



State of New Hampshire Mechanical Board Plumbing Examinations 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/register>

You may also call/text us at (801) 733-4455.

2. **WHERE CAN I TEST?** Written exams may be taken remotely or at any one of Prov's testing centers. Written test site locations may be found in the test site locations section of this bulletin.

More information about remote testing is provided throughout this bulletin.

The remote system works on a MAC, PC, or Chromebook (Please verify your Chromebook will work with our system in advance of test day.) **THE SYSTEM WILL NOT PERMIT YOU TO USE AN I-PAD OR TABLET.** If you are **not** prepared to test with proper equipment using the remote proctoring system you will be required to reschedule and repay the exam fee.

3. **HOW MUCH DOES IT COST?** The written exam fee is **\$90**. The fee is the same whether you are testing for the first time or if you are retaking an exam.
4. **WHEN DO I GET MY TEST RESULTS?** Official exam results will be emailed to you and provided to the State within 1 to 3 days after your test.
5. **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 -
**New Hampshire
Office of Professional
License and Certification
(OPLC)**
7 Eagle Square
Concord, NH 03301
Ph: (603) 271-2152
customersupport@oplcnh.gov
www.oplc.nh.gov
Hours: 8 a.m. to 4:00 p.m.
Monday - Friday

For Testing Questions -
Prov, Inc.
150 W Civic Center Blvd,
Suite 601
Sandy, Utah 84070
Call or Text: (801) 733-4455
(Messaging rates may
apply)
Toll Free: (877) 228-3926
provexam.com
support@provexam.com
8:00 am to 12:00 pm
(midnight) ET
Monday - Friday

GENERAL TESTING INFORMATION

The New Hampshire Office of Professional License and Certification (OPLC) has contracted with Prov, Inc. to develop, and administer the following licensing examinations:

- First Year Plumbing
- Journeyman Plumber Exam
- Master Plumber Exam

The purpose of this bulletin is to provide information about taking your licensing examination(s) with the State of New Hampshire.

If you have questions regarding which exam to take, please check with your school, or contact the OPLC at (603) 271-2152.

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EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of New Hampshire must successfully pass the OPLC required examination.

Written exam fees are **\$90** each. The fees are the same whether you are testing for the first time or if you are retaking an exam.

REMOTE TESTING

Written exams may be taken remotely or at any one of Prov’s Computer Based Testing (CBT) location.

Remote testing means exams can be at home (or any other quiet site with adequate internet speed and free from distractions) This space must be private and is not available to anyone other than the testing candidate during testing. You will use the [Examroom.ai](https://www.examroom.ai) remote proctoring tool.

More information about remote testing is provided throughout this bulletin.

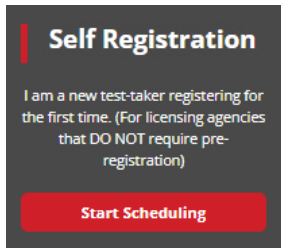
TESTING WITH PROV

You may take your theory exam by computer at one of Prov’s testing centers or you may take your theory exam remotely. 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>.

HOW TO REGISTER ONLINE

1. To register and schedule your exam, go to: <https://www.provexam.com/register> 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:

NH - New Hampshire Mechanical Board (Plumbing)

Then press

NEXT

5. Under “Select a License/certificate”, choose the license you are seeking from the dropdown list provided. Then press
- NEXT
6. Select the school you attended, “out of state” if you trained in another state or “reinstate” if you are reinstating a lapsed license and are required to take the examination. 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
 - Email Address
 - Telephone NumberThen select the button labeled:

SAVE CHANGES

HOW TO SCHEDULE YOUR EXAM ONLINE

1. Select a Date & Time for your exam by selecting the link labeled: [Find suitable time and venue](#)
2. Select a convenient test site by scrolling down to see all available test sites.
3. Select a test **date** and **time** from the calendar.
4. Confirm your selected date and time and select: **Add to Cart.**
5. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or coupon code if provided by your school.
6. 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.

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.

