

CEBS

Certified Employee Benefit Specialist® Program



How-To Guide— A Successful CEBS Exam Experience

Thank you for enrolling in a CEBS® exam and for continuing your professional development by earning your GBA, RPA and CEBS designations.

The virtual component of the exams is meant to provide you with the flexibility to access and complete your exams when and where you feel most comfortable. Getting used to the online exam website and process ahead of time can ensure that you can focus on taking the test when you are ready without technical delays.

This overview provides comprehensive information on what to expect when you take exams from the CEBS program. All exams are completed online utilizing the online monitoring software, Proctorio, to ensure the integrity of the exams.

Technology Requirements

- A desktop or laptop computer
 - Tablets and cell phones are not compatible.
 - Macs are not recommended.
- Reliable and secure internet
- The Chrome browser
- The ability to install and utilize the Proctorio Chrome extension.
 - Proctorio is used for exam monitoring and security. Proctorio is not a replacement for an in-person proctor for continuing education (CE) credit. For more information on proctor requirements for CE, please visit www.cebs.org/ce.
 - This step may require assistance from your IT support if you are using a company-issued computer.
- A web camera and microphone

Please consider these helpful hints and instructions on how to ensure you can access and complete your online exam. You have spent a lot of time studying, preparing and scheduling. The following is a helpful timeline, expected time commitment and a walkthrough of what to expect to be successful as you prepare to take your online exam.

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When: From the Start of Your Testing Window to One Week Before Taking Your Exam

Expected Time: 20 Minutes

1. Access your account at www.theinstitutes.org.
 - Confirm your username and password are active and accessible by clicking on the Sign In button in the upper right corner of your screen.
 - If you are signing in for the first time, you will be asked to reset your password.
 - Bookmark the website and store your username and password where you can access it for future use.
 - Update your profile information if you would like to receive communications through a different email address. Your username will remain the same, but you will receive emails through the updated email address.
2. Confirm that your current CEBS exam is available to you to complete on their learning management system.
 - Under your name, click the My Courses and Exams option from the dropdown menu.
 - Under the Courses in Progress section, confirm that your exam is listed.
 - If your exam is in the current testing window, hovering your cursor over the Access Content box will change the box from blue to white. This means that your exam is available.
 - If you are outside of the testing window you registered for, you will not be able to click on the Access Content box.
3. Confirm with your IT team that you can download and utilize the Chrome browser and the Proctorio Chrome extension and that you have access to a desktop or laptop computer with a microphone and camera.

If you have any technical issues related to your username, password or exam availability on The Institutes website, please reach out to the CEBS Customer Service team. For U.S. students, they can be reached at cebs@ifebp.org or (800) 449-2327, option 3. For Canadian students, they can be reached at cancebs@ifebp.org or (833) 886-3749. Our team can help you Monday through Friday, 8:00 a.m.-5:00 p.m. CT, to make sure that when and where you are ready to write your exam, the exam is ready and available.

When: Day of Your Exam—Part 1

Expected Time: 20 minutes

There are multiple steps to this process. Plan to take 20 to 30 minutes to work through accessing the website, downloading the Proctorio software, completing the diagnostic test, etc.

1. We recommend printing and/or downloading this How-To Guide to have as a quick reference for accessing your exam (see Step 2 below).
2. Make sure you have your government-issued photo identification (ID) card available.
3. If necessary, a blank piece of paper, pencil and a non-programmable calculator may be used for your exam. Otherwise, your workspace should be clear, and please close any additional browser windows not required as part of the exam-taking process.
4. Make sure you have a strong internet connection, a microphone and a camera.
5. Open your Chrome browser and go to www.theinstitutes.org.
6. Sign in to your profile with your username and password in the upper right corner of the screen.
7. Click the drop down by your name and select the My Courses and Exams section. Under the Courses in Progress section, click on the Access Content box for the exam you are about to complete. You will be taken to the Getting Started page for your exam.
8. Download and install the Proctorio extension using the link provided on the website.

Accessing your exam involves a few steps that include viewing and agreeing to the *CEBS Virtual Exam Code of Conduct*, enabling Proctorio, completing a diagnostic test to ensure your camera and microphone are working properly, enabling screensharing and taking a picture of your ID card. Once these steps are completed, you will be able to access your online exam through a link that opens your exam in a new browser window.

Review all the directions at the top of the screen, then scroll down to the boxes at the bottom.

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Step 1—CEBS Virtual Exam Code of Conduct

1. Click on the CEBS Virtual Exam Code of Conduct box.
2. A new window will open. Click the yellow View File box.
 - The file will open in a new window. Review the document.
 - When you are finished reviewing the document, close the window.
 - Either use the Back button in your browser or click the Home icon in the blue toolbar on the left of the screen to return to the Getting Started screen.
 - Your *CEBS Virtual Exam Code of Conduct* box will turn green for “completed” and will be marked as 100% complete.

