



Exam Instructions

Epic Community Members

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System Requirements for Online Testing

The list below details the minimum requirements for accessing the Online Testing website. Whenever possible, the latest version is preferred.

Supported Browsers

- Windows: Chrome, Internet Explorer (11 or higher), Edge
- Mac OS: Safari, Chrome
- JavaScript and cookies must be enabled

Supported Devices

- Desktop computers are highly recommended.
- If you must use a laptop, it is strongly recommended you have a **wired connection** to the internet. Internet connection is required throughout the duration of the exam. Wi-Fi connections don't typically result in a good testing experience.
- Smartphones and tablets are not supported.

Monitor Requirements

- Minimum Screen resolution of 1024x768
- Dual monitors are allowed.

**Note: if your organization is using Examity for proctoring, dual monitors are not supported.*

Network Connectivity Requirements

- Firewalls and content filters must permit access to epicranium.epic.com

FAQs – Important Info for Exam-Takers and Customer Proctors

Who can order exams?

Anyone with a UserWeb account can order exams, whether it is for himself or someone else. Epic recommends exam-takers order their own exams.

Why are only certain exam dates available in the Exam Request Form?

Exam requests need to be submitted at least 7 days before the desired test date.

I cannot find the desired exam-taker, certification, or exam in the list. What do I do?

Type as much of your entry as you can. Beneath it there will be a list of potential matches. If necessary, use the freetext option at the bottom of the dropdown to enter your own values.

What resources can trainees use?

Exams are open-book, open-system, so exam-takers may use the Epic training companion (electronic and/or hardcopy), their own personal notes (electronic and/or hardcopy), and the Epic system (UserWeb, certification environments (fka iSWTD)).

No internet use other than accessing the UserWeb and certification environment.

No discussions, email, phone use, or instant messaging.

Cell phones should not be taken into the testing room. (Proctors may require cell phones be turned in to him/her.)

Is it okay to write down questions or take screenshots so I can look them up later?

No. Photographing, screenshots, or copying of test questions in any format is NOT permitted. This is noted on the exam coverage page.

Are second computers allowed when taking an online exam?

The computer used for the exam should be hardwired to the internet/network.

If the proctor allows, a second computer (e.g., laptop, tablet, etc.) may be used to access the above-mentioned electronic resources. The camera and screenshot functionality may not be used. Tablets, iPads, and the like must lay flat on the exam-taker's desk.

Can the proctor enable the online exam from the trainee's computer?

Proctors and trainees cannot use the same computer.

Can exams be taken remotely? For example, the proctor enables the electronic exam and the trainee takes it from his/her own desk, or via webcam? Or, the proctor gives the trainee the exam to take when s/he wants?

No. The proctor and exam-taker(s) MUST physically be in the same room for the duration of the exam session.

Is it okay to proctor more than one exam-taker at a time?

Absolutely – we encourage it. Proctors can have as many exam-takers in the same session as s/he feels she can monitor and support.

What's the time limit for the exam?

Search 'Exam Statistics' in [Galaxy](#) – this pdf document outlines the time limit for each exam.

Trainees will see the time allowed with the exam request details on the left side of his/her Training homepage.

Proctors will see the time allowed on his/her proctor page.

Are headphones allowed?

If the proctor approves, headphones may be used to listen to 'white noise' or music.

If listening to music, the playlist must be started before the exam session begins and the device must be put away for the duration of the exam session.

How long are exams good for?

Online exams are available the testing date you see + 5 calendar days.

Example: Exam ordered for April 11 will be available to the trainee and proctor April 11-16.

Proctors can hold paper exams secure for 2 weeks past the originally-requested testing date (printed on the exam coverpage).

What happens if the power goes out or the internet connection is interrupted during an online exam?

If the trainee's computer loses power or reboots during the exam session, the exam will auto-pause after 60 seconds of lost connectivity. To access the exam again, click the Take Exam button from the Training homepage. If the time has not run out, the trainee will pick up where s/he left off and the previous answers will be saved.

If the proctor's computer loses power or needs to reboot, it will not affect the exam-takers. The proctor will be able to return to his/her proctoring page to continue monitoring the exams.

What if the testing date changes?

Testing dates for online exams can be changed two ways:

1. The trainee can change the testing date by using the **Edit** button on the left side of his Training homepage.
 - If the exam is in **Processing** status, the date can be postponed and the proctor can be changed.
 - If the online exam request is in **Available** status, the date can be bumped up (if trainee hasn't taken exam in prior 7 calendar days) OR postponed. The proctor can also be changed.
2. The proctor can postpone an online exam up to 1 week from his/her proctor page.

If the paper exam has already been sent, the proctor can hold the paper exam secure for 2 weeks past the originally-requested testing date.

What if an exam request needs to be canceled?

- Online Exams
Trainees and proctors can cancel online exam requests at any time. An exam not started doesn't count as an attempt.

If the online exam isn't taken within the testing-date+5-calendar-days window, the exam will expire and 'fall off' the trainee's and proctor's pages.

- Paper Exams
If the exam request is in the **Processing** status on the exam-taker's Training homepage, she can use the Cancel button to cancel the request.

If the exam has already been shipped to the proctor, the proctor simply returns the unused exam. All exams that are shipped must be returned to Epic – whether or not they are completed.

What happens when the time limit for the exam is up?

If the time allowed for the exam runs out, the online exam will automatically submit, whether or not the trainee has completed all of the questions.

If the exam is in paper format, the proctor keeps track of the time. When the time is up, it's pencils down.

How does the proctor and exam-taker know when a paper exam has sent? Who receives the paper exam – the exam-taker or proctor?

Exams are shipped directly to the proctor with a pre-addressed pre-paid return envelope.

The exam-taker will only have it during the time allowed for testing.

When the exam is shipped (typically via FedEx 2-Day), an email is sent to the proctor and exam-taker with the FedEx tracking number.

If you need another return envelope, reach out to exams@epic.com.

For Exam-Takers

Where can I see a list of approved proctors for my organization or approved public proctors?

