



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

200-59 Hayden Street, Toronto, ON M4Y 0E7 • 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 for all of PEBC's computer-based, multiple-choice examinations taken using remote proctoring. 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

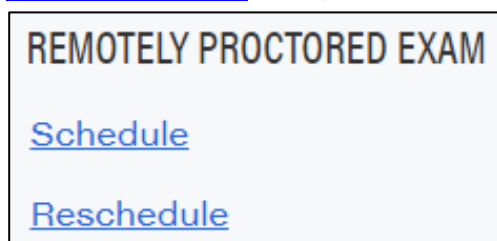
1. Candidates can take the **PEBC Pharmacist Evaluating Examination** and **Pharmacist/Pharmacy Technician Qualifying Examination – Part I (MCQ)** at a private location of their choosing, using Prometric’s remote testing platform application (ProProctor).
2. To maintain exam security, Prometric Readiness 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 properly completed applications are received and processed
 - If candidates do not receive their email *Invitation to Schedule* by 2 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. When applying for PEBC examinations, candidates indicate whether they wish to take their exam on-site at a Prometric test centre or using remote proctoring. PEBC uses this information to work with Prometric to provide a sufficient number of seats, where possible.
7. To schedule an exam appointment using remote proctoring, go to the scheduling section of [Prometric's website](#). Then, click *Schedule* or *Reschedule* under *REMOTELY PROCTORED EXAM*:



8. To schedule an exam appointment, enter your 5- or 6-digit PEBC ID number and the first 4 characters of your last name in the *Eligibility Information* field:

The screenshot shows a form titled "Exam Selection" with a sub-section "Eligibility Information". It contains two input fields: "Eligibility Number :" and "First 4 characters of last name :". A "Submit" button is located at the bottom right. A note at the top left states: "* Indicates required field".

9. After selecting the exam date, candidates must select the time zone where they will take their exam:

The screenshot shows a "Testing Location Time Zone" selection screen. It includes a dropdown menu for "Select the time zone you will be testing in". Below the dropdown, a list of time zones is displayed, including (GMT -12:00) International Date Line West, (GMT -11:00) Coordinated Universal Time-11, (GMT -10:00) Aleutian Islands, (GMT -10:00) Hawaii, (GMT -9:00) Marquesas Islands, (GMT -9:00) Alaska, (GMT -8:00) Coordinated Universal Time-09, (GMT -8:00) Baja California, (GMT -8:00) Coordinated Universal Time-08, (GMT -8:00) Pacific Time (US And Canada), (GMT -7:00) Arizona, (GMT -7:00) Chihuahua, La Paz, Mazatlan, (GMT -7:00) Mountain Time (US And Canada), (GMT -7:00) Yukon, (GMT -6:00) Central America, (GMT -6:00) Central Time (US And Canada), (GMT -6:00) Easter Island, (GMT -6:00) Guadalajara, Mexico City, Monterrey, and (GMT -6:00) Saskatchewan. The "(GMT -8:00) Pacific Time (US And Canada)" option is highlighted.

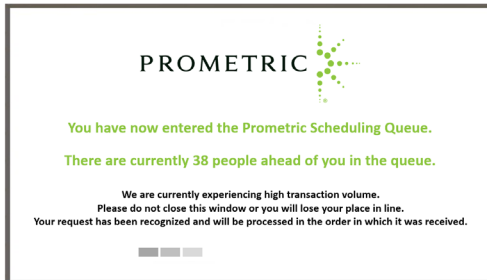
10. After confirming the time zone, candidates see a long window of available exam appointment times, ranging from early morning to late evening. However, candidates **must not** schedule the start time of their exam appointment outside the exam time window included on their *Invitation to Schedule*. Refer to your *Invitation to Schedule* for your exam time window. To schedule an exam appointment, candidates must:

- check what the exam window times are in their own exam time zone, e.g. 6:00 AM ET is 3:00 AM PT and 1:00 PM AST
- schedule their exam appointment to start within that exam time window

The screenshot shows a list of available exam appointment times for "Eastern Time (US and Canada)". The times are listed for "JUN 22" (Tuesday, 22 JUN 2021) at 6:00 AM, 6:30 AM, and 7:00 AM. Each time slot has a "Select" button next to it.

11. PEBC cancels any exam appointment scheduled to start outside the exam time window included on their *Invitation to Schedule* even if candidates receive a confirmation email and number from Prometric. When candidates try to schedule their exam appointment again, they may not find a suitable date or time.

