



CANDIDATE BULLETIN

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NRCA
PROCertification®

REMOTE TESTING INFORMATION



National Roofing Contractors Association Candidate Bulletin

National Roofing Contractors Association (NRCA®) and Prometric are pleased to announce the availability of pre-approved ProCertification® computer-based exams via remotely proctored testing services provided by Prometric's ProProctor™ application.

This will allow authorized candidates a unique opportunity to take their computer-based exam anywhere, including at home or place of work. For all locations, candidates must pre-schedule taking their exam directly with Prometric. The steps below summarize how to schedule NRCA computer-based exams using the ProProctor™ remote proctoring service.

Scheduling a Remotely Proctored Exam

After you receive a testing authorization E-Mail from NRCA you may schedule an appointment to take your remote proctored exam by visiting www.prometric.com/nrca or calling the Pro Proctor team at 1-800-813-6779.

Remote Proctored locations: You may take your exam at your home, or place of work. Your location must be:

- Indoors, in a walled room, well-lit area with a closed door and free of noise and distractions.
- Alone
- At a table free of pens, paper, electronic devices and study materials.

To take an exam in your place of work, additional steps may need to be taken depending upon your company's security settings. For details on choosing this pathway, please call +1 800.813.6779 to learn more.

You will be using your personal computer. Your computer must meet our **minimum system requirements:**

- Windows 7
- Current version of Google Chrome
- 0.5 mbps internet connection
- Disconnected from a docking station, plugged directly into a power source
- Contain or be connected to a moveable web-camera
- Only one monitor is allowed. Computers with additional monitors must be configured in advance to support only one monitor.
- Ensure you are on the same computer and in the same location for the exam, where you performed the first system check.

To see if your computer and network will allow testing through ProProctor™ visit <https://rpcandidate.prometric.com/> and complete the system check.

Holidays. Scheduling and Testing does not occur on the following holidays in the United States:

New Year's Day	Independence Day
Martin Luther King Jr. Day	Labor Day
Presidents' Day	Thanksgiving Day
Memorial Day	The day after Thanksgiving
	Christmas Day

To schedule a Remotely Proctored exam

After receiving your testing authorization email from NRCA you may schedule your exam by visiting www.prometric.com/nrca or by calling **+1 800.813.6779** between 8 a.m. and 5 p.m. (Eastern Time), Monday through Friday. At the end of the call, you will receive an email containing your appointment confirmation number. If you are unable to call, you may contact us through email at **Pro-Proctor@Prometric.com**.

Rescheduling an exam appointment

Following are policies and fees regarding rescheduling or canceling NRCA ProCertification test appointments:

- **30 or more calendar days before your test date** – If you reschedule or cancel your appointment 30 or more calendar days before your scheduled test date there will not be any additional charge. You will be able to reschedule your test appointment at no charge.
- **29-6 calendar days before your test date** – If you reschedule or cancel your appointment between 29 and 6 calendar days before your scheduled test date you will be charged \$35.
- **5 calendar days or less before your test date**– You cannot reschedule or cancel your appointment 5 calendar days or less before your test date. **If you do not appear for your test appointment, you are considered a no-show.** If you want to take the test on a future date, you will have to reschedule your test appointment.
- **Rescheduling**– Failure to be present for a scheduled appointment is considered a no-show and will result in a fee of \$100 to reschedule.

To reschedule or cancel your appointment, please have your confirmation number ready and visit www.prometric.com/NRCA or call 1 800.813.6779. If you do not comply with the cancellation policy, you will be considered a "no-show" and incur a fee.

Taking Your Exam

You do not need any computer experience or typing skills to take your exam. After you schedule an appointment, you will receive an e-mail confirmation, with:

- ProProctor™ User Guide

You should complete the system check, and installation of the ProProctor™ application in advance of your test day. While you are not physically travelling to a test center, we recommend that you use the 30 minutes prior to your appointment to review the testing regulations and Environment Do's and Don'ts and prepare to launch the Exam. The exam may not be launched more than 15 minutes prior to your appointment time and may not be launched more than 15 minutes after your appointment time.

Before starting the exam, connect your required headphones to your computer and set the volume to your desired level. Once the exam is launched the system will be locked down and will not allow changes to be made to volume levels. Next, you will receive a personalized introduction to the testing system.

Identification required: Only a valid, unexpired, government-issued photo ID that is in good condition will be accepted.



Important Failure to provide appropriate identification at the time of the exam is considered a missed appointment.

If you cannot provide the identification listed above, contact NRCA **before** scheduling your appointment to arrange an alternative way to meet this requirement.

Test Center Regulations

Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

Required items

All NRCA computer-based exams provide the option to listen to the exam via the voiceover functionality and require the use of personal headphones or earbuds. All NRCA remotely proctored computer-based exams require the examinee to wear headphones or earbuds connected to the computer for the duration of the exam. No other audio speakers or devices are allowed. If headphones or earbuds are not used, then the exam cannot be administered and the candidate will have to reschedule taking the exam and pay NRCA the rescheduling fee.

Personal items

You are required to clear your testing area of personal items. Note the following:

- Electronic equipment—cameras, tape recorders, cell phones, PDAs, pagers, etc.—is not permitted in the testing area.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area.

Breaks

- No breaks are permitted.

Visitors

Misconduct or disruptive behavior

- No guests, visitors or family members are allowed in the testing area.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, sharing supplies, taking part in an act of impersonation, removing test materials or notes from the testing room, and/or using rude or offensive language and behavior that delays or interrupts testing.

Copyrighted Questions

All test questions are the property of NRCA and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

Your Exam Results

At the end of your exam, you will receive a notice of completion via email. For questions regarding your exam, contact NRCA Certification Department at 847.493.7560.