See the [Approved Proctor](#) page. Contact your proctor and arrange a testing date, time, and location prior to submitting the Exam Request Form.

I cannot find my proctor in the list. What do I do?

All proctors need to fill out a Proctor Agreement. Email exams@epic.com to request the form.

The proctors I have to choose from are from an organization I am no longer affiliated with; why is this and who do I contact to get this updated?

Your UserWeb and/or training record(s) need to be updated. Email your employer changes to userwebaccounts@epic.com and training@epic.com.

If I don't pass my exam, how soon can I re-take it?

Attempts at the same exam must be at least a week apart. For example if you take it Friday and don't pass, the soonest you can re-take it is the following Friday. Familiarize yourself with the limited exam attempt policy outlined in the Epic Training Guide on the UserWeb.

I still have questions... about preparing for my exam, receiving my score, getting an exam review, etc. Where should I go for more info?

Visit the Community Members Training Guide for this and more important training info. You'll find a link on the right side of your Training homepage.

For the Exam-Taker

Exam-takers and proctors must physically be in the same room for the duration of the exam session.

Ordering Your Exam

The Exam Request Form requires exams be ordered at least a week in advance. Exams can be ordered as far in advance as you like.

Learn the process within your organization. Do your proctors have a structured exam schedule? Do you need to reserve a seat in a Sharepoint site? Is there another process?

Once you know when you can test, order the exam via the Exam Request Form on the UserWeb.

On the UserWeb homepage, it's on the right, near the red apple – the 'Taking an Exam' link.

On the Training homepage, it's on the right, in the Training Coordination section – the 'Exam Request Form' link.

It'll be noted behind the proctor's name whether s/he administers online/electronic or paper exams.

If testing for proficiency, be sure to select the Proficiency button after entering the exam name. (If you aren't familiar with the differences between Certification and Proficiency, visit the [Epic Training Guide – Epic community Member](#) in Galaxy.)

When completing the Exam Request Form, enter the fields from top to bottom, left to right.

The screenshot shows the 'Exam Request Form' interface. At the top right, a yellow box contains a reminder: 'Reminder: Proctors must be in the room with the exam-taker(s) for the entire exam session regardless of whether the exam is in online or paper format.' Below this, the 'General Exam Info' section includes fields for 'Location' (with buttons for 'Arranged with Proctor', 'Online Proctoring Services', and 'At Epic'), 'Organization', 'Exam date' (a date picker), and 'Proctor' (a search field with a checkbox for 'Include public proctors?'). The 'Exams' section features a table with columns 'Exam-taker' and 'Exam', each with a search input field. Below the table is a '+ Add Exam' button. A red 'Submit Request' button is located at the bottom right. A 'Frequently Asked Questions' link is at the bottom left.

Rescheduling and Cancelling Exams

Online exams are available the testing date you see on your Training homepage + 5 calendar days.

Example: Exam ordered for April 11 will be available to you and your proctor April 11-16.

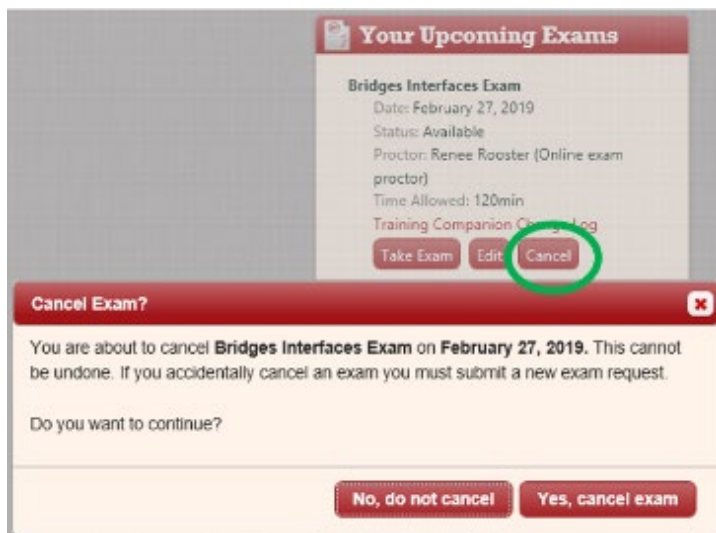
Use the **Edit** button to change your testing date and/or proctor:

- If exam is in **Processing** status:
 - You can change the proctor
 - You can only push the exam into the future – you cannot bump up the testing date
- If exam is in **Available** status:
 - You can bump up your testing date providing you haven't taken that exam in the prior 7 calendar days
 - You can postpone your exam up to 30 days after the exam has been made Available
 - You can change the proctor
- The **Edit** button can be used multiple times.
- When you edit your request, an email is sent to your proctor with the changes.

The screenshot shows a web interface with a section titled "Your Upcoming Exams". It lists an exam: "Bridges Interfaces Exam" with details: Date: February 27, 2019; Status: Available; Proctor: Renee Rooster (Online exam proctor); Time Allowed: 120min. Below this, there are three buttons: "Take Exam", "Edit", and "Cancel". The "Edit" button is circled in green. Below the exam list, there is a link "Training Companion Change Log" and a note: "To make a new request, visit the Exam request page. Contact exams@epic.com with any questions."

Below this, there is a modal window titled "Edit Exam Request". It says "Reschedule Bridges Interfaces Exam on February 27, 2019:". It has a text field for "Exam date:" with "02/27/2019" entered. There is a "Proctor:" label followed by a text field. Below this, there is a calendar for "February 2019". The calendar shows days from Sunday to Saturday. The 27th is highlighted in red. To the right of the calendar, there is text: "based on the availability of the exam and any other exams scheduled for the same exam." and "If you wish to move the exam to a later date range, you may be required to cancel your request and submit a new exam request." At the bottom of the modal, there are two buttons: "Save Changes" and "Close".

Use the **Cancel** button to cancel the exam request at any time. An exam not started doesn't count as an attempt.

