
PREPARING FOR TESTING

IMPORTANT: Confirm with your IT/Network team that **ALL** of these domains are allowed:

*.programworkshop.com *.starttest.com *.startpractice.com *.verifyreadiness.com
*.programworkshop2.com *.starttest2.com *.gettesting.com

Prior to testing (Deadline to complete is December 28, 2023):

Program Workshop/Check Readiness URL: abnm-ite.programworkshop.com

REQUIRED: Proctor, please complete the following steps on every workstation/computer. **NOTE – laptops, tablets and/or mobile devices cannot be used to deliver the exam:**

1. Run System Check
2. Run Test Delivery Check
3. Run Bandwidth Check
4. Download the ABNM Secure Browser (Windows or Mac). *Minimum requirements are as follows: Windows 10 (retiring support for Windows 8.1) or Mac: Mac OS Sierra 10.13 and Safari 12 (retiring support for Mac OS 10.12 and Safari 11)*

Prior to testing:

1. Login to Program Workshop and access/print the examinee Roster Report – check for accuracy and escalate changes to the ABNM Office at abnm@abnm.org by **December 28, 2023**
2. Subscribe to Exam-Day Technical Support blog at abnm-itesupport.programworkshop.com
3. Distribute the IT Exam Key Features Guide for Examinees to test takers

EXAM DAY

Before examinees arrive:

1. Login to Program Workshop on the proctor workstation
2. Access/print a final copy of the Roster Report
3. Create a Session under the “Proctor” component
 - Each proctor should create their own session for the day; write down the session number so you can provide it to examinees. **NOTE: Session numbers expire at the end of each day.**
 - Provide examinees with a blank piece of paper. **NOTE: Examinees can take notes during the exam using paper provided by the Proctor. Additionally, Examinees can use a non-programmable handheld calculator during the exam.**

When examinees arrive:

1. Check their name against your roster
2. Ask the examinees to launch the ABNM Secure Browser
3. Allow examinees to begin testing:
 - Provide the examinees with the session number for the session you created.
 - Examinees login with the session number you provide, plus their Trainee ID (including leading zeroes) and last name.
 - **IMPORTANT:** If examinees have problems logging in, **double-check the roster report** – typically it’s a spelling, punctuation, or upper/lowercase issue.
NOTE: Examinee’s Trainee ID and last name must match the roster *exactly* to