Prov scheduling staff is available 8:00 a.m. through 12:00 p.m. ET (midnight), 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

You can reschedule or cancel your testing appointment online for free if you do so at least **three (3) days** before your theory test date. If you miss your appointment or fail to reschedule or cancel by these deadlines, you will forfeit your exam fee.

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 call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

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

PREPARING FOR YOUR EXAMS

The exams utilized in New Hampshire are designed to test what you should know (and be able to do) as you begin your career.

The test questions used on the examinations have been prepared and reviewed by licensees in each respective field and cover a 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 references with emphasis on the subject areas listed in each exam description. Candidates who are familiar with their reference materials will spend less time searching for answers during the exam. When preparing for the exam, remember that hand-written notes are not allowed in a reference book used for testing. Candidates are encouraged to prepare their test materials by highlighting text or placing permanent tabs on important pages.

It is NOT mandatory that candidates purchase any study materials in preparation for their examinations; however, all examinations permit the use of authorized study materials and candidates may be at a disadvantage if they do not bring those materials with them to their testing session. At a minimum Prov recommends that candidates have their own code books related to their exams which may be useful to candidates after their testing is complete.

EXAM DESCRIPTIONS

First Year Plumbing Apprentice Bypass

Number of Questions: 100
 Time allowed (hours): 3.33

Subject Area	# Questions
First Year Plumbing Apprentice Bypass	100

Journeyman Plumber

Number of Questions 85
 Time allowed (hours) 3

Subject Area	# Questions
Calculations (Journey Level)	10
Drainage Requirements (Journey Level)	15
Fixtures and Faucets (Journey Level)	10
Plumbing and Fundamentals (Journey Level)	10
Traps and Interceptors (Journey Level)	10
Venting Regulations (Journey Level)	20
Water Distribution (Journey Level)	10

References

- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available @icccsafe.org
- **Purpose and Scope of Administrative Rules of the Board**. State of New Hampshire, 7 Eagle Square, Concord, NH 03301

Master Plumber

Number of Questions	100
Time allowed (hours)	3

Subject Area	# Questions
Calculations (Master)	15
Drainage Requirements (Master)	15
Fixtures and Faucets (Master)	10
Plumbing and Fundamentals (Master)	10
Scope and Administration (Master)	15
Traps and Interceptors (Master)	10
Venting Regulations (Master)	15
Water Distribution (Master)	10

References

- **International Plumbing Code 2018**, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available @icccsafe.org
- **Purpose and Scope of Administrative Rules of the Board**. State of New Hampshire, 7 Eagle Square, Concord, NH 03301

TEST DAY RULES AND PROCEDURES

Testing Center - 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.

Test site testing candidates proceed to “Proof of Identity” section of this bulletin.

Theory Remote Testing Information

What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. On test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

Not every computer system is capable of taking a test on Examroom. The following are the **MINIMUM** requirements that your computer system would need to meet in order to qualify to take your test using the Examroom service:

- The operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

Please use the following links to do a system check before you schedule your exam to make sure your computer system will allow you to take a test using this system. <https://examroom.ai/systemtest/>

When prompted “Permission to access camera and microphone”, you must click “Allow.”

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use during your exam. To request access to a Prov laptop you may call (866) 720-7768 and ask a call center representative for assistance. You will be responsible for the cost of shipping and handling. Please call for more information.

Remote Testing Information

Remote testing is offered as a convenience to you to help you take your test without having to travel. However, by choosing to test remotely, you are agreeing to abide by the following conditions:

1. You will need to be in a quiet, distraction free environment.
2. You need to be sitting at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing; no papers, notes, non-testing books, practice exams, drinks, food, etc. You may have a bottle of drinking water with a cap.
4. All non-testing electronic equipment needs to be removed from the room; calculators, additional cell phones, etc. If there is a TV or second monitor in the room that cannot be removed, you will be asked to show the proctor that it is unplugged.
5. Your area under your table, desk, or chair needs to be clear of everything; blankets, pillows, papers, backpacks, boxes, etc.
6. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
7. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the test.
8. You are not permitted to access any other website during testing unless directed by the system to do so.
9. If requested to download a special extension on your computer, you will not tamper with the extension or try to disable it while testing.

