

In this issue: A reminder of Prometric's COVID-19 policies and recent software update, plus NCARB's progress addressing technical issues.

## Prometric COVID-19 Policies

Prometric follows state and regional mandates to set COVID-19 policies at their individual test centers. You can view a list of test centers that currently require proof of vaccination in order to test on [Prometric's website](#).

In addition, Prometric requires all individuals at their testing centers to wear an approved face covering for the duration of their time at the location, including test takers and test center staff, regardless of local policies. If you are not in compliance with this policy, you will not be allowed to sit for your scheduled appointment, will be marked as a no-show for the appointment, and will not receive a refund.

## ProProctor Software Update

Prometric recently released an update to their online exam delivery software, ProProctor, as part of their ongoing effort to address technical issues in online exams. The update includes:

- Easier to find tech support contact information—it is now in the top menu bar
- New zoom in/out functionality to increase the size of text and images
- Improved internet reconnection ability following short lapses of connectivity

Learn more about the [update](#).

## Update on Technical Issues

NCARB and our test delivery partners, Prometric and Zoomorphix, continue to address technical issues for both in-person and online exams. The overall proportion of candidates reporting tech issues has declined and is now 6 percent. Online tech issues have also declined and are being reported by 20 percent of candidates. We anticipate that online tech issues will continue to decline as candidates begin testing using the updated ProProctor software. Approximately 19 percent of all exams are delivered online.



**OVERALL**

**6%**

of candidates found to have technical issues

▼ -3% CHANGE



**ONSITE**

**3%**

of candidates found to have technical issues

▼ -2% CHANGE



**ONLINE**

**20%**

of candidates found to have technical issues

▼ -2% CHANGE

Most technical issues for online testers are caused by short lapses in internet connectivity from an online tester's service provider. Make sure your internet service can support a consistent stable connection throughout the duration of your examination appointment. If you are testing online, be sure to follow all recommended guidance—including disabling all antivirus and internet security applications—prior to launching your ARE appointment. [Learn more about the dos and don'ts for taking ARE 5.0 online.](#)

Before testing, take a free [test run](#) appointment that allows you to verify your online proctoring setup, including your testing environment, meets the necessary Prometric requirements.

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.

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