STATE OF ALABAMA

Board of HACR

Candidate Information Bulletin

YOUR GUIDE TO EXAM DAY

This bulletin contains everything you need to register, schedule, prepare for, and take your licensing examination. Read this bulletin in full before you register.

Administered by Prov, Inc. on behalf of the
Alabama Board of HACR

AL CIB 2026.10.28

Document Information

Read this bulletin in full before you register. It explains how to apply, how to schedule, what to bring, what is on each examination, and what happens after your exam.

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1. Frequently Asked Questions

If your question is not answered here, read the relevant section of this bulletin, then contact the Board or Prov using the details in Section 2.

1. **What is the registration process?**
   You may register to take your exam by logging into Prov's website and pressing the Schedule an Exam button and then selecting "New Test-taker". Once you have entered your registration information, you can schedule your exam at your convenience.
2. **How do I schedule my exam?** You schedule your exam when you register at: https://provexam.com/scheduler
   You may also call/text us at (801) 733-4455. More information about exam scheduling is provided in this bulletin.
3. **Where can I take my exam?** You may take your exam at any one of Prov's 16 Computer Based Testing (CBT) testing centers in Alabama. Locations are provided later in this bulletin. Exams may also be taken remotely from home.
4. **How much does it cost?** There is no exam fee paid to Prov — examination fees are handled through your licensing authority. Contact them for their current fee schedule.
5. **When do I get my exam results?** Prov's scoring system grades your exam immediately upon completion and automatically forwards results to your licensing authority.
6. **What is on the exam?** Exam information is provided in this bulletin.

Note

Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. Contact the Board with questions regarding which exam(s) to take.

2. Contact Information

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

EXAM APPROVAL & LICENSING

Alabama Board of HACR
100 N. Union Street
Suite 986
Montgomery, AL 36104
Ph: (334) 242-5550
https://www.hacr.alabama.gov

TESTING QUESTIONS

Prov, Inc.
200 W Civic Center Dr, Suite 160
Sandy, Utah 84070
Call or Text: (801) 733-4455
(Messaging rates may apply)
www.provexam.com
support@provexam.com
7:00 am to 11:00 pm CT and 8:00 am to midnight ET, Monday - Friday

3. General Testing Information

The Board has contracted with Prov, Inc. to administer the required written examinations for licensure. The purpose of this bulletin is to provide you with information about taking your licensing examination.

Testing with Prov

Your written exam will be administered by computer at one of Prov's testing centers. Prov's testing system is easy to use and requires no specific computer experience to take the exam.

Written exams may also be taken remotely from home. More information about remote testing is provided in the section titled "Remote Testing".

The following link will take you to a short video that demonstrates Prov's testing system: https://youtu.be/h3T9svnIdLY.

Where to take your exam in Alabama

Prov has **16** testing locations in Alabama where you may take your written examination. Locations are provided later in this bulletin.

Remote Testing

Prov is also authorized to offer these exams remotely. This means examinations can be taken at home (or any other quiet site with adequate internet speed and free from distractions). This space must be private and is not available to anyone other than the testing candidate during testing. You will use the Examroom.ai remote proctoring tool.

More information about remote testing is provided on the following pages of this bulletin.

4. Registration and Scheduling

How to register, schedule your examination, and change or cancel a testing appointment.

4.1 How to register online

You may register to take your exam by logging into Prov's website and pressing the Schedule an Exam button and then selecting "New Test-taker". Once you have entered your registration information, you can schedule your exam at your convenience.

IMPORTANT: When you register for your examination, you MUST enter your name EXACTLY as it appears on your government issued Photo Identification (ID), including your middle initial or your middle name as it appears on your ID. If your name does not match when you sign in at the testing center, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

1. To register for your exam, go to: https://provexam.com/scheduler, or call the Prov Call Center at (801) 733-4455 to complete the registration process if preferred.
2. Click **"Schedule an Exam"**.
3. Under **"New Test-Taker"**, click **"Get Started"**.
4. Use the dropdown menu under **"Select Certifying Body"** and select: **AL - Alabama Board of HACR**.
5. Under **"Select a License/certificate"**, choose the license (and language) you are seeking, then press **NEXT**.
   - (HAC) Heating and Air Conditioning
   - Refrigeration
6. Enter your information exactly as it appears on your government issued ID: Name (First, Middle and Last), Street address, City, State, and Postal Code. Additionally, please provide your Social Security number, Email Address,

and Telephone Number. Then select the button labeled **SAVE CHANGES**.

