



## NATIONAL OCCUPATIONAL THERAPY CERTIFICATION EXAMINATION

# NOTCE: Computer-based testing and live remote proctoring manual

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[www.notce-enaee.ca](http://www.notce-enaee.ca)



**CAOT - ACE**

Canadian Association of Occupational Therapists  
Association canadienne des ergothérapeutes

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# NOTCE ONLINE EXAMINATION

## Quick steps

### 1 - Read



Please read this manual; it contains important, timely information

### 2 - Check



Ensure you meet all technical requirements in advance of registering

### 3 - Register



Register for the exam through CAOT

### 4 - Book



Book your exam time through your Measure Learning profile

### 5 - Recheck



Recheck all technical requirements and complete the "Test It Out" tool.

### 6 - Complete



Complete the tutorial to experience the computer interface

### 7 - Write



Complete the NOTCE on your exam day

## Live remote proctoring with ProctorU.

Live remote proctoring allows test takers to write the NOTCE from home or another private space rather than completing an in-person exam at a testing centre. Test takers use their own computer, webcam, and workstation, with software installed by ProctorU. A live proctor monitors the test taker throughout the exam, troubleshoots any technical issues and ensures that security is maintained. Each exam session is recorded for review, if needed.

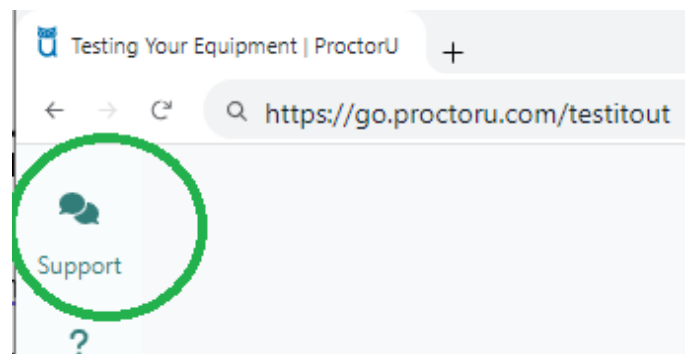
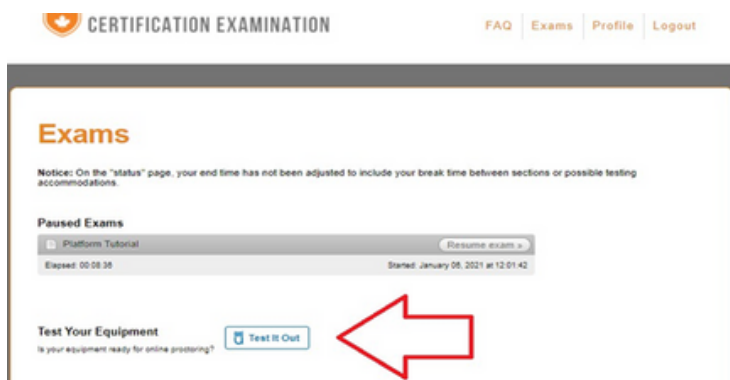
### Technical and environmental requirements:

**Important:** Be sure that your computer and testing environment meet the following requirements to successfully attempt the live proctored exam. If your computer or testing environment do not meet the requirements, you will not be able to complete the exam and you will not be refunded and you may be charged a rebooking fee to write at a later time. If the examinee is responsible for issues on exam day, the examinee may be charged for the additional exam sitting. [Visit the following page](#) for a list of specific equipment required to complete the examination.

### Computer

Your PC or Mac must be a desktop or laptop computer with certain specifications.

**IMPORTANT:** You **MUST** test your computer equipment by completing “**Test It Out**” before registering, when preparing for exam day AND on exam day. Use this [link](#) to test your equipment before registering and getting access to your Measure Learning profile. Once you have access to your [Measure Learning profile](#), use the link within your profile, see screenshot below. Completions of the “Test It Out” equipment checks are tracked to ensure this is done by all test takers. Before completing Test It Out, you will be prompted to download the **Guardian Browser**. Test-it-out must be completed while using this browser. Note: If you experience technical difficulties on exam day and “Test It Out” was not done, or you received a failing score, you may be required to pay an additional exam fee.



