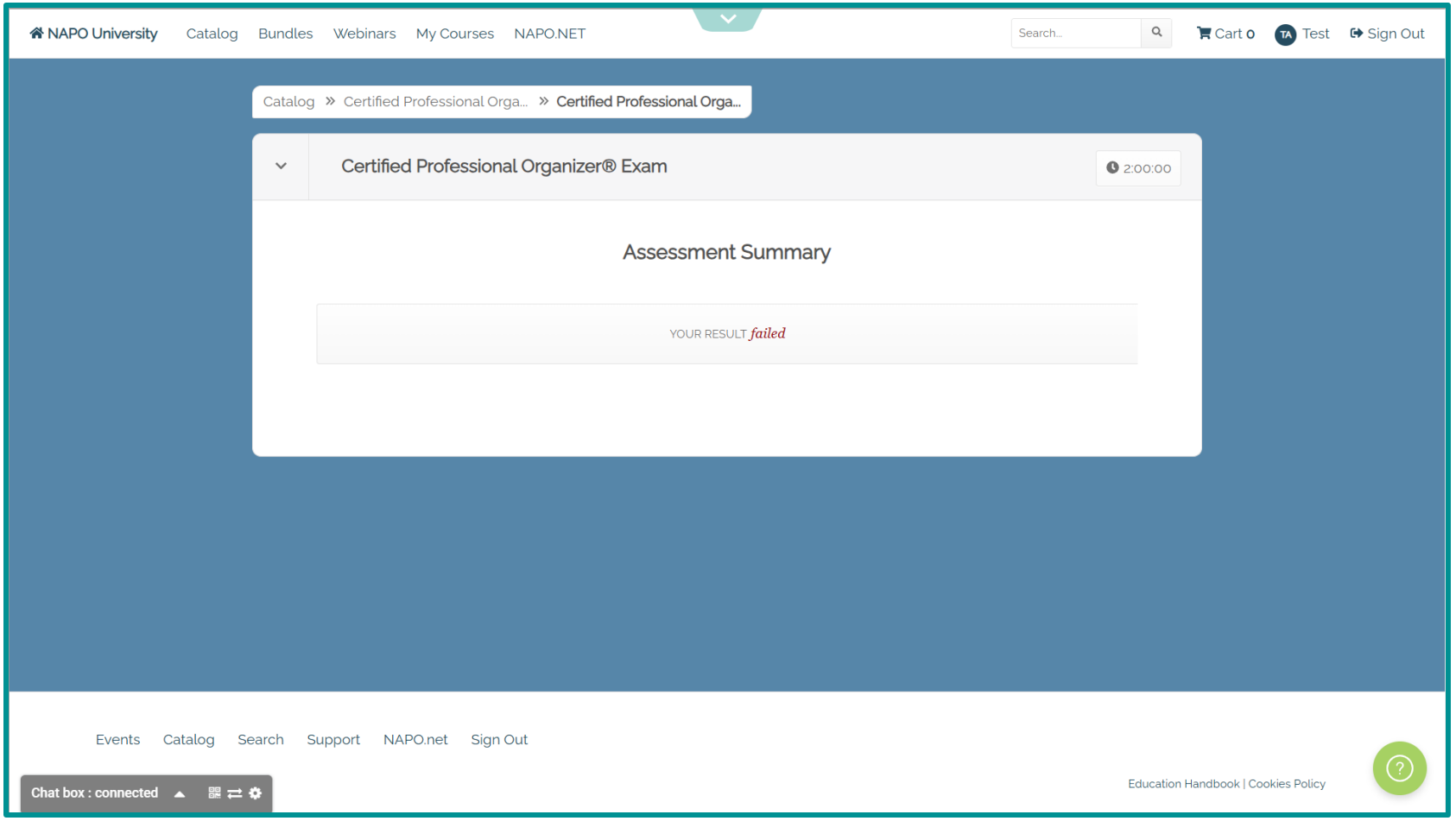
End Exam

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



