



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

717 Church Street, Toronto, ON M4W 2M4 · Tel (416) 979-2431 · Fax (416) 599-9244 · www.pebc.ca

Candidate Information

Computer-based Examinations (MCQ) using Remote Proctoring

This document provides some general information of what to expect on exam day. Candidates must also ensure that they have read and understood the [Candidate Rules of Conduct – Computer-Based Examinations \(MCQ\) using Remote Proctoring](#) as candidates are expected to abide by them. See [Candidate Information – Computer-based Examinations \(MCQ\) at a Test Centre](#) for computer-based examinations taken on-site at a Prometric Test Centre.

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Prometric

1. Candidates can take the **PEBC Pharmacist Evaluating Examination** and **Pharmacist/Pharmacy Technician Qualifying Examination – Part I (MCQ)** at a private location of their choosing, using Prometric’s remote testing platform application (ProProctor).
2. To maintain exam security, Prometric Readiness Agents (RA), Proctors and Security Agents:
 - only admit candidates who are approved by PEBC to take the examination
 - screen candidates, personal belongings and the testing environment during registration, after unscheduled breaks and, if needed, at any time during the examination
 - supervise candidates during registration and while taking the examination by monitoring candidates via their web camera and microphone

Scheduling and Fees

3. Click *Pharmacist* or *Pharmacy Technician* for information about exam dates and fees.

Exam Dates	Exam Fees
Pharmacist	Pharmacist
Pharmacy Technician	Pharmacy Technician

4. After processing a candidate’s exam application, PEBC:
 - emails an invitation to schedule an exam appointment with Prometric
 - sends the emails in the order that complete applications are received and processed

If candidates do not receive their email invitation by 6 weeks prior to exam date, email pebcinfo@pebc.ca.

5. Candidates schedule their exam appointment on Prometric’s website by selecting the desired date and time. Candidates:
 - should schedule their exam appointment as soon as possible after receiving PEBC’s email so that they have the most options
 - can schedule one exam appointment at a time only, i.e. when an exam appointment is rescheduled, the original is cancelled
6. After entering the scheduling section of Prometric’s [website](#), candidates are placed in a virtual line (*Prometric Scheduling Queue*) depending on the number of candidates attempting to schedule at the same time. Please be patient and wait until scheduling becomes available. A pop-up window appears advising candidates of their place in the virtual line:



7. Prometric’s website shows a long window of available exam appointment times, ranging from early morning to late evening. However, candidates must not schedule their exam appointment before 6:00 AM Eastern Time (ET) on the date of the examination. To schedule an exam appointment, candidates must:
 - learn what time 6:00 AM ET is in their time zone
 - schedule their exam appointment at, or after, that time
8. PEBC cancels any exam appointment scheduled before 6:00 AM ET. If a candidate’s exam appointment is cancelled, they need to request a new invitation to schedule their exam appointment which causes delays in scheduling. When they try to schedule their exam appointment again, they may not find a suitable date or time.
9. Candidates can cancel their exam appointment online on Prometric’s website and notify PEBC by email as soon as possible (see PEBC’s [refund policies](#)). The email to PEBC must state:
 - candidate’s complete name
 - candidate’s PEBC ID number
 - the name of the examination withdrawing from
 - that candidate is asking to be "withdrawn" from the examination
 - the reason why candidate is withdrawing
10. Candidates may reschedule their exam appointment:
 - directly through Prometric’s website
 - according to the schedule of fees in the chart below

Calendar days before scheduled exam appointment	Fee
30 or more	no fee
3 – 29	approx. \$50 fee paid directly to Prometric (PEBC does not collect or refund any change fees)
0 – 2	change not permitted

Identification

11. Only the following types of government-issued photo identification are accepted:
 - Canadian or Foreign Passport
 - Canadian Provincial Driver’s License
 - Canadian Provincial Photo Health Card
 - Canadian Permanent Resident Card

This identification must:

- be original as issued (no photocopies or electronic copies)
- be valid (not expired)
- resemble the candidate’s current physical appearance

12. Candidates must contact PEBC **prior** to exam day if they:
- are unable to provide one of the above government-issued photo IDs
 - have any concerns about the ID that they will bring to the examination

Requirements

13. Candidates must meet the technology and testing environment requirements to take their examination using remote proctoring. If unable to meet all the requirements, candidates must take their examination on-site at an available test centre.

Technology Requirements

Laptop/PC	<ul style="list-style-type: none"> • no tablets, Smart/cell Phones, etc.
CPU speed	<ul style="list-style-type: none"> • 2.0 GHz Core2Duo
Available hard drive space	<ul style="list-style-type: none"> • 500 MB
Total memory (RAM)	<ul style="list-style-type: none"> • 2 GB
Operating system	<ul style="list-style-type: none"> • Windows 8.1 or higher; MacOS 10.13 or higher
Screen resolution	<ul style="list-style-type: none"> • for optimal display of the examinations, a monitor with screen resolution of 1920 x 1080 is recommended at a scale of 100%
Screen size	<ul style="list-style-type: none"> • minimum 14 inches (35.5 cm) recommended
<i>Google Chrome</i>	<ul style="list-style-type: none"> • current version
Web camera	<ul style="list-style-type: none"> • minimum resolution: 640 x 480 p • if built into computer, must be able to lift computer and point the camera in any direction including up and down for up to 10 minutes
Microphone / Speakers	<ul style="list-style-type: none"> • built-in only
Stable Internet connection	<ul style="list-style-type: none"> • download speed: 0.5 mbps or greater • upload speed: 0.5 mbps or greater • for optimal performance, PEBC recommends having a wired Internet connection (an Ethernet cable plugged directly into the modem or router, using a USB port adapter if needed) • Wi-Fi is acceptable • no other people should use the Internet during their examination
Plug directly into a power source	<ul style="list-style-type: none"> • without a docking station
Monitor	<ul style="list-style-type: none"> • not connected to an additional monitor • no dual-monitor configurations
Only <i>Windows Defender</i>	<ul style="list-style-type: none"> • turn off third-party antivirus software and pop-up blockers
No connected devices	<ul style="list-style-type: none"> • disconnect unnecessary devices such as printers, second monitors, etc. and remove them from the room
Mirror	<ul style="list-style-type: none"> • at least 10 cm x 10 cm (4" x 4")

