



# Department of Professional and Occupational Regulation

## Board for Barbers and Cosmetology

### Candidate Information Bulletin

#### FAQS

- 1. HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:  
<https://www.provexam.com/register>
- 2. HOW DO I SCHEDULE MY TEST?** Once you've been approved to test you will receive notification via email and may schedule at:  
<https://www.provexam.com/register>  

You may also call/text us at (801) 733-4455. More information about registering and scheduling is provided on page 3 of this bulletin.
- 3. WHERE CAN I TEST?** You may test at any one of Prov's testing centers in Virginia. Locations are provided on page 9 of this bulletin.
- 4. HOW MUCH DOES IT COST?** The written exam fee is **\$99** each and the practical exam fee is **\$95** each.
- 5. WHEN DO I GET MY TEST RESULTS?** Unofficial written exam results are available at the testing center once you complete your exam. Official exam results will be emailed to you within 3 business days after your test.  

Official exam results for the practical exam will be emailed to you within 3 business days after your test.

All official exam results will be sent to the DPOR within 3 business days following the test.
- 6. WHAT IS ON THE TEST?** Exam information is provided in this bulletin and attachments.

#### 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 -  
**Department of Professional and Occupational Regulation**  
**Board for Barbers and Cosmetology**  
Perimeter Center – Suite 400  
9960 Mayland Drive  
Ph: (804) 367-8509  
[www.dpor.virginia.gov](http://www.dpor.virginia.gov)  
8:15 am to 5:00 pm ET  
Monday-Friday

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](http://www.provexam.com)  
support@provexam.com  
8:00 am to 12:00 pm  
(Midnight) ET  
Monday-Friday

#### GENERAL TESTING INFORMATION

The Department of Professional and Occupational Regulation (DPOR) has contracted with Prov, Inc. to administer the following examinations:

- **Barber** (NIC Barber 1 written & practical)
- **Master Barber** (NIC Barber Styling written & practical)
- **Body Piercing** (NIC Body Piercing written)
- **Cosmetology** (NIC Cosmetology written & practical)
- **Esthetician** (NIC Esthetics written & practical)
- **Master Esthetician** (NIC Esthetics Advanced Practice written & practical)
- **Instructor** (NIC Instructor written)
- **Nail Technician** (NIC Nail Technology written & practical)
- **Permanent Cosmetic Tattooer** (NIC Permanent Cosmetics Tattooer written)
- **Master Permanent Cosmetic Tattooer** (NIC Advanced Practice Micropigmentation written)
- **Tattooer** (NIC Tattooing written)
- **Wax Technician** (NIC Hair Removal written & practical)

The purpose of this bulletin is to provide you with information about taking your licensing examination with the Commonwealth of Virginia.

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 (804) 367-8509.

**TEMPORARY PERMITS**

Temporary permits may be requested when completing the exam registration. Sponsorship information and signatures are required. Requests will be reviewed and once approved, forwarded to the Board for issuance of a temporary permit. Temporary permits are issued one time only and are valid for 90 days after issuance.

**CRIMINAL CONVICTIONS**

A Criminal Conviction must be reported on a Criminal Conviction Form along with a State Police Report from each state where convicted. State Police Reports must be issued within the last 3 months of the application attestation. The form and report must be uploaded when registering for the examination. Adjudicated convictions of a minor by the juvenile court system do not need to be reported.

State Police Reports must include all pages and cover sheets.

**EXPIRED VIRGINIA LICENSE**

Contact the Board at (804) 367-8509 if your Virginia license has been expired for less than two years. If your Virginia license expired more than two years ago you will be required to take the written and practical exams.

**ENDORSEMENT LICENSE**

Contact the Board at (804) 367-8509 if you hold a license in another state and desire to be licensed in Virginia.

**EXAMINATION CATEGORIES & COST**

Candidates seeking to be licensed in the Commonwealth of Virginia must successfully pass the DPOR required examination(s).

Written exam fees are **\$99** each and Practical exams fees are **\$95** each. The fees are the same whether you are testing for the first time or if you are retaking an examination.