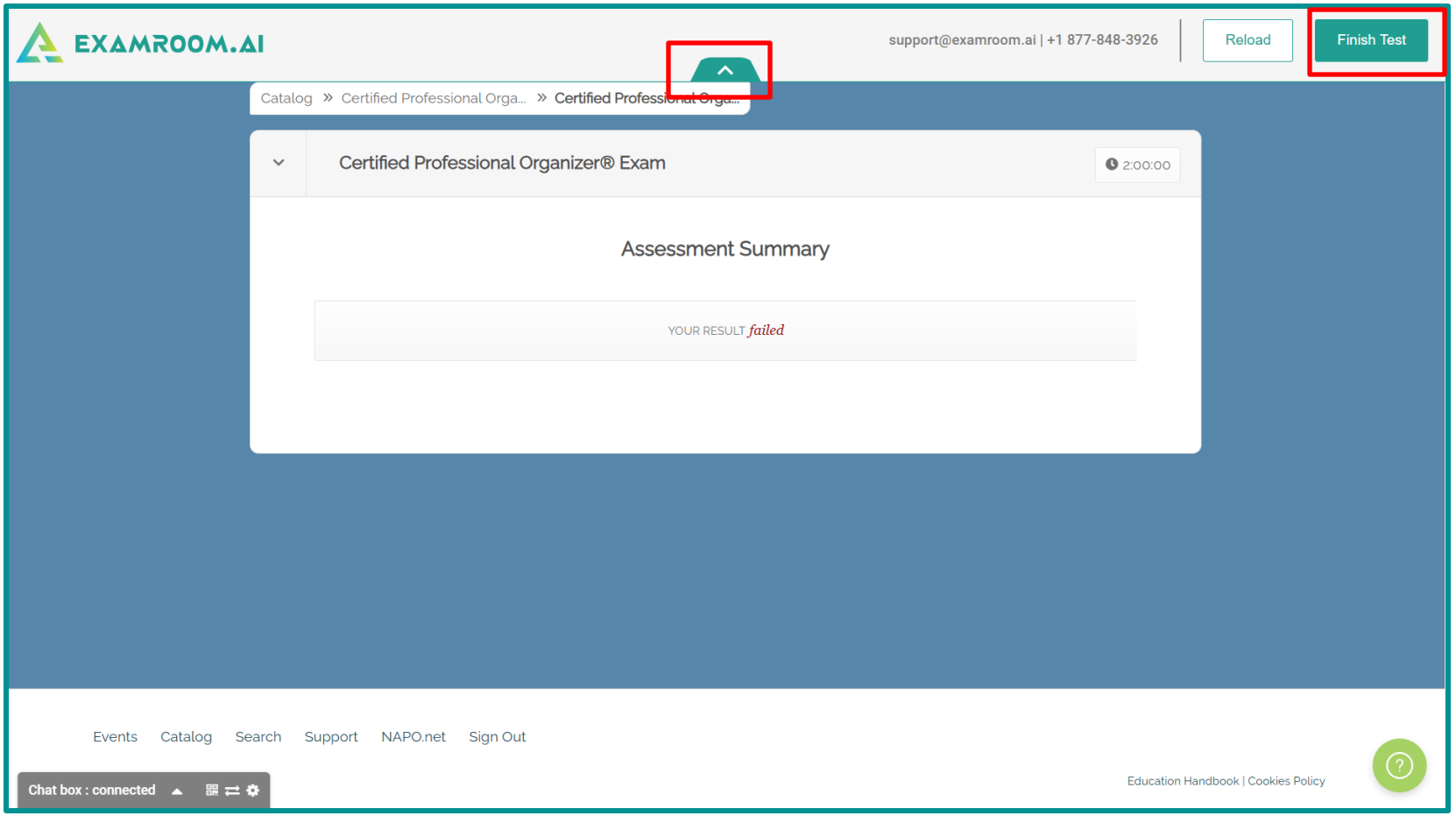
End Exam

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



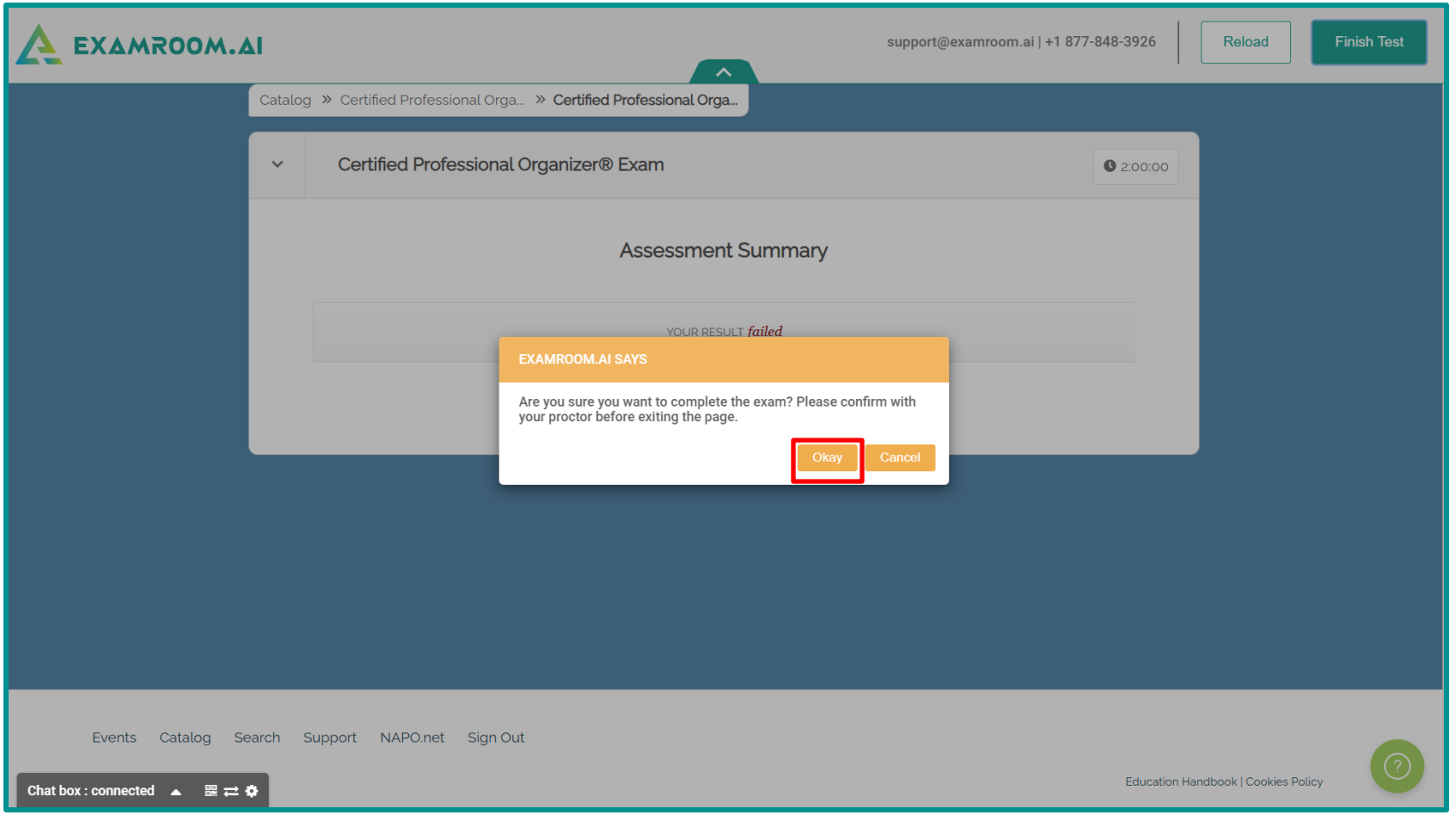
