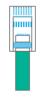# ARE update

In this issue: Online testing tips, a reminder about Prometric's mask policy, and an update on NCARB's progress addressing technical issues.

Online Testing Tips

Testing online? Here are six things you can do to improve your online testing experience:

1. Connect Via Ethernet, Not Wi-Fi
Connect to the internet via ethernet and limit other uses of your bandwidth during your appointment. After establishing an ethernet connection, disconnect your Wi-Fi to ensure your computer maintains an ethernet connection throughout your exam.

2. Close All Computer Applications
Having other applications running in the background when testing through ProProctor will impact the performance of the exam software. Make sure you close all applications prior to testing.

3. Adjust Your Network and Computer Security Settings
ProProctor accesses your computer, including your camera and microphone, which may be identified as a security threat by your system. Prior to your exam, **adjust or disable the security settings on your computer, router, and those set through your internet service provider** (ISP) to ensure ProProctor is not blocked throughout your appointment. If you're unsure how to check your ISP security settings, reach out to your provider directly.

4. Disable Your Virtual Private Network (VPN)
Connecting your computer through a VPN will limit performance of the exam delivery software and may cause ProProctor to block your access completely, so you'll need to disable it prior to your exam. Reach out to your company's IT support team for assistance on identifying your VPN and disabling it.

5. Make Sure Your Webcam Uses Autofocus

As part of the check-in process, Prometric will confirm your ID via your webcam. If your webcam isn't able to autofocus, reading the text on your ID can be difficult or even impossible, and you may not be able to finish your security check.

6. Schedule Your Free 30-Minute Test Run Appointment

The test run will help you identify potential technical problems with your online testing setup or testing space prior to your exam. You should schedule your test run at least one week in advance of your actual ARE appointment and have the space prepared just as you will on test day.

Reminder: Prometric Mask Policy

Prometric requires everyone appearing at a Prometric testing center to wear an approved face covering for the duration of their time at the location, including test takers and test center staff. This policy is in accordance with Prometric's safety plan and the continuing guidance from leading public health officials who state wearing face coverings, along with other precautions, significantly reduces the risk of coronavirus transmission.

This provision will remain in force, even in jurisdictions that have recently adopted less rigorous COVID-19 policies. **Individuals not in compliance with this policy will not be allowed to sit for their scheduled appointment, will be marked as a no show for their appointment, and will not receive a refund.**

Prometric's policies shall remain in effect until further notice. To learn more about Prometric's requirements, check out their COVID-19 updates tab on Prometric.com.

Tech Issues

NCARB and our test delivery partners, Prometric and Zoomorphix, continue to address technical issues for both in-person and online exams. Reported technical issues at test centers continues to decline. Although no changes have been implemented to online deliveries since the last communication two weeks ago, the percent of candidates experiencing technical issues since April 1 has increased. As a greater percentage of candidates begin testing using the online option, it remains critical that each candidate use the test run option available and follow the tips in this communication to avoid technical issues.

The overall proportion of candidates reporting tech issues since April 1 is 12 percent overall (slightly up from March). Technical issues for candidates testing in test centers dropped to a new low of 6 percent, while reported issues from those testing online went up about 10 percentage points—we are investigating potential reasons why this increase has occurred even though no system changes took place during this timeframe.

We're actively completing quality assurance reviews of Zoomorphix and Prometric updates that should improve the overall performance of the ARE and will be deployed later this month. Also, while the majority of exam administrations (approximately 73 percent) continue to be delivered at Prometric centers, a new high of 27 percent are being taken online.

OVERALL
12%
OF CANDIDATES FOUND TO HAVE TECHNICAL ISSUES

ONSITE
6%
OF CANDIDATES FOUND TO HAVE TECHNICAL ISSUES

ONLINE
28%
OF CANDIDATES FOUND TO HAVE TECHNICAL ISSUES

If you experience a technical issue, immediately notify your proctor and then contact NCARB within 15 days. Remember, if you're unable to complete the exam due to a major technical issue, we will work with you to reschedule the division at no cost.