**TABLE OF CONTENTS**

- SFrequently asked questions ..... 1
- More questions ..... 1
- General Testing Information ..... 1
- Temporary Permits ..... 2
- Criminal Convictions ..... 2
- Expired Virginia License..... 2
- Endorsement License ..... 2
- Examination Categories & Cost..... 2
- Table of Contents ..... 2
- Testing with Prov ..... 3
- Where to take your exam In Virginia ..... 3
- How to Register Online ..... 3
- How to Schedule Your Exam Online..... 4
- Scheduling by Phone ..... 4
- Cancel/Rescheduling Policy ..... 4
- Emergency Situation Policy ..... 4
- Emergency Testing Center Closure Policy..... 5
- Preparing for Your Exams..... 5
- Exam Information..... 5
- Test Day Rules and Procedures..... 7
  - Check-in Deadline ..... 7
  - Proof of Identity ..... 7
  - Prohibited Items..... 8
  - Visitor Policy ..... 8
  - Unethical Conduct Policy ..... 8
  - Candidate Civility Expectations ..... 8
  - Security Protocols ..... 8
- Results Reporting ..... 8
- Retesting Policy ..... 8
- Prov’s Non-Discrimination Statement ..... 9
- Special Accommodations ..... 9
- Testing Site Availability ..... 9
- Test Site Locations - Practical & Written..... 9
- Test Site Locations - Written Only ..... 10
- Written Test Site Instructions ..... 10

### TESTING WITH PROV

Your 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 VIRGINIA

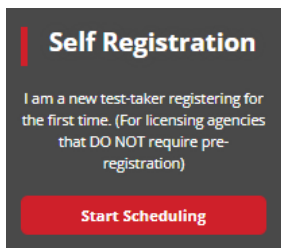
Prov has established **fifteen (15)** written testing centers for examinations in Virginia, **five (5)** of which are available for both the practical exams and the written exams. Written and practical examinations must be taken in Virginia.

Locations are provided on page 9 of this bulletin.

**Note to public school students:** Prov will work in collaboration with your school to arrange “spring testing” events, these are arranged at a school or hotel banquet space depending on the number of students needing to test at each event. Your school will work with the Prov Team to schedule these exams. Public school students may also choose to test at a Prov Testing Center.

### HOW TO REGISTER ONLINE

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



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

### VA – Barber & Cosmetology

Then press

**NEXT**

5. Under “Select a License/certificate”, choose the license (and language) you are seeking: **(choose one of the following)**:
  - Barber
  - Master Barber
  - Body Piercing
  - Cosmetology
  - Esthetician
  - Master Esthetician
  - Instructor
  - Nail Technician
  - Permanent Cosmetic Tattooer
  - Master Permanent Cosmetic Tattooer
  - Tattooer
  - Wax Technician

Then press

**NEXT**


6. Select the school you attended, or “out of state” if you trained in another state or “reinstate” if you are reinstating a lapsed license or Instructor work experience. Once selected, scroll to the bottom of the page & click “Submit”.
7. Enter your information **exactly** as it appears on your government issued ID.
  - Name (First, Middle and Last)
  - Street address
  - City, State, Postal CodeAdditionally, please provide the following:
  - Social Security number and/or Virginia Department of Motor Vehicle number (DMV)
  - Email Address
  - Telephone Number

Then select the button labeled:

**SAVE CHANGES**

8. You may now log out of your account. You will be notified once you are approved via an emailed “voucher” letter. Log back into your registration as a returning user to schedule your exam(s).

### HOW TO SCHEDULE YOUR EXAM 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 and your last name. 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. If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button, otherwise move to step 7.

#### SCHEDULE ANOTHER TEST

7. 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 or text Prov at (801) 733-4455.

### SCHEDULING BY PHONE

To schedule an examination by phone, you may call or text Prov at (801) 733-4455 or send an email to [support@provexam.com](mailto:support@provexam.com).

Prov scheduling staff is available 8:00 a.m. through 12:00 p.m. (Midnight) ET, 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, you must provide written documentation to Prov for review.

You may contact Prov toll free at (877) 228-3926, you may call or text (801) 733-4455 or you may send an email to [support@provexam.com](mailto:support@provexam.com).