If you are having problems completing "Test It Out", contact ProctorU directly during testing by using the online chat function. /2

### Not Supported:

- Safari: Mac Users, check the [technical information page](#) for required settings.
- Google Chromebook (supported for G Suite Certifications and G Suite Administrator exams)
- Tablet (Nexus, iPad, Tab, Note, etc.)
- Linux operating system
- Windows 10 in S mode or Surface RT
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam.
- Unlicensed operating systems.

### Displays/monitors

You may only have one monitor running during the examination. Multiple monitors/displays are not supported. If you have more than one monitor, you will need to disconnect all but one. [How To Disconnect Additional Monitors](#).

### Guardian Secure Browser

Ensure that you have the ability to download and install programs/applications on the computer you intend to write the examination on. You will be required to install a program upon connecting to a proctor. Alternatively, you can install the Guardian Browser before your exam. [Download the Guardian Secure Proctoring Browser](#). See section: How to prepare for a successful exam day.

### Internet connection

A hardwired connection is preferred, a wireless connection can be used. **Warning:** a wireless connection can sometimes be unstable with an increased risk of disconnection during the exam. Other users on the wireless network can also decrease the speed of the connection; no other users of the same connection should be streaming content at the same time. If your wireless internet connection is a problem during the exam, you may not be refunded for an incomplete examination. Test your internet speed prior to the examination. If you choose to use wireless, we recommend that you have at least 10 Mbps speed. Here are [tips to improve your internet connection](#). You can use one of the following tools to test your internet speed:

- <http://speedtest.googlefiber.net/>
- <http://beta.speedtest.net>
- <http://fast.com>

## Software

You will be required to install a program LogMeInRescue (LMI) upon connection to a proctor. Be sure you can install programs on the computer on which you intend to write the examination. **The program is not available for download prior to examination day, so you must have download access.**

## Speakers

Speakers are used for informative checks and will not prevent you from testing. If you want to be able to hear the proctor, make sure your speakers are working. If your speakers are not working, try using some headphones and check your system again. Your proctor will ask you to remove your headphones once the exam begins.

## Microphone

You must use an internal or external microphone that is not part of a headset to communicate with the proctor (the microphone on your computer is acceptable if it is in working condition). [Microphone troubleshooting](#).

## Camera/webcam

Your camera can be built into the computer or a separate webcam and have a minimum resolution of 640x480. The camera must be able to be moved to show the proctor a 360-degree view of the room, including your tabletop surface, before the test. If a desktop computer is used, the camera/webcam must be portable. [Camera Troubleshooting](#).

## Mirror/reflective device

A mirror or a device such as a cell phone on video mode is required for the proctor to briefly inspect your keyboard and workstation through the camera. The reflective device must be at least 2 inches wide and 2 inches long.

## Private testing area and workstation

- You must be alone in a well-lit room with no one else entering during the exam unless an accommodation has been granted.
- Reduce all possible background noise, to avoid disruptions and distractions.
- Testing in a public space is not permitted, for example: outdoor parks, hotel lobbies, internet cafés, university libraries or restaurants.
- If you reside in the same home/testing area as another person writing the same exam, consider writing at different times or locations or please contact [exam@caot.ca](mailto:exam@caot.ca) before the registration deadline to discuss alternatives.
- Your computer and keyboard must be on a desk or other tabletop surface.

- Your workstation and surrounding area must be clear of all items not approved for use during the test.
- If you have bookshelves, exposed closets, or walls with materials posted on them, it is recommended that you cover them with a sheet, or to remove items as much as possible. This will make the room scan faster and easier.
- You must sit in a standard chair; you may not sit or lie on a bed or sofa.
- Food is not allowed during the exam. Water in a clear glass without labels or logos is permitted.
- Cell phones are allowed in your room to use as a reflective device, or to contact support in case of an emergency. During the exam, the cell phone must be out of arms reach and the proctor will note its location.
- Recording devices outside of your main camera/webcam of any kind are strictly prohibited.