If you are unable to have a testing environment that meets these conditions, we may deny you the ability to test remotely, and we will reschedule you at one of our in-person testing center.

Exam Day Procedures

On the day of your exam:

1. Head to <https://provexam.com>
2. Click “Start My Test” from the home page menu
3. Review the instructions on the page and click “Start My Test” to be directed <https://examroom.ai/login/>
4. Enter the email address you used to register for your test
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your test

For technical support, or if you have difficulty logging into your exam, please use the chat box on the bottom right corner of <https://examroom.ai>.

The following link will take you to a short video that demonstrates Prov’s testing system (click skip ads to proceed to Prov’s video):

<https://youtu.be/h3T9svnldLY>.

Proof of Identity

You will be required to show government-issued, photo-bearing identification that includes your signature. If your photo ID does not have a signature, you may present a credit card, student ID etc. that has your signature along with your photo ID. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver’s license, passport, or military ID. 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, if you refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the test and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones, computers, (other than those in use for administration of your examination remotely, if applicable), 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 that are NOT on the approved reference list or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items are not permitted in the testing room.

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.

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.

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.** (See information below).

Reference Material Rules

All examinations are designed to allow you to use **authorized** references while taking the exams. For a list of authorized reference materials for the exams, please refer to the exam description for the examination. All reference materials will be checked by the Prov test administrator prior to being permitted access to the testing room.

You should prepare your reference materials using **ONLY** the following methods.

- Highlighting
- Underlining in Pen only
- Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room. These guidelines are in place to ensure that every candidate is tested fairly and that no candidate has access to unapproved resources.

- Handwritten notes are NOT allowed in any portion of a reference book and will need to be erased prior to using the materials.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

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. During the testing process you MAY NOT:

- Share reference materials during testing.
- Highlight, underline, mark or write any kind of information in their reference materials during testing.

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 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 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 State. If any physical harm occurs, civil action may also be taken against the candidate.

SCORE INFORMATION

Candidates must achieve a passing score of 70% on the written exams.

RESULTS REPORTING

Official exam results will be emailed to you and provided to the State within 1 to 3 days after your test.

Because the examination process is a requirement for licensure with the State of New Hampshire OPLC, candidates automatically consent to permit Prov to share their test results with the State.

RETESTING POLICY

Failed examinations can be retaken as many times as necessary within the 1-year eligibility period.

Candidates must wait two days between examination attempts before rescheduling.

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

REVIEWS

Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed during testing.

Candidates may request a review of their exam after failing an exam category two (2) times. To be eligible for a review, candidates must score within 10% of the required passing score. The review for all tests is 1-1/2 hours in length. During the review candidates will be provided with a printout of the questions they missed and the answers chosen in response to those questions. The review will be conducted under the same testing conditions as the exam using the same test security rules.

The cost of the review is **\$90.00** (includes tax) for each test reviewed. Candidates will request or schedule a review using the same methods described earlier for scheduling.

EXAM CHALLENGE PROCESS

If during an exam or review, 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, while those taking a paper/pencil format exam may submit comments on a comment form that can be obtained from the test proctor at the testing center. Candidates who are reviewing an exam will automatically be provided with an Exam Comment form.

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.

HAND SCORE REQUEST

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 (801) 733-4455 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'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at (801) 733-4455 or write to:

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

AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing accommodations. To request accommodations during testing, candidates should complete and submit these ADA forms: [ADA Forms](#)

Prov will require written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations to be provided. Prov will then work directly with the candidates to arrange the approved accommodations.

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 examinations, any accommodation provided shall be made in accordance with test administration guidelines and applicable law.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination.

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 exams.

TEST SITE LOCATIONS

Prov has established **four (4)** testing centers in New Hampshire and multiple testing centers in bordering states where you may take your theory test.