If approved, you will be notified and provided with authorization to reschedule your examination.

### EMERGENCY TESTING CENTER CLOSURE POLICY

In the event an emergency causes a test center to close on a scheduled examination date, your examination will be rescheduled at no charge. (e.g. severe weather, power loss, etc.) The Prov Team will attempt to contact you in this situation. Your examination will be rescheduled as soon as possible.

### PREPARING FOR YOUR EXAMS

The exams utilized in Virginia are designed to test minimal competency as you begin your career in Cosmetology & related industries.

## 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).

**Barbers & Cosmetologists:** Mannequin heads MUST be a full-size head, "Minikin" or "junior" mannequin heads are NOT permitted. Additionally, the NIC requirements for mannequins are indicated on page 3 of the NIC 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 the candidate's immediate work area (close to or up against workstation).

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

### EXAM INFORMATION

The following exam descriptions are provided by the NIC and additional information is provided at [nictesting.org](http://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 EXAM:

- ✓ [Barber 1 Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Barber 1 Practical CIB](#)

## Master Barber

### WRITTEN EXAM:

- ✓ [Barber Styling Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Barber Styling Practical CIB](#)

## Cosmetology

### WRITTEN EXAM:

- ✓ [Cosmetology Written CIB](#)

Cosmetologists are examined on the Practical Core Sections and Hair Removal of the Eyebrows. The NIC CIBs for these exam areas are available at the following links:

### PRACTICAL EXAM:

- ✓ [Cosmetology Practical CIB](#)
- ✓ [Cosmetology Hair Removal Eyebrows CIB](#)

## Esthetician

**WRITTEN EXAM:**

- ✓ [Esthetics Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Esthetics Practical CIB](#)

## Body Piercing

**WRITTEN EXAM:**

- ✓ [Body Piercing Written CIB](#)

## Master Esthetician

**WRITTEN EXAM:**

- ✓ [Esthetics Advanced Practice Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Esthetics Advanced Practice Practical CIB](#)

## Instructor

**WRITTEN EXAM:**

- ✓ [Instructor Written CIB](#)

## Tattooist

**WRITTEN EXAM:**

- ✓ [Tattooing Written CIB](#)

## Nail Technician

**WRITTEN EXAM:**

- ✓ [Nail Technology Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Nail Technology Practical CIB](#)

## Permanent Cosmetic Tattooing

**WRITTEN EXAM:**

- ✓ [Permanent Cosmetics Written CIB](#)

## Wax Technician

**WRITTEN EXAM:**

- ✓ [Hair Removal Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Hair Removal Practical CIB](#)

## Master Permanent Cosmetic Tattooer

**WRITTEN EXAM:**

- ✓ [Advanced Practice Micropigmentation Written CIB](#)

## Foreign Languages

If you wish to access an NIC Written Candidate Information Bulletin (CIB) in one of the available foreign languages, please click the link for the exam and foreign language desires:

### BARBER 1:

Korean: [NIC Korean Barber 1 Written CIB](#)

Persian: [NIC Persian Barber 1 Written CIB](#)

Spanish: [NIC Spanish Barber 1 Written CIB](#)

Vietnamese: [NIC Viet Barber 1 Written CIB](#)

### BARBER STYLING:

Korean: [NIC Korean Barber Styling Written CIB](#)

Persian: [NIC Persian Barber Styling Written CIB](#)

Spanish: [NIC Spanish Barber Styling Written CIB](#)

Vietnamese: [NIC Viet Barber Styling Written CIB](#)

### COSMETOLOGY:

Korean: [NIC Korean Cosmetology Written CIB](#)

Spanish: [NIC Spanish Cosmetology Written CIB](#)

Vietnamese: [NIC Viet Cosmetology Written CIB](#)

### ESTHETICIAN:

Korean: [NIC Korean Esthetics Written CIB](#)

Spanish: [NIC Spanish Esthetics Written CIB](#)

Vietnamese: [NIC Viet Esthetics Written CIB](#)

### INSTRUCTOR:

Korean: [NIC Korean Instructor Written CIB](#)

Spanish: [NIC Spanish Instructor Written CIB](#)