7. Select a Date, Time, and Location for each exam. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
8. Select an exam date and time from the calendar. Confirm your selected date and time and select **Add to Cart**.
9. You will receive an email and text message with information regarding your scheduled date and time.

If you have any problems with online registration, you may call or text Prov at (801) 733-4455.

4.2 Scheduling your exam online

If you registered without scheduling, or need to schedule another exam or attempt, sign back in to the scheduler:

1. To schedule your exam, go to: https://provexam.com/scheduler. From our homepage, select **"Schedule an Exam"**. Next, under **"Returning User"**, click **"Get Started"**.
2. Enter your Email Address, as well as your Last Name. Then press the **NEXT** button. A verification code will be sent to your email.
3. After entering the code, you will see the Candidate Dashboard and your available exams. Click **"Schedule Now"**.
4. Underneath **"Exams Available for Scheduling"**, click **"Find a suitable time and venue"**.
5. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
6. Select an exam **date** and **time** from the calendar. Confirm your selected date and time and select **Add to Cart.**
7. You will receive an email and text message with information regarding your scheduled date and time.

If you have any problems with online scheduling, you may call or text Prov at (801) 733-4455.

4.3 Scheduling by phone

To schedule an examination by phone, candidates should contact Prov at (801) 733-4455. Prov scheduling staff is available 7:00 am to 11:00 pm CT and 8:00 am to midnight ET, Monday - Friday.

Candidates should have the photo identification they will use for testing, as well as their payment method, ready to provide to the call center agent. Once scheduled, Prov staff will email them information regarding their testing schedule.

4.4 Cancellation and rescheduling

You can reschedule or cancel your testing appointment online for free if you do so at least **3 days** before your exam date. If you miss your appointment or fail to reschedule or cancel by this deadline, you will forfeit your exam fee.

4.5 Emergency situations

If you are unable to attend your scheduled examination due to an emergency, you must provide written documentation to Prov for review. You may call or text Prov at (801) 733-4455 or send an email to support@provexam.com. If approved, you will be notified and provided with authorization to reschedule your examination.

5. Exam Information

5.1 Study aids and practice exams

Prov offers a digital practice examination for the following exams. A practice exam helps you become familiar with the question format and the subject areas tested; it is not a substitute for studying the references listed for your examination. Purchase it in the Prov bookstore at https://provexam.com/bookstore or by calling (801) 733-4455, then take it online from your Prov account.

- **Alabama (HAC) Heating and Air Conditioning - Digital Practice Exam** — prepares you for (HAC) Heating and Air Conditioning.
- **Alabama Refrigeration - Digital Practice Exam** — prepares you for Refrigeration.

The following examinations are administered by Prov on behalf of the Board, grouped by the license each is required for. An examination required for several licenses is listed under each of them.

> **Note**
> There is no exam fee paid to Prov — examination fees are handled through your licensing authority. Contact them for their current fee schedule.

5.2 (HAC) Heating and Air Conditioning

(HAC) Heating and Air Conditioning

Any individual or any regularly employed person for any partnership or corporation who for hire is engaged in the installation or service and repair of heating and air conditioning systems.