1. Prov Testing Center

2 Pillsbury Street, Suite 102
Concord, NH 03301

2. Brainseed Testing Services - Concord

2 Whitney Road
Concord, NH 03301

3. X.L.o.s. Testing Center

71 Spit Brook Road, Suite 106
Nashua, NH 03060

4. Brainseed Testing Services - Newington

100 Arboretum Drive
Newington, NH 03801

REMOTE TESTING - [Examroom.ai](https://www.examroom.ai)

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.

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 Pro[✓] or your licensing jurisdiction.



Reference Rules for Open Book Exams

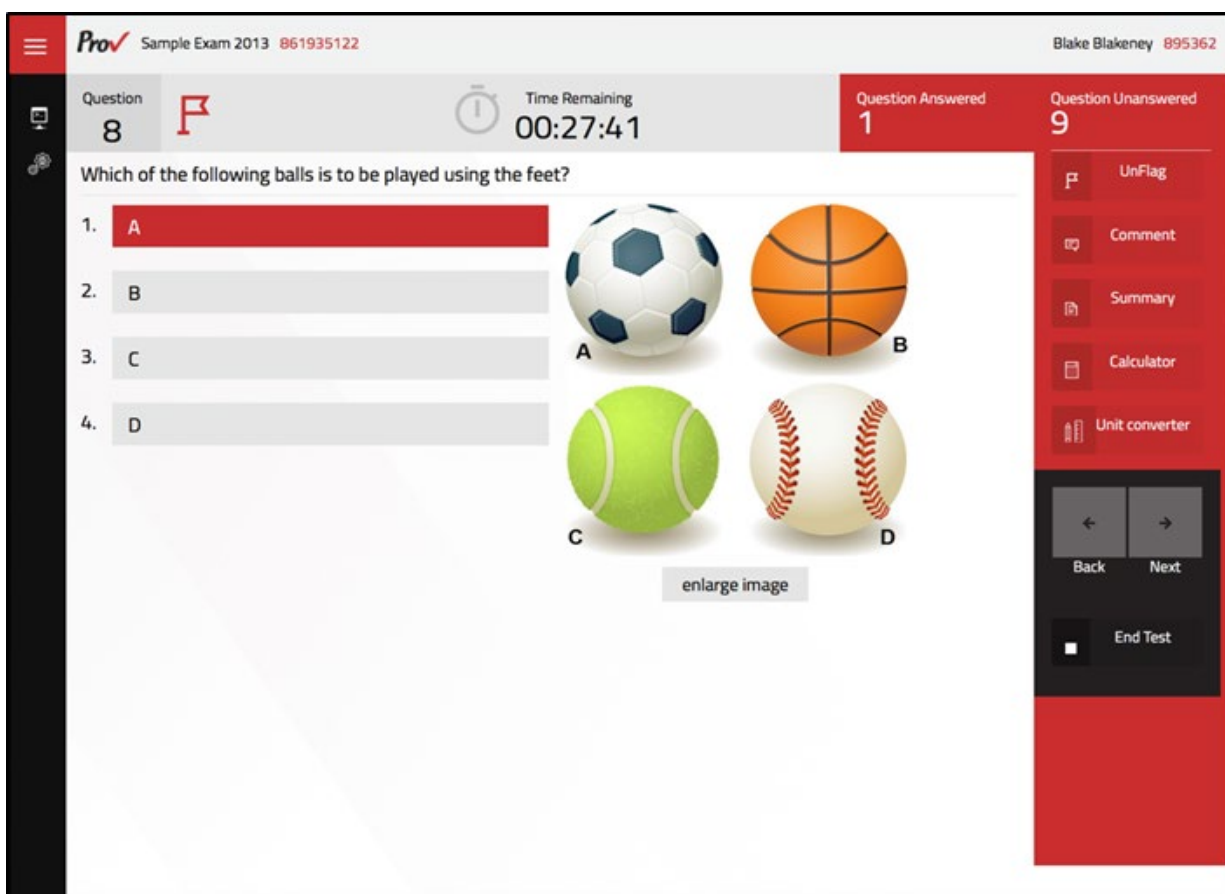
- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable 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 Pro[✓] for theft of copyrighted testing materials.

In the next few days, Pro[✓] 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.