

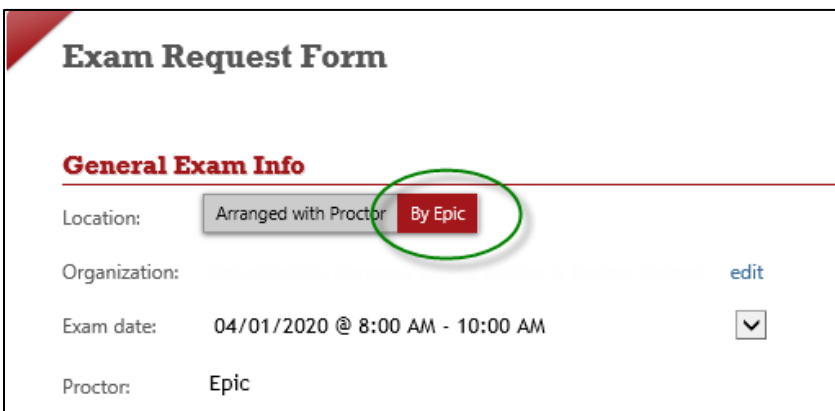
Instructions for Exams Proctored by Epic Staff Remotely

Epic staff are available to proctor 1:1 for customer exam takers via Webex beginning 4/1/2020. This is a temporary service initially available through May 1, 2020 and is free of charge to customer trainees. Exam takers will need access to the UserWeb and a web cam or built in camera on their computer.

For information on system requirements for online exams or general online exam instructions, please refer to the '[Exam Instructions – Epic Community Member](#)' document in Galaxy. Email any questions or exam changes to exams@epic.com.

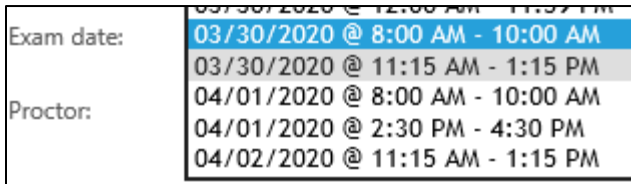
How to request the exam with Epic as the proctor:

- On the [exam request form](#), select 'By Epic' in the proctor section:



The screenshot shows the 'Exam Request Form' with a section titled 'General Exam Info'. The 'Location' field is set to 'Arranged with Proctor' and has a red button labeled 'By Epic' next to it, which is circled in green. Other fields include 'Organization' with an 'edit' link, 'Exam date' set to '04/01/2020 @ 8:00 AM - 10:00 AM' with a dropdown arrow, and 'Proctor' set to 'Epic'.

- Select the date/time you would like to take your exam from the available options. All time slots are in Central Standard Time on the request form.



The screenshot shows the 'Exam date' dropdown menu with the following options:

Exam date:	03/30/2020 @ 8:00 AM - 10:00 AM
	03/30/2020 @ 11:15 AM - 1:15 PM
Proctor:	04/01/2020 @ 8:00 AM - 10:00 AM
	04/01/2020 @ 2:30 PM - 4:30 PM
	04/02/2020 @ 11:15 AM - 1:15 PM

Please note: Exam date/time slots may fill up. Requests will be processed in the order they are received. If we are unable to proctor your exam on the requested date or time, we will email you for an alternate date/time slot.

- After you submit the request, you will receive a confirmation email that your exam request was received. If you do not receive this, let us know so we can confirm your email address is correct in our system.