### **Identification**

You will need to show valid, non-expired, government issued photo identification. Examples include a driver's licence or a passport. A picture of your ID will be taken by ProctorU to have on file, for auditing purposes. A damaged identification card or if the identification card is obstructed by the test taker during the check-in process, the exam will not begin. Please have a second form of ID ready in case you experience issues with your primary ID.

### **Acceptable attire/ clothing**

- Your face and ears must remain visible throughout the exam, not covered by sunglasses, hair, a hat, face covering or other items. Religious head coverings are permissible and do not require a request for accommodations.
- Earbuds or any in-ear devices are not permitted unless an accommodation has been granted.
- Dress comfortably and appropriately for your test. You will be monitored via camera by a proctor and your test taking experience will be recorded.
- Avoid wearing such items as jewelry, tie clips, cuff links, ornate clips, combs, barrettes, headbands and other hair accessories.
- Wearable technologies and watches are not permitted. If you require medical equipment, this must be requested as an accommodation.
- Foam earplugs are permitted. The proctor will inspect them before starting your exam.

### **Note-taking / other materials**

For security purposes, note taking on paper is not permitted. A note function is available on the examination platform. Notes are saved for possible review, if needed. See heading "testing accommodations" for steps if additional materials are needed as an accommodation.



## Monitoring and recording

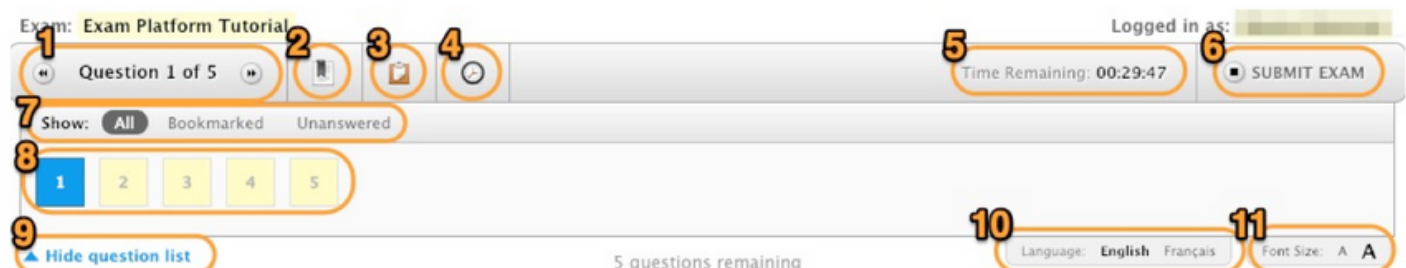
- During the examination, a proctor will monitor you through your video camera/webcam and have access to your computer through an online application called LogMeInRescue (LMI) to ensure examination integrity and security. ProctorU will not access any files or folders that are not related to the administration of the exam.
- The entire examination session is recorded by ProctorU. ProctorU is based in the United States of America (USA). The data collected by ProctorU will be subject to the laws of that jurisdiction and may be subject to access from USA's federal government.
- The recording will be available to CAOT and is stored at ProctorU for a limited time.
- Please view the ProctorU privacy policy [https://www.proctoru.com/privacy-policy\\_](https://www.proctoru.com/privacy-policy_)

## Computer-based testing: user interface

### Meazure Learning's Exam Platform

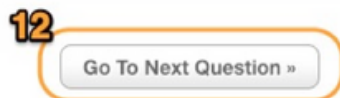
Computer-based examinations will be delivered by way of Meazure Learning's software, featuring a test driver on servers hosted in Canada.

### Exam interface features



During the examination, your task will be to select the correct answer to the question from a list of alternatives. Which of the following is the **correct** method of selecting your answer?

- ☐ A) Clicking on the radio button (circle) corresponding to your answer.
- ☐ B) Clicking on the Bookmark icon in the exam navigation toolbar.
- ☐ C) Clicking the Pause Button in the exam navigation toolbar.
- ☐ D) Clicking the "Go to Next Question" button on the bottom right of the screen.