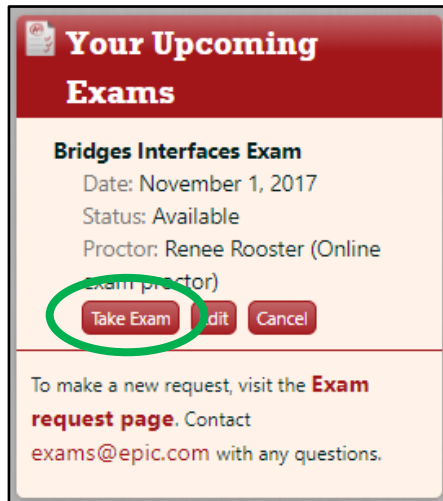


When you cancel your request, an email is sent to your proctor with the change.

Accessing Your Online Exam

On the date of your exam, **you must be in the same room with your proctor.**

From your Training homepage, view **Your Upcoming Exams** on the left side of the page and click **Take Exam**.



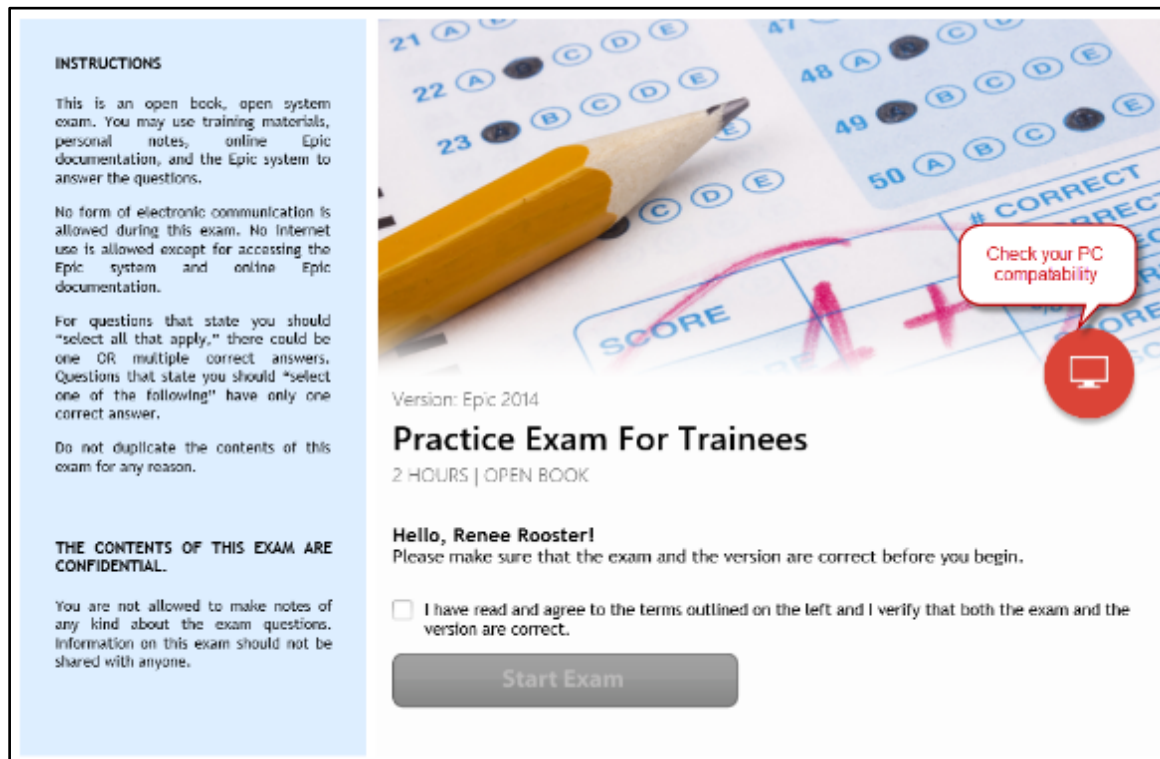
Your Upcoming Exams

Bridges Interfaces Exam
Date: November 1, 2017
Status: Available
Proctor: Renee Rooster (Online Exam proctor)

Take Exam **Edit** **Cancel**

To make a new request, visit the **Exam request page**. Contact exams@epic.com with any questions.

Read the instructions and verify that you are taking the correct exam.



INSTRUCTIONS

This is an open book, open system exam. You may use training materials, personal notes, online Epic documentation, and the Epic system to answer the questions.

No form of electronic communication is allowed during this exam. No Internet use is allowed except for accessing the Epic system and online Epic documentation.

For questions that state you should "select all that apply," there could be one OR multiple correct answers. Questions that state you should "select one of the following" have only one correct answer.

Do not duplicate the contents of this exam for any reason.

THE CONTENTS OF THIS EXAM ARE CONFIDENTIAL.

You are not allowed to make notes of any kind about the exam questions. Information on this exam should not be shared with anyone.

Version: Epic 2014

Practice Exam For Trainees
2 HOURS | OPEN BOOK

Hello, Renee Rooster!
Please make sure that the exam and the version are correct before you begin.

☐ I have read and agree to the terms outlined on the left and I verify that both the exam and the version are correct.

Start Exam

Check your PC compatibility

Taking Your Online Exam

When you are ready, your proctor will enable your exam. Check the box and click **Start Exam**.

EDI101 Bridges Interfaces Epic 2015
2 HOURS | OPEN BOOK | PROCTORED

Hello, Debi Bluebird!
Please make sure that the exam and the version are correct before you begin.

☒ I have read and agree to the terms outlined on the left and I verify that both the exam and the version are correct.

Start Exam

Below is a sample of the exam format:

Practice Exam For Trainees
Epic 2014
4 of 8 questions answered

Jump to a Question

Skipped (3) Bookmarked (3)

How much do you know about Epi...

#2 What acronym does Epic stand for?

#4 Which of these themes are represented a...

#6 What was Epic's original name?

HOW MUCH DO YOU KNOW ABOUT EPIC?

#1 What year was Epic founded?

SELECT ONE OF THE FOLLOWING (2 PTS)

☐ A. 1969

☐ B. 1979

☐ C. 1985

☐ D. 1970

Prev Next Bookmark

Proceed to Submit

Click to flag questions to easily review them later.

