STATE OF WEST VIRGINIA

Division of Labor

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
West Virginia Division of Labor

WV 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.examroom.ai/signin/#/auth/signup/form?rbId=bf414e1d-e6e2-473c-93a5-bdbb384c5ca2
   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 6 Computer Based Testing (CBT) testing centers in West Virginia. Locations are provided later in this bulletin. Exams may also be taken remotely from home.
4. **How much does it cost?** Exam fees are paid to Prov at the time of registration. Fees vary by exam and are listed with each exam below.
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

West Virginia Division of Labor
State Capitol Complex,#3-200
1900 Kanawha Blvd.E.
Charleston, WV 23505
Ph: (304) 558-7890
https://labor.wv.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
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 West Virginia

Prov has **6** testing locations in West Virginia 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.examroom.ai/signin/#/auth/signup/form?rbId=bf414e1d-e6e2-473c-93a5-bdbb384c5ca2, 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: **WV - West Virginia Division of Labor**.
5. Under **"Select a License/certificate"**, choose the license (and language) you are seeking, then press **NEXT**.
   - Accessibility Technician
   - Elevator Mechanic
   - HVAC Residential Technician

- HVAC Technician
- Journeyman Plumber
- Master Plumber

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. Proceed to payment. Please enter your form of electronic payment (MasterCard, Visa, AMEX) or coupon code if provided. The invoice for your exam payment will be automatically emailed to you and will include 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.examroom.ai/signin/#/auth/signup/form?rbId=bf414e1d-e6e2-473c-93a5-bdbb384c5ca2. 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. Proceed to payment with your electronic payment method (MasterCard, Visa, AMEX) or coupon code if provided. The invoice for your exam payment will be automatically emailed to you.

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 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://new.provexam.com/bookstore or by calling (801) 733-4455, then take it online from your Prov account.

- **West Virginia HVAC Residential Technician - Digital Practice Exam** — prepares you for WV HVAC Residential Technician.
- **West Virginia HVAC Technician Digital Practice Exam** — prepares you for WV HVAC Technician.
- **Generic Journeyman Plumber - Digital Practice Exam** — prepares you for WV JOURNEYMAN PLUMBER.
- **Generic Master Plumber - Digital Practice Exam** — prepares you for WV MASTER PLUMBER.

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

Exam fees are paid to Prov at the time of registration. Fees vary by exam and are listed with each exam below.

5.2 Accessibility Technician

WV Accessibility Technician

The scope of work shall include and be limited to the installation, maintenance, repair, alteration, and extension of private residence elevators, private residence inclined stairway chairlifts and inclined and vertical wheelchair lifts In order to be eligible to be licensed as Accessibility Technician by the Commissioner, the applicant shall have at least 18 months of experience in the category and 1 year of documented vocational training and/or an Associate degree in a related field.

180 minutes · 100 questions · 70% to pass · open book · exam fee $59.00 · offered in English

Content Area	Questions
Code	14
General Knowledge	44
Safety	42
Total questions	**100**

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.

- **ASME A17.1 - 2007 Safety Code for Elevators and Escalators**, 2007. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at www.ASME.org OPEN BOOK
- **ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts**, 2005. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at http://www.asme.org/shop/. OPEN BOOK

- **Elevator Field Safety Handbook**. ISBN: 978-1886536555. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at http://www.elevatorbooks.com/Products/2014INSTML/2014-installation-manual.aspx **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**

SPECIAL NOTE ABOUT REFERENCES

Please know that the test will be based on the reference version shown in this bulletin. If there are conflicts between the current version and the different version, the exam will be scored based on the current version.

Also, know that the Licensing Board will permit the test taker to bring in any book of their choosing. It is important to know that the test has been prepared based on the books Prov is recommending and so using a different book than recommended could end up having a different answer or no answer to the questions on the test.

When requesting to use a book that is different from one that is recommended, you will be asked to sign an acknowledgement letter, or waiver, wherein you are indicating that you are aware that the book(s) you are using that are not on the approved reference list might not answer the questions on the test. Here is the language found on the waiver:

I am requesting permission to use the book identified above during my examination. I understand that this book was not used in developing the examination.

Although I am permitted to use this book, that permission does not mean that Prov has validated or endorsed it as an examination reference or confirmed that it contains the information needed to answer examination questions. Its content may differ from the references used to develop the examination.

I voluntarily choose to use this book at my own risk and understand that permission to use it does not guarantee that it will be useful or help me pass the examination.