End Exam

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



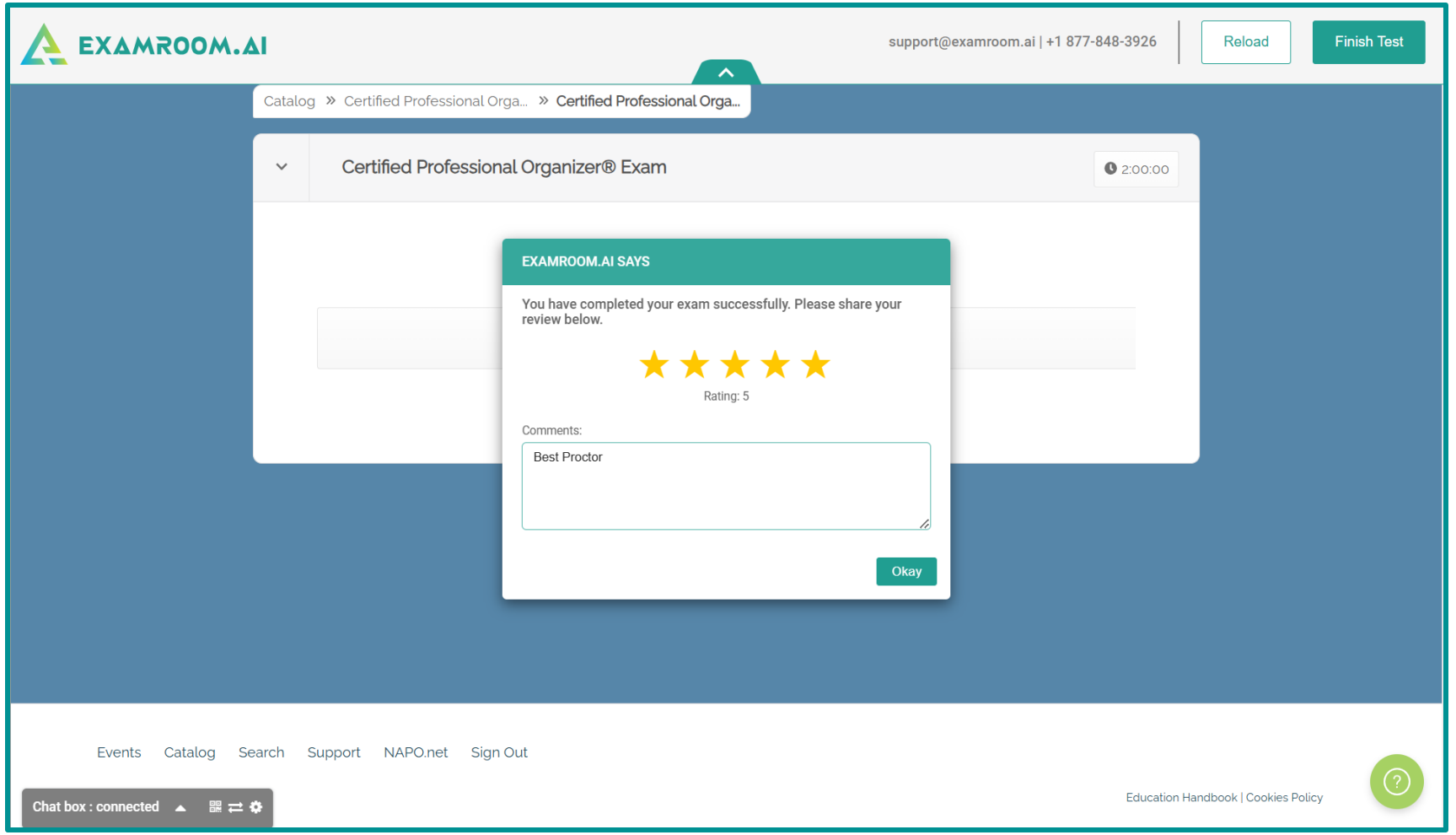
End Exam