Only click this button when you are completed with the exam.

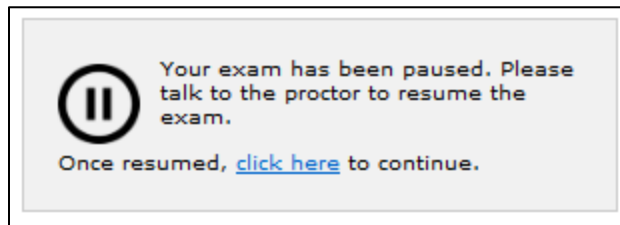
Hover over the clock to view time left.

1 2 3 4 5 6 7 8

- Use **alt + tab** to toggle between windows.
- To enlarge/reduce text/images, press the **CTRL key** and roll the wheel on your mouse.

Auto-Pause

Your exam will auto-pause if you lose internet connectivity for 60 seconds. You may see an error message followed by the box below:

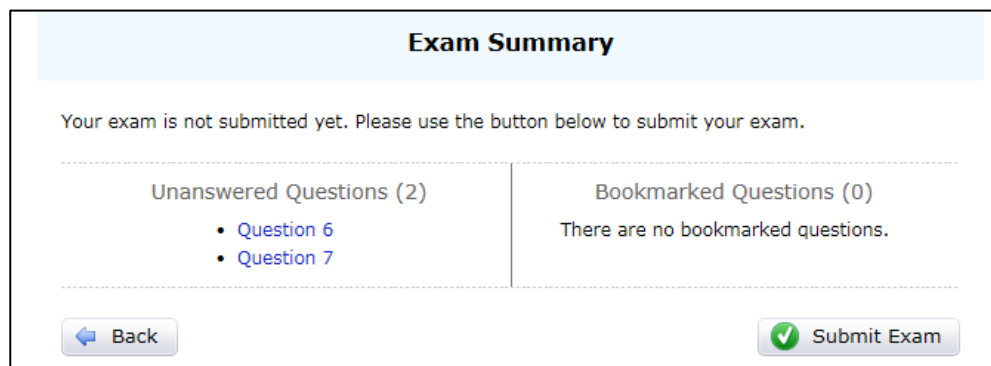


If the above message isn't displayed, go back to your Training homepage and click the Take Exam button again. It may feel like you are starting the exam over, however, your exam will resume to the question you last answered.

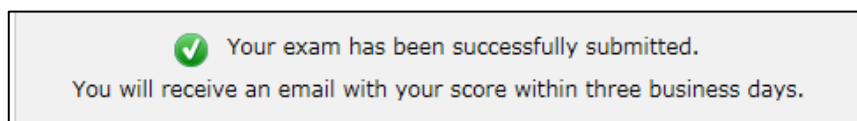
When your connectivity is back-up, let the proctor know when you are ready to resume and s/he will un-pause your exam. ***Note that once the proctor resumes your exam you must start within 60 seconds or it will pause again.***

Completing Your Exam

Click **Submit Exam** when you are finished. You will have an opportunity to go back and complete unanswered questions and review bookmarked questions, as long as your time hasn't expired.



Click **Submit Exam** again to send your exam for grading. A message will display indicating your exam was successfully submitted.



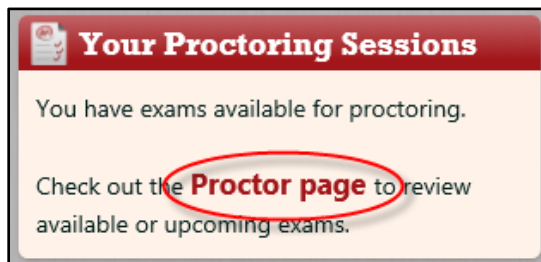
If your time runs out, the exam will automatically submit, whether or not you have answered all of the questions.

For the Customer Proctor

Exam-takers and proctors must physically be in the same room for the duration of the exam session.

Accessing Your Online Exams

- Log into the UserWeb and navigate to the Training homepage. <https://training.epic.com/>
- From the Training homepage, see Your Proctoring Sessions on the left side of the page. Click on the **Proctor Page** link to view your exams.



The "Proctoring Epic Exams" interface shows a header with the title and a dropdown menu set to "Showing exams for Renee Rooster". Below the header are four tabs: "Available Exams" (highlighted in red), "Enabled Exams", "Upcoming Exams", and "Submitted Exams". A red callout points to the "Upcoming Exams" tab with the text "Click here to view your exams with future testing dates". Another red callout points to the "Submitted Exams" tab with the text "Click here to view exams for another proctor". Below the tabs are buttons for "Change Proctor", "Change Date", "Cancel Exams", "Pause All", and "Resume All". A status bar indicates "Last refreshed 0 minutes ago. Refresh Now" and "2 Exams, 0 Enabled". A table lists two exams:

<input type="checkbox"/>	Exam Date	Trainee	Exam Name	Version	Time Left	Status	
<input type="checkbox"/>	4/29/2016	Jackie Cardinal	EpicCare Ambulatory Fundamentals Exam	Epic 2015	2 Hours	Not Started	<input checked="" type="checkbox"/> Click to Enable
<input type="checkbox"/>	4/29/2016	Debi Bluebird	Hyperspace Configuration Exam	Epic 2015	1 Hour	Not Started	<input checked="" type="checkbox"/> Click to Enable

A red callout points to the "Time Left" column with the text "View the time limit of exams to help you plan".

The **Available Exams** tab provides a list of exams you can proctor now.