12. Candidates may be 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:



13. To withdraw from an exam, cancel the exam appointment on Prometric's website and then email withdrawals@pebc.ca to notify PEBC as soon as possible.

The subject line of the email must include:

- the PEBC ID number
- the word "Withdrawal"
- the name of the application being withdrawn – include the month and year of the exam, e.g. Evaluating Examination January 2020

The body of the email must include:

- the candidate's complete name
- the PEBC ID number
- the statement "I wish to withdraw from (add the name of the exam)"
- the reason for the withdrawal
- if you are eligible for a refund (see [Refund Policies](#)), include your current mailing address and the currency required for the refund

14. Candidates may reschedule their exam appointment:

- within the same date range for the current exam, i.e. not for a future exam
- 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

15. 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: all provinces accepted

- 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

16. 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

17. 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 or [withdraw](#) (see PEBC's [refund policies](#)).

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 or attached with wire/cable 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

	<ul style="list-style-type: none"> • touch screen monitors are not supported
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") is recommended

Testing Environment Requirements

Test room	<ul style="list-style-type: none"> • indoors • a room with four walls and door closed is strongly recommended • an area inside your house that does not have a closable door, such as a den, is acceptable but not recommended • post a sign that says, "Do not enter", on the outside of the room • well lit • free from background noise, disruptions and clutter • secure and free from distractions • other people are not permitted to enter the test room/area and/or be in the view of the web camera • the microphone cannot pick up the sound of other people in the test room/area • you cannot see or hear other people while in the test room/area
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
French proctors available	<ul style="list-style-type: none"> • French-speaking proctors are available Tuesday to Friday, 8:30 am to 6:30 pm Eastern Time • French language examinations scheduled during this window will have French-speaking proctors • French language examinations scheduled outside of this window will have English-speaking proctors • testing platform (tutorial, questions and <i>Post-Exam Survey</i>) available in French

Required, Permitted & Prohibited Items

18. Required and permitted items are subject to inspection by the RA. Visit the [Prometric website](#) for a list of pre-approved personal items that candidates are permitted to bring into the examination, including medical, assistive and mobility devices. Personal items that are permitted into the

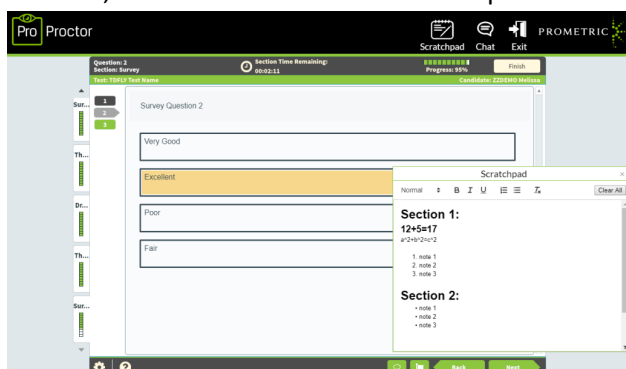
examination or require an exam accommodation may be different for Part II (OSCE/OSPE). See [About the Examination – Part II \(OSCE\): Candidate Personal Items](#) or [About the Examination – Part II \(OSPE\): Candidate Personal Items](#).

19. 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.
20. Candidates are advised to turn off the ringer to their smartphone(s)/cell phone(s) and all other electronic devices and store them outside their test room.
21. 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.