Vietnamese: [NIC Viet Instructor Written CIB](#)

### NAIL TECHNICIAN:

Korean: [NIC Korean Nail Technology Written CIB](#)

Russian: [NIC Russian Nail Technology Written CIB](#)

Spanish: [NIC Spanish Nail Technology Written CIB](#)

Vietnamese: [NIC Viet Nail Technology Written CIB](#)

## NIC References

For information about exam references, please see here: [NIC References Updated 5-19-2022](#)

### 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 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

You will be required to show photo-bearing identification that includes your signature. Your first, middle name or middle initial and your last name on your ID MUST match the name on your admission documents EXACTLY. The photo-bearing ID must be current and valid. Forms of valid photo-bearing IDs are a driver's license, state ID, public school student ID, passport, or military ID that includes your signature. Temporary IDs that do not have a signature and expired IDs will NOT be accepted. Please contact Prov in advance of your test date if you have any questions regarding your photo 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 with your signature, if you 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.

## **Prohibited Items**

No cameras, recorders, cell phones, computers, pagers, tablets, music players, smart watches, radios, electronic games, translation dictionaries, or any other electronic devices **ARE NOT 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 State will be notified of your dismissal from the exam.

## **Visitor Policy**

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

## **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 Office 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 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.

## **Security Protocols**

Candidates will be asked if they possess any prohibited items, to empty their pockets and turn them out to ensure they are empty. Items in pockets will be inspected. Candidates will be asked to raise their sleeves and their pant legs to ensure that notes or recording devices are not concealed. Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be a recording device.

### RESULTS REPORTING

Unofficial written exam results are available at the testing center once you complete your exam. Official exam results will be emailed to you within 3 business days after your test.

Official exam results for the practical exam will be emailed to you within 3 business days after your test.

### 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 Commonwealth of Virginia.

### 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 special accommodations 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 to complete their examination.

ADA forms are provided here. [ADA Forms](#)

**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 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 - PRACTICAL & WRITTEN

**NOTE: The Prov Testing Centers are in the process of being arranged. This section will be updated with information once complete:**

The practical and written exams for the Commonwealth of Virginia are administered at the following locations:

- 1. Prov Testing Center – TBD (Richmond Area)**  
Address  
City, State Zip
- 2. Prov Testing Center – TBD (Centreville Area)**  
Address  
City, State Zip
- 3. Prov Testing Center – TBD (Roanoke Area)**  
Address  
City, State Zip
- 4. Prov Testing Center – TBD (Virginia Beach Area)**  
Address  
City, State Zip
- 5. Prov Test Site – TBD (Lynchburg Area)**  
Address  
City, State Zip

TEST SITE LOCATIONS - WRITTEN ONLY

- 6. Southwest Virginia Higher Education**  
1 Partnership Circle  
Testing Center  
Abingdon, VA 24212
- 7. Brainseed Testing Center**  
205 S Whiting Street  
Testing Center – Suite 608  
Alexandria, VA 22304
- 8. Testing and Proctoring Center LLC**  
44075 Pipeline Plaza  
Testing and Proctoring Center – Suite 115  
Ashburn, VA 20147
- 9. GIT Services - Chantilly**  
4100 Lafayette Center Drive - Suite 115B  
Chantilly, VA 20151
- 10. Nautiquos Business Solutions, LLC**  
4451 Brookfield Corporate Drive  
Testing & Training Center – Suite 108  
Chantilly, VA 20151
- 11. Cardinal Institute for Health Careers  
& Cardinal Testing Center**  
150 Riverside Parkway  
Testing Services - Suite 211  
Fredericksburg, VA 22406
- 12. Brainseed Testing Center**  
2322 Blue Stone Hills Drive - Suite #280  
Harrisonburg, VA 22801
- 13. Old Dominion University**  
1262 West 43<sup>rd</sup> Street  
Student Success Center - Room 1105  
Norfolk, VA 23529
- 14. GIT Services - Richmond**  
1311 High Point Ave  
Testing Center  
Richmond, VA 23230
- 15. Roanoke Higher Education Center**  
108 North Jefferson Street  
Educational Testing Center – Suite 413  
Roanoke, VA 24016

