



State of Missouri Board of Cosmetology and Barber Examiners Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

- 1. WHAT IS THE REGISTRATION PROCESS IN MISSOURI?** Those interested in a Cosmetology/Barber license must first register with Prov. Registration involves providing your name, address, contact information, as well as selecting the license you wish to obtain. Once you've registered with Prov, you must submit the state license application to the Board. The Board will review your experience and training and then will approve you for testing. Once you have been approved, the board will notify you that you may then schedule your examination.
- 2. HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:
<https://www.provexam.com/register>
Your information will be sent to the State of Missouri which will then approve you to take the test(s).
You may also call Prov at (877) 228-3926. More information about registering can be found on page 1 of this bulletin.
- 3. WHERE CAN I TEST?** You may test at any one of Prov's testing centers. Locations may be found on page 10 of this bulletin.
- 4. HOW MUCH DOES IT COST?** The written examinations cost **\$88** each and the practical examinations cost **\$58** each.
- 5. WHEN DO I GET MY TEST RESULTS?** You will receive your unofficial written results by email within minutes of completing your exam. Your practical exam results will be emailed to you within 2-3 business days following the test. All official results will be sent to the State within 2-3 days following the test.
- 6. WHAT IS ON THE TEST?** Exam information can be found on pages 4-7 of this bulletin.

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 -
Missouri State Board of Cosmetology and Barber Examiners
3605 Missouri Boulevard
PO Box 1062
Jefferson City, MO 65102
Ph: (573) 751-1052
Toll-free (866) 762-9432
<http://pr.mo.gov/cosbar.asp>

For Testing Questions -
Prov
150 W Civic Center Blvd,
Suite 601
Sandy, Utah 84070
Phone: (877) 228-3926
Call or Text: 801-733-4455
(Messaging rates may apply)
www.provexam.com
support@provexam.com
7:00 am to 11:00 pm CT
Monday-Friday

GENERAL TESTING INFORMATION

The Missouri State Board of Cosmetology and Barber Examiners (Board) has contracted with Prov, Inc. to administer the following NIC Cosmetology/Barbering examinations:

- Barber
- Class CA - Hairdressing & Manicuring
- Class CH - Hairdresser
- Class E - Esthetician
- Class MO - Manicurist
- Instructor

The purpose of this bulletin is to provide you information about taking your licensing examination(s) with the State of Missouri. For all license categories you will be required to pass BOTH a written and practical examination in order to become licensed. For upgrade or crossover licenses, you will only be required to complete specific exams related to the additional work being performed depending on your experience.

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. If candidates have questions regarding which exam(s) to take, please check with your school, or contact the Board at **(573) 751-1052**.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Missouri must successfully complete two (2) examinations. The written test covers the technical knowledge elements of the specific licensing field, whereas the practical (or performance test) requires you to demonstrate your technical abilities related to your license. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

Each written exam costs **\$88**, whereas each practical exam costs **\$58**. The fees are the same whether you are testing for the first time or you are retaking one of the tests.

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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 test.

The following link will take you to a short video that demonstrates Prov’s testing system:
<https://youtu.be/h3T9svnlDLY>.

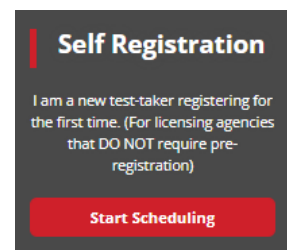
WHERE TO TAKE YOUR EXAM IN MISSOURI

Prov has established **nine (9)** testing centers in Missouri where you may take your written test. Prov also has **four (4)** testing locations where you may take your practical examination.

Locations may be found on page 8 of this bulletin.

HOW TO REGISTER ONLINE

- To register for your exam, go to:
<https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred.
- Click “Schedule a Test”
- Click “Start Scheduling” under “Self Registration”



- Use the Dropdown menu under “Select Certifying Body”, and select:

MO Cosmetology & Barber

Then press 

5. Under “Select a License/certificate”, choose the license (and language) you are seeking (**choose one of the following**):
- Barber
 - Cross-over: Barber to Cosmetology
 - Cross-over: Cosmetology to Barber
 - Esthetician
 - Hairdresser
 - Hairdressing & Manicuring
 - Instructor
 - Manicurist