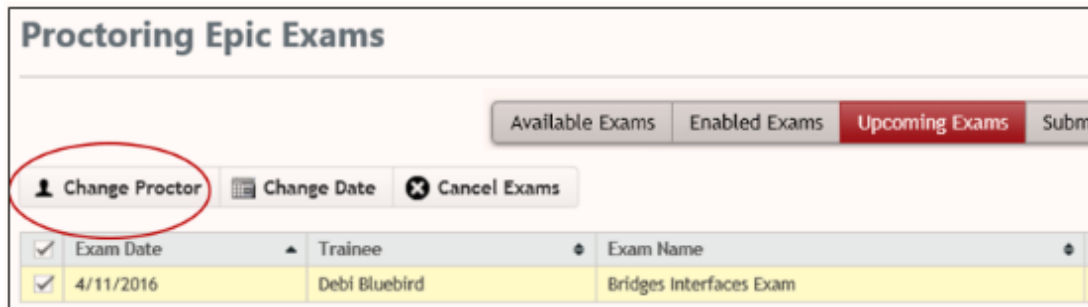
The **Enabled Exams** tab provides a list of exams that have been enabled for your current exam-takers.

The **Upcoming Exams** tab provides a list of exam requests with future testing dates.

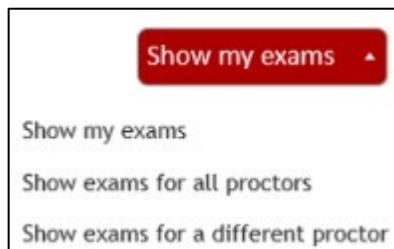
The **Submitted Exams** tab provides a list of exams completed.

Changing a Proctor Assignment

- Reassign an exam to another proctor at your organization by selecting the exam(s) that you wish to reassign and click the **Change Proctor** button.



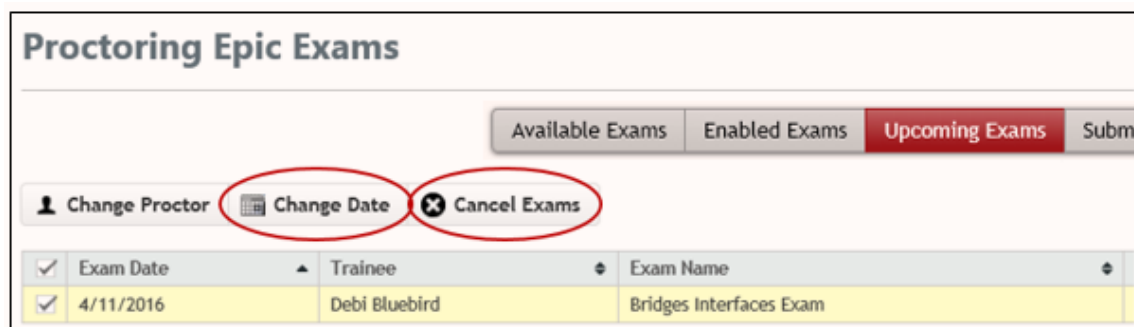
- View all your own exams, exams for all proctors at your organization, or exams for a specific proctor at your organization from the **Show my exams** button.



- If you need to switch proctors during an exam session, you may do so – it will not interrupt the exam-takers.

Updating Exam Requests

- Use the **Change Date** button to postpone exams up to one week. You can change the testing date of an exam request only once.
- Use the **Cancel Exams** button to cancel an exam request.



Proctoring an Exam Session

- When you are in the room with the exam-taker(s), and the exam-taker is ready, click **Enable Exam** so the exam-taker can begin. Proctors must remain in the room with the exam-taker during the entire exam.

The screenshot shows a web interface for managing exams. At the top, there are four tabs: 'Available Exams' (highlighted in red), 'Enabled Exams', 'Upcoming Exams', and 'Submitted Exams'. Below the tabs, there are buttons for 'Pause All' and 'Resume All', and a status indicator '17 Exams, 0 Enabled'. A table lists exams with columns: Exam Name, Version, Time Left, Status, and an action button. The first row shows 'dges Interfaces Exam' with version 'Epic 2015' and '2 Hours' time left, status 'Not Started'. The action button for this row is 'Click to Enable', which is circled in red. The second row shows 'icCare Inpatient Procedure Orders Exam' with version 'Epic 2015' and 'Submitted' status, with no action button visible.

Exam Name	Version	Time Left	Status	Action
dges Interfaces Exam	Epic 2015	2 Hours	Not Started	Click to Enable
icCare Inpatient Procedure Orders Exam	Epic 2015	---	Submitted	

- The status changes to **Enabled** and the exam-taker can begin the exam from his/her UserWeb account. IMPORTANT: Don't click the **Resume** button when the exam is in the **Enabled** status... you will use the exam-taker's time allotted.

This screenshot shows a detailed view of an exam's status. It displays 'Time Left' as '2 Hours' and 'Status' as 'Enabled' (highlighted in yellow). Below the status, there are two buttons: 'Resume' (with a play icon) and 'Disable' (with a red X icon).

Time Left	Status	Actions
2 Hours	Enabled	Resume Disable

- After the exam-taker begins the exam, the status changes to **In Progress**.

This screenshot shows the exam status updated to 'In Progress' (highlighted in yellow). The 'Time Left' is now '1 Hour 58 Minutes'. The 'Resume' button is no longer visible, and a 'Click to Disable' button (with a red X icon) is present.

Time Left	Status	Actions
1 Hour 58 Minutes	In Progress	Click to Disable

- Time Left** for the exam-taker will count down and refresh automatically on your page every 10 minutes. You may click **Refresh Now** at any time to view the current status of exams.
- Use the **Click to Disable** button only if the trainee is not following the exam rules/procedures, in cases of emergency and s/he is unable to finish the exam, or if the trainee is taking the wrong exam. You are not able to re-enable an exam once you disable it. Notify exams@epic.com with the reason why this button was used.

- If the exam-taker loses internet connectivity during the exam, it will auto-pause after 60 seconds. The status of the exam will change to **Paused**.

Time Left	Status	
1 Hour 52 Minutes	Paused	<div>▶ Resume</div> <div>✕ Disable</div>

When the exam-taker's connectivity is restored and s/he is ready to begin the exam again, click on the **Resume** button. ***Note that once the exam is resumed, the exam-taker must start within 60 seconds or it will pause again.***

- When the exam is completed, the status will change to **Submitted**.