300 minutes · 115 questions · 70% to pass · open book · exam fee paid to the State · offered in English

Content Area	Questions
General Knowledge	12
Piping	11
Systems & Sizing	25
Equipment	12
Maintenance	11
Plan Reading	3
Business Organization	3
Risk Management	3
Project Management	2
Estimating	3
Safety and Environmental	3
Labor Laws	3
Payroll and Employment Taxes	3
Financial Management	3
Contracts	3
Lien Laws	2

Content Area	Questions
Licensing Laws	3
Electrical Applications for HAC Systems	10
Total questions	**115**

Exam References and Study Materials

The references marked “Open Book” are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **NASCLA Contractors Guide to Business, Law and Project Management**, 14th. NASCLA, 23309 N. 17th Drive, Building 1, Unit 110, Phoenix, AZ 85027. OPEN BOOK
- **International Residential Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. OPEN BOOK
- **Laws, Rules and Regulations of the State of Alabama**, 2009. Alabama Board of Heating, Air Conditioning, and Refrigeration Contractors, 8 Commerce Street, Site 200, Montgomery, AL 36130-5025. available at http://www.hacr.alabama.gov/ --candidate printed versions allowed at testing sites OPEN BOOK
- **Manual D: Residential Duct Systems**, Third, Version 2.5. ISBN: 9781892765437. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. OPEN BOOK
- **Residential Load Calculation - Manual J-Abridged**, 8th. ISBN: 978-1-892765-35-7. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at www.acca.org https://www.acca.org/store#/productDetail/d00254fd-bb20-e511-80fa-c4346bacebf4/ OPEN BOOK
- **Refrigeration and Air Conditioning Technology**, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. http://www.cengage.com http://www.cengage.com/search/productOverview.do?Ntt=Refrigeration+and+Air+Conditioning+Technology%0A|195547279157455907476852895212011631 45&N=14&Nr=14&Ntk=APG%7CP_EPI&Ntx=mode+matchallpartial OPEN BOOK
- **Trane Ductulator**, 2013. Trane, FL. ACCA ductulator also allowed. OPEN BOOK
- **NFPA 70 - National Electrical Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. OPEN BOOK

5.3 Refrigeration

Refrigeration

Any and all legal entities engaged in the business of refrigeration contracting and servicing, installation, and repair.

240 minutes · 90 questions · 70% to pass · open book · exam fee paid to the State · offered in English

Content Area	Questions
General Knowledge	14
Piping	13
Systems & Sizing	14
Maintenance/Troubleshooting	13
Plan Reading	2
Electrical Applications for Refrigeration Systems	8
Business Organization	1
Risk Management	2

Content Area	Questions
Project Management	2
Estimating	3
Safety and Environmental	2
Labor Laws	2
Payroll and Employment Taxes	3
Financial Management	3
Contracts	2
Lien Laws	2
Licensing Laws	4
Total questions	**90**

Exam References and Study Materials

The references marked "Open Book" are permitted for use during the examination. All other references are recommended for exam preparation only and are not permitted during the examination.

- **Code of Federal Regulations, Title 29, Part 1926**, 2012. ISBN: 9780160911576. Superintendent of Documents, P.O. Box 371954, Pittsburgh, PA 15250-7954. Available at http://bookstore.gpo.gov. Candidate printed versions permitted in testing room if exam is open book. OSHA Standards for the Construction Industry is permitted as a substitute for this book. http://www.gpo.gov/fdsys/pkg/CFR-2004-title29-vol8/pdf/CFR-2004-title29-vol8.pdf **OPEN BOOK**
- **International Mechanical Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at https://codes.iccsafe.org/ **OPEN BOOK**
- **International Residential Code 2021**, 2021. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. **OPEN BOOK**
- **Laws, Rules and Regulations of the State of Alabama**, 2018. Alabama Board of Heating, Air Conditioning, and Refrigeration Contractors, 8 Commerce Street, Site 200, Montgomery, AL 36130-5025. **OPEN BOOK**
- **NASCLA Contractors Guide to Business, Law and Project Management**, 14th. NASCLA, 23309 N. 17th Drive, Building 1, Unit 110, Phoenix, AZ 85027. **OPEN BOOK**
- **NFPA 70 - National Electrical Code 2020**, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. **OPEN BOOK**
- **Refrigeration and Air Conditioning Technology**, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. http://www.cengage.com http://www.cengage.com/search/productOverview.do?Ntt=Refrigeration+and+Air+Conditioning+Technology%0A|195547279157455907476852895212011631 45&N=14&Nr=14&Ntk=APG%7CP_EPI&Ntx=mode+matchallpartial **OPEN BOOK**

6. Exam Day Rules and Procedures

What to bring, what to leave behind, and the rules every candidate must follow on exam day.