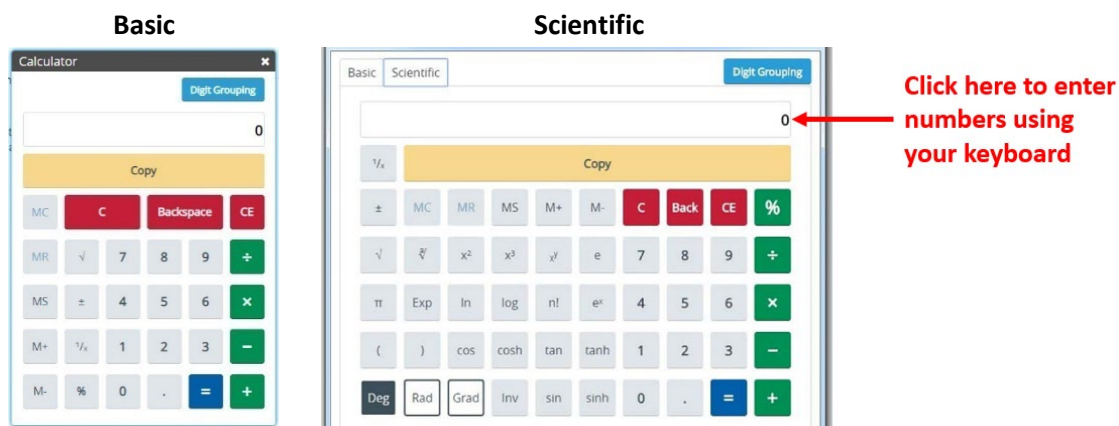
Required	Permitted	Prohibited
<ul style="list-style-type: none"> • Government-issued photo ID • Keyboard (attached with wire/cable or Bluetooth/wireless permitted) • Laptop/PC with testing platform application installed, with onscreen scientific calculator and scratchpad (i.e. notepad) for taking notes • Microphone/speakers (built-in or attached with wire/cable only) • Mirror • Mouse (touchpad, touch screen, attached, Bluetooth or wireless), mousepad • Web camera (built-in or attached with wire/cable only) 	<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 (presented at check-in to the RA; without any packaging, inserts or related written material) • One clear, container/plastic bottle of water, label removed • Two tissues • Ear plugs • List on Prometric website 	<ul style="list-style-type: none"> • Notebook, paper, pen, pencil, highlighter • Food, beverages (other than water) • Hair accessories (unless for religious reasons) • Headphones/earphones • Microphones/web cameras using Wi-Fi, Bluetooth, etc. • Jewelry (subject to inspection) • Outerwear, 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

22. Candidates must remove their eyeglasses for close visual inspection.
23. 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.
24. 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:

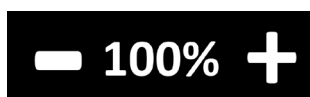
- are allowed 1 – 3 markers with or without an eraser on the lid
 - to erase, are allowed 1 dry erase board eraser, a cloth or may use the 1 – 2 permitted tissues
 - during the environmental check, must show the RA that the dry erase board is blank (front and back)
 - during the examination, must not take their dry erase board away from their workstation
 - at the end of the examination, must again show the Proctor that the dry erase board has been completely erased and is blank again
25. In addition to the dry erase board, candidates may use the onscreen scratchpad (image on next page) 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.



26. Physical, hand-held calculators are prohibited. On the testing platform, use the onscreen calculator for calculations. Practice using the calculator in the demo tutorial from the PEBC website or a computer’s calculator application to get more comfortable with the onscreen tool.
27. 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, as the *Basic* calculator is much thinner
 - for both *Basic* and *Scientific* calculators: to use the keyboard to input the numbers rather than clicking the onscreen buttons, use the mouse to click inside the data input field inside the calculator window, then type the numbers and mathematical functions using the keyboard



28. If candidates experience the *Calculator* or *Scratchpad* covering any of the questions (perhaps because they have the *Display Setting* → *Scale* not set to 100% as recommended), they may use the *Zoom Out* (*Zoom -*) function at the top of the screen to decrease the size of the questions and the *Calculator/Scratchpad* until they are both unobstructed, then *Zoom In* (*Zoom +*) again when the *Calculator/Scratchpad* are no longer needed:



29. 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.
30. Formula sheets are available as an online reference in the Pharmacist [Evaluating](#) and [Qualifying](#) Examinations and therefore do not need to be memorized. Molecular and atomic weights will be supplied when necessary. For the [Pharmacy Technician Qualifying](#) Examination, any relevant formulas will be provided with the questions and therefore do not need to be memorized.
31. Smoking, vaping and chewing gum/candies are prohibited during the examination.
32. Other items may be allowed into the examination only with prior approval by PEBC by submitting a [Request for Exam Accommodations](#) before the application deadline.

Remote Proctoring Information Video

33. 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. [What to Expect on Test Day Video](#) is also available on the Prometric website.