❑ Click on **Okay.**



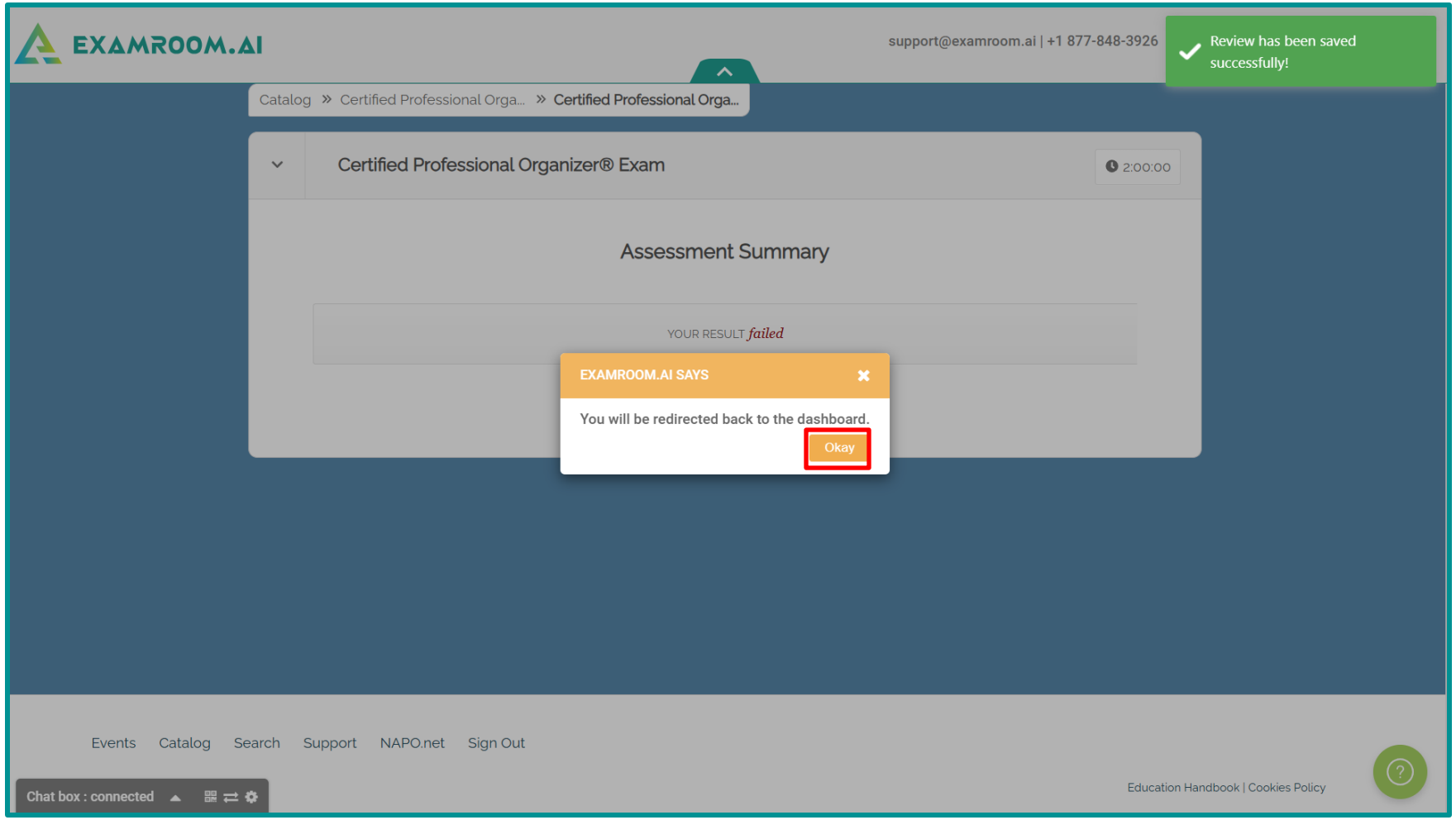
End Exam

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