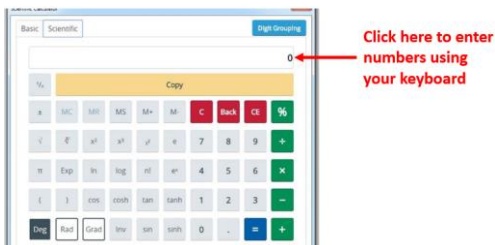
Testing Environment Requirements

Test room	<ul style="list-style-type: none"> • indoors (a room with four walls and door closed is preferable) • post a sign that says, “Do not enter”, on the outside of the door • well lit • free from background noise, disruptions and clutter • secure and free from distractions
Desk/Table	<ul style="list-style-type: none"> • laptop/PC monitor must be placed on a desk/table • empty drawers
Clean workstation	<ul style="list-style-type: none"> • no pens, paper, books, objects, electronic devices, etc. • nothing allowed on workstation and surrounding area
Candidate only	<ul style="list-style-type: none"> • no other individuals or animals allowed in the room for duration of the examination
Wall behind candidate	<ul style="list-style-type: none"> • bare/blank (everything removed) • RA may ask candidates to cover other distractions in the room, such as objects, televisions, pictures, posters, bookshelves, etc., including the entire wall with a sheet
English only	<ul style="list-style-type: none"> • only English-speaking live proctors are available • testing platform (tutorial, questions and <i>Post-Exam Survey</i>) available in French

Required, Permitted & Prohibited Items

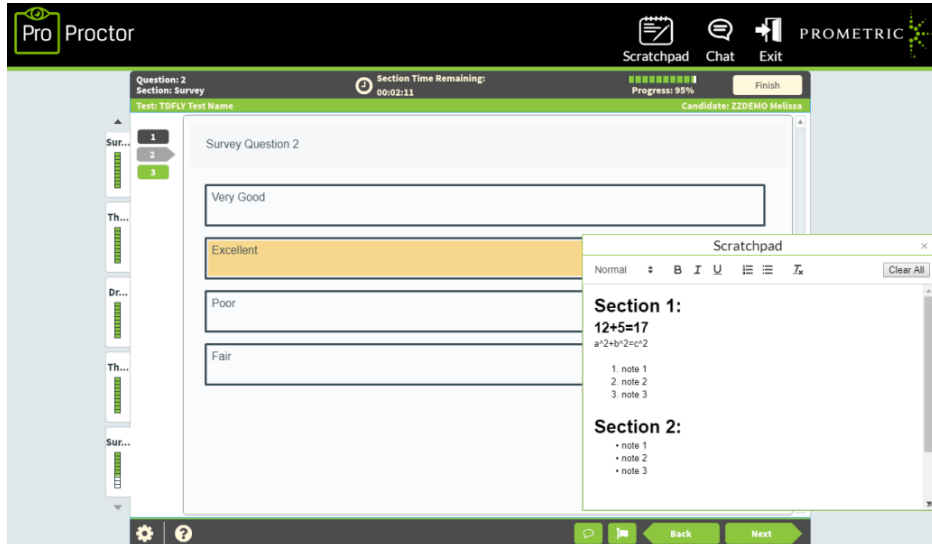
Required	Permitted	Prohibited
<ul style="list-style-type: none"> • Government-issued photo ID • Keyboard (attached with wire or Bluetooth/wireless permitted) • Laptop/PC with testing platform application installed, with onscreen scientific calculator and scratchpad (i.e. notepad) for taking notes • Microphone / Speakers (built-in only) • Mirror • Mouse (touchpad, touch screen, attached, Bluetooth or wireless), mousepad • Web camera (built-in or attached) 	<ul style="list-style-type: none"> • 1 hand-held white dry erase board (erasable whiteboard), maximum 28 cm x 36 cm (11” x 14”) and 1-3 markers (with or without eraser on lid) • 1 dry erase board eraser or cloth • Eyeglasses, if required • Medications (no packaging or paper inserts) • One clear, plastic bottle of water, label removed • Two tissues • Ear plugs 	<ul style="list-style-type: none"> • Notebook, paper, pen, pencil, highlighter • Food, beverages (other than water) • Hair accessories (unless for religious reasons) • Headphones/earphones and/or microphones connected to computer • Jewelry (subject to inspection) • Outwear, hat • Physical calculator • Published materials and other testing aids • Purse, wallet, bag, briefcase • Smartphone / Cell phone, pager, all other electronic devices including any wearable technology • Watch

14. Required and permitted items are subject to inspection by the RA.
15. Prohibited items are not allowed at any time during the examination. The RA instructs candidates to remove any prohibited item(s) at check-in. If a prohibited item is detected in the test room during the examination, the RA terminates the examination immediately.
16. Candidates are advised to turn off their Smartphone(s)/cell phone(s) and all other electronic devices and store them outside their test room.
17. Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc. must be hung on their chair, not placed in laps or on the workstation, i.e. desk/table. Outerwear, such as heavy coats, parkas, raincoats, etc., is not permitted at their workstation or in the immediate testing environment.
18. Candidates must remove their eyeglasses for close visual inspection.
19. Do not wear jewelry during testing. Hair accessories, ties and bowties are subject to inspection. Do not wear or use ornate clips, combs, barrettes, headbands, tie clips, cuff links and other accessories. The RA may inspect any of these items and candidates may be asked to remove these items before testing.
20. Physical, hand-held calculators are prohibited. On the testing platform, use the onscreen calculator for calculations.
21. The onscreen calculator has both *Basic* and *Scientific* calculator options. If the scientific calculator takes up too much space on the screen, switch to *Basic* until *Scientific* functions are needed. To use the keyboard to input the numbers, click inside the calculator window with the mouse.