Then press **NEXT**

6. Enter your information **exactly** as it appears on your government issued ID.
- Name (First, Middle and Last)
 - Street address
 - City, State, Postal Code
- Additionally, please provide the following:
- Social Security number
 - Email Address
 - Telephone Number
 - Birthdate

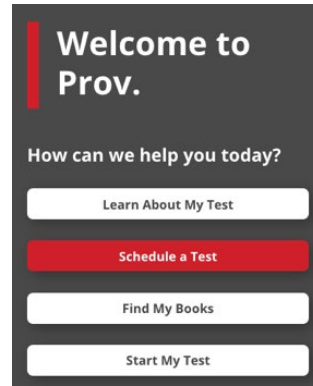
Then select the button labeled: **SAVE CHANGES**

REGISTRATION REVIEW BY THE BOARD

Prov will provide your information to the licensing Board for review. The Board will review your information along with the application you will make to the State and determine your qualification to take the exam(s). Once approved by the State, you will be notified of the next steps in the Scheduling process.

SCHEDULING YOUR EXAM ONLINE

1. Once approved by the State, you will be notified via an emailed “voucher” letter. Use the information in this letter to schedule your examinations.
2. To schedule your exam, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred. From our homepage, select “Schedule a Test”



Next, select **Pre-Approved Registration**.

3. Enter your known Candidate ID (found on your voucher letter), as well as your Last Name. Click “Retrieve Details”
4. Select a Date, Time, Location for each exam by selecting the link labeled:



5. Select a convenient test site by scrolling down to see all available test sites. 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 a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart**.
7. If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button; otherwise move to step 8.

SCHEDULE ANOTHER TEST

8. 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, give us a call at (877) 228-3926.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov toll free at (877) 228-3926. Prov scheduling staff is available 7:00 a.m. through 11:00 p.m. CT, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, social security number and their address. Once registered in the database, Prov staff will search for the next available testing date and time. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel your 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 exam fees.

EMERGENCY SITUATION POLICY

If you are unable to attend your scheduled examination due to an emergency situation, you must provide written documentation to Prov for review.

You may contact Prov toll free at (877) 228-3926, call or text (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.

PREPARING FOR YOUR EXAMS

The exams utilized in Missouri are designed to test what you should know (and be able to do) as you begin your career in your specific Cosmetology/Barbering & related fields industries. Your examinations have been developed by the National Interstate Council of State Boards of Cosmetology (NIC).

EXAM DESCRIPTIONS

The following exam descriptions are provided by the NIC and additional information may be found at nictesting.org. To learn more about your specific exam, please select the [hyperlink](#) next to either the Written or Practical test and you will be taken to the NIC website for a complete description of each examination.

Barber

Written Test: [Barber Styling Written](#)

Practical Test: [Barber Styling](#)

Core Items (Practical Exam)

- Work Area and Client Preparation, and Set Up of Supplies (First client, 10 minutes)
- Haircutting (40 minutes)
- Work Area and New Client Setup (Second client, 15 minutes)
- Shaving with a Straight Razor (Variable timing)
- Blood Exposure Procedure (10 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand test with Simulated Product (10 minutes)
- Chemical Relaxer – Virgin Application (15 minutes)
- Hair Color – Retouch Application (15 minutes)

Barber Crossover to Cosmetology

For those with an existing Barber license that wish to receive a Cosmetology license, they will need to pass both the Nail Technician Written and Practical examinations. Additionally, they will need to fulfill any other experience or licensing requirement necessary for the license being sought.

ATTENTION: NIC has updated the Cosmetology practical examination. **If you are taking the practical examination from today's date through April 30, 2023** please utilize the following information to prepare for your exam:

Class CA
Hairdressing & Manicuring
Effective through 4/30/2023:

Written Test: [Cosmetology Written](#)

Practical Test: [Cosmetology Practical](#)

Core Items - Practical

- Work area and Client Preparation, and Set Up of Supplies (First Client, 15 minutes)
- Thermal Curling (10 minutes)
- Hair Cutting (30 minutes)
- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand Test with Simulated Product (10 minutes)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- Hair Color Retouch with Colored Simulated Product (15 minutes)
- Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- Blood Exposure Procedure (10 minutes)

ATTENTION: NIC has updated the Cosmetology practical examination. **If you are taking the practical examination on or after May 1, 2023** please utilize the following information to prepare for your exam:

Class CA
Hairdressing & Manicuring
Effective 5/1/2023

Written Test: [Cosmetology Written](#)

Practical Test: [Cosmetology Practical](#)

Core Items - Practical

- Work Area and Client Preparation, and Set Up of Supplies (First Client, 15 minutes)
- Thermal Curling (10 minutes)
- Hair Cutting (35 minutes)
- Work Area and New Client Preparation, and Set Up of Supplies (15 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand Test with Simulated Product (10 minutes)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- Hair Color Retouch with Colored Simulated Product (10 minutes)
- Virgin Hair Relaxer (No Base) Application with Colored Simulated Product (15 minutes)
- Blood Exposure Procedure (10 minutes)

ATTENTION: NIC has updated the Cosmetology practical examination. **If you are taking the practical examination from today's date through April 30, 2023** please utilize the following information to prepare for your exam:

Class CH Hairdresser

Written Test: [Hair Design Written](#)

Practical Test: [Hair Design Practical](#)

Core Items - Practical

- Work area and Client Preparation, and Set Up of Supplies (First Client, 15 minutes)
- Thermal Curling (10 minutes)
- Hair Cutting (30 minutes)
- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand Test with Simulated Product (10 minutes)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- Hair Color Retouch with Colored Simulated Product (15 minutes)
- Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- Blood Exposure Procedure (10 minutes)

ATTENTION: NIC has updated the Cosmetology practical examination. Class CH candidates are tested on the same practical content as the Class CA candidates. Class CH candidates are tested on Hairdressing only and will therefore continue to take the Hair Design written examination. **If you are taking the practical examination on or after May 1, 2023** please utilize the following information to prepare for your exam:

Class CH Hairdresser

Written Test: [Hair Design Written](#)

Practical Test: [Cosmetology Practical](#)

Core Items - Practical

- Work area and Client Preparation, and Set Up of Supplies (First Client, 15 minutes)
- Thermal Curling (10 minutes)
- Hair Cutting (35 minutes)
- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand Test with Simulated Product (10 minutes)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- Hair Color Retouch with Colored Simulated Product (15 minutes)
- Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- Blood Exposure Procedure (10 minutes)

Cosmetology Crossover to Barber

For those with an existing Class CA or CH license that wish to receive a Barber license, they will need to complete additional testing requirements. If licensed less than one (1) year, the licensee will be required to pass both the Barber Styling Written and Barber Styling Practical. If licensed more than one (1+) year, the licensee will have to complete the Shaving task that is part of the Barber practical examination. Click for a description of this task: [NIC Shave Task](#) Additionally, they will need to fulfill any other experience or licensing requirement necessary for the license being sought.

ATTENTION: NIC has updated the Instructor practical examination. If you are taking the practical examination from today's date through April 30, 2023 please utilize the following information to prepare for your exam:

Instructor Effective through 4/30/2023

Written Test: [Instructor Written](#)

Practical Test: [Instructor Practical](#)

Core Items - Practical

- Lesson Plan
- Setup
- Theory Lecture
- Demonstration

Note: You will select the type of instruction (i.e. Barber, Esthetician, etc) at the time of registration.

To receive your Instructor lesson assignment topic, please contact tamiv@provexam.com or amyf@provexam.com.

ATTENTION: NIC has updated the Instructor practical examination. If you are taking the practical examination on or after May 1, 2023 please utilize the following information to prepare for your exam:

Instructor Effective 5/1/2023

Written Test: [Instructor Written](#)

Practical Test: [Instructor Practical](#)

Core Items - Practical

- Lesson Plan
- Theory Lecture
- Demonstration

Note: You will select the type of instruction (i.e. Barber, Esthetician, etc) at the time of registration.

To receive your Instructor lesson assignment topic, please contact tamiv@provexam.com or amyf@provexam.com.