6.1 Testing site – check-in deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fee, and will be required to reschedule for a future testing date.

6.2 What is Examroom?

Examroom is a remote exam monitoring service that allows you to take your exam on your own computer at your home. On exam day, you log into the Examroom website and request to start your exam. An exam proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

Not every computer system is capable of taking an exam on Examroom. The following are the **MINIMUM** requirements:

- The operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

Please do a system check before scheduling: https://provexam.examroom.ai/system-check/

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use. To request access, call (866) 720-7768.

6.3 Remote testing information

By choosing to take your exam remotely, you agree to abide by the following conditions:

1. You will need to be in a quiet, distraction-free environment.
2. You need to sit at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing.
4. All non-testing electronic equipment needs to be removed from the room.
5. All windows in the testing room must be covered.
6. Your area under your table, desk, or chair needs to be clear of everything.
7. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
8. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the exam.
9. You are not permitted to access any other website during testing unless directed by the system.
10. If requested to download a special extension on your computer, you will not tamper with it or try to disable it while testing.

6.4 Exam day procedures

On the day of your exam:

1. Head to https://provexam.com
2. Click "Start My Exam" from the home page menu
3. Review the instructions on the page and click "Start My Exam" to be directed to https://provexam.examroom.ai/signin/#/auth/login
4. Enter the email address you used to register for your exam
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your exam

6.5 Proof of identity

You will be required to show government-issued, photo-bearing identification that includes your signature. Your first and last name on your ID MUST match the name on your admission documents. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Temporary IDs must have a photo to be accepted. Expired IDs will NOT be accepted. Please contact Prov in advance of your exam date if you have any questions regarding your photo ID. You will also be required to sign a testing center log and will be photographed by the testing center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

6.6 Prohibited items

No cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items should be placed in secure storage at the testing facility.

For exam security you may also be asked to remove articles of clothing that may pose a security risk such as the following:

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

Important

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with your exam fee forfeited, and the State will be notified of your dismissal from the exam.

6.7 Visitors

No one other than the candidate will be allowed in the testing room.

6.8 Unethical conduct

Any individual caught giving or receiving assistance during or after the examination or caught using unauthorized materials during the examination will be reported directly to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with exam questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

6.9 Candidate civility expectations

We understand that taking an exam can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will

be reported to the licensing Board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

7. Results, Retesting, and Exam Challenges

7.1 Results reporting

Prov's scoring system grades your exam immediately upon completion and automatically forwards results to your licensing authority.

7.2 Retesting

A new approval from your licensing authority is required before each attempt. If you do not pass, you must wait 30 days before retesting.

Candidates cannot retake an exam once they have passed unless required by their licensing authority.

8. Non-Discrimination and ADA Accommodations

8.1 Prov's non-discrimination statement

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at (801) 733-4455 or write to: Prov, Inc., 200 W Civic Center Dr, Suite 160, Sandy, UT 84070.

8.2 Americans with Disabilities Act accommodations

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations. Written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations is required, and Prov will work directly with you to arrange the approved accommodations.

To learn more or request an accommodation, visit our ADA Accommodations page at provexam.com/ada-accommodations.

Note

Accommodations will not be provided based solely on a candidate's inability to read and comprehend English.

9. Alabama Testing Site Locations

The following are the testing sites where you may schedule to take your written examination in Alabama. You may also take your exam at any Prov testing center in the United States, and remote testing is available at all times.

Note that sites may change as needed. Please refer to the current online scheduling system at provexam.com to find available testing times for each location.

