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

FREQUENTLY ASKED QUESTIONS

1. **HOW DO I APPLY AND REGISTER TO TEST?** You must first apply with SCMHR in order to test. After receiving your approval you can schedule for testing by going 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 around the country. Click here for a current list of each of our testing centers.

3. **HOW MUCH DOES IT COST?** The cost for proctoring fees paid to Prov to take the SCMHR test is **$85.00** per test. This fee is in addition to exam fees collected by SCMHR.

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 Certification Questions	For Testing Questions
-	-
SCMHR	**Prov Inc.**
2424 American Lane	150 Civic Center Dr
Madison, WI 53704	Suite 601
Phone: (608)-443-2470	Toll Free: 866-720-7768
Fax: (608) 443-2474	Call or Text: 801-733-4455
www.scmhr.org	(Messaging rates may apply)
	www.provexam.com
	Hours: 6:00am-10:00pm

GENERAL TESTING INFORMATION

The Society for Clinical and Medical Hair Removal (SCMHR) offers certification exams for electrologists, physicians, nurses and medical estheticians, aimed to demonstrate a professional's knowledge in the electrology and laser hair removal industries. SCMHR has contracted with Prov, Inc. to administer the examinations for its certification programs. This bulletin has been developed to explain the rules and processes necessary to undertake and complete the certification programs.

The certification is valid for five years. After that time, one must either retake the exam or complete 75 hours of SCMHR-approved continuing education.

EXAMINATION CATEGORIES & COST

The following is a list of the examinations administered by Prov for certification 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 (CCE)

The CCE exam is the first level of certification for electrologists and is based on one's current knowledge and practice. A candidate must be a practicing electrologist or have completed (or nearly completed) electrology training to sit for this exam. In addition, it is recommended but not required that an electrologist have one year of practical experience prior to sitting for the CCE exam. This exam is a perquisite of the CME exam.

Certified Medical Electrologist (CME)

The CME exam is intended for electrologists who also practice laser hair removal and requires the candidate to hold a valid CCE designation. While many of the 100 questions pertain to laser use, there are also advanced questions addressing issues covered in the CCE exam.

Certified Laser Hair Removal Professional® **(CLHRP®)**

The CLHRP exam is for anyone who practices laser hair removal, including physicians, nurses, medical estheticians, electrologists and physician assistants. To site for the CLHRP® exam, one must currently practice laser hair removal. It is highly recommended that appropriate laser courses be completed prior to sitting for this exam. Experience in or knowledge of other hair removal modalities is a plus.

EXAM ADMINISTRATION METHOD

Prov provides its examinations through computer testing centers located throughout the country. Computer testing provides you access to daily testing and rapid score processing.

Computer-Based Testing

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized exams are included in this bulletin. Please refer to the Computer

Based Testing Candidate Notice for these instructions and a visual of the screen layout.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting https://provexam.com/tutorials/. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

TEST CENTER LOCATIONS AND AVAILABILITY

Prov has established numerous testing centers across the Nation where candidates can take their examinations. 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 - Fairbanks - UAF
- AK - Juneau - UAS
- AL - Athens - ASUA
- AL - Auburn - AU
- AL - Birmingham - BE JATC
- AL - Birmingham - JSCC-JC (Jefferson Campus)
- AL - Enterprise - ESCC
- AL - Huntsville - CCC
- AL - Huntsville - UAH
- AL - Mobile - USA
- AL - Montgomery - ASUM
- AL - Montgomery - ME JATC
- AL - Sheffield - NALJATC
- AL - Tuscaloosa - UAT
- AR - Conway - UCA
- AR - El Dorado - SACC
- AR - Fayetteville - UA
- AR - Jonesboro - NEA
- AR - North Little Rock - UAPTC
- AR - Paragould - BRTC
- AZ - Avondale - EMCC
- AZ - Douglas - CCDC
- AZ - Flagstaff - NAU
- AZ - Sierra Vista - CCT
- AZ - Tempe - RSC
- AZ - Tucson - AU
- CA - Anaheim - QTS
- CA - Northridge - CSUN
- CA - San Diego - SDSU
- CA - San Jose - SJSU
- CO - Colorado Springs - PPCC