Class E Estheticians

Written Test: [Esthetician Written](#)

Practical Test: [Esthetician Practical](#)

Core Items (Practical Exam)

First Client:

- Work Area and Client Preparation, and Set Up of Supplies (First Client, 10 minutes)
- Client Preparation and Basic Facial (25 minutes)
- Work Area Preparation for New Client and Set Up of Supplies (Second client, 10 minutes)
- New Client Preparation and Hair Removal of the Eyebrows using Simulated Soft Wax and Tweezing (5 minute set-up; procedure untimed)
- Facial Makeup (20 minutes)
- Blood Exposure Procedure (10 minutes)

Class MO - Manicurist

Written Test: [Nail Technology Written](#)

Practical Test: [Nail Technology Practical](#)

Core Items (Practical Exam)

First Client:

- Work Area and Client Preparation, and Set Up of Supplies (15 min)
- Manicure and Polish Application (20 min)
- Work Area and New Client Preparation, and Set Up of Supplies (10 min)
- Nail Tip Application and Blending (20 min)
- Sculptured Nail (20 min)
- Removal of Sculptured Nail (20 min)
- Blood Exposure (5 min)

Foreign Languages

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box:

<https://nictesting.org/candidate-information-bulletins/>

NIC References

For information about exam references, please see here: https://nictesting.org/wp-content/uploads/2022/05/NIC_References_update_d_5_19_22.pdf

KIT AND SUPPLY INFORMATION

Candidates must bring all needed supplies and cannot borrow anything during the examination. Suggested supplies are included in the NIC Candidate Information Bulletin (CIB).

Cosmetologists: Thermal curling is demonstrated with a cold thermal curling iron. It is suggested that the mannequin's hair be curled prior to the examination for the purpose of simulating thermal curling with a cold thermal curling iron.

Kits must be no larger than 30" x 30". Kits, bags etc. must fit completely under the candidate's work area.

Tripods may be used but must be within candidate's immediate work area (close or up against work station).

Disinfectants must be disinfecting wipes, sanitizers and all other products must be non-aerosol.

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.

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.

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 fees forfeited, and the Division will be notified of your dismissal from the exam.

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 Division of Professional Regulation. 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.

Candidate Civility Expectations

We understand that taking a test 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 the 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.

RESULTS REPORTING

Upon completion of the written examination, your test will be scored and you will be provided with an unofficial score result while at the testing center. Official score results for the written and practical exam will be sent within three (3) business days following completion of the test.

All exams will be scored and graded against a cut-score established by NIC for these examinations. The score on these examinations are reported as a “scaled score”. This score is not the same as a raw score (which is the number of correct responses on a test). This means that the score does NOT represent the percentage of questions correctly answered on the test. Each part of the examination has its own cut-score and is weighted according to its importance in the demonstration of entry-level competence.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. There is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the State of Missouri.

Candidates cannot retake an exam once they have passed that exam unless required by the State of Missouri.

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 877-228-3926 or write to:

Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, UT 84092.

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 (877) 228-3926. 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.

ADA forms can be found here. [ADA Information](#)

Note: Accommodations will not be provided based solely on a candidate's inability to read and comprehend English. This is due to the possible impact on the security and integrity of the NIC examinations, any accommodation provided shall be made in accordance with the NIC guidelines and applicable law.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examinations. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location. Test sites in bordering states are not included in this list but will populate when scheduling examinations.

TEST SITE LOCATIONS – WRITTEN EXAMINATIONS

Eastern Missouri

1. **Southeast Missouri State University**
1 University Plaza
Kent Library KL-108
Cape Girardeau, MO 63701
2. **University of Missouri, St. Louis**
93 JC Penney Building/Conference Center
1 University Boulevard
St. Louis, MO 63121
3. **eIDentity Services**
Testing Services
1405 Jungermann Road, Suite B
St. Peters, MO 63376

Central Missouri

4. **Lincoln University Missouri**
820 Chestnut Street, Young Hall 108
Jefferson City, MO 65102

South Central Missouri

5. **Missouri State University – West Plains**
Testing Services
128 Garfield Avenue
West Plains, MO 65775

Southwest Missouri

6. **Missouri State University**
University Testing Center
901 S National, LIBR 010
Springfield, MO 65897
7. **Carthage Technical College**
609 S River Street
Carthage, MO 64836

8. **Missouri Southern State University**

Testing Services
3950 E Newman Road
Joplin, MO 64801

West Central Missouri

9. **University of Central Missouri**

Testing Services
Humphrey Building 216
Warrensburg, MO 64093

TEST SITE LOCATIONS – PRACTICAL EXAMINATIONS

The **practical** exams for the State of Missouri are given at four locations throughout the State.

