



THE SOCIETY FOR CLINICAL & MEDICAL HAIR REMOVAL, INC. (SCMHR) Candidate Information Bulletin



FREQUENTLY ASKED QUESTIONS

- 1. HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to <https://www.provexam.com/schedule>. You may also call us at 866-720-7768. [Click here](#) for more information about registering.
- 2. WHERE CAN I TEST?** You may test at any one of Prov’s testing centers throughout the United States. [Click here](#) for a current listing.
- 3. HOW MUCH DOES IT COST?** Each licensing examination costs \$85.00 per testing attempt.
- 4. WHEN DO I GET MY TEST RESULTS?** Exam results are available at the testing center once you complete your exam.
- 5. WHAT IS ON THE TEST?** [Click here](#) for information about the available examinations.

MORE QUESTIONS

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

For Licensing Questions -
SCMHR
2424 American Lane
Madison, WI 53704
Phone: (608)-443-2470
Fax: (608) 443-2474
www.scmhr.org

For Testing Questions -
Prov Inc.
5200 NW 43rd St, Ste 102-167
Gainesville, FL 32606
Toll Free: (866) 720-7768
Fax: (386) 518 - 6419
www.provexam.com
Hours: 8 a.m. to 6 p.m.

GENERAL TESTING INFORMATION

The Society for Clinical and Medical Hair Removal (SCMHR) offers this licensing exam aimed to demonstrate a professional’s knowledge in the electrology and massage. SCMHR has contracted with Prov, Inc. to administer the examinations for its certification and licensing programs. This bulletin has been developed to explain the rules and processes necessary to undertake and complete the programs.

EXAM CATEGORY AND COST

The following exam is administered by Prov for Ohio licensing through SCMHR. All exams are closed book and are timed. Detailed information about exam content, and duration can be found in the Exam Descriptions section of this document.

Certified Clinical Electrologist–Ohio (CCE–OH)

The CCE-OH is the licensure examination for cosmetic therapists and is based on one’s current knowledge and practice. A candidate must have completed (or nearly completed) cosmetic therapy training to sit for this exam.

The cost for the examination is \$85.00, both for your initial testing attempt, and then \$85.00 for each subsequent retake if necessary. This fee is in addition to exam fees collected by SCMHR.

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All exams are closed book. Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and SCMHR will be notified of their actions. 3

The exams are closed book, but you may use **ONLY** a translation dictionary. This cannot be a medical dictionary, but just a basic English to Spanish, French, Russian, etc. translation dictionary..... 3

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TESTING WITH PROV

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


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

You may take your examination at any of Prov’s testing facilities throughout the United States. Site locations are provided at the end of this bulletin.

HOW TO SCHEDULE ONLINE

1. To schedule online, navigate to the following URL:
<https://www.provexam.com/schedule>
2. Upon approval of your testing eligibility, all candidates will receive an **Exam Voucher** which contains your Candidate ID, examination name, and any additional instructions provided by SCMHR.

3. Follow the on-screen fields to enter your **Candidate ID**. The Candidate ID will be displayed in the exam voucher emailed to you upon approval from SCMHR.
4. Then, enter your last name and select the **Retrieve Details** button.
5. On the Welcome Screen, you will schedule a Date, Time, and Location for your exam by selecting the link labeled:
 [Find suitable time and venue](#)
6. The scheduling system will display a map to graphically show where the different testing centers are located.
7. Select the **Schedule** link to check the calendar for the testing choice.
8. Select a test date and time from the calendar that matches your schedule.
9. Confirm your selected date and time and select **Add to Cart**.
10. Proceed to payment. Press **Submit** to finalize the registration.
11. An email will be sent to you confirming your scheduled date, time and location.

If you have any problems with online scheduling, give us a call at (866) 720-7768.

SCHEDULING BY PHONE

To schedule an examination by phone, candidates should contact Prov at [866-720-7768](tel:866-720-7768). Prov’s scheduling staff is available 8:00 a.m. through 6:00 p.m. ET, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, candidate ID or voucher number and their address. Once Prov confirms the candidate’s identity, Prov staff will search the database for the next available testing session at the candidate’s preferred testing location and will provide candidates with any alternate locations that may be in close proximity to their address. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel their testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your proctoring fees.