Webex meeting invite:

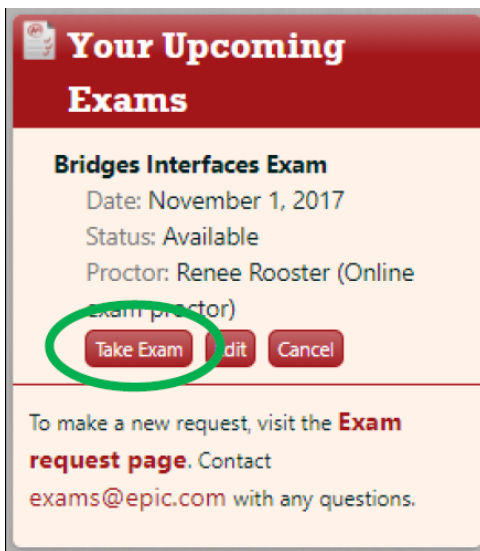
- You will receive a Webex meeting invite from the Epic staff member that will be proctoring your exam 1-2 business days prior to your testing date.

Connecting to the Webex to take your exam:

- Use the 'Join Meeting' button in the WebEx calendar hold to join the meeting a few minutes before your start time.
 - Before your proctor can enable your exam, you will need to connect to the Webex meeting with both audio and video, as well as share your screen. Your microphone sound should remain on for the duration of the exam.
 - **You may use one monitor, which is the monitor that is shared in WebEx.** Use alt + tab to toggle between your exam and other programs you need to access.

Accessing your exam after you've connected with the proctor:

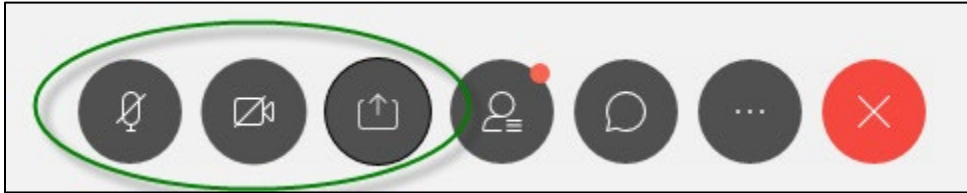
- From your Training Home page, view **Your Upcoming Exams** on the left side of the page and click **Take Exam**.



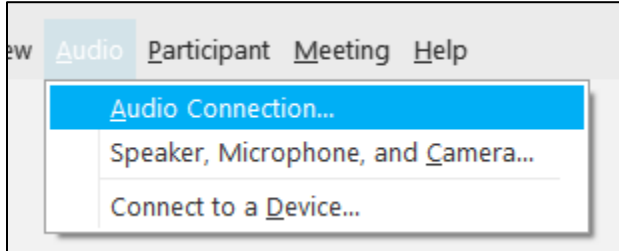
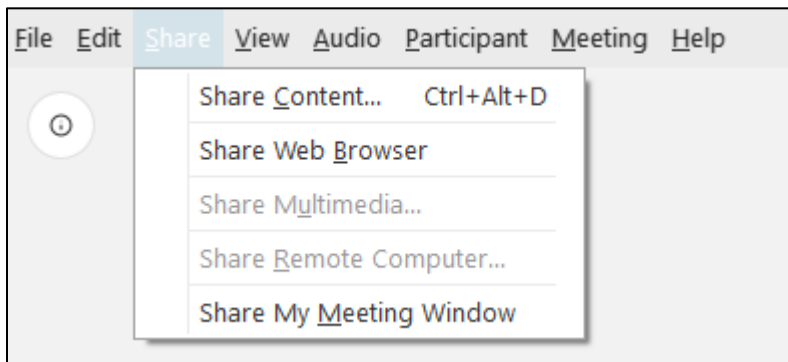
- Read the Instructions and verify you are taking the correct exam before you begin.

Webex tips:

- Instead of calling into the audio portion of the meeting, then signing into the online portion later, just sign directly into the online meeting. As you sign in, you will be prompted for a callback number, and will be called to join the meeting.
- Use the first three buttons on the quick access toolbar in webex to control your microphone, camera, and sharing your screen.



Or you can also control using the menus at the top of the Webex meeting:



- If you get disconnected or accidentally close your Webex session, don't worry! You can quickly reconnect with your Epic proctor to resume taking your exam. Your proctor will disable your exam while you are disconnected.