- CO - Denver - RU
- CO - Durango - FLC
- CO - Lakewood - RRCC (Lakewood)
- CO - Littleton - ACC
- DE - Dover - SRCC
- DE - Wilmington - DSU
- DE - Wilmington - ECDC
- FL - Boca Raton - FAU
- FL - Clermont - LSSC
- FL - Cocoa - EFSC
- FL - Davie - 1AI
- FL - Davie - FAUD
- FL - Doral - MDC (West Campus)
- FL - Fort Myers - FGCU
- FL - Gainesville - SFC
- FL - Hialeah - MDC
- FL - Homestead - MDC
- FL - Jacksonville - FSCJKC
- FL - Lake Worth - PBSCLWC
- FL - Leesburg - LSSC
- FL - Melbourne - EFSC
- FL - Miami - FIU/MMC
- FL - Miami - MDC (Medical)
- FL - Milton - PSCM
- 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 - Pompano Beach - PTO
- FL - Sanford - SSCF
- FL - St. Augustine - SJRSC
- FL - St. Petersburg - PTEC
- FL - Tampa - USF
- FL - Winter Haven - PSC
- GA - Atlanta - GSU
- GA - Decatur - GSUD
- GA - Lawrenceville - GGC
- GA - Morrow - CSU
- GU - Guam - GCC
- HI - Hilo - HCC
- HI - Kahului - UHMC

- IA - Waterloo - HCC
- ID - Boise - BSU
- ID - Boise - CWI
- ID - Boise Practical Exam Site
- ID - Coeur d Alene Practical Exam Site
- ID - Idaho Falls - CEI
- ID - Lewiston - LCSC
- ID - Nampa - CWI
- ID - Pocatello - ISUP
- ID - Pocatello Practical Exam Site
- IL - Carbondale - SIU
- IN - Evansville - ITCC E
- IN - Fort Wayne - PUFW
- IN - Hammond - PNW
- IN - Indianapolis - ITCC LAWRENCE
- IN - Kokomo - ITCCK
- IN - Lafayette - ITCCL
- IN - Lawrenceburg - ITCCL
- IN - Muncie - ITCC
- IN - New Albany - IUS
- IN - Plainfield - ITCCP
- IN - Richmond - ITCCR
- IN - South Bend - ITCCSB
- IN - Terre Haute - ITCCTH
- IN - Westville - PNW
- KS - Lawrence - UK
- KS - Overland Park - JCCC
- KS - Wichita - WSU
- KY - Ashland - ACTC
- KY - Bowling Green - WKU
- KY - Campbellsville - CUTC
- 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
- LA - Hammond - SLU
- LA - Lafayette - UL
- MA - Bridgewater - BSU
- MA - Charlestown - BHCC
- MA - Holyoke - HCC
- MA - Springfield - STCC
- MD - Salisbury - BST
- ME - Auburn - CMCC
- ME - Bangor - UTC