Last refreshed 0 minutes ago. Refresh Now		
1 Exam, 0 Enabled		
Time Left	Status	
---	Submitted	

Pause All and Resume All

- Use **Pause All** or **Resume All** buttons only in an emergency (such as a fire alarm). These will take action for all exams, and are not to be used for breaks, of any kind, for individual exam-takers.

<div> <div>👤 Change Proctor</div> <div>⏸ Pause All</div> <div>▶ Resume All</div> </div>			
<input type="checkbox"/>	Exam Date	Trainee	Exam Name
<input type="checkbox"/>	4/4/2014	Debi Bluebird	Online Practice Exam

Testing with 'Online Proctoring Services'

Epic Community Members may choose to opt-in to utilize an online proctoring vendor for their employee proctoring. This allows trainees to take exams online from any location using a webcam, a high-speed internet connection, and a few other system requirements outlined below. Two vendor options are available for opt-in: ProctorU or Examity. Only one vendor can be opted in at a time.

ProctorU

Following are instructions for working with Epic's online testing system and ProctorU (if your organization has opted in for use of this vendor). Payment for proctoring is determined on how Epic Community Members choose to opt-in; either at the time of making your exam reservation or invoiced back to them monthly. Proctoring fees are as follows: \$16 for exams with a 1-hour time limit; \$19.25 for exams with a time limit greater than 1 hour. Reservations made less than 72 hours in advance will incur an additional premium fee which the exam-taker will be required to pay at the time of making the reservation.

NOTE: If you visit the ProctorU webpage, please do not set up your own account. Epic will do that for you when processing your exam request.

System Requirements Specific to ProctorU

Chrome or Firefox is required when testing with ProctorU. (You can use other browsers to take your Epic exam, however, you must connect to ProctorU using Chrome or Firefox.)

Make sure you have the necessary equipment and the speed of your connection is good (it's helpful to test the speed about the same time of day you will be taking your exam).

<https://test-it-out.proctoru.com>

Additionally, **ProctorU recommends you utilize the 'Live technician' section at the bottom of the Testing Your Equipment page to make sure your computer meets the required standards.**

Administrative rights to your computer – make sure you can access the following:

- Task Manager → Processes Tab → Show processes from all users
- The location you have chosen for your exam should be private, quiet and secure.
- If you are using electronic notes, they need to be on the same computer or laptop as your exam.
- ProctorU supports dual monitors, providing both monitors are connected to the same computer.
- Dual computers are not allowed unless connected with an IDMI cord. Test this with ProctorU.
- You must have a valid (not expired) form of government-issued or work-issued photo ID.

Examity

Following are instructions for working with Epic's online testing system and Examity (if your organization has opted in for use of this vendor). Proctoring fees are invoiced back monthly to Epic Community Members, rather than paid at the time of service. Proctoring fees are as follows: \$15 for exams with a 1-hour time limit; \$19.25 for exams with a time limit greater than 1 hour.

NOTE: If you visit the Examity webpage, please do not set up your own account. Epic will do that for you when processing your exam request.

System Requirements Specific to Examity

Make sure you have the necessary equipment and the speed of your connection is good (it's helpful to test the speed about the same time of day you will be taking your exam).

<https://prod.examity.com/systemcheck/check.aspx>

- Desktop computer or laptop (tablets, Chromebook and cell phones do not meet the requirements)
- A working built-in or external webcam and microphone
- Internet speed must be at least 2 Mbps download and 2 Mbps upload. Hot spots are not recommended.
- Browser with pop-up blocker disabled
- The location chosen for taking the exam should be private, quiet, and secure.
- Must have a valid (not expired) form of government-issued or work-issued photo ID.
- **Dual monitors are not allowed with Examity.** Any online resources that you are using to take the exam must be on the same computer or laptop as your connection with Examity. Hardcopy resources (personal notes and training companion) are allowed.
- 24 hours' notice for scheduling, re-scheduling or cancelling

Ordering Your Exam with Epic with Online Proctoring Services

Use the Exam Request Form on the UserWeb to order your exam. Select the **Online Proctoring Services** option at the top of the form. You will know what vendor your organization is opted into by the vendor name that populates in the proctor field.

The image shows two identical screenshots of the 'Exam Request Form' under the 'General Exam Info' section. In both, the 'Location' dropdown is set to 'Online Proctoring Services' (highlighted with a green oval). The 'Proctor' field shows the vendor assigned to the organization: 'ProctorU' in the first screenshot and 'Examity' in the second (both highlighted with green ovals). The 'Exam date' is set to 'Select a date...' and 'Organization' is empty.

Once your exam(s) is ordered, it will be viewable from your UserWeb Training homepage. When the status is **Processing**, you may edit the testing date or proctor on this page. If the status is **Available** and changes are needed, reach out to exams@epic.com.

This screenshot shows the 'Your Upcoming Exams' section with a red header. It lists the 'Bridges Interfaces Exam' with a warning icon. The details are: Date: June 30, 2020; Status: Processing (circled in green); Proctor: ProctorU; Time Allowed: 120min - Pending; and a link to 'Training Companion Change Log'. At the bottom are three buttons: 'Take Exam', 'Edit' (circled in green), and 'Cancel'.

This screenshot shows the 'Your Upcoming Exams' section with a red header. It lists the 'CEE: EpicCare Ambulatory Application Essentials Exam'. The details are: Date: May 18, 2020; Examity Portal; Status: Available (circled in green); Proctor: Examity; Time Allowed: 180min. At the bottom are three buttons: 'Take Exam', 'Edit', and 'Cancel'.