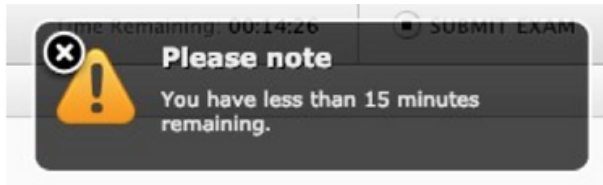
Question 1 of 5 · Part 1 of 1



**Below is a description of each numbered feature in the screen shot above:**

1. **Current question display:** this will show you which question number you are currently on as well as the total number of questions available.
2. **Bookmark ribbon:** here you can bookmark a question using the ribbon. When selected, the question number in the question display box will then have a red ribbon displayed over top so you can easily refer back to questions as needed.
3. **Clipboard/online notes:** this is used as an online scrap paper function. You can type in notes or information pertaining to each question and come back to it later for reference. Each piece of information is stored with that particular question, it does not carry over to the next.
4. **Clock icon:** this is used to hide the time remaining countdown clock. You can click this again to bring the countdown clock back.
5. **Time remaining countdown clock:** this will display the amount of time remaining on your assessment. This will begin at the full allotment of time and begin counting down towards 0:00:00. Once the timer runs out, the assessment will automatically submit.
6. **Submit exam button:** once you are ready to submit your answers, click this button to submit the assessment.
7. **Question status display:** here you can choose which question boxes appear in the question box area. You can choose to show all questions, all bookmarked questions, or all unanswered questions.
8. **Question display box:** here is where all questions will be shown. Boxes with a Yellow colour and grey outline are 'unseen'; boxes with a Yellow colour and a black outline are 'seen' but 'unanswered'; boxes that are white and a black outline are 'seen' and 'answered'. You can click on a question box to quickly jump to that question as well.
9. **Hide question list:** clicking this button will hide the Question display box. Click this again to re- display the question boxes.
10. **Language toggle:** here you can choose which language you wish to have the question displayed in. If an alternate language is available, it will be displayed here. You can go back and forth between languages as needed.
11. **Font size toggle:** Here you are able to increase or decrease the font size. There is no limit to how large or small you can make the font.
12. **Go to next question button:** here you can quickly move to the next question in order.

As you get closer to the end of the allotted examination time, a time remaining pop-up window will appear when 30 and 15 minutes are remaining. This is to ensure candidates are aware of the time limit remaining and can be removed by clicking the X.



### Computer-based testing tutorial (CBT Tutorial)

A tutorial exam is uploaded to test takers' Meazure Learning profile. This tutorial exam can be completed as many times as needed.

The purpose of the tutorial is to familiarize exam writers on how to use all of the exam platform's features. A exam writer needs no special computer skills, except the ability to use a mouse to navigate on a screen.

The NOTCE department **strongly** encourages exam writers to take the tutorial in advance to become familiar with the computer-based test experience and to become comfortable with the CBT navigation features.

## Testing accommodations

Requests for testing accommodations will be reviewed subject to the Testing Accommodation Policy Document.

When registering for the exam, you will identify that you require accommodations by completing “Form A” via the registration process. Depending on your request for accommodations, supporting documents can be one of the following:

- [Form B](#), completed by a health professional.

OR

- E-mail from your university accessibility department.

OR

- E-mail from your religious leader.

Supporting documentation **cannot be submitted by the test taker**, it must be directly sent by the health professional, accessibility department, or religious leader to [exam@caot.ca](mailto:exam@caot.ca).

**IMPORTANT:** Once you have been granted accommodations for your exam, you have the responsibility confirm your accommodations with the proctor **BEFORE** you begin the exam to ensure your accommodations are accurate.

## Registering for the exam

### Step 1:

During the initial registration through the NOTCE website, you will provide contact details, your intention to write the online the exam, and process payment. The NOTCE department will send you an email confirming your registration. At this step, you will not be booking the exact time and day of your exam.

### Step 2:

4-6 weeks before the exam, you will receive an email from Meazure Learning with instructions and login details to book your exam. A booking window of five days is given to test takers to complete this mandatory task. **Important:** Time slots on exam days are limited based on the supply of online proctors, available time slots are granted on a first come first served basis.