22. Candidates are permitted to have one hand-held dry erase board (erasable whiteboard) with maximum dimensions of 28 cm x 36 cm (11" x 14") to take notes during the examination. Candidates:
 - are allowed 1 – 3 markers with or without an eraser on the lid
 - are allowed 1 dry erase board eraser, a cloth or may use the 1 – 2 tissues that are permitted to erase
 - during the environmental check, must show the RA that the dry erase board is blank (front and back)
 - at the end of the examination, must again show the Proctor that the dry erase board has been completely erased and is blank again
 - during the examination, must not take their dry erase board away from their workstation

23. In addition to the dry erase board, candidates may use the onscreen scratchpad to take any notes. Click the “Scratchpad” icon to open the floating application window that can be resized and opened/closed as needed. If the remote testing platform disconnects from the Internet, the data entered in the Scratchpad is saved automatically.



24. Candidates should practice using the onscreen calculator and scratchpad on the demo tutorial from the PEBC website or their computer’s calculator and notepad applications to get more comfortable with the onscreen tools.
25. Smoking, vaping and chewing gum/candies are prohibited during the examination.

Remote Proctoring Information Video

26. Candidates can view a [Remote Proctoring Information Video](#) on the PEBC website about taking PEBC’s multiple-choice computer-based testing (CBT) examinations using remote proctoring. The video supplements the *Candidate Information – Computer-based Examinations (MCQ) using Remote Proctoring* document. A [What to Expect on Test Day Video](#) is also available on the Prometric website.

Prior to Examination Day

Prepare the Testing Environment

27. It is mandatory for candidates to:
- review the [ProProctor User Guide](#) in preparation for their examination
 - prepare their testing environment according to the guidelines listed in *Testing Environment Requirements* above
 - install the testing platform application and perform a *System Check* on the same computer that will be used for their examination

Download the Remote Testing Platform Application

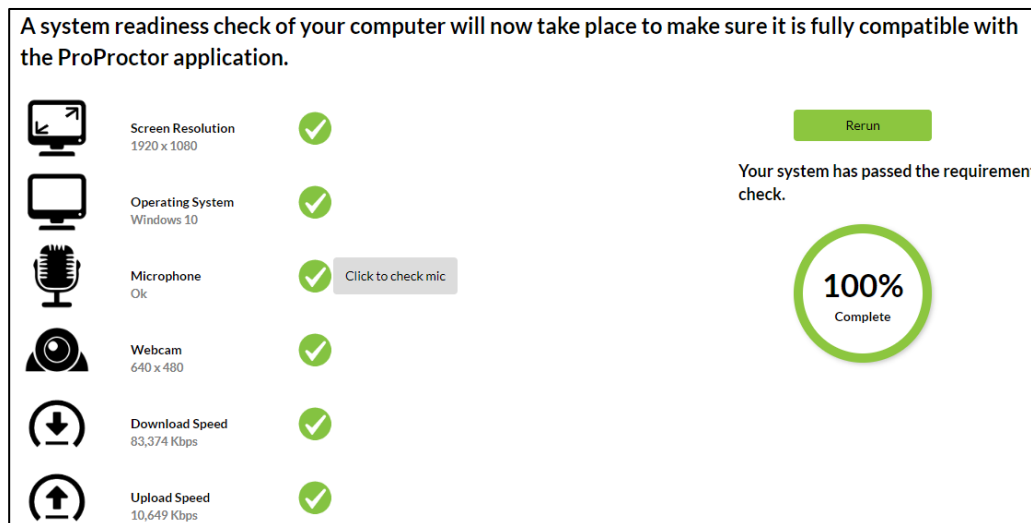
28. Click [here](#) for the ProProctor home page.
29. From the home page, click “Download & Install ProProctor App” to install the remote testing platform application to the computer being used to take the examination.



30. The remote testing platform uses a computer and browser lock-down component that prevents candidates from using any function on their computer other than the testing platform application after launching their examination. On exam day, the examination will not launch or give an error message if any type of virtual machine is attached or turned on.

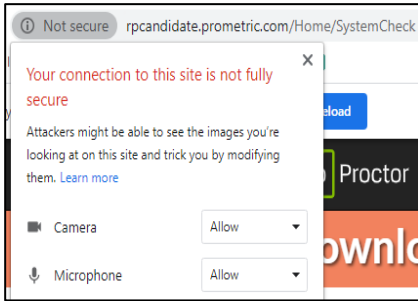
System Check

31. Candidates must do a [System Check](#) to verify they have all the technological requirements:
 - at least 5 days before their scheduled exam appointment
 - however, it is recommended to do the *System Check* as soon as possible, before choosing to take the examination via remote proctoring
 - on the laptop/PC they will use to take their PEBC examination
 - set up the computer (power cord, internet connection, web camera, location in house, etc.) exactly as it will be during the actual examination
32. A successful *System Check* is indicated with green checkmarks:

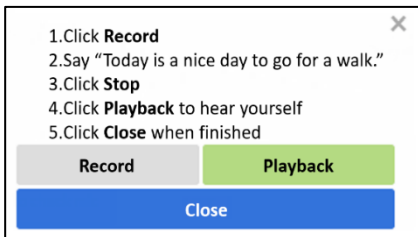


33. The *System Check* accepts screen resolution of 1024 x 768, though higher resolution is **recommended** (see *Screen Resolution* below).
34. Select the microphone and web camera:
 - before beginning the *System Check*, if the computer has two web cameras (front- and back-facing), choose the front-facing web camera
 - if the *System Check* does not begin automatically

35. If necessary, click “Not secure” then “Allow” for the Camera and/or Microphone:



36. With the *System Check*, candidates can check their microphone (and speakers) by clicking “Click to check mic”. Follow the instructions in the pop-up window:



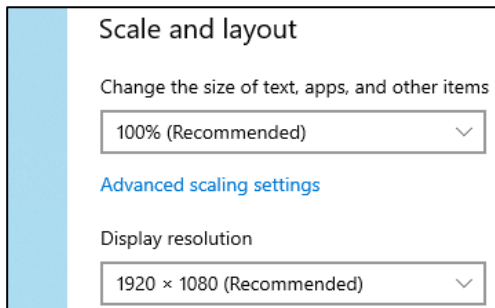
Internet

37. PEBC recommends that candidates use a wired connection with an ethernet cable plugged directly into their modem or router. Connecting using Wi-Fi is acceptable but discouraged as there is a slightly greater chance of being disconnected from the testing platform. The testing platform disconnects when the Internet connection drops due to instability.
38. It is also highly recommended to use a personal internet connection instead of using a company connection as there might be restrictions that prevent connecting to Prometric’s systems. Candidates should use an Internet connection that is password-protected.
39. Candidates using a Wi-Fi connection must locate their workstation with computer where the Wi-Fi signal is the strongest to reduce the chances of disconnection. Do the *System Check* and examination in this same location.
40. Be aware that other people streaming content, such as videos, while candidates take their examination can cause the Internet connection to significantly slow down or drop completely, disconnecting them from the testing platform. Candidates should tell everyone not to use the Internet while they are taking their PEBC examination.
41. When the Internet connection drops, the Proctor is unable to see the candidate via the web camera. Therefore, as a security measure, candidates must repeat the environmental and candidate checks after their Internet reconnects and the testing platform resumes.
42. If you get disconnected from the testing platform application, and reconnection is not automatic:
- relaunch your exam, enter the virtual queue, meet an RA and go through security processes to continue your examination; or
 - [contact support](#) on the Prometric ProProctor homepage

43. If you experience a permanent issue preventing you from reconnecting to the testing platform application (loss of Internet, power outage, etc.), contact PEBC immediately.
44. A candidate's exam session is terminated and their results cancelled when disconnection from the testing platform occurs for:
 - a fourth time after disconnecting and successfully reconnecting three times
 - 30 minutes or more, even on the first disconnection (contact PEBC immediately if this happens)

Screen Resolution

45. **PEBC recommends using a screen size that is minimum 14 inches (35.5 cm).**
46. PEBC's recommended screen resolution of 1920 x 1080 which displays case scenarios and resources using a split screen, i.e. showing the resource side-by-side with the questions:
 - lower resolution displays case scenarios and resources as pop-ups, requiring candidates to move between windows
 - see the interactive demo tutorials on the PEBC website for examples of the pop-ups
47. In addition to their monitor having the higher screen resolution capability, candidates must also set their computer's display settings to 1920 x 1080 before launching their examination.
48. It is recommended to set *Change size of text, apps, and other items* to 100% so the onscreen calculator and scratchpad appear optimally. Setting it higher than 100% may also cause the *System Check* to appear to accept a screen resolution lower than the minimum 1024 x 768, but actually assesses the screen resolution based on a setting of 100%.



Remote Proctoring in Other Languages

49. Live proctors speak only English. Proctors who speak other languages are not available so non-English-speaking candidates (including French-speaking in Canada) must be willing to take the examination with English-speaking proctors. In Canada, candidates who are not comfortable with English-speaking proctors can take their exam on-site at a test centre where French-speaking exam personnel are available. For examinations taken using remote proctoring or on-site at a test centre, the exam questions and testing platform are available in English and French.

Remote Proctoring Troubleshooting Tips

50. To deal with technical issues, candidates are expected to read and follow the steps in the [Remote Proctoring Troubleshooting Tips](#) document.

Examination Day – Before Starting the Examination

Testing Environment

51. Candidates must close and can lock (if available) the door to their test room:
 - post a sign that reads, “Do not enter”, on the outside of the door
 - tell all the people with access to their Internet to not use the Internet during their examination
52. Candidates must plan 15 minutes to prepare their testing environment before they launch their examination. Better preparation allows for a more efficient environmental check. Preparing the testing environment means checking that:
 - computer, mouse, microphone/speakers, web camera, Internet are connected and working
 - testing environment is clear of all distractions and prohibited items
 - candidates have their ID, mirror and any permitted items ready for inspection
 - candidates have informed the people they live with not to enter the test room and that if they do, the candidate’s examination is cancelled
 - candidates have made arrangements to prevent their pets from entering the test room
 - the volume and web-camera settings of their computer are adjusted as needed
53. The RA may terminate a candidate’s examination if their room and/or testing environment are not set up properly.
54. Before continuing, take care of any personal needs including using the washroom.