- ME - Calais - WCCC
- ME - Presque Isle - NMCC
- MI - Ann Arbor - WCC
- MI - Auburn Hills - OCC AH
- MI - Gaylord - UC
- MO - Cape Girardeau - SEMO
- MO - Carthage - CTC
- MO - Jefferson City - LUM
- MO - Joplin - MSSU Testing Center
- MO - Lee's Summit - UCM (MIC)
- MO - Springfield - MSU
- MO - St. Louis - STLCC
- MO - St. Louis - UMSL
- MO - St. Louis - WUSL
- MO - St. Peters - EISLLC
- MO - Warrensburg - UCMO
- MO - West Plains - MSUWP
- MS - Raymond - HCC
- MT - Billings - HLC
- MT - Bozeman - MSU
- MT - Great Falls - GFCMSU
- MT - Kalispell - FVCC
- MT - Missoula - UMTS
- NC - Boone - ASU
- NC - Cary (Hotel) Cosmetology Practical Exams
- NC - Cary - NCECSC
- NC - Cary - Prov Practical Testing Site
- NC - Charlotte - BCYC
- NC - Charlotte - NCECSC
- NC - Durham - NCCU
- NC - Fayetteville - FSU
- NC - Greensboro - BCYG
- NC - Greensboro - NCECSC
- NC - Mint Hill - Prov Practical Testing Site
- NC - Wilmington - NCECSC
- NC - Winterville - PCC
- NH - Concord - BTSC
- NH - Nashua - XLTC
- NH - Newington - BSTSN
- NJ - Lyndhurst - KMTC
- NJ - Swedesboro - DVSC
- NM - Alamogordo - NMSUA
- NM - Albuquerque - CNM
- NM - Clovis - CCC
- NM - Farmington - SJC
- NM - Santa Fe - SFCC
- NM - Taos - UNM
- NV - Reno - TMCC
- NY - Bronx - NVTC
- NY - Flushing - ACS
- NY - Hempstead - CBI
- NY - New York - ACS
- OH - Akron - UA
- OH - Cincinnati - UC
- OH - Rio Grande - URG
- OH - Toledo - UT
- OH - Youngstown - YSU
- OK - Cleveland - CIS
- OK - Stillwater - OSUS
- OK - Tulsa - TCC
- OK - Weatherford - SWOSU
- ON - Toronto - UT
- OR - Gresham - MHCC
- PA - Allentown - BCYA
- PA - Bloomsburg - BU
- SC - Charleston - BCS
- SC - Columbia - BCYC
- SC - Conway - CCU
- SC - Greenville - BJUP
- SC - Greenville - GTC
- SC - Greenwood - PTC
- TN - Clarksville - APSU
- TN - Gallatin - VSCC
- TN - Memphis - UM
- TN - Murfreesboro - MTSU
- TN - Tullahoma - MSCC
- TX - Austin - ACC
- TX - El Paso - UTEP
- TX - Houston - LSCNH
- TX - Lewisville - ETCLC
- TX - Texarkana - TC
- TX - Weatherford - WC
- UAE - Dubai - TEPTH
- UT - Cedar City - STC
- UT - Cedar City - SUU
- UT - Ephraim - USUE
- UT - Logan - BTC
- UT - Logan - USU
- UT - Ogden - OWTC
- UT - Ogden - WSU
- UT - Orem - UVU
- UT - Price - USUP
- UT - Provo - Prov Testing Center
- UT - Richfield - SC
- UT - Salt Lake City - SLCC/South City Campus
- UT - Sandy - Prov Testing Center

- UT - Sandy - SLCC/Miller Campus
- UT - St. George - UTU
- UT - Taylorsville - SLCC/Redwood Campus
- UT - West Jordan - SLCC/West Jordan Campus
- VA - Alexandria - BST
- VA - Fairfax - GITS
- VA - Fredericksburg - CIHC
- VA - Richmond - GITS
- VA - Roanoke - RHEC
- VT - Lyndonville - NVU
- VT - Manchester Center - TCM
- VT - Randolph Center - VTCR
- VT - St. Albans City - VTALFG
- VT - Williston - VTW
- WA - Bellingham - WWU
- WA - Ellensburg - CWU
- WA - Federal Way - PNW
- WA - Liberty Lake - TLL
- WA - Renton - RTC
- WA - Spokane - SFCC
- WI - La Crosse - UWLAX
- WV - Martinsburg - BRCTC
- WV - Morgantown - MTEC
- WV - South Charleston - BVCTC
- WV - Wheeling - WVNCC
- WY - Casper - CC
- WY - Cheyenne - LCCC
- WY - Laramie – UWYO

APPLICATION & SCHEDULING PROCESS

Applying to Test

To be eligible for testing, you must first contact SCMHR and receive approval for testing. Once you have been approved, SCMHR will provide you testing information which includes an email telling you to call Prov to register and make payment for the test you have been approved to take, along with a voucher number you will need to provide to Prov when registering for your test. Prov will provide you with a receipt for your payment. SCMHR registers each approved candidate with Prov using the information provided on their order form.

