NAFA’s Online Certification Exam Orientation

Welcome!
Welcome to NAFA’s Learning Management System (LMS) and Computer-Based-Testing (CBT) platform. The power of this state-of-the-art platform is that it gives candidates the ability to take an exam anywhere on compatible software. The embedded Artificial Intelligence (AI) proctoring ensures you can securely take an exam in your location.

Here are some exam fundamentals:
- Each exam has 50 questions
- The candidate is allocated 60 minutes to complete each exam
- All questions are multiple choice
- Candidates will be notified of their success on completion of the exam

There are just a few things you need to know before you begin.

Exam Preparation
Computer
In order to take an exam you must have access to a computer with internet access, a working webcam, and a microphone. This can be your employer’s computer or your personal computer. If you don’t have access to a computer, there are libraries or testing centers that can provide you access to one. The Browser supported by this platform is Chrome **ONLY. Ensure the browser is installed before starting your exam.**

Once you begin, the system will alert you if your webcam doesn’t work or if your browser is not compatible or if you do not have adequate lighting you will not be able to continue the exam.

Be sure that you are facing the webcam directly when you are taking an exam, and that your face appears head-on in the window at the top right during the entire process. Your exam may be flagged and credit removed if you do not follow this step, because the AI proctoring will not read your face correctly.
CBT Environment
NAFA’s LMS allows candidates to take an exam virtually anytime and anyplace.

Here are guidelines when selecting your ideal location to take an exam:
- Private, well-lit space (no one can enter the room during the exam)
- All phones and remote devices rendered mute
- Only one monitor or device to take the exam

To emphasize the importance of your location, NAFA would like to be clear that the Artificial Intelligence (AI) proctoring closely observes your movements while you are taking your exam. The entire process is monitored. **The following actions will result in the exam being nullified:**

- Did not show photo ID
- Photo ID does NOT match candidate’s name
- Student’s face is not showing “head-on” throughout the entire process
- Stood up, walked around, walked out of room
- Another person enters the room
- Clearly talks with someone
- Opens a browser or other program
- Answers a phone call
- Accessed the phone
- Food and/or drinks in the area

To avoid your exam being nullified, be aware that during the AI proctoring, any movements or actions out of the ordinary may be flagged for review.

Here are some examples of what to do and to avoid:
- Choose a location where you will not have distractions, including the possibility of other people or even pets disturbing you
- Turn off your phone and put it away
- Do not open other browsers or software programs, or have other browsers or programs open during the exam
- Concentrate on the exam and do not look around the room
- Do not stand up or walk around
- Do not have food or drinks in the location while you take the exam
- Do not talk to other people
- Make sure that you are facing the correct screen or your webcam, so that the AI’s view of your face is “head-on”.

If you need to take a break, do so **before** you start the exam.
What to Expect—Before You Begin

Before you begin, ensure you have your government-issued photo ID available. You will be asked to show it.

Start by going to https://learning.nafa.org and click the blue Login / Create Account button in the upper right corner. You will be re-directed to the NAFA website to log in using your email address and password. Once you submit them, you will be directed back to the LMS where you will see a list of exams. Click to purchase the exam and you will then be provided access to that exam.

Click the Start Exam button, and then review the Proctoring Acknowledgement.

1. Browser Compatibility Check – Your computer will be checked automatically to ensure all technical requirements have been met

2. Click the CHECK button next to Webcam Permission and be sure to click ALLOW to enable the proctor access to your webcam and microphone
3. Click the **CHECK** button next to Webcam Brightness
4. You will be prompted to take a photo and show your ID
5. Enable screen sharing. You will see a popup window where you can select to show your entire screen. Choose your entire screen and click **Share**
6. You can now begin your exam.
When Taking the Exam

You will notice icons at the top left and right of your exam screen:

There is a button on the top left (looks like a grid) which can be used to navigate back to view all 50 questions without leaving your exam. If you skip a question or mark it for later, you will then be able to navigate back to it using this button. You can also use this button to review all the questions at the end of your exam.

The other buttons on the top right are tools for adjusting the text size, for marking a distractor as eliminated (when you know a choice is the wrong answer), bookmarking a question for later, a notepad to write any notes for yourself, and (in blue) leaving a feedback comment or issue about a specific question for NAFA.

You will also see in the top right your remaining time to complete the exam on a counter, and forward and back buttons that can also be used to navigate through the exam questions one at a time.

The user’s screen in the upper right can be resized if needed by clicking it once.

A calculator feature is included in the toolbar, on the top left. You MUST use this calculator during the exam. Do not use a handheld calculator or your exam may be flagged and nullified.

Similarly, use only the Notepad feature inside the exam interface. Do not use a scrap piece of paper for any calculations or notes.

Remember that in the exam, you will see a screen at the top right that shows your face. This box can be moved if it is blocking your view of any of the above mentioned tools.
Below is a screenshot of what to expect the screen to look like during the exam.

After you have selected the grid icon on the left to navigate the exam questions, the screenshot below shows how that will appear:
You can use the icon shaped like a pencil and paper on the top right to write any notes for yourself while you are taking the exam.

If you have questions or concerns related to the exam or a particular question, please use the FEEDBACK ICON. These comments will be forwarded directly to NAFA.
Review and Submit Your Exam

Once you have completed your exam (if you still have remaining time), you can choose to **Review** your answers or **Proceed**.
**NOTE! Review will keep you in the exam. Proceed will end your exam and submit it.**

Once submitted, you will receive an immediate notification of whether or not you passed. Click on the Back to Course Home button for your report.
You will now see a screen where you can download a certificate if you passed your exam. You will also have access to view a Diagnostic Report which details how you did on each section of the exam. You can also email this report.
That's it!

Good luck on your exam. If you have any questions, please email Learn@nafa.org.