Prior to Examination Day

Prepare the Testing Environment

34. 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

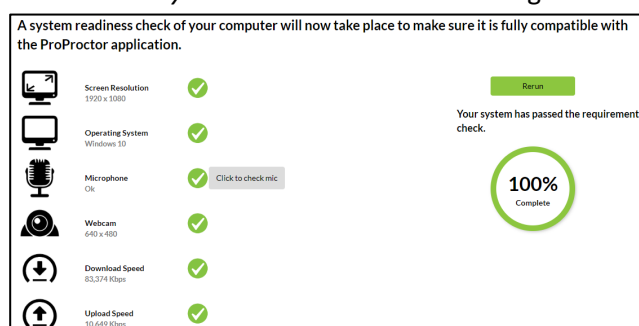
35. Click [here](#) for the ProProctor home page.
36. From the home page, click “Download & Install ProProctor App” to install the remote testing platform application to the computer being used to take the examination.



37. 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 will give an error message if any type of virtual machine is attached or turned on.

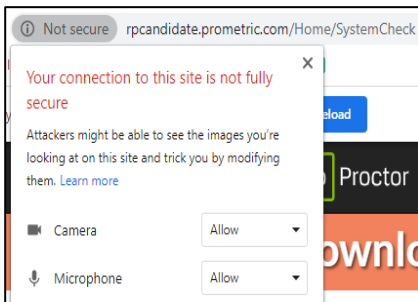
System Check

38. 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 using 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
39. A successful *System Check* is indicated with green checkmarks:

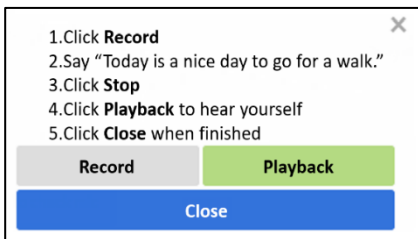


40. The *System Check* accepts screen resolution of 1024 x 768, though higher resolution is **recommended** (see *Screen Resolution* below).
41. Select the microphone and web camera:
 - before beginning the *System Check*, if the computer has two web cameras (front- and back-facing), choose the front-facing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

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



43. 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:



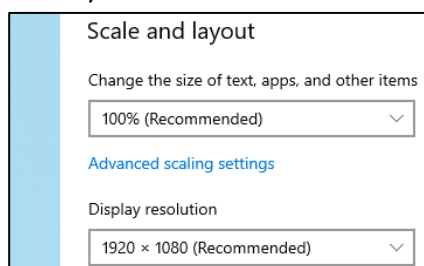
Internet

44. PEBC strongly 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.
45. 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.
46. 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.
47. 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.
48. 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.
49. 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

50. If you experience a permanent issue preventing you from reconnecting to the testing platform application (loss of Internet, power outage, etc.), contact PEBC immediately.
51. 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

52. PEBC recommends a screen resolution of 1920 x 1080 which displays case scenarios and resources using a split screen, i.e. showing them side-by-side with the questions:
 - lower resolution displays them as pop-ups, requiring candidates to move between windows
 - see the interactive demo tutorials on the PEBC website for examples of the pop-ups
 - note: opening a pop-up may cause a brief time lag; however, the *Section Time Remaining* clock also lags when a pop-up is opening so no testing time is lost
 - using the onscreen Zoom function to decrease the size of the question screen and the pop-up may display the case scenarios and resources using a split screen
53. 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.
54. **PEBC recommends using a screen size that is minimum 14 inches (35.5 cm).**
55. 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

56. French-speaking proctors are available Tuesday to Friday, 8:30 am to 6:30 pm Eastern Time. French language examinations scheduled during this window will have French-speaking proctors. French language examinations scheduled outside of this window will have English-speaking proctors and the testing platform (tutorial, questions and *Post-Exam Survey*) will be in French.

Remote Proctoring Troubleshooting Tips

57. 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

58. Candidates must close 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
59. A candidate’s exam session may be terminated if:
 - another person enters the test room, test area if not a room with door closed, and/or the view of the web camera
 - another person is heard by the Proctor via the microphone
 - the Proctor believes that you can see or hear another person while in the test room/area, even if that person is not in view of the web camera or heard by the Proctor via the microphone
60. 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
61. The RA may terminate a candidate’s examination if their room and/or testing environment are not set up properly.
62. Before continuing, take care of any personal needs including using the washroom.