Scheduling Your Test Over the Phone

After you receive the confirmation email from SCMHR, you are eligible to schedule your examination with Prov.

You may contact Prov toll free at (866) 720-7768 or text and call (801) 733-4455 and Prov staff will ask for your voucher number provided in your letter from SCMHR and a test site of your choice. Prov will also ask for a proctoring payment when scheduling your exam. Once the candidate has contacted Prov and selected their preferred testing date and location, the scheduling process is complete. Candidates will be sent an appointment letter which includes their testing session details and a receipt for their payment.

Scheduling your Test Online

1. To schedule your exam, go to: https://provexam.com/ or call the Prov Call Center to complete the registration process if preferred.

2. Click "Returning User" and enter your known Candidate ID or your Email address. Click "Retrieve Details"

3. Select a Date & Time for your exam by selecting the link labeled.

 Find suitable time and venue

4. Select a convenient test site by scrolling down to see all available test sites.

5. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart.**

6. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or coupon code if provided by your school.

The invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may call Prov at (866) 720-7768.

Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of

business three days prior to their scheduled test date, they will forfeit their exam fees.

What it costs to test

The cost for proctoring fees paid to Prov to take the SCMHR test is **$85.00** per test.   This fee is in addition to exam fees collected by SCMHR.

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.

Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

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

Because the examination process is a requirement for certification with 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.

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.

Check-in Deadline

The doors to each testing center will open at least 30 minutes before all scheduled testing appointments in order to check candidates into the testing center. Candidates should plan to arrive early to make sure they are seated by the time the testing begins.   If candidates are late in arriving, AND the testing session has already begun, CANDIDATES WILL BE TURNED AWAY and will forfeit their exam fees and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, candidates 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. Candidates will also be required to sign a test center log. If candidates cannot produce a valid government-issued photo ID, or refuse to participate in signing the test center log, they will be dismissed from the testing center and forfeit all testing fees for that testing session.

There may be times for religious reasons, a candidate does not have a photo ID. In this situation, if they have a State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate, we will accept these as valid identification.

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.

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 SCMHR. 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 for theft of copyrighted testing materials.

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., 150 Civic Center Dr Suite 601 Sandy, UT 84070.

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.

PREPARING FOR YOUR EXAMS

Studying for your Exam

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 Study Guide

To purchase the study guide without completing the exam application, please contact SCMHR'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 appropriate guide.

Certified Clinical Electrologist (CCE)

Number of Questions	100
Time allowed (hours)	2
Subject Area	# Quest.
Assessment - Patient History	26
Assessment - Screening	2
Treatment - Preparation of Patient Psychological	3
Treatment - Preparation of Patient Topical Agents, Positioning, Draping	4
Treatment - Examination of Skin/Hair	29
Treatment - Sterilization and Sanitation	10
Treatment - Epilation Techniques	20
Treatment - Post-Treatment Care	1
Treatment - Equipment Maintenance	5

Certified Medical Electrologist (CME)

Number of Questions	100
Time allowed (hours)	2
Subject Area	# Quest.
Assessment	30
Evaluation	50
Treatment Plan	20

Certified Laser Hair Removal Professional

Number of Questions	100
Time allowed (hours)	2
Subject Area	# Quest.
Assessment	44
Ethics	4
Evaluation	10
Treatment Plan	42

If during an exam, candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment form to Prov detailing why they feel the question is in error. Candidates testing on computer may make their comments in the testing system.

Prov staff will review each comment within two weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question.

Prov ensures the accuracy of our exam results. Our computer system is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is $25.00 (includes tax).

Prov✓ 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 licensing jurisdiction.

