



Candidate Exam Appointment Issues List

Issues that may cause termination of your exam, invalidation of your results or immediate notification to PNCB: PNCB and Prometric reserve the right to update this list at any time.

<i>Major Events that will Cause Termination of Exam and Immediate Notification to PNCB</i>	
1.	<p>Additional Devices Located in Testing Room</p> <ul style="list-style-type: none"> • Mobile Devices of Any Kind, including but not limited to Smart Watches, Cell Phones, iPad, etc. • Additional Computer that is Turned on or Being Used • TV or Radio that is Turned On • Calculator • Any Additional Prohibited Device • Room Scan that Shows Items not Allowed • Camera Other than the Camera Included on the Computer
2.	Use of Headset
3.	<p>Identification Issues</p> <ul style="list-style-type: none"> • Valid Photo ID Cannot be Confirmed by Proctor • Valid Photo ID not Provided • Name on ID Does not Match Name in Demographics • Signature on ID Does not Match Signature in Demographics
4.	<p>Unacceptable Behavior</p> <ul style="list-style-type: none"> • Leaving the Room without Notifying the Proctor. • Taking a Break and Leaving the Testing Room for more than 10 Minutes • Using Abusive Language • Suspicious Behavior • Acting in an Inappropriate Manner • Reading Questions Aloud • Speaking Aloud • Someone Else in the Testing Room • Talking Aloud or to Oneself Throughout the Exam • Tapping of Feet or Fingers that is Continued after Prompted by Proctor • Leaving Camera View for More than a Few Seconds Unless Authorized to do so by Proctor • Failure to Comply with Proctor Requests • Eating or Drinking During Exam (Unless ADA Accommodations are Provided) • Copying Exam Content to Paper
5.	<p>Unacceptable Behavior – Technology</p> <ul style="list-style-type: none"> • Browsing Local Computer • Browsing Web Sites • Screen Captures or Video of Exam Content

	<ul style="list-style-type: none"> • Copying any Content to the Computer • Use of Screen Recording Software • Use of Instant Messaging • Using Computer's Calculator • Notepad Open • Covering the Computer's Camera
6.	Environmental Issues <ul style="list-style-type: none"> • Reference Materials Displayed or Being Used. • Handbags, Bags or Backpacks, etc. Located in the Testing Room • Environment Changing After Exam Begins • Environment Cannot be Seen by Proctor • Environment Not Suitable for Testing – Too Dark or Public • Improper Lighting that is Inadequate or too Strong for the Proctor to Clearly See
<i>Minor Events that will Cause Immediate Notification to PNCB</i>	
1.	Tapping of Feet or Fingers that Stops when Prompted by Proctor.
2.	Other Devices that are Turned Off but not Limited to Additional Computers, TVs, and Radios.
3.	Unusual Behavior
4.	Noise Unrelated to Keyboard Typing
5.	System Problems/Errors <ul style="list-style-type: none"> • Lost Internet Connection • Other Technical Problem or Systems Error
6.	Not Focusing Eyes on Screen
7.	Moving Temporarily out of Camera View
8.	Explicit Materials in View of Proctor

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