Launch the Examination

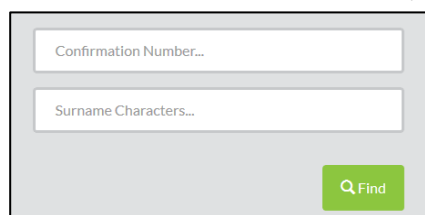
63. When comfortably sitting at their workstation, candidates click [Launch Exam](#).
64. Before meeting their RA, candidates complete several self-serve steps to get ready to take their examination. These include launching their examination, agreeing to the *Remote Proctor Regulations* and capturing images of their face and government-issued photo ID.
65. 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
66. 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

67. 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.
68. 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.
69. 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 spaces, e.g. if their name is John De Souza:

Confirmation Number:	0000000012345678
Surname for launching exam:	DE S

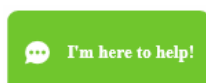
70. On the screen, candidates enter their 16-digit *Confirmation Number* and 4-character *Surname Characters* in the *Find Exam* fields, then click *Find*:



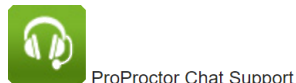
The screenshot shows a web interface with two input fields: 'Confirmation Number...' and 'Surname Characters...'. Below these fields is a green button with a magnifying glass icon and the text 'Find'.

71. Candidates then click the green *Launch* button to enter the remote testing platform application for their examination.
72. 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](#)



[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, if you see the Agent Offline message, wait until the message changes to I'm here to help! – be patient

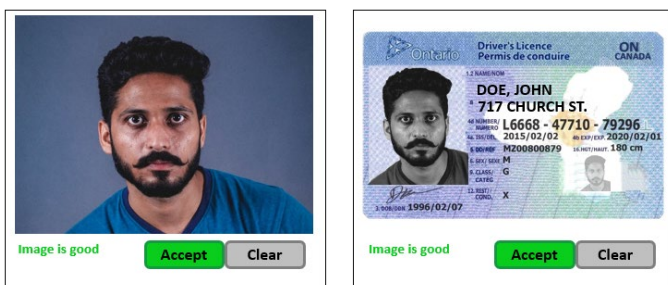


Prometric Remote Testing Regulations

73. 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)

74. 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.
75. 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 readable
76. If the photo is not acceptable, candidates can click the “Clear” button and take a photo again.



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

Environmental Check

80. 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.
81. The RA asks candidates to point their web camera at the following for inspection:

Ceiling	• all 4 corners
Computer	• front, back & underneath (unless built-in web camera)
Floor & Chair	• front, back, arms & underneath
Keyboard	• top & underneath

Mirror	<ul style="list-style-type: none"> • front & back
Monitor	<ul style="list-style-type: none"> • using 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

82. 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
83. The RA may take photos of the testing environment as required.
84. 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

85. The RA completes a visual scan of 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

86. The RA may take photos of candidates as required.
87. After the checks are completed, the RA connects the candidate with a Proctor to launch their examination.

During the Examination

Unscheduled Breaks

88. Candidates are allowed unscheduled breaks of maximum duration of 10 minutes out of view of the web camera.
89. The exam timer (*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 cannot pause the examination for the break or the security processes

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

90. 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
91. 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
92. 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

93. 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
94. In addition to the live Proctor, artificial intelligence (AI) and machine learning monitor for any suspicious behaviours or sounds.

95. For security reasons, candidates must keep their faces in view of the camera at all times. If the camera's view of a candidate's face is obstructed for any reason, the Proctor will instruct the candidate to adjust the position of their body/face and/or the camera. Additionally, AI detects head/eye movements and alerts the Proctor if there are any issues. Candidates must follow the Proctor's instructions immediately.
96. Candidates can communicate with the Proctor in one of two ways:
 - send a message via the chat feature (preferred method)
 - speak out loud
97. 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
98. 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.
99. 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.
100. 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.
101. 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 Summary

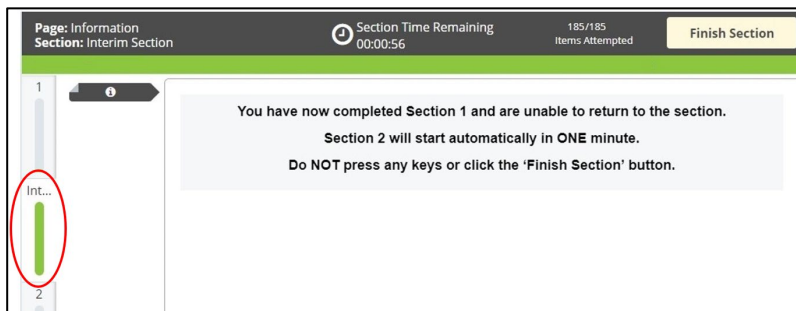
	Evaluating Examination (Pharmacist)	Qualifying Examination – Part I (MCQ)	
		(Pharmacist)	(Pharmacy Technician)
Total Duration	~ 4 hours 15 min (including <i>Tutorial</i> , <i>Interim Section</i> & <i>Survey</i>)	~ 4 hours 30 min (including <i>Survey</i>)	~ 3 hours 45 min (including <i>Tutorial</i> , <i>Interim Section</i> & <i>Survey</i>)
# of Sections	2 x 118 min	1 x 260 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
Formula Sheet	Yes	Yes	No
Remote Proctoring	Remote Proctoring for Computer-Based Examinations		