Launch the Examination

55. When comfortably sitting at their workstation, candidates click [Launch Exam](#).
56. Before meeting their RA, candidates complete several self-serve steps to get ready to take their examination. These include launching their examination, agreeing to the *Remote Proctor Regulations* and capturing images of their face and government-issued photo ID.
57. Using their web camera and microphone, candidates are continuously video- and audio-recorded throughout the duration of all exam processes described below and during the entire examination. Prometric secures the recordings to protect candidates’ privacy. If any candidate does not wish to be recorded (either by video or audio), they must notify the RA or Proctor immediately of their intent not to proceed with the examination (standard refund policies apply).
58. Candidates should launch their examination at least 15 minutes before their scheduled exam time. They may not launch their examination:
 - more than 1 hour in advance
 - more than 15 minutes after their scheduled exam time
59. As there are a high number of candidates taking the examination at the same time, candidates should expect to wait in a virtual line (queue) for approximately 30 minutes until they are admitted to the check-in process and to then take the examination. Please be patient as exam personnel are following procedures as quickly as possible to start candidate examinations.

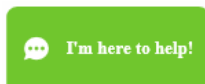
60. The testing platform application automatically performs another *System Check* when candidates launch their exam. The examination will not launch if there are any new issues since doing the *System Check* in advance of exam day, e.g. the candidate uses a different device that does not meeting the requirements, changed their Internet and it is not strong enough, etc.
61. Candidates find their 16-digit *Confirmation Number* and 4-character *Surname Characters* in the *Confirmation of Examination* email they received from Prometric. For their surname, candidates must enter the characters exactly as shown, including any spaces. For example, if their name is John De Souza:

Confirmation Number:	0000000012345678
Surname for launching exam:	DE S

62. On the screen, candidates enter their 16-digit *Confirmation Number* and 4-character *Surname Characters* in the *Find Exam* fields, then click *Find*:

63. Candidates then click the green *Launch* button to enter the remote testing platform application for their examination.
64. If candidates need technical assistance with launching their examination, are experiencing any other issues or have concerns, engage with a representative from Prometric’s Global Help Desk by clicking:

[Contact Support](#)



[ProProctor Chat Support](#)



ProProctor Chat Support

[During System Check](#)



- candidates must not contact PEBC unless:
 - the Global Help Desk is unable to help
 - they have a ticket number from the Global Help Desk
- when contacting Global Support Support, if you see the Agent Offline message, wait until the message changes to I’m here to help! – be patient



Prometric Remote Testing Regulations

65. During check-in, candidates are required to read the *Prometric Remote Proctor Regulations* (similar to a user agreement online), then select “I agree” to virtually agree to the regulations of the remote exam experience.
- See *Appendix 1: Prometric Remote Proctor Regulations (Sample)*

Identity Verification (Photo and ID Image Capture)

66. Candidates are required to take an image of their face and their government-issued photo ID using the image capture function on the testing platform.
67. A target area to assist in the positioning of the face/government-issued photo ID is displayed on the computer screen. The photo(s) must:
- be in focus and not blurry
 - show their face clearly
 - show text clearly so that all text is read
68. If the photo is not acceptable, candidates can click the “Clear” button and take a photo again.



69. The RA compares the image captured of the candidate’s face to the photo on their government-issued photo ID.
70. After completing the self-serve steps, candidates meet their RA who guides them through the final steps before starting the examination.
71. The RA confirms the candidate’s name, address and exam details before conducting the environmental and candidate person checks.

Environmental Check

72. The environmental check is completed using the candidate’s web camera. The RA instructs the candidate to lift and move the web camera to do a 360° test room scan to verify that the testing environment is fair and secure.
73. The environmental check can take up to 10 minutes, though if testing area is well prepared, it should take closer to 5 minutes. Candidates are advised:
- to prepare their testing environment in advance to meet all the requirements
 - that if their web camera is built into their computer, they must be able to comfortably lift their computer and move it around in all directions for the duration of the environmental check
 - to practice this before choosing remote proctoring and again before exam day

74. The RA asks candidates to point their web camera at the following for inspection:

Ceiling	<ul style="list-style-type: none"> • all 4 corners
Computer	<ul style="list-style-type: none"> • front, back & underneath (unless built-in web camera)
Floor & Chair	<ul style="list-style-type: none"> • front, back, arms & underneath
Keyboard	<ul style="list-style-type: none"> • top & underneath
Mirror	<ul style="list-style-type: none"> • front & back
Monitor	<ul style="list-style-type: none"> • use of mirror to check front
Attached Mouse and Mousepad (if applicable)	<ul style="list-style-type: none"> • top & underneath
Room	<ul style="list-style-type: none"> • all 4 walls for pictures, bookcases, décor, wall behind workstation, etc. (using mirror if necessary)
Workstation (Desk/Table)	<ul style="list-style-type: none"> • top of surface & underneath

75. The RA may take photos of the testing environment as required.

76. The RA may ask candidates to remove or cover items. If candidates leave the web camera view to remove or cover any items, the RA begins the environment scan again.

Candidate Check

77. The RA completes a visual scan a candidate's person by asking them to stand up and inspecting the following using the web camera:

Ears	<ul style="list-style-type: none"> • rotate their head to check inside ears • pull long hair back if necessary
Eyeglasses	<ul style="list-style-type: none"> • full rotation • inner/outer frame
Hands	<ul style="list-style-type: none"> • front, back & fingernails
Hoodie / Outerwear	<ul style="list-style-type: none"> • must be worn for entire examination, placed on back of chair or removed from test room
Jewelry	<ul style="list-style-type: none"> • all sizes and types
Pantlegs, Sleeves & Wrists	<ul style="list-style-type: none"> • push up/pull down, tattoos
Pockets (Pants & Shirt)	<ul style="list-style-type: none"> • front & back • pull inside out
Tie	<ul style="list-style-type: none"> • slowly roll upward