PREPARING FOR YOUR EXAMS

The test questions used on the examinations cover the wide range of topics candidates would normally encounter in their particular field.

Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam subject areas listed in each exam description. The areas tested include knowledge and skill you develop from being in practice, as well as those learned from initial training. If you are a good practitioner and have had quality training, you should have no difficulty passing the examination.

PURCHASING REFERENCE MATERIALS & STUDY GUIDES

To purchase the study guide without completing the exam application, please contact SCMHR-OHIO's Home Office (608-443-2470 or HomeOffice@SCMHR.org) for a study guide order form. Certification study guides may also be purchased on SCMHR's website at www.SCMHR.org by clicking on Store > SCMHR Publications and selecting the CCE-Ohio study guide.

TEST DAY RULES AND PROCEDURES

Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order 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 fees, and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session. If you do not have a photo ID, you may still present a valid State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate.

Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Approved Items

You may bring the following approved items into the testing center:

- **Pencils.** (Paper/pencil testing only)
- **Calculator.** Only simple 4-function calculators are permitted. PDAs, tablets, cell phones or other special calculators are NOT permitted.
- **Approved References.** (Refer to the exam information for the specific references permitted for the exams)

Reference Material Rules

All exams are closed book. Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and SCMHR will be notified of their actions.

The exams are closed book, but you may use **ONLY** a translation dictionary. This cannot be a medical dictionary, but just a basic English to Spanish, French, Russian, etc. translation dictionary.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

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 Department. 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 test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

RESULTS REPORTING

Because the examination process is a requirement for licensing through SCMHR, candidates automatically consent to permit Prov to share their test results with SCMHR. Upon completion of an examination, a candidate's test will be scored and electronically sent to SCMHR.

Prov's scoring system will grade your exam immediately upon completion of your test and will automatically forward the results to SCMHR. You will receive a copy of this same report the day of your test from the testing center. You must achieve a 70% score in order to pass the exams.

RETESTING POLICY

Candidates cannot retake an exam until they go back to SCMHR and get approved.

Candidates who fail the exam or who fail to take the exam by the end of their eligibility must contact SCMHR and pay the retesting fee. Please contact SCMHR if you have any questions regarding retesting rules.

EXAM CHALLENGE PROCESS

If during your computer exam, you encounter a question you think is inaccurate or otherwise incorrect, you can enter an Exam Comment into Prov's system detailing why you feel the question is in error.

Any comments will be reviewed by SCMHR for validity.

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 866-720-7768 or write to: Prov, Inc., 5200 NW 43rd St., Suite 102-167, Gainesville, FL 32606.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need in order to complete their examination.

SITE LOCATIONS

Prov has established numerous testing centers across the nation where candidates can take their examination. Below is a list of the available sites. If you do not have a site within 45 minutes to an hour of your location, please contact Prov for special arrangements.

- AK - Anchorage - UAA
- AK - Juneau - UAS
- AL - Athens - ASUA
- AL - Auburn - AU
- AL - Birmingham - JSCC-JC (Jefferson Campus)
- AL - Birmingham - JSCC-SH (Shelby-Hoover)
- AL - Enterprise - ESCC
- AL - Huntsville - CCC
- AL - Huntsville - UAH