Pharmacist Qualifying Examination Part I – (MCQ) Only

102. The Pharmacist Qualifying Examination uses Linear-on-the-Fly (LOFT) testing. LOFT is an automated exam construction model that automatically assembles questions from a large pool of questions to make a unique exam for each candidate. LOFT uses very specific criteria to ensure that the exam is a valid and reliable assessment of competence.
103. By using LOFT, the exam has only 1 section of 200 questions with no *Interim Section* in the middle.
104. The total exam duration includes a *Post-Exam Survey* at the end of the examination. Skipping the survey, or finishing it quickly, does not give candidates additional testing time.
105. The Pharmacist Qualifying Examination does not include a tutorial. Instead, candidates should review the [interactive demo tutorial](#) on the PEBC website. Note that there is only one testing section, though the tutorial mentions more.

Pharmacist Evaluating and Pharmacy Technician Qualifying Part I – (MCQ) Examinations Only

106. 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.
107. 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, i.e. for sections finished early, any remaining time in that section is not added to the next section.
108. 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 as there are no scheduled breaks during the examination. Candidates do not have to do anything and should not touch their mouse or keyboard:



109. The total exam duration includes a brief *Tutorial* at the beginning, the one-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.

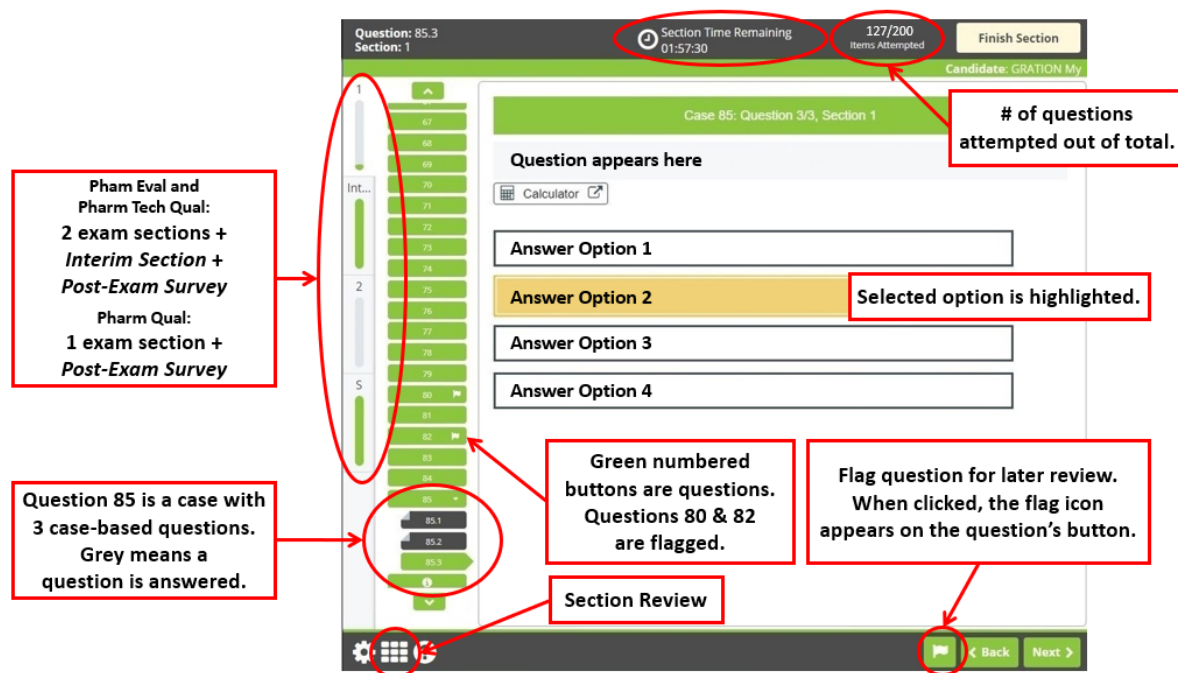
Examination Questions

110. Questions may be:
 - individual (stand-alone) questions (**all examinations**)
 - case-based questions: two or more questions relating to a single case (**Pharmacist examinations only**)