78. The RA may take photos of candidates as required.

79. After the checks are completed, the RA connects the candidate with a Proctor to launch their examination.

During the Examination

Unscheduled Breaks

80. Candidates are allowed unscheduled breaks of maximum duration of 10 minutes out of view of the web camera.
81. Before taking an unscheduled break, candidates must:
- notify the Proctor by sending a message in the chat feature, e.g. “Break please”, or by speaking to the Proctor
 - not leave their workstation before the Proctor responds and instructs that they may leave the web camera view
 - however, Proctors may be busy engaging with other candidates so if the Proctor does not respond within 3 minutes:
 - send the Proctor the message, “I am taking my break now” via the chat function; then
 - take your break and leave your workstation
82. After returning from their unscheduled break, candidates must:
- notify the Proctor by sending a message in the chat feature, e.g. “Back from break”, or by speaking to the Proctor
 - complete all security processes again (environmental and candidate person checks)
 - however, if the Proctor is not available, resume your exam and the Proctor will complete the environmental and candidate checks with you when they return
83. The *Section Time Remaining* clock continues to count down while candidates are on an unscheduled break and during the security processes when they return:
- note that the security processes may take 5 to 10 minutes
 - candidates and Proctors are unable to pause the examination for the break or the security processes

The exam timer (*Section Time Remaining* clock) does not stop during an unscheduled break and candidates do not receive additional time to take an unscheduled break.

84. Candidates may not be able to complete their examination if they:
- do not inform the Proctor before taking an unscheduled break and leaving the web camera view
 - begin their examination again (reading and answering questions) without informing the Proctor they have returned from a break
 - return late from a break

The Live Proctor

85. The live Proctor monitors candidates throughout the examination via the web camera and microphone, checking that candidates are:
- always in view of the web camera that no person or animal enters their room
 - not engaging in any inappropriate or suspicious behaviour
 - following the rules of conduct

86. In addition to the live Proctor, artificial intelligence and machine learning monitor for any suspicious behaviours or sounds.
87. Candidates can communicate with the Proctor in one of two ways:
 - send a message via the chat feature (preferred method)
 - speak out loud
88. Candidates must not speak out loud at any time during the examination except to the Proctor:
 - candidates may only whisper quietly to themselves or mouth words if needed
 - it is recommended to use the chat feature to send a message to the Proctor when communication is necessary
89. Photos can be taken at any time during the examination of anything in view of the web camera. The Proctor may ask candidates to point their web camera at something to take a photo.
90. Candidates hear Proctors via the computer's speakers, but they do not see the Proctor. The Proctor monitors them throughout their examination via the web camera and microphone.
91. RAs and Proctors are unable to answer any questions related to the content of the examination; however, they will note any issues for PEBC follow-up as necessary.
92. The RA, Proctor or SA have the right to communicate with a candidate (verbally or via chat message) and/or conduct another environmental check at any time when required. They may do this during the examination while the *Section Time Remaining* clock continues to count down or by pausing the examination. Complaints relating to the Proctor communicating with candidates during testing time or pausing the examination are not considered by PEBC.

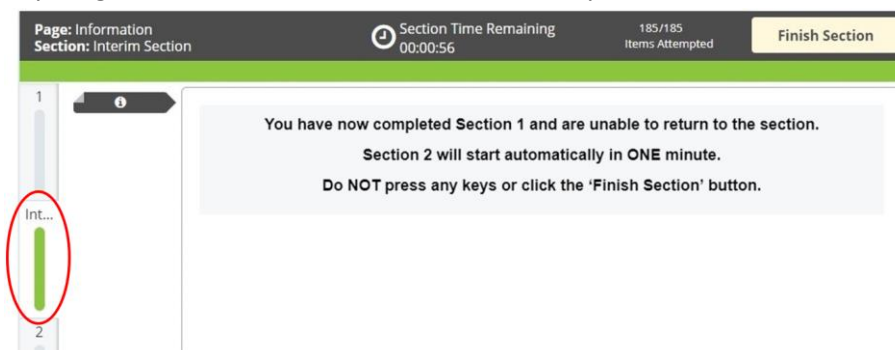
Examination Overview

Exam Duration and Sections

	Evaluating Examination (Pharmacist)	Qualifying Examination – Part I (MCQ)	
		(Pharmacist)	(Pharmacy Technician)
Total Duration (including tutorial, interim break & survey)	~ 4 hours 15 min	~ 4 hours 30 min	~ 3 hours 45 min
# of Sections	2 x 118 min	2 x 126 min	2 x 100 min
Question Types	stand-alone & case-based questions	stand-alone & case-based questions	stand-alone questions
# of Questions	200 (all scored)	200 (150 scored + 50 pre-test)	150 (120 scored + 30 pre-test)
Click to Experience an Interactive Demo Tutorial	Pharm Eval Demo	Pharm Qual Demo	Pharm Tech Qual Demo

93. The total exam duration includes a brief Tutorial at the beginning, a 1-minute *Interim Section* in the middle and a *Post-Exam Survey* at the end of the examination. Skipping the tutorial or the survey, or finishing them quickly, does not give candidates additional testing time.

94. Examinations are divided into 2 sections with an equal number of questions in each section. The questions are balanced in length, complexity and types of questions / cases. All the answers to questions are recorded directly on the computer by clicking the box with the desired response.
95. Each section is timed individually and candidates receive the same amount of time for each section. Candidates do not receive additional testing time if either section is completed more quickly.
96. Sections 1 and 2 are divided by a one-minute *Interim Section* ('Int') to prevent candidates from accidentally ending their examination. During the *Interim Section*, the testing platform automatically moves candidates from Section 1 to Section 2 – candidates do not have to do anything and should not touch their mouse or keyboard.