- A. **Prov Testing Center (St. Louis area)**
12631 Olive Boulevard
Creve Coeur, MO 63141
- B. **Double Tree Hotel by Hilton (Jefferson City area)**
422 Monroe Street
Jefferson City, MO 65101
- C. **Hilton Garden Inn – Springfield**
4155 S Nature Center Way
Springfield, MO 65804
- D. **Hilton Garden Inn – Kansas City/Independence**
19677 E Jackson Drive
Independence, MO 64057

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this document that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.

Prov[✓] Written Test Site Instructions

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.

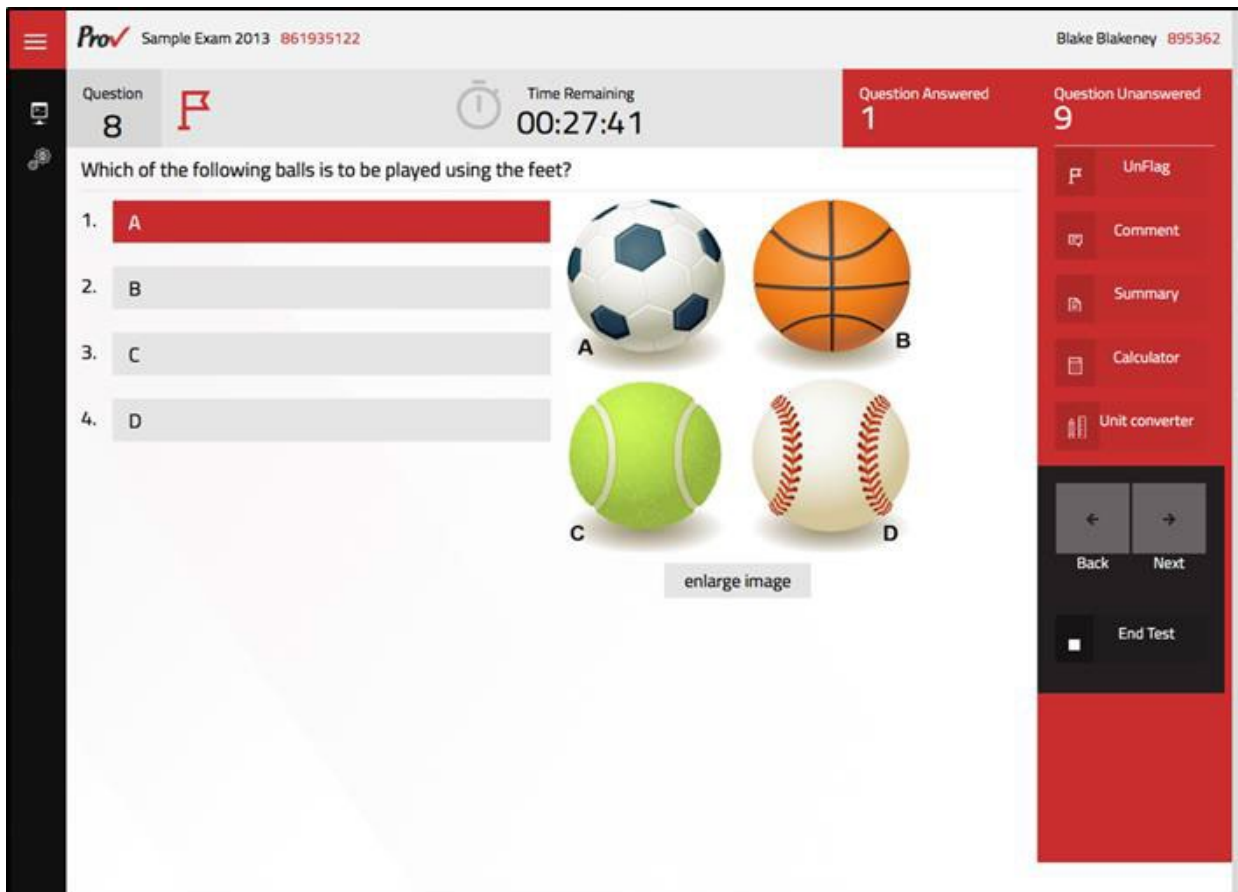
Testing Rules

- 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.
- You will receive your unofficial test results today and you'll be notified of the official test result via email within 4 days after your test.



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.