### Booking steps:

1. Once logged in to your Meazure Learning account (account details are provided to you 4-6 weeks before the exam), you will be taken to your dashboard where you can click on "Book" on the available exam.
2. You will be taken to the "New Booking" dashboard. Click on "Remote Proctoring".
3. Select your time zone from the available drop downs. If you are unsure of your time zone, you can google "What time zone is XX" and enter your location in.
4. You will see the available dates in dark grey where you can select. Choose the date you wish to book and from the time drop down option, you will see available options for you to write. **Note** - NOTCE start times are only offered between **9am-1pm ET**.
5. Complete the booking by clicking "Submit Booking".

Here is a [quick video demonstration](#) on how to book your exam.

### Exam day:

Here is a ProctorU [demo video for exam takers](#) and [resource centre](#).

- It's recommended to restart your computer before starting your exam. Once restarted, it refreshes your RAM. Close all programs that are running in the background. Free as much RAM as possible on your computer to ensure the exam runs smoothly.
- Open the Guardian browser (if not downloaded, you will be prompted to download the browser before starting your exam).
- Access your exam through your Meazure Learning profile:  
<https://caot.ysasecure.com/login> (copy/paste this link into your Guardian Browser).
- Your examination will not allow you to connect to a proctor until the scheduled start time; however, a countdown timer will be shown.
- You must log into your Meazure Learning account and connect to ProctorU at your scheduled connection time. If you connect 15 minutes past the scheduled connection time, you will be denied access to the exam, the examination will show "expired" and you will forfeit your exam fee. This does not apply if the proctor is delayed in connecting.
- At the scheduled connection time, your examination status will change to "write exam". Click this to connect to ProctorU.

- Once you are connected to a proctor, you will be guided through the registration process.
- You will be asked to show your current, government issued photo identification. The proctor will then take your photo and compare it to your details on file.
- You will be asked to pan your room with your camera. When showing your keyboard to the proctor, you can use your cell phone or mirror.
- You will be asked to show your ears and bare arms.
- Once the check-in process is complete, you will need to accept the terms and conditions outlined in a “Statement of Understanding” prior to starting your exam (see Appendix 1). You will also accept a Privacy Statement and Terms and Conditions statement from ProctorU. After accepting the terms and conditions, your exam will be released to you.

Note: The timer does not start until you have started the exam.

### During the examination

Actions and behaviors that are not allowed and will be flagged by the proctor(s) during an exam:

1. **Talking aloud:** Unless an accommodation has been permitted, talking aloud during the exam is not permitted.
2. **Being out of camera view:** Your face, chin to forehead, always needs to be in the camera view. **Note:** You cannot lower your laptop screen during the exam or during your break(s).
3. **Anyone entering your testing area:** You may not have anyone else in your testing location with you.
4. **Anyone talking to you while you are in your testing area:** Additional noises, including other people talking to you, while you are in your exam are not allowed.
5. **Looking off-screen:** If you are not allowed any materials, your eyes should stay on the screen while testing. If you are excessively looking off-screen, the proctor will intervene.
6. **Utilizing materials that are not allowed:** You are only allowed the permitted materials allowed by the NOTCE department.
7. **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is not permitted. The proctor will turn off the ability to use your keyboard screenshot hotkeys.
8. **Copying and pasting any elements of the exam:** The system will not allow you to copy and paste any content from your exam. Any attempts of this function, the system will capture all events of copy and paste that occur.

Test takers are permitted one washroom break per exam book, not to exceed 5 minutes, unless more breaks have been pre-approved under testing accommodations. If you choose to break to use the washroom, **the time on your examination will continue to run.**

The scheduled break between parts 1 and 2 is set at **30 minutes**. The break is not to exceed 30 minutes or it will be flagged for review by the proctor. Part 2 begins automatically once the 30min timer expires. A room scan will occur after each washroom break, and after you return from your break between parts. If you do not notify the proctor of your actions, you may be interrupted during your examination. Your cell phone will be re-secured with each room scan.