Examination Questions

97. Questions may be:
 - individual (stand-alone) questions (**all examinations**)
 - case-based questions: two or more questions relating to a single case (**Pharmacist examinations only**)
98. The testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.
99. Each question (and case) is identified by a green numbered button on the left-hand side of the screen (see the diagram below displaying buttons for questions #67 – #85). See any question or case by clicking on its button. Scroll through the buttons by clicking the arrows on both ends of the buttons or using the scrolling ball on the computer mouse. To do this, place the mouse pointer on the buttons and use a finger on the scrolling ball to quickly move through the buttons.
100. Case-Based Questions (Pharmacist Exams Only): Cases typically have 2 – 4 questions related to a scenario. Clicking on a case button shows the questions relating to that case. Each case-based question is identified by its own single button. For example, in the diagram below, button #85 is a case (identified by a down arrow next to the number 85) with 3 questions. Clicking on button #85 shows the 3 questions, numbered 85.1, 85.2 and 85.3 to indicate that they relate to the same case.

For further clarity, each section of the Pharmacist Examinations has 100 questions; however, the final button is not numbered '100' because of the case-based questions. The final button is a smaller number depending on the total number of cases with case-based questions in that version of the examination.

Time Allotments & Tracking Progress through Examination

101. The total amount of time remaining for each section is shown at the top of the screen as *Section Time Remaining*:
 - for sections finished early, any remaining time in that section is not carried forward to the next section
 - warnings appear on the screen for a few seconds prior to the end of each section when there are 30, 15 and 5 minutes remaining in the section
 - the section ends when the time remaining reaches zero; candidates cannot answer any more questions after that and do not receive credit for any unanswered questions
 - the next section of the examination will then automatically start as there are no scheduled breaks during the examination
102. In order to help track progress through the examination, the *Items Attempted* displays the number of questions attempted out of the entire examination (see chart above for total number of questions in each examination). For example, 127/200 means 127 questions have been attempted out of a total of 200 questions
103. To help candidates navigate between questions, click the *Section Review* icon on the bottom left hand side of the screen. By using the filters, candidates can easily see which questions still need to be answered and quickly jump to any question. Click the padlock symbol on the *Section Review* to lock it in place on the screen. This functionality can be viewed in the demo tutorial.
104. As all items are weighted equally, candidates should flag any questions they are unsure about and come back to them before completing the section. Marks are not deducted for incorrect answers.

The screenshot shows the examination interface with several key elements highlighted by red boxes and arrows:

- Section Time Remaining:** Located at the top right, showing 01:57:30.
- Items Attempted:** Located at the top right, showing 127/200.
- Section Review:** Located at the bottom left, represented by a grid icon.
- Question List:** A vertical list of question numbers (67-85) on the left side. Question 85 is highlighted in grey, indicating it is answered. Questions 80 and 82 are highlighted in green, indicating they are flagged.
- Question Content:** The main area displays the question text and four answer options (Answer Option 1 to 4). Answer Option 2 is highlighted in yellow, indicating it is the selected option.
- Calculator:** A calculator icon is visible below the question text.
- Navigation:** Back and Next buttons are located at the bottom right.

Annotations provide further details:

- "2 sections of the exam + Interim Section + Post-Exam Survey." points to the question list.
- "Question 85 is a case with 3 case-based questions. Grey means a question is answered." points to question 85 in the list.
- "Green numbered buttons are questions. Questions 80 & 82 are flagged." points to questions 80 and 82 in the list.
- "Flag question for later review. When clicked, the flag icon appears on the question's button." points to the flag icon on question 85.
- "# of questions attempted out of total for 2 sections." points to the 127/200 items attempted display.
- "Selected option is highlighted." points to Answer Option 2.
- "Section Review" points to the grid icon at the bottom left.

Completing a Section / Finishing the Examination

105. After answering the last question in a given section, candidates confirm that all questions are answered before proceeding to the next section or finishing the examination:
- a warning pop-up appears indicating any unanswered questions
 - these pop-ups also appear after clicking “Next” on the last question of a section
 - candidates are required to confirm the intention to finish the section 2 times before proceeding to the next section

After moving onto the next section, candidates cannot return to the previous section to review answers or make changes. Proctors cannot restart the exam section for the candidate to complete.

106. To indicate completion of the entire examination, click the “Finish” button on the top right-hand side of the screen. Warning pop-ups appear to confirm the desire to end the examination. The examination cannot be restarted once the examination has been finished.
107. When candidates complete their examination, they must inform the Proctor. They must not exit the remote testing platform application before informing the Proctor.

Request for Exam Accommodations on Exam Day

108. Candidates may request [exam accommodations](#) by submitting to PEBC before the exam application deadline:
- a completed, signed *Request for Exam Accommodations* form
 - if applicable, supporting documentation, such as the *Health Professional Assessment and Recommendations* form (for medical issues)
109. If a situation that requires exam accommodations arises after the exam application deadline and before exam day, e.g. recent injury requiring the use of an assistive device, candidates must contact PEBC immediately in order for such a request to be considered. Last minute requests for exam accommodations, made at the test center on exam day, cannot be accommodated.
110. Candidates with approved for exam accommodations must tell the RA and Proctor immediately that they have an agreement with PEBC for exam accommodations and the exam accommodations details.

Emergency Procedures & Other Extraordinary Circumstances

111. Before the examination, candidates should check these sites for special notices:

	Pharmacist	Pharmacy Technician
PEBC Website	Latest News	Latest News
	Emergency Procedures & Other Extraordinary Circumstances	
Prometric website	www.prometric.com	

112. PEBC posts advisory information when circumstances arise at any time before an upcoming PEBC exam date which may affect the scheduling arrangements for the examination.

Illnesses & Extraordinary Personal Circumstances on Examination Day

113. **Candidates are strongly encouraged not to attempt an examination and to withdraw if, prior to the examination, they are ill or have other extraordinary personal circumstances, i.e. bereavement, recent physical injury, etc., that may affect their exam performance.**

Click [here](#) for full details on how these situations are managed.