111. 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.
112. 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.
113. Case-Based Questions (**Pharmacist Examinations 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 Evaluating Examination has 100 questions and the Pharmacist Qualifying Examination has 200 questions in total; however, the final button is not numbered '100' or '200' 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

114. The total amount of time remaining for each section is shown at the top of the screen as *Section Time Remaining*:
 - the section and/or examination ends when the time remaining reaches zero; candidates cannot answer any more questions after that and do not receive credit for any unanswered questions

- three warnings appear on the screen for a few seconds prior to the end of each section and/or the examination when there is the following amount of time remaining:

Evaluating & Pharmacy Technician Qualifying Warnings Before End of Section	Pharmacist Qualifying Warnings Before End of Examination
30, 15 and 5 minutes	2 hours, 1 hour and 15 minutes

115. 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
116. 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 tutorials on the PEBC website.
117. 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.

Completing a Section / Finishing the Examination

118. 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 and/or the examination 2 times before proceeding to the next section

For Pharmacist Evaluating and Pharmacy Technician Part I – (MCQ) Examinations only:

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.

119. 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.
120. 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

121. PEBC must receive a [Request for Exam Accommodations](#) 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)

122. 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.
123. Candidates with approved 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

124. 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.
125. Before the examination, candidates should check these websites for special notices:

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

Illnesses & Extraordinary Personal Circumstances on Examination Day

126. **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.
127. If illness or another type of emergency arises after launching their examination, candidates must inform the RA or Proctor **immediately**.
128. 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.
129. Candidates must notify PEBC as soon as possible if they have withdrawn (did not start) or discontinued the examination.
130. See [Withdrawal](#), [Discontinuation](#) and [Refund](#) policies.

Examination-related Issues on Examination Day

131. 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.
132. Candidates must also document their complaints or concerns in the *Post-Exam Survey* that is presented upon completion of the examination.

133. 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 [PEBC's Process for Handling Complaints, Concerns and Appeals](#).

Examination Results

134. 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.
135. 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.
136. 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.
137. For more information about Examination Results, click:
[Pharm Eval](#)
[Pharm Qual](#)
[Pharm Tech Qual](#)

Termination of Examination

138. Proctors may terminate a candidate's examination in the following circumstances:
- the 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
 - the 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
 - the candidate returns from an unscheduled break after more than 10 minutes
 - the candidate engages in behaviour that is suspicious or inappropriate
 - the candidate is found to have on them or accesses a prohibited item during the examination
 - another person or animal enters the test room/area and/or the view of the web camera
 - another person is heard by the Proctor via the microphone
 - the Proctor believes a candidate can see and/or hear another person, even if not in the view of the web camera or heard via the microphone
 - the candidate changes their testing location, i.e. moves their laptop from one room to another
 - the candidate turns off the lighting in their room
 - the candidate turns off/disables their web camera or microphone

- the candidate speaks to or receives aid from other individuals
- the candidate violates any of the *Prometric Remote Proctor Regulations* or *Rules of Conduct*
- the candidate exhibits any abusive behavior towards the RA, Proctor or SA

139. 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)

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.
- Two tissues are permitted at workstation but must be inspected by the Proctor prior to start of exam.

Virtual Test Center Procedures

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 empty and turn all pockets inside-out and raise shirt sleeves above your 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 don't contain a recording device.
- Large jewelry items must be removed from your 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 unless otherwise specified by the client sponsor.

Prohibited Items and Examinee Conduct in the Virtual Test Center

The following items are prohibited while taking your remote proctored exam:

- 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.
- 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 your exam, the RP is required to notify Prometric and your test sponsor.

Prometric, alone or in conjunction with your test sponsor, shall then take any further action necessary to sanction your conduct, up to and including invalidation of your test score and/or pursuit of civil or criminal charges. You acknowledge that you have no right to privacy at your 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 your intent not to proceed with the exam.

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