- • **NO** TALKING
- • **NO** EATING
- • **NO** DRINKING
- • **NO** TOBACCO USE
- • **NO** CELL PHONES
- • **NO** ELECTRONIC DEVICES
- • **NO** VISITORS
- • **NO** CHEATING
- • **NO** TAKING NOTES
- • **NO** MARKING IN BOOKS
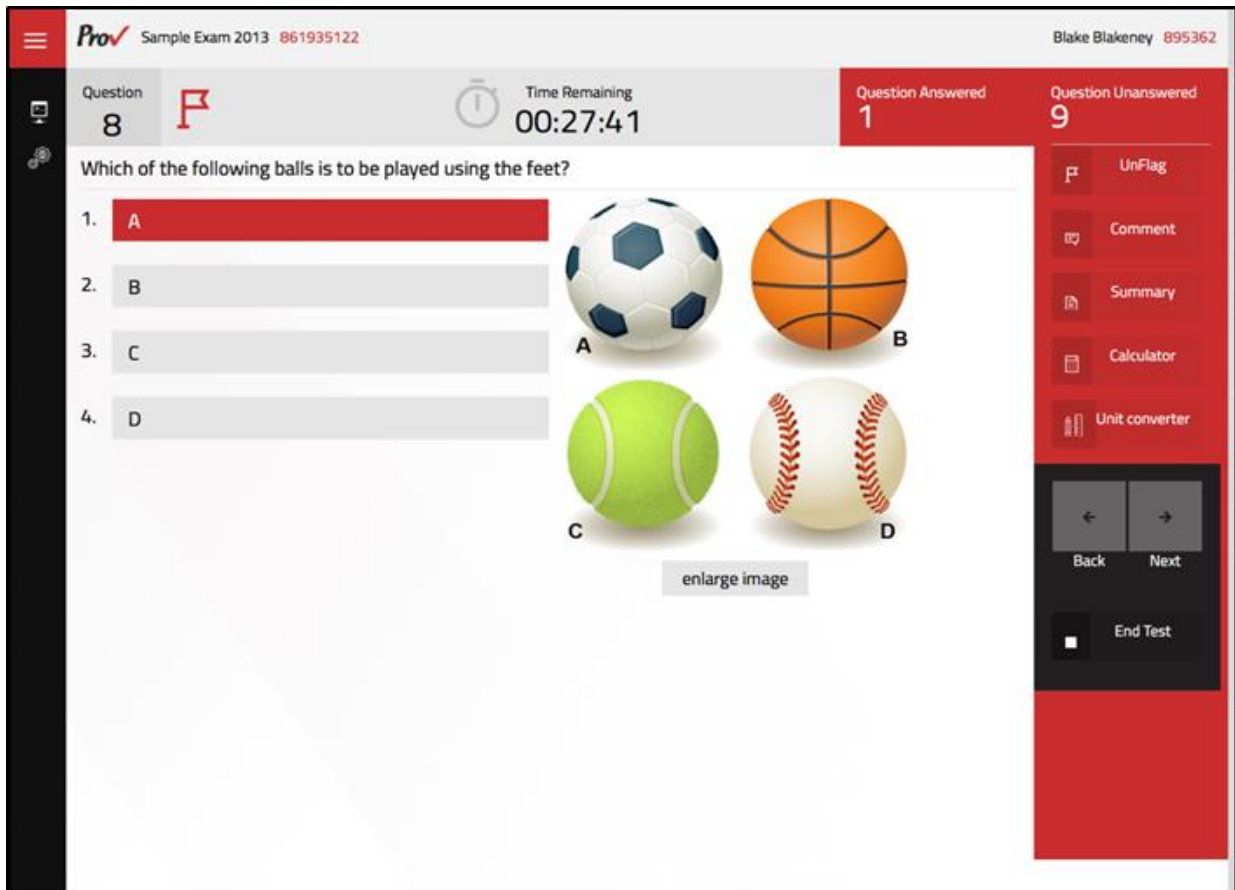
Reference Rules for Open Book Exams

- 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.