114. If illness or another type of emergency arises after launching their examination, candidates must inform the RA or Proctor **immediately**.
115. Before launching their exam, candidates are advised to read the PEBC [Waiver Forms](#) (*Continuation of Examination* or *Discontinuation of Examination*) to understand the policies about continuing / discontinuing the examination.
116. Candidates must notify PEBC as soon as possible if they have withdrawn (did not start) or discontinued the examination.
117. See [Withdrawal](#), [Discontinuation](#) and [Refund](#) policies.

Examination-related Issues on Examination Day

118. Candidates must submit any verbal complaints or concerns about any aspect of the examination, i.e. process, facilities, administration, etc. to the live Proctor on exam day for immediate attention, correction if possible, and documentation on a report to PEBC.
119. Candidates must also document their complaints or concerns in the *Post-Exam Survey* that is presented upon completion of the examination.
120. If candidates feel that a specific matter that was documented on exam day requires further action or response by PEBC, PEBC must receive their complaints or concerns within 7 calendar days after the close of the examination.

Any complaints or concerns not documented by candidates on the *Post-Exam Survey* are not considered as part of the [PEBC Process for Complaints, Concerns and Appeals](#).

Examination Results

121. Within 24 hours of checking out of the examination, Prometric emails candidates a *Notice of Completion* that also serves as their official receipt for the examination. Please keep this email as PEBC does not provide other official receipts.
122. A list of candidates who have successfully passed their examination is posted (by PEBC identification number) on the PEBC website by noon on the results day.

123. PEBC emails exam results, in the days following the results day, to the email address provided by the candidate on their exam application form (unless candidates advise PEBC otherwise in writing). For reasons of confidentiality, results are not released by telephone or fax.
124. For more information about Examination Results, click [Pharm Eval](#), [Pharm Qual](#) or [Pharm Tech Qual](#).

Termination of Examination

125. Proctors can terminate a candidate's examination in the following circumstances:
- a candidate refuses to adhere to any check-in process
 - the computer disconnects from the testing platform more than three times
 - the computer disconnects from the testing platform for 30 minutes or more, even on the first time it disconnects
 - the computer has spyware operating
 - a candidate leaves the view of the web camera without notifying the Proctor first
 - a candidate begins their exam again after an unscheduled break without notifying the Proctor they have returned from the break
 - a candidate returns from an unscheduled break after more than 10 minutes
 - a candidate engages in behaviour that is suspicious or inappropriate
 - a candidate is found to have on them or accesses a prohibited item during the examination
 - another person or animal enters the test room and/or the view of the web camera
 - a candidate changes their testing location, i.e. moves their laptop from one room to another
 - a candidate turns off the lighting in their room
 - a candidate turns off/disables their web camera or microphone
 - a candidate speaks to or receives aid from other individuals
 - a candidate violates any of the *Prometric Remote Proctor Regulations* or *Rules of Conduct*
 - a candidate exhibits any abusive behavior towards the RA, Proctor or SA.
126. A terminated examination means a:
- candidate cannot continue their examination
 - candidate cannot reschedule their examination during the current administration of the examination without the permission of PEBC
 - candidate may receive a "Fail" result
 - candidate's examination may count as an attempt

Appendix 1: Prometric Remote Proctor Regulations (Sample)

Prometric Remote Proctor Regulations

Candidates are required to be professional, civil and respectful at all times while testing. All exams are continuously monitored by video and audio recording. The Remote Proctor (RP) and/or Security Agent (SA) is authorized to dismiss you from the test session for a violation of any of the Testing Regulations, including exhibiting abusive behavior towards the RP or SA. If you are found to have violated any of the regulations during their exam, the RP is required to notify Prometric and their test sponsor. Prometric, alone or in conjunction with their test sponsor, shall then take any further action necessary to sanction their conduct, up to and including invalidation of their test score and/or pursuit of civil or criminal charges. You acknowledge that you have no right to privacy at their current location during exam delivery and that you waive any and all claims asserting a right to privacy. If you do not wish to be recorded (either by video or audio), please notify the proctor immediately of their intent not to proceed with the exam.

Confidentiality of exam content/systems

- The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of Prometric and/or their test sponsor.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is strictly prohibited.
- ANY reproduction or disclosure will result in immediate notification to their test sponsor and potential filing of administrative, civil and/or criminal charges against you and anyone directing or conspiring with you.

Environment requirements

Their office or home setting must meet the following requirements:

- Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, their exam will be terminated and/or their results invalidated.
- Their workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during their exam, including that posted on walls or within their immediate area, will be present during their exam session.
- One tissue is permitted at workstation but must be inspected by the Proctor prior to start of exam.

Test Center Processes

Check-In Procedures/Breaks

- Original, valid (unexpired), government issued photo & signature bearing identification is required in order to take an exam. Validity and the number of acceptable IDs are predetermined by their test sponsor.
- You will be required to show their workstation and surrounding area.

- You will be required to raise their pants legs above their ankles, empty and turn all pockets inside-out and raise shirt sleeves above their wrists prior to every entry into the online test.
- If you are wearing eyeglasses you will be required to remove them for visual inspection to ensure they do not contain a recording device. Large jewelry items must be removed from their person prior to and throughout the duration of the exam.
- If you have long hair that covers your ears, you will be asked to pull your hair back to ensure nothing is attached to the ear that could provide an unfair advantage (such as a Bluetooth earpiece).
- Leaving the camera view while the exam is in progress is strictly prohibited.

Prohibited Items and Examinee Conduct in the Test Center

- Unauthorized personal items may not be accessible while testing. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- Eating, drinking, smoking, and chewing gum are prohibited during the exam.
- Written notes, published materials and other testing aids are strictly prohibited.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee's chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.
- Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.

Note: Client/test sponsor practice policies shall supersede these regulations if a conflict exists.