- AL - Jacksonville - JSU
- AL - Mobile - USA
- AL - Montgomery - ASUM
- AL - Montgomery - AUM(CDS)
- AL - Sheffield - NAE JATC
- AL - Tuscaloosa - UA
- AR - Conway - UCA
- AR - El Dorado - SACC
- AR - Fayetteville - UA
- AR - Fort Smith - UAFS
- AR - Jonesboro - NEA
- AR - Little Rock - UAPTC
- AR - Paragould - BRTC
- AR - Searcy - HU
- AZ - Buckeye - EMCC
- AZ - Douglas - CCDC
- AZ - Flagstaff - NAU
- AZ - Sierra Vista - CCT
- AZ - Tempe - RSC
- BC - Vancouver - ATC
- CA - Anaheim - QTS
- CA - Northridge - CSUN
- CA - San Diego - SDSU
- CA - San Jose - SJSU
- CO - Colorado Springs - PPCC
- CO - Denver - RU
- DE - Dover - DSU
- DE - Newark - DVSC
- FL - Boca Raton- FAU
- FL - Cocoa - ESC
- FL - Davie - FAUD
- FL - Doral - MDC (West Campus)
- FL - Fort Lauderdale - SFS
- FL - Fort Myers - FGCU
- FL - Hialeah - MDC
- FL - Hollywood - 1AI
- FL - Homestead - MDC
- FL - Jacksonville - FSCJK
- FL - Lake Worth - PBSCLWC
- FL - Lakeland - FSC
- FL - Leesburg - LSSC
- FL - Melbourne - EFSC
- FL - Miami - FIU
- FL - Miami - MDC (Medical)
- FL - Naples - APS
- FL - North Miami - FIU BBC
- FL - North Miami - MDC (North Campus)
- FL - Ocala - CCF
- FL - Orange Park - SJRSC
- FL - Orlando - UCF
- FL - Palatka - SJRSC
- FL - Palm Beach Gardens - ACE
- FL - Palm Beach Gardens - PBSCPG
- FL - Pensacola - PSC
- FL - Pensacola - PSC-WC
- FL - Port Charlotte - CTC
- FL - Sanford - SSCF
- FL - Sarasota - SCFS
- FL - St. Augustine - SJRSC
- FL - St. Petersburg - PTEC
- FL - Tampa - USF
- FL - Winter Haven - PSC
- GA - Atlanta - GSU
- GA - Brunswick - CCGA
- GA - Lawrenceville - GGC
- GU - Guam - GCC
- HI - Hilo - HCC
- HI - Honolulu - HCC
- HI - Kahului - UHMC
- IA - Waterloo - HCC
- ID - Boise - CWI
- IL - Carbondale - SIU
- IL - Chicago - ASSU
- IN - Anderson - ITCC AN
- IN - Avon - ITCC AV
- IN - Bloomington - ITCC(Bloomington)
- IN - Elkhart County - ITCCEC
- IN - Evansville - ITCC E
- IN - Fort Wayne - ITCC FW
- IN - Fort Wayne - PUFW
- IN - Hammond - PUC
- IN - Indianapolis - ITCC DT
- IN - Indianapolis - ITCC LAWRENCE
- IN - Indianapolis - IUPUI
- IN - Kokomo - ITCCCK
- IN - Lafayette - ITCCCL
- IN - Lawrenceburg - ITCCLL
- IN - Logansport - ITCCLS
- IN - Madison - ITCC(Madison)
- IN - Muncie - ITCC(Muncie)
- IN - New Albany - IUUSE
- IN - Richmond - ITCCCR
- IN - Sellersburg - ITCCS
- IN - South Bend - ITCCSB
- IN - Terre Haute - ITCCCTH
- KS - Lawrence - UK
- KS - Wichita - WSU
- KY - Ashland - ACTC
- KY - Bowling Green - WKU
- KY - Florence - GCTC
- KY - Frankfort - THEC
- KY - Highland Heights - NKU
- KY - Lexington - BCTC
- KY - Louisville - ULK
- KY - Madisonville - MCC
- KY - Murray - MSU
- KY - Owensboro - OCTC
- KY - Paducah - WKCTC
- KY - Somerset - SCC
- LA - Hammond - SLU