Prov has **16** testing centers in Alabama, located in the following cities:

Athens, Auburn, Birmingham, Daleville, Decatur, Enterprise, Hanceville, Huntsville, Jacksonville, Montgomery, Phenix City, Thomasville and Tuscaloosa

No.	City	Testing Center	Address	Testing Center Type
1	Athens	Athens State University	161 N. Clinton Street Testing Center - Chasteen Hall, Room 100 Athens, AL 35611	Theory
2	Auburn	Auburn University - Auburn	112 S. College Street Testing Services - Room 238, Biggin Hall Auburn, AL 36849	Theory
3	Birmingham	Jefferson State Community College - Jefferson Campus	2601 Carson Road, Room 322 Lurleen Wallace Hall Birmingham, AL 35215	Theory
4	Birmingham	Southland Training Solutions Testing Center	204 Frankfurt Circle Testing Center Birmingham, AL 35211	Theory
5	Birmingham	The University of Alabama at Birmingham	936 19th Street South UAB Academic Testing Center - 936 Building Birmingham, AL 35205	Theory
6	Daleville	Southeast Community Training Center	195 HIGHWAY 84 W Testing Center Daleville, AL 36322	Theory
7	Decatur	Tennessee Valley Training Center, LLC	100 Safety Way Testing Center Decatur, AL 35601	Theory
8	Enterprise	Enterprise State Community College	600 Plaza Drive Testing Center - Library Enterprise, AL 36330	Theory
9	Hanceville	Wallace State Community College	801 Main ST NW Testing Center - Bailey Building, 4th Floor Hanceville, AL 35077	Theory
10	Huntsville	Calhoun Community College	102 Wynn Drive NW Sparkman Building (Building One) Room - 122 Huntsville, AL 35805	Theory
11	Huntsville	University of Alabama in Huntsville	301 Sparkman Drive Wilson Hall - Room 214 Huntsville, AL 35899	Theory
12	Jacksonville	Jacksonville State University	700 Pelham Road North JSU Houston Cole Library - Room B22 Jacksonville, AL 36265-1602	Theory
13	Montgomery	Alabama State University - Montgomery	1500 Robert C. Hatch Drive South Testing Center - Edward Glenn	Theory

No.	City	Testing Center	Address	Testing Center Type
			McGehee Hall, Room 105 Montgomery, AL 36104	
14	Phenix City	Chattahoochee Valley Community College	2602 College Drive Testing Center - Brassell Hall Room 205 Phenix City, AL 36869	Theory
15	Thomasville	Coastal Alabama Community College - Thomasville	30755 Highway 43 South Testing Center Thomasville, AL 36784	Theory
16	Tuscaloosa	University of Alabama - Tuscaloosa	301 7th Avenue Testing Services - Houser Hall, Suite 2040 Tuscaloosa, AL 35487	Theory

Remote Testing is available via Examroom.ai — take your exam from home without traveling to a testing center. See the "Remote Testing" sections earlier in this bulletin for full requirements.

10. Testing Rules and System Navigation

Please take a moment to read the following information. If you have any questions, please let your proctor know. Failure to follow these testing rules can have serious consequences.

Be advised, the testing center and testing room may be under video surveillance.

10.1 Testing rules

- Be courteous and do not disturb others.
- After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing materials such as graphics.
- If you leave the testing room during the exam, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the exam time will continue to countdown and the lost time cannot be recovered.
- If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
- At the end of your exam, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
- Please visit provexam.com and select "Learn About My Exam" for additional information.

- **No Talking**
- **No Drinking**
- **No Cell Phones**
- **No Visitors**
- **No Taking Notes**
- **No Eating**
- **No Tobacco Use**
- **No Electronic Devices**
- **No Cheating**
- **No Marking in Books**

10.2 Reference rules for open-book exams

- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only; however, you cannot mark in your books during the exam.
- Handwritten formulas in pen/ink only are allowed in a reference book when written before the exam, as authorized by your licensing or certifying jurisdiction. No other handwritten notes are allowed.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers CANNOT be added, glued or taped to a reference book.