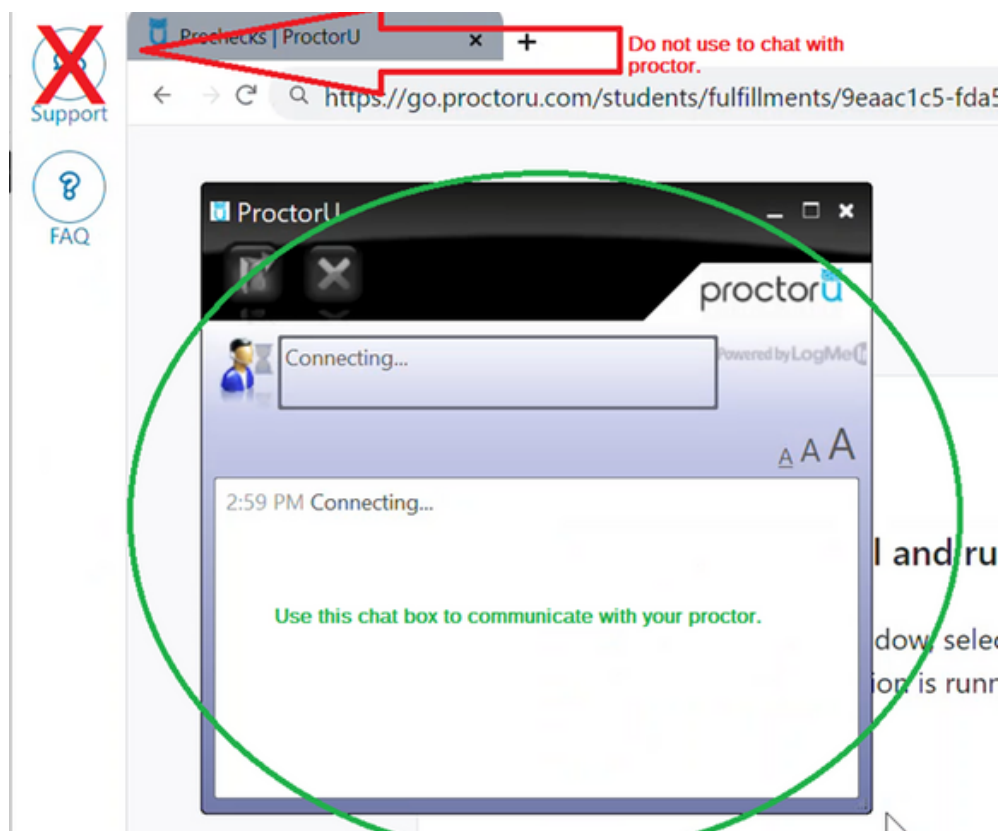
**Communicating with the proctor(s):** Use the chat function through ProctorU (do not use the support chat on the Guardian Browser- See Screenshot below). Do not try to get the proctor's attention by using your microphone.

**Notify the proctor when you have:**

- Questions
- Completed Part 1
- Require a washroom break during the exam
- Returned from your break between parts, washroom.
- Completed Part 2

**Note:** You may have several proctors during your exam.

Proctors may have shift changes that are silent but tracked in the chat logs. When you put something in the chat, the new proctor may need to look up the chat log to check allowable breaks or testing accommodations.





## Troubleshooting and Support:

If you have any issues prior to exam day, contact Meazure Learning:

- **Phone:** 1.855.772.8678, Option 1
- **Chat Support:** [Click here.](#)
- **Hours of Operation:** Monday through Friday from 8:00am to 7:00pm Eastern Time

**On exam day:** Contact Meazure Learning if you have not been able to connect with a proctor within 15 minutes of your scheduled start time. Once connected with ProctorU, use the chat function to troubleshoot any ongoing problems. If troubleshooting goes beyond 15 minutes without a resolution, use your cellphone to contact Meazure Learning.

**When to contact the NOTCE department:** The department cannot help with technical difficulties on exam day. However, if you are unable to complete your exam and ProctorU is unable to resolve technical difficulties, please email **exam@caot.ca** immediately and we will be in touch with you within 24 hours.

## After the exam:

After completing your exam, a confirmation page and a link to a NOTCE survey will appear on your screen. You will also be given a brief ProctorU survey.

You will be requested to complete a NOTCE survey about the exam. A link to this survey is also sent to you by e-mail following your exam. This survey is important for understanding your experience of taking the exam.