End Exam

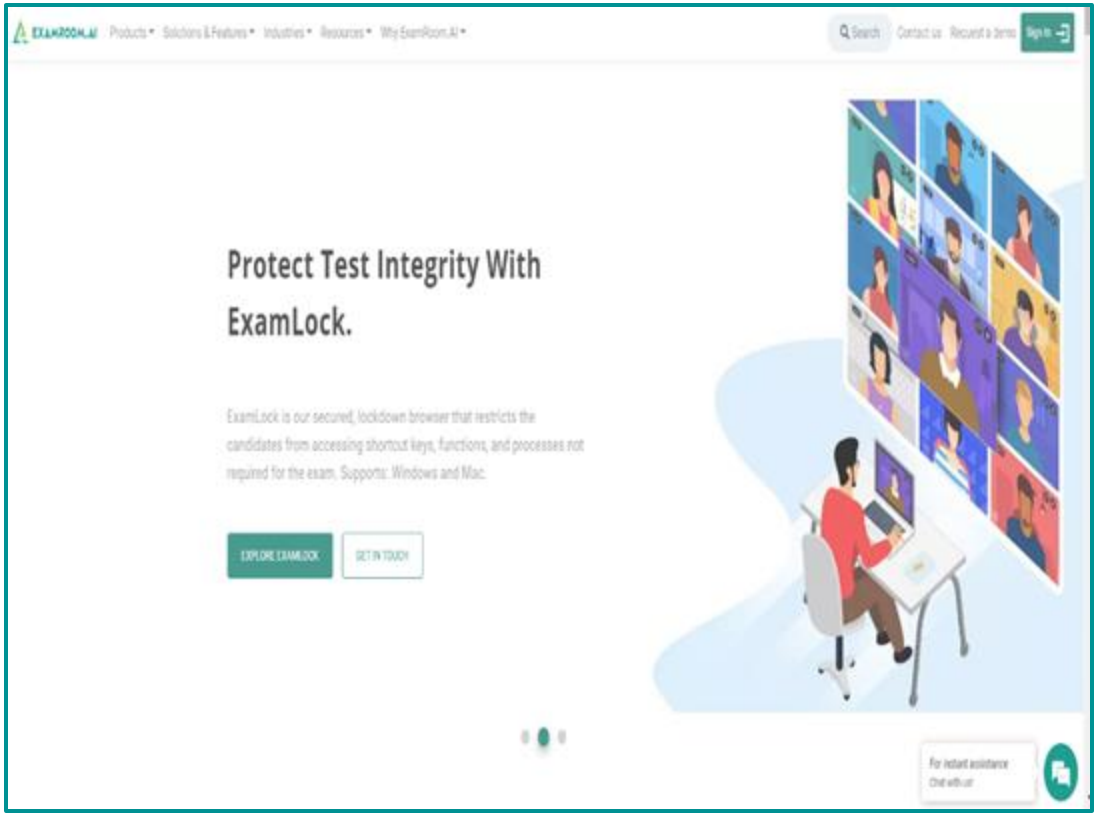
❑ Click on **Okay**, you will be redirected back to the ExamRoom.AI dashboard.