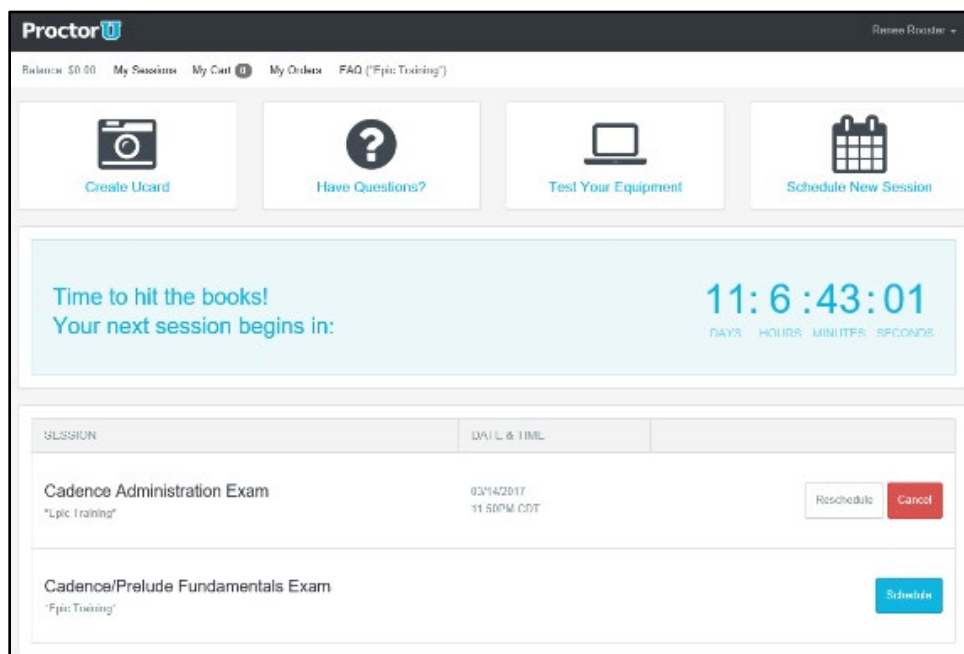
Making Your Proctoring Reservation with ProctorU

Approximately a week before your requested testing date you will receive an automated email from ProctorU with log-in instructions, prompting you to schedule your exam with them. Be sure to “unblock” emails for proctoru.com or check your spam/junk folder if you did not receive the email. Follow the instructions provided. **You will need to set up your proctored session at least 72 hours before your requested testing date to avoid any late scheduling fees.** Reservations made less than 72 hours in advance will incur an additional premium fee which the exam-taker will be required to pay at the time of making the reservation.

In your ProctorU account, the My Sessions tab will show your upcoming exam(s), where you can schedule, reschedule, or cancel your session. Note that changing the time ‘wheel’ on the left will display upcoming availability.

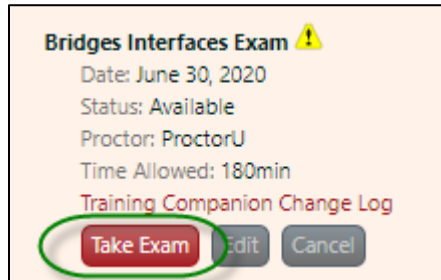
When your testing date arrives, log into ProctorU to connect with your proctor to take your exam online.

- You will have a window of up to 30 minutes after your scheduled exam time to connect with ProctorU.
- If you need to reschedule and your exam is less than 6 hours away, you will need to **call** ProctorU.
- If you are rescheduling outside of the available exam date window (original testing date + 5 calendar days) you will need to contact exams@epic.com to change the date of your exam.
- If your reschedule date is 7 or more calendar days out, it is best to cancel your exam and submit a new exam request from Epic.
- **Allow for an additional 15-30 minutes of set-up time** with ProctorU before you actually start your exam.



Taking Your Online Exam with ProctorU

- At the time of your appointment, visit <https://go.proctoru.com>. After the countdown on your page expires you will see a button that says, **You have an exam. Click to start!**
- ProctorU will verify your identity after which you can navigate to your Training homepage. <https://training.epic.com/>
- View **Your Upcoming Exams** on the left side of the page.

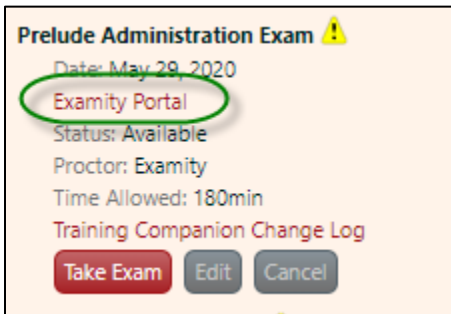


- Click on the **Take Exam** hyperlink to access your exam.
- Instructions for taking your exam are described earlier in this document – see pages 9-11.

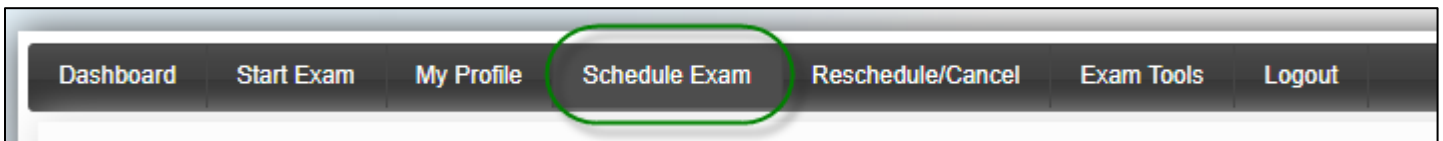
Making Your Proctoring Reservation with Examity

Approximately a week before your requested testing date you will receive an automated email from Examity with a link to your account, prompting you to schedule your proctoring session. Be sure to “unblock” emails for Examity.com for check your junk/spam folders for an email from donotreply@examity.com. **You will need to set up your proctored session at least 24 hours before your requested testing date.**

You may also use the Examity link with your upcoming exam on the training home page to navigate to your account:



In your Examity account, you will be prompted to set-up your profile, including your preferred time zone and phone number. After set-up, navigate to the **Schedule Exam** page to set-up your proctoring date/time.



Note that the expire date column shows the last date your exam is available in Epic’s system. You cannot schedule past this date without updating your testing date with Epic.