Exam results will be uploaded to your CAOT profile, 6-8 weeks following the exam.

If you wish to submit a reconsideration request based on administrative (including technical issues) or on extenuating circumstances you must do so as soon as possible and within 7 days of the exam: [See reconsideration and appeal policy.](#)

## APPENDIX 1: STATEMENT OF UNDERSTANDING


Please read carefully. Conduct occurring before, during or after testing that violates the principles outlined below may result in invalidation of examination results and/or other penalties and will be reported by the test provider to the National Occupational Therapy Certification Exam (NOTCE) staff, who will report it to the OT provincial regulatory bodies in Canada.

The NOTCE is highly confidential. The examination questions are the property of CAOT. Unauthorized disclosure of the examination questions is prohibited. By accepting this statement of understanding, you agree to maintain the confidentiality of the NOTCE questions. You must therefore:

- Keep the exam content confidential, even after the exam. This also includes not discussing the content with anyone who wrote the exam before you, with you or who has not written the exam yet.
- Not use or be in possession of any electronic device (such as cell phones, cameras, wearable technology, tablets, pagers, etc.) during the exam. Realize that any recording or memorization of exam questions is strictly forbidden whether you intend to recreate parts of the exam for financial gain or not.

You will be required to show photo ID and take a photo of their face for the purpose of ID match. ID information is deleted within a week unless notified by CAOT due to an issue with an ID match.

You will be observed at all times while you are taking the exam. You must download and connect to Proctor U software that records observations and allows the proctor to gain access to your computer. This software will allow for direct observation by proctors and recording of your exam session, including your webcam, computer screen and programs/applications running. Proctors may not necessarily inform you of their observations, but they are required to report behaviour that may violate the terms and regulations of CAOT or other forms of irregular behaviour. The recording and data collected from proctored sessions are stored in US based encrypted servers (AES 256). The screen recordings and webcam audio/video are accessible to CAOT for three months for the purpose of appeals only. The information is automatically deleted from the servers after two years.



You must have either an external webcam, mirror or cell phone (at least 2 inches by 2 inches) to assist with the environmental scan. You are permitted to bring a label-less beverage and ear plugs. You are required to show the proctor these items prior to starting the exam.

You are permitted one washroom break per exam part, not to exceed 5 minutes, unless more breaks have been pre-approved under testing accommodations. If you choose to break to use the washroom, the time clock on the examination will continue to run. The scheduled break between parts is 30 minutes. If you leave the room for longer periods, the proctor may discontinue your exam.

Any cheating and/or breach of confidentiality/security or any attempt to subvert the examination process by any candidate violates the purpose and principles of the examination. Any candidate who carries out, takes part in or who witnesses such behaviour must report it to the Proctor and/or NOTCE department as soon as possible.

You are responsible and expected to demonstrate reasonable efforts to eliminate technological and environmental distractions throughout your exam, regardless if the issue is caused from oneself, from another exam candidate, or from the exam provider. You shall immediately reach out to a proctor as soon as an issue is present. Inaction by you to address an issue will be considered when investigating reconsideration requests.

The NOTCE strives to report results that accurately reflect the skill and performance of each candidate and represent a valid measure of their knowledge or competence as sampled by the examination. Accordingly, our standards and procedures for administering examinations have two related goals: giving candidates comparable opportunities to demonstrate their abilities and preventing any of them from gaining an unfair advantage over others. To promote these objectives, the NOTCE reserves the right to cancel or withhold any examination results when, in the sole opinion of NOTCE, a testing irregularity occurs; cheating has occurred; there is an apparent discrepancy in, or falsification of, a candidate's identification; a candidate engages in misconduct or plagiarism; when irregularities in performance are detected for which there is no reasonable and satisfactory explanation; or the results are believed to be invalid for any other reason.

You shall agree to abide by all regulations, as well as oral and written instructions controlling the conduct of the examination. These regulations are intended to preserve the integrity of the examination process by providing standard test administration conditions that yield valid and reliable results.

\_\_\_\_ I have read, understand and agree to abide by the above statement.