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this bulletin 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.**

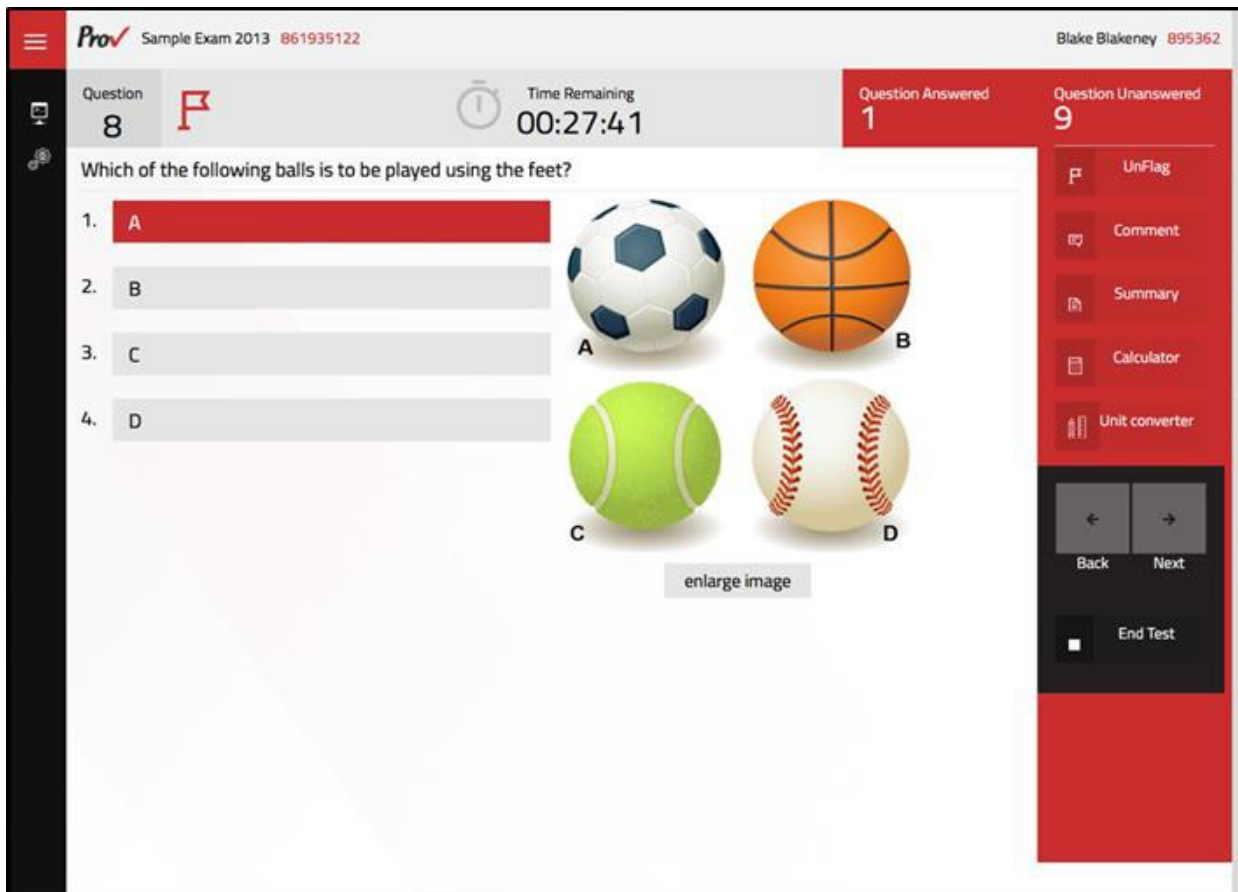
## Testing Rules

- 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 <b>Time Remaining</b> reaches 0:00.
Selecting your answer	Use your mouse to select a number ( <b>1</b> , <b>2</b> , <b>3</b> , or <b>4</b> ). 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 <b>Flag</b> 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 <b>Summary</b> .
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 <b>Comment</b> 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 <b>Next</b> or <b>Back</b> 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 <b>Summary</b> button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press <b>End Test</b> 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.