5.3 Elevator Mechanic

WV Elevator Mechanic

scope of work shall include and be limited to the maintenance, repair, alteration and extension of elevators, escalators, dumbwaiters, moving walks, material lifts, and dumbwaiters with automatic transfer devices. In order to be eligible to be licensed as Elevator Mechanic by the Commissioner, the applicant shall have at least four (4) years of recent and active experience in the category

180 minutes · 120 questions · 70% to pass · open book · exam fee $59.00 · offered in English

Content Area	Questions
Installation	25
Maintenance	37
Safety	30
Code	28
Total questions	**120**

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.

- **ASME A17.1 Safety Code for Elevators and Escalators (2019)**, 2019. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. **OPEN BOOK**
- **2014 Installation Manual**, 2014. ISBN: 2014InSTML. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at https://www.elevatorbooks.com/shop/construction-design/2014-installation-manual/ **OPEN BOOK**
- **Elevator Maintenance Manual 2nd edition (MCCain)**. ISBN: MAINML2. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at http://www.elevatorbooks.com/Products/MAINL2/elevator-maintenance-manual-2nd-ed.aspx **OPEN BOOK**

- **Elevator Field Safety Handbook**, 2020. Elevator World, 356 Morgan Ave, Mobile, AL 36606. OPEN BOOK

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5.4 HVAC Residential Technician

WV HVAC Residential Technician

180 minutes · 60 questions · exam fee $59.00 · offered in English

Content Area	Questions
Airflow and System Performance	7
Duct Fabrication and Sheet Metal Work	7
Duct Installation and Air Distribution	6
Equipment Installation and Mechanical Systems	9
HVAC Calculations and Measurements	8
Refrigeration Systems	8
Safety Practices and Regulatory Compliance	9
Tools and Equipment Operation	6
Total questions	**60**

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.

- **Modern Refrigeration and Air Conditioning**, 22nd Edition. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. STUDY ONLY
- **International Mechanical Code 2024**, 2024. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. STUDY ONLY

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I voluntarily choose to use this book at my own risk and understand that permission to use it does not guarantee that it will be useful or help me pass the examination.

5.5 HVAC Technician

WV HVAC Technician

240 minutes · 80 questions · exam fee $59.00 · offered in English

Content Area	Questions
Airflow and System Performance	9
Duct Fabrication and Sheet Metal Work	9
Duct Installation and Air Distribution	8
Equipment Installation and Mechanical Systems	13
HVAC Calculations and Measurements	12
Refrigeration Systems	9
Safety Practices and Regulatory Compliance	11
Tools and Equipment Operation	9
Total questions	**80**

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- **International Mechanical Code 2024**, 2024. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. STUDY ONLY

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5.6 Journeyman Plumber

WV JOURNEYMAN PLUMBER

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Content Area	Questions
General Knowledge	8
Fixtures & Fittings	5
Storm Drainage	5
Fuel Gas Systems	8
Safety	6
Isometrics	7
Water Supply and Distribution	11
Water Heaters	6
Drain, Waste and Vent Systems	11
Plumbing Math	8
Plumbing Tools	5
Total questions	**80**

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.

- **International Fuel Gas Code - 2018**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at https://provexam.com/bookstore/ https://iccsafe.org OPEN BOOK
- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at https://provexam.com/bookstore/ https://iccsafe.org OPEN BOOK
- **Plumbing Basics for Contractors, 4th Edition**, 2021. ISBN: 9780137783229. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. OPEN BOOK

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5.7 Master Plumber

WV MASTER PLUMBER

Master Plumber means a person whose principal business is the installation, maintenance, extension and alteration of piping, plumbing fixtures, plumbing appliances and plumbing appurtenances, venting systems and public or private water supply systems within or adjacent to any building or structure; including the installation of gas piping, chilled water piping in connection with refrigeration processes and comfort cooling, hot water piping in connection with building heating, piping for stand pipes or work incidental to the installation

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Content Area	Questions
General Knowledge	10
Fixtures & Fittings	6
Storm Drainage	5
Fuel Gas Systems	10
Safety	7
Isometrics	13
Water Supply and Distribution	14
Water Heaters	7
Drain, Waste and Vent Systems	14
Plumbing Math	9
Plumbing Tools	5
Total questions	**100**

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.

- **International Fuel Gas Code - 2018**, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at https://provexam.com/bookstore/ https://iccsafe.org OPEN BOOK
- **Plumbing Basics for Contractors, 4th Edition**, 2021. ISBN: 9780137783229. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. OPEN BOOK
- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at https://provexam.com/bookstore/ https://iccsafe.org

OPEN BOOK

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I voluntarily choose to use this book at my own risk and understand that permission to use it does not guarantee that it will be useful or help me pass the examination.

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.

Verify the test taker's identity by checking against their government Issued ID. The following are the approved forms of identity for candidates (such as Amish) who cannot be photographed for religious purposes: Candidates must present 2 forms of identification from this list: Baptismal Certificates, Social Security Cards, Birth Certificates, Church Membership Letters or Certificates, Letters of Identification from Church Elders or Bishops, State-Issued Non-Photo IDs (if available), Financial Documents (e.g., bank statements): While not typically carried as identification, bank statements or other financial records may be used to verify identity in some cases.

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

There is no limit to the number of testing attempts you may make. There is no required waiting period between attempts; you may retest as soon as an appointment is available.

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. West Virginia Testing Site Locations

The following are the testing sites where you may schedule to take your written examination in West Virginia. 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 **6** testing centers in West Virginia, located in the following cities:

Beckley, Charleston, Fairmont, Huntington, Martinsburg and Wheeling

No.	City	Testing Center	Address	Testing Center Type
1	Beckley	Compliance Technology	300 N Kanawha Street Testing Center Beckley, WV 25801	Theory
2	Charleston	Prov Testing Center - Charleston	310 Hills Plaza Testing Services Charleston, WV 25387	Theory
3	Fairmont	Pierpont Community & Technical College	500 Galliher Drive Testing Center Fairmont, WV 26554	Theory
4	Huntington	Mountwest Community and Technical College	1 Mountwest Way Testing Center - Room G14	Theory

No.	City	Testing Center	Address	Testing Center Type
			Huntington, WV 25701	
5	Martinsburg	Blue Ridge Community and Technical College	13650 Apple Harvest Drive Testing Center, Suite 1401 Martinsburg, WV 25403	Theory
6	Wheeling	West Virginia Northern Community College	1704 Market Street Testing Center - 4th Floor ACT Center Wheeling, WV 26003	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.

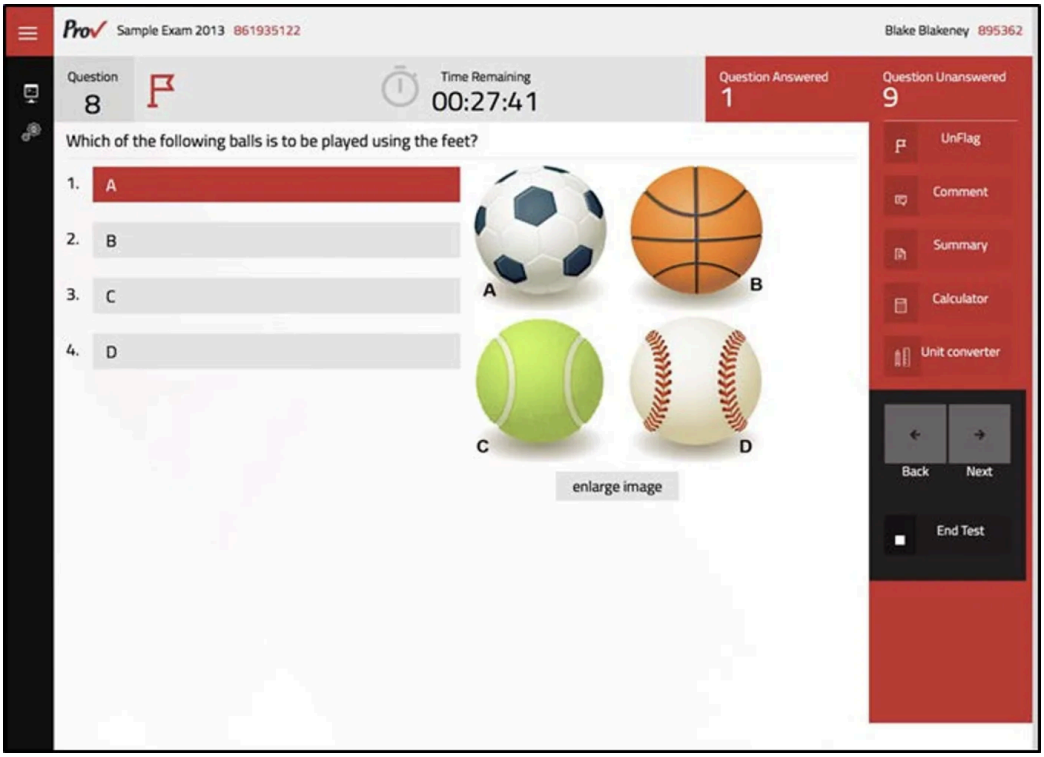
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only; however, you cannot mark in your books during the exam.
- Handwritten notes and formulas are NOT allowed in any portion of a reference book.
- 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.

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.

Feature	How it works
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. Each revision names what changed since the version before it, so you can see which parts of the bulletin to read again.

Version	Date	Description of Change	Prepared By
1.0	October 28, 2026	Initial release of this bulletin in its current format.	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!