Course Name	Exam Name	Expire Date
Prelude Administration E	Prelude Administration E	06/04/2020 5:00 AM

May 2020

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Select Time

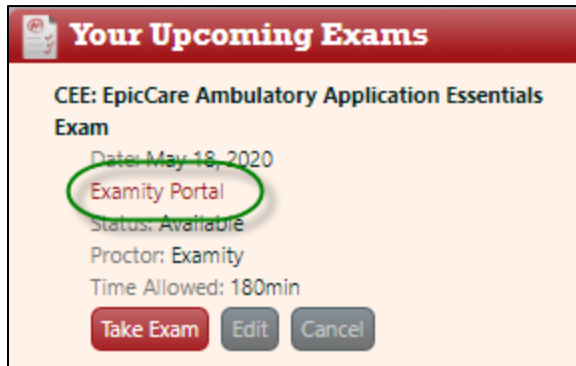
12:00 AM	12:30 AM	01:00 AM	01:30 AM	02:00 AM	02:30 AM	03:00 AM	03:30 AM
04:00 AM	04:30 AM	05:00 AM	05:30 AM	06:00 AM	06:30 AM	07:00 AM	07:30 AM
08:00 AM	08:30 AM	09:00 AM	09:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM
12:00 PM	12:30 PM	01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM	03:30 PM
04:00 PM	04:30 PM	05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM	07:30 PM
08:00 PM	08:30 PM	09:00 PM	09:30 PM	10:00 PM	10:30 PM	11:00 PM	11:30 PM

Schedule

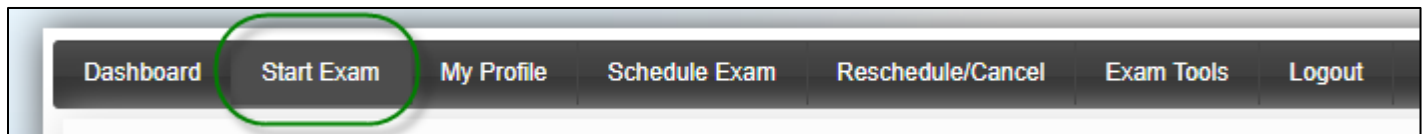
Use the Reschedule/Cancel option to change manage and view your upcoming exam(s). Once a proctoring time is scheduled, be sure to cancel or reschedule if you are unable to keep the requested time slot.

Taking Your Online Exam with Examity

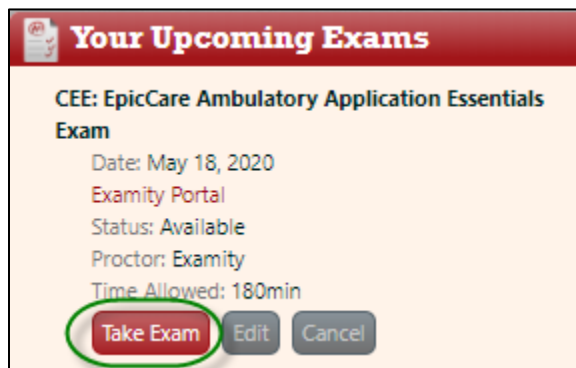
- At the time of your appointment, navigate to the Examity site with the link next to your exam. We recommend logging in at least 10 minutes prior to your session time.



- Navigate to **Start Exam** in the menu. Your exam will only appear under the Start Exam page 15 minutes prior to your scheduled proctoring time.



- Examity will verify your identity after which you can navigate to your Training homepage.
<https://training.epic.com/>
- View **Your Upcoming Exams** on the left side of the page.



- Click on the **Take Exam** hyperlink to access your exam.
- Instructions for taking your exam are described earlier in this document – see pages 9-11.

Testing at Epic

If you're in our neighborhood, you are welcome to join the exam sessions held at Epic in Verona, WI. Exam sessions are held most Fridays at 9am. To see the dates, go to the Exam Request Form, select At Epic as the location at the top of the page, then click the date dropdown.

Exam Request Form

General Exam Info

Location: Arranged with Proctor Online Proctoring Services **At Epic**

Organization:

Exam date: 05/17/2019 @ 9:00 AM - 11:00 AM
05/17/2019 @ 9:00 AM - 11:00 AM
05/24/2019 @ 9:00 AM - 11:00 AM
06/07/2019 @ 9:00 AM - 11:00 AM
06/14/2019 @ 9:00 AM - 11:00 AM
06/21/2019 @ 9:00 AM - 11:00 AM
06/28/2019 @ 9:00 AM - 11:00 AM
07/12/2019 @ 9:00 AM - 11:00 AM

Proctor: 05/24/2019 @ 9:00 AM - 11:00 AM
06/07/2019 @ 9:00 AM - 11:00 AM
06/14/2019 @ 9:00 AM - 11:00 AM
06/21/2019 @ 9:00 AM - 11:00 AM
06/28/2019 @ 9:00 AM - 11:00 AM
07/12/2019 @ 9:00 AM - 11:00 AM

Exams

Exam-taker

To register for an exam, complete and submit the Exam Request Form. Note that when testing at Epic, you can submit the form up to the Wednesday before the testing date.

Public Proctors

A public proctor is a proctor at a community college or testing center (such as Sylvan) who is willing to proctor your exam. These folks need to complete a proctor agreement and submit it to Epic for approval and processing. Contact exams@epic.com for the public proctor agreement.

Note that when working with a public proctor, a paper exam will be shipped. Public proctors don't have access to our online testing system.

There are some public proctors already in our system. Check them out by clicking the 'Exam Proctors' link on the right side of your Training homepage. (The 'Include public proctors' box should already be checked.) Narrow the list down by typing in key search words as well as sorting on the various column headings. Be sure to contact the proctor before ordering your exam – you want to make sure s/he is still with the organization, that they still offer proctoring services, and that they can be in the room with you for the duration of the exam. Also discuss proctoring fees with them as you will be responsible for any fees incurred.

If you find a library on the public proctor list, or want to add a library proctor, contact them before ordering your exam. Libraries are interactive settings and library staff may not be able to stay with the exam-taker for the duration of the exam session, which is a requirement. Therefore, contact them first to confirm they offer dedicated in-person proctoring services as a regular part of their daily business.