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Instructions for Taking NCC AP Examination by Online Proctoring

The National Certification Commission for Addiction Professionals (NCC AP) offers test takers the opportunity to test using Online Proctoring. You will take the exam on a computer in your own home or office while being proctored over your webcam by an online proctor in a different location.

Before considering Online Proctoring, you should ensure that your computer meets all of the System Requirements (Page 4). In addition, your testing environment will need to meet all of the Rules of the Exam (Page 3). If you are unable to meet these requirements, you will not be allowed to test using the online proctor system. You will have the opportunity to test at one of our testing centers across the country and will sign up through the Colorado Association of Addiction Professionals (CAAP).

Please review the instructions below and contact CAAP with any questions – prior to signing up for test.

In order to take the exam, you would follow these steps

- Step 1: Register for the exam - through CAAP
- Step 2: Install Online Proctoring Software: Sentinel Secure
- Step 3: Create your Biometric Profile
- Step 4: Launch your exam

1. **Register for the Exam** - Apply for the test through CAAP website at www.caap.us.


CAAP will contact you to set up a test appointment, after you have applied and your application has been approved by NCC AP and CAAP. You can choose the appointment time that works best for you within the next 90 days. The cost of each proctored exam appointment is the same as exam testing at a test facility. You will need to pay at the time of registration. Once we have completed Step 1 and you have set up a test appointment with CAAP, you will proceed to Step 2 – 4.

2. **Install Sentinel Secure software** - Once you are registered to take the exam, you will receive a link that allows you to download the Sentinel Software. You will need this software to take the exam. The software was created by Kryterion and is safe for your computer. You need to complete the next two steps before your exam appointment. We recommend **completing them at least one week before your exam** in case of any problems. When you log on to Webassessor after registration, you will see the following box in the top right of your test taker homepage:


NEW SENTINEL UPDATE IS NOW AVAILABLE

Uninstall Sentinel, and then download and install the latest version of Sentinel in Step 1 below.

Step 1 -
If you have not installed the latest Sentinel or you are unsure, click the button below and run the installation program.

 [Install Sentinel](#)

Step 2 -
Create your Biometric Profile - If you have not completed your Biometric Enrollment, a button will appear below. You must complete the Biometric Profile prior to taking an OLP test.

 [Enroll In Biometrics](#)

[Generate Receipts](#)

You should click the “Install Sentinel” button and then follow directions. Note that you will need administrator privileges on your computer in order to install the program. If you are installing the program on a work computer, you may need assistance from your IT department.

3. **Create your Biometric Profile** - After installing the software, you need to create your biometric profile. You can follow the link from the Webassessor homepage. There are two aspects of your biometric profile.

First, you will complete the keystroke analytics. Type your name, exactly as shown, into the text box. The software will record your typing pattern and speed. Please type at a consistent pace as you normally type. Make sure to use the 'Shift' key for capital letters. Do not use 'Caps Lock'. You must press 'Enter' after typing your name.

Second, you will take your picture with your webcam. The system will prompt you to take the picture. Make sure the camera is in focus and the lighting is not too dark or too light. If you are wearing glasses or a hat, please remove them for the photo. Hold perfectly still and click "Capture", a green background will appear. If a red background appears, adjust your position by moving closer to the webcam. Check the lighting on your face and the background behind your head.

The online proctor will use both of these aspects to verify your identity on the day of your exam.

4. **Launch your Exam** - You will be able to launch your exam starting 15 minutes before your appointment time. When you log in to webassessor.org, the link to launch your exam will be available under "Upcoming Certification Exams." During the exam, you must follow the Rules of the Exam (see page 3).

Rules of the Exam

- The room is well lit, quiet, and free from distraction.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- Watches, bracelets and necklaces are not permitted to be worn during testing.
Please remove all items around your neck and wrists.

- Interaction with another individual during your test session is not permitted.
- It is recommended not to have pets in the room during your exam.
- You may not use dual monitors.
- You cannot take a break for any reason. If you leave the workstation during the exam, we are obligated to inform your test sponsor.
- You may not lean out of the camera view during your test session. The proctor **must** be able to see you and your face at all times.
- Cell phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.
- You will be recorded during the entire exam experience.

System Requirements - To ensure you are able to launch your exam, please be sure your computer meets the hardware and software requirements below. You need to have a working webcam. An internal webcam is acceptable.

Windows	MAC
Hardware <ul style="list-style-type: none"> ▶ Minimum 50MB available space ▶ Screen Resolution 1024 x 768 or greater ▶ Webcam and Microphone – USB only ▶ Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms ▶ Operating Systems <ul style="list-style-type: none"> ▶ Windows 7 ▶ Windows 8.1 Only (Touch screens require the use of a mouse and keyboard) ▶ Windows 10 (Touch screens require the use of a mouse and keyboard) 	Hardware <ul style="list-style-type: none"> ▶ Minimum 50MB available space ▶ Screen Resolution 1024 x 768 or greater ▶ Webcam and Microphone - USB only ▶ Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms ▶ Operating System OS X <ul style="list-style-type: none"> ▶ 10.10 Yosemite ▶ 10.11 El Capitan ▶ 10.12 Sierra
Installed Applications <ul style="list-style-type: none"> ▶ Internet Explorer 11 or Edge required for Sentinel Secure™ * ▶ Adobe Flash ActiveX (Latest for Internet Explorer) ▶ .Net Framework 4.6.2 ▶ Ports Opened <ul style="list-style-type: none"> ▶ 80 & 443 ▶ Administrator Rights 	Installed Applications <ul style="list-style-type: none"> ▶ Safari (Latest Version) required for Sentinel Secure™ * ▶ Ports Opened <ul style="list-style-type: none"> ▶ 80 & 443 ▶ Administrator Rights

Additional Support :

- *If you require further assistance regarding the steps listed in this document, please refer to the Support Page.*
 - *If you require further resolution to an issue, we are available from Sunday 6am – Friday Midnight and Saturday from 6am - Midnight (Phoenix Arizona Time, UTC -7). Voice: 1- 877-313-2008 (U.S.) or +001-602-659-4679 (International)*
 - *Live Chat: <https://www.kryteriononline.com/test-taker/online-proctoring-support>, then click on “Click Here to Chat”. E-Mail: OLPsupport@KryterionOnline.com*
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This document was prepared using information from “Test Taker Guide: Online Proctoring Services,”

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<https://www.kryteriononline.com/docs/preparingforyouexam.pdf>