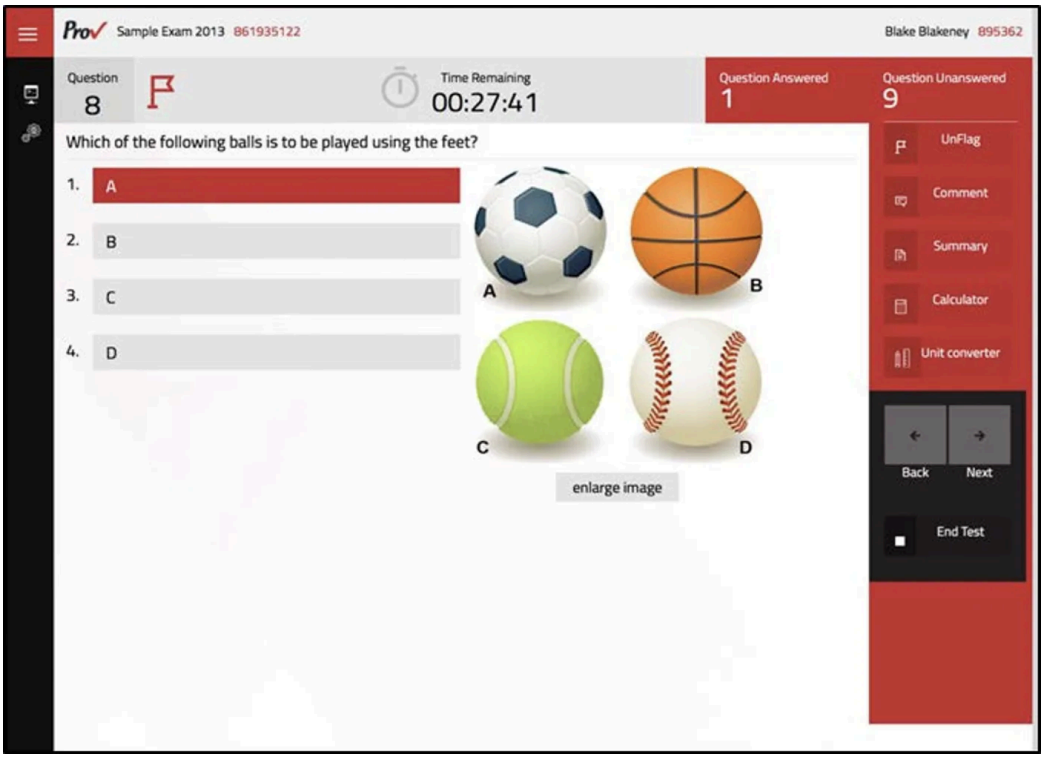
Handwritten notes other than formulas written in pen ONLY, are NOT allowed in any portion of a reference book

Important — Unethical behavior

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with exam questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

10.3 Computer testing navigation

Please review the following guide to understand how to navigate the Prov computer-based testing system.



Feature	How it works
Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The exam will end automatically when **Time Remaining** reaches 0:00.
Selecting your answer	Use your mouse to select a number (**1**, **2**, **3**, or **4**). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the exam is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.
Tracking difficult questions	Press the **Flag** Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact on scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking **Summary**.
Question comments	During the assessment, if you have a question or concern about a particular exam question, the proctor cannot answer questions about exam content; however, you can send a comment to Prov's Test Development Department by clicking the **Comment** button. Please leave a specific description. Staff will process your comments within two weeks.
Moving to a different question	Use your mouse to select the **Next** or **Back** buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the exam.
Reviewing your progress	Press the **Summary** button to see a table indicating which questions are unanswered or which you have flagged.
Ending the exam early	Press **End Test** button when you are ready to leave the exam. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the exam.

11. Revision History

The table below lists every revision to this bulletin, most recent last.

Version	Date	Description of Change	Prepared By
1.0	October 28, 2026	Initial release of the redesigned candidate bulletin (AL CIB 2026.10.28).	Prov, Inc.

In the next few days, Prov will email you a link to our candidate experience survey, please let us know how we did!