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- LA - Lafayette - UL
 - MA - Boston - UMB
 - MA - Holyoke - HCC
 - MD - Salisbury - BST
 - MD - Temple Hills - MKM-HETC
 - ME - Auburn - CMCC
 - ME - Bangor - UTC
 - ME - Calais - WCCC
 - ME - Portland - USM
 - ME - Presque Isle - NMCC
 - MI - Ann Arbor - WCC
 - MI - Auburn Hill - OCC AH
 - MI - Gaylord - UC
 - MI - Grand Rapids - CU
 - MN - Marshall - SMSU
 - MN - St. Cloud - SCSU
 - MO - Cape Girardeau - SEMO
 - MO - Carthage - CTC
 - MO - Jefferson City - LUM
 - MO - Joplin - MSSU
 - MO - Springfield - MSU
 - MO - St. Louis - STLCC
 - MO - St. Louis - UMSL
 - MO - St. Peters - EISLLC
 - MO - Warrensburg - UCM
 - MO - West Plains - MSUWP
 - MS - Raymond - HCC
 - MT - Bozeman - MSU
 - MT - Great Falls - GFCMSU
 - NC - Boone - ASU
 - NC - Cary - NCECSC
 - NC - Charlotte - NCECSC
 - NC - Durham - NCCU
 - NC - Fayetteville - FTCC
 - NC - Greensboro - NCECSC
 - NC - Greenville - ECC
 - NC - Wilmington - NCECSC
 - NC - Winterville - PCC
 - NH - Gorham - NCES
 - NH - Nashua - JMI
 - NH - New London - CSC
 - NJ - Lyndhurst - KMTC
 - NJ - Swedesboro - DVSC
 - NJ - Washington - WCCC
 - NM - Albuquerque - CNM
 - NM - Almagordo - NMSUA
 - NM - Clovis - CCC
 - NM - Farmington - SJC
 - NM - Santa Fe - SFCC
 - NM - Taos - UNM
 - NV - Las Vegas - TAN
 - NV - Reno - TMCC
 - NY - Bronx - NVTC
 - NY - Flushing - ACS
 - NY - Hempstead - CBI
 - NY - New York - ACS
 - NY - Rochester - MCC
 - NY - Syracuse - OCC
 - NY - Williamsville - SETC
 - OH - Akron - UA
 - OH - Cincinnati - UC
 - OH - Cleveland - CSU
 - OH - Columbus - CSCC
 - OH - Fairfield - FTC
 - OH - North Canton - KSU
 - OH - Rio Grande - URG
 - OH - Toledo - UT
 - OH - Youngstown - YSU
 - OK - Cleveland - CIS
 - OK - Tulsa - TCC
 - ON - Toronto - UT
 - OR - Gresham - MHCC
 - OR - Medford - SOUTC
 - PA - Bloomsburg - BU
 - PA - Harrisburg - HACC
 - SC - Charleston - BCS
 - SC - Columbia - USC
 - SC - Conway - CCU
 - SC - Greenville - BJUP
 - SC - Greenville - GTC
 - SC - Greenwood - PTC
 - SD - Brookings - SDSU
 - TN - Clarksville - APSU
 - TN - Gallatin - VSCC
 - TN - Memphis - UM
 - TN - Murfreesboro - MTSU
 - TN - Tullahoma - MSCC
 - TX - Arlington - UTA
 - TX - Austin - ACC
 - TX - El Paso - UTEP
 - TX - Houston - LSCNH
 - TX - Lewisville - ETCLC
 - TX - Texarkana - TC
 - TX - Weatherford - WC
 - UAE - Dubai - TEPTH
 - UT - Blanding - USU
 - UT - Cedar City - SUU
 - UT - Ephraim - USUE
 - UT - Logan - BTC
 - UT - Logan - USU
 - UT - Ogden - OWTC
 - UT - Ogden - WSU
 - UT - Orem - UVU
 - UT - Price - USU
 - UT - Richfield - SC
 - UT - Salt Lake City - SLCC/SC
 - UT - Salt Lake City - SLCC/WP
 - UT - Sandy - SLCC/MC
 - UT - St. George - DSU
 - UT - Taylorsville - SLCC/RC

- UT - Vernal - USUV
- UT - West Jordan - SLCC/WJ
- UT - West Valley City - SLCC/WV
- VA - Alexandria - BST
- VA - Fairfax - GITS
- VA - Fredericksburg - CIHC
- VA - Richmond - GITS
- VA - Roanoke - RHEC
- VT - Burlington - BTC
- VT - Lyndonville - NVU
- VT - Manchester Center - TCM
- VT - Newport - NCCC
- VT - Randolph Center - VTR
- VT - St. Albans City - VALFG
- VT - Williston - VTW
- WA - Bellingham - WWU
- WA - Ellensburg - CWI
- WA - Renton - RTC
- WA - Spokane - SCC
- WI - La Crosse - UWLAX
- WI - Oshkosh - UWOSH
- WV - Charleston - PROV
- WV - Martinsburg - BRCTC
- WV - Morgantown - MTEC
- WV - Wheeling - WVNCC

Most testing sites have open schedules and are available Weekly 9:00 AM – 5:00 PM. Others may have predetermined schedules.