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.)



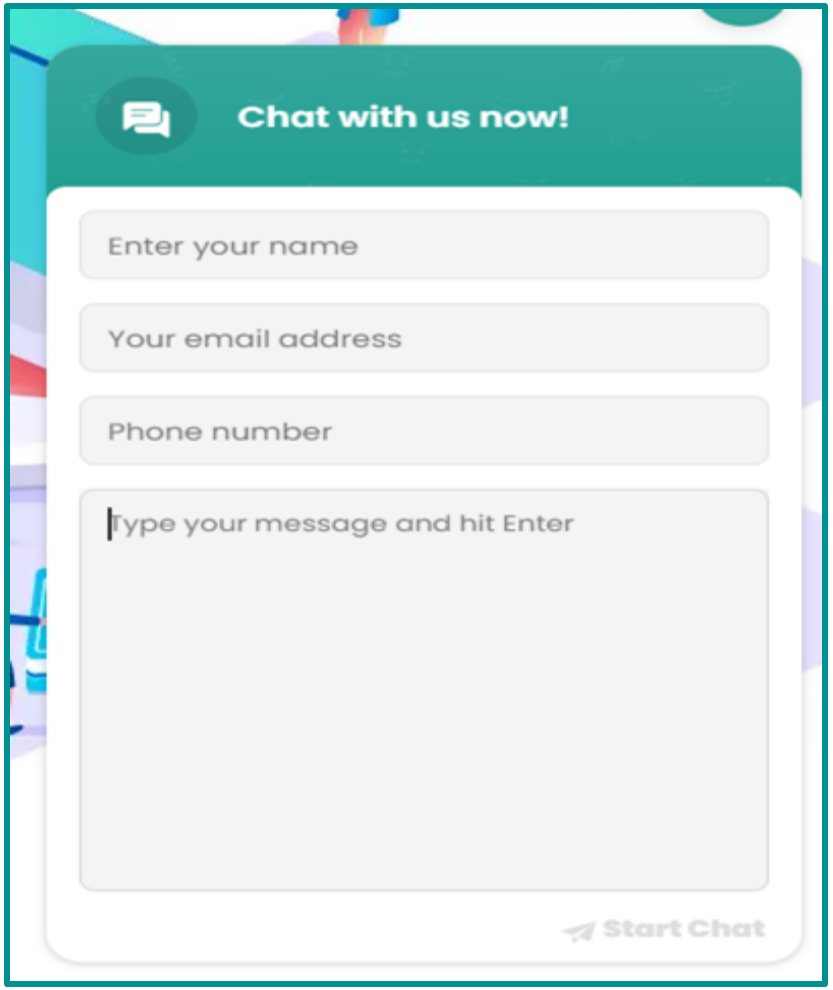
Please contact us immediately at either:

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



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).