Step 2—How To Guide

1. Click on the How-To Guide box.
2. The How-To Guide will open in a new window.
3. Download and/or print the How-To Guide.
4. Close the How-To Guide window.
5. Either use the Back button in your browser or click the Home icon in the blue toolbar on the left of the screen to return to the home screen.
 - The box will remain blue as this is not a mandatory step.

Step 3—Start Your Exam

1. Click on the Start Your Exam box
 - This only becomes available if you have reviewed and completed the CEBS Virtual Exam Code of Conduct.
2. There will be one or two boxes available to click: a View Link box and a Take Exam box.
 - If the View Link box appears, you need to install Chrome and/or Proctorio.
 - Download and install the necessary software with the links provided.
 - **Failure to successfully download and install Proctorio will result in an invalidated exam attempt.**
 - If Proctorio and Chrome are already installed, click the Take Exam box. In the next window, click the Begin Attempt box in the lower left corner. You will begin the process to enable the Proctorio monitoring extension for your exam.

Proctorio Extension—Enabling the Software

1. Read the “Before you Begin” information provided.
2. Click the black Continue button in the lower right corner.
3. A pop-up window will open asking you to share your entire screen. If you do not see the pop-up, minimize your windows to see if it is behind the browser window.
4. Click the picture of your screen.
5. Click on the Share button in the pop-up.
 - This will allow screen sharing, which is required. A small window will open notifying you that Proctorio is sharing your screen.
6. The System Diagnostic Test will run.
 - If any issues are found with your webcam, microphone, connection and/or desktop, consult the Proctorio helpline and the instructions provided.
 - Once an issue is resolved, click the Re-Test button in the lower right of the screen. Continue this until all systems are green and you may proceed with Proctorio enabled.
7. Submit the webcam image test and your ID card.
 - Your picture will be taken for Proctorio for comparison purposes with the ID card to be presented.
 - Your ID card will be scanned.
 - Hold your government-issued photo ID in the green box provided.
 - After approximately 15 seconds, you will be able to click the Scan ID Manually box if you are unable to line up your ID card in the space provided (recommended).

8. Click the I Accept, Begin Exam Now box in the lower right corner of the screen.

Proctorio is now enabled. **Do not click the Stop Screen Sharing button or you will be removed from the exam, your results will be invalidated and you will be required to purchase a retake for the exam.**

Final Preparations for Your Exam

- Make sure your testing area is clear. You may have a single piece of blank paper, a writing utensil and a non-programmable calculator if needed.
- From here, you will be expected to complete your exam without leaving the view of the camera.

The final steps relate to the exam navigation, completion and submission.

When: Day of Your Exam—Part 2

Expected Time: 90 minutes

Completing Your Exam

1. A Question 1 box will be open on your screen.
2. Click the Click Here link in the first line of the question box. The remainder of this box will be completed after you have successfully clicked the link, completed your exam in the new testing window and received your results. Leave this window open behind the new Surpass exam window.
3. A new window will open. Click the green Open Exam box in the lower left of the screen. You are entering the Surpass system where the exam is hosted.
4. Review your information, then click Yes if the information is correct.
5. Review the information provided regarding the types of questions.
6. Click the blue Start the Test box in the lower right corner after reviewing the question section descriptions.
 - Each question type is in its own question bank/grouping. All functionality for flagging, reviewing and sorting questions corresponds to each question group—not the entire exam. You can move freely between question groups by clicking on the vertical toolbar on the left of the screen.
 - If there are any reference materials associated with an exam, they will be available now.

Navigation Icons are available in the lower left of the screen.

- Preferences (the gear icon) allows for different font and background colors.
- Section Review (the nine dots) allows for sorting flagged, answered and unanswered questions per question type.
- Question sections are in the vertical, numbered column on the far left of the screen. Clicking on the sections will navigate between question groups.

Submitting Your Exam

Expected Time: 3 Minutes

1. Once you have answered all exam questions, click the Finish Test box.
2. Confirm that you are ready to submit your exam.
 - You will receive an error message if there are unanswered questions.
3. Click the Finish box to submit your exam.
 - You will see your test results as a “pass” or “non-pass” notification immediately following your exam submission.
4. Click the Exit Test box after reviewing your results. You will receive confirmation that you have completed your exam and that you can close your browser window.

After you have completed your exam, received your results and closed the Surpass exam window, you can complete the Question 1 box.

1. Type "Complete" in the space provided.
2. Click the green Review Attempt box in the lower right corner of the screen.
3. Click the Submit Attempt box.
 - This will close the Proctorio monitoring software and close the exam session with The Institutes.
 - If this step is not completed, your exam has still been submitted and your results will be processed. This function is to close the enrollment with The Institutes and does not affect your exam or results. If this is not completed, your enrollment will eventually time out.

You have successfully completed your CEBS exam.

When: Next Business Day After Your Exam—Results Processed

Expected Time: 3 Minutes

Exam results will be reported to the Foundation from The Institutes and loaded into your profile. You will receive an email confirmation that your exam results have been sent. This email will also include instructions on how to verify your "pass" or "non-pass" notification on your official CEBS transcript.