If you have any problems with online scheduling, give us a call at (866) 720-7768.

EXAM DESCRIPTIONS

Certified Clinical Electrologist

Number of Questions	120
Time allowed (hours)	3
Subject Area	# Quest.
Electrolysis Assessment - Patient History	26
Electrolysis Assessment - Screening	2
Electrolysis Treatment - Preparation of Patient Psychological	3
Electrolysis Treatment - Preparation of Patient Topical Agents, Positioning, Draping	4
Electrolysis Treatment - Examination of Skin/Hair	29
Electrolysis Treatment - Sterilization and Sanitation	10
Electrolysis Treatment - Epilation Techniques	20
Electrolysis Treatment - Post-Treatment Care	1
Electrolysis Treatment - Equipment Maintenance	5
Massage	20

TEST SITE INSTRUCTIONS

Pro✓ Candidate Instructions Handout

Please take a moment to read the following information (front and back). If you have any questions then 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.

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 test, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the test 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 test, 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.
- If permitted by your jurisdiction, you will receive your testing results today; otherwise, you'll be notified of your testing results by either ProV or your jurisdiction.



REFERENCE RULES FOR OPEN BOOK EXAMS

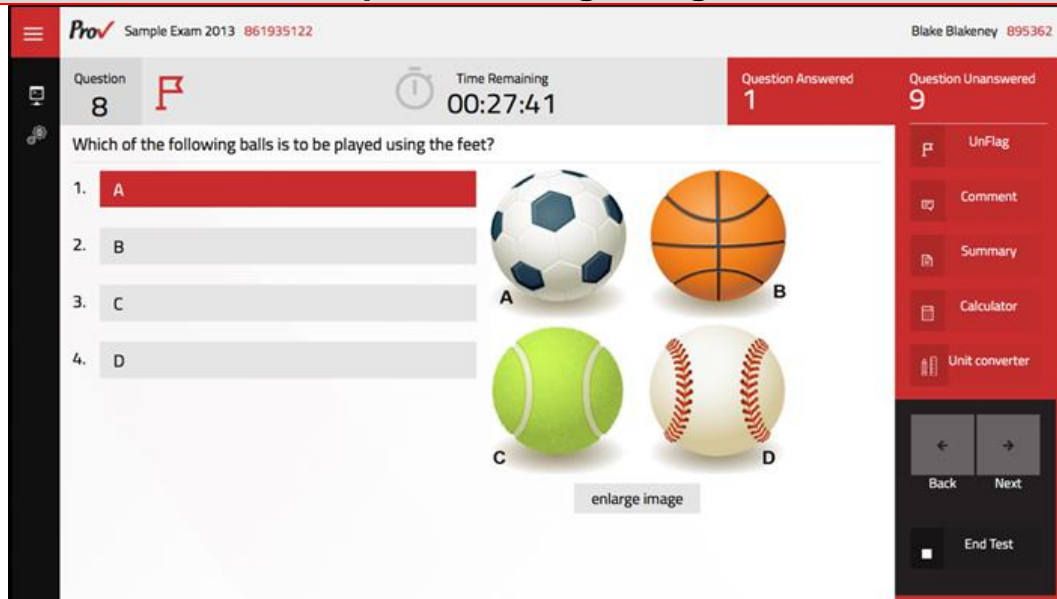
- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable 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 test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

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 test questions in their possession, either during or following the examination will be prosecuted by ProV for theft of copyrighted testing materials.

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

Computer Testing Navigation



Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test 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 test 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 in 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, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; 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/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.
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 test.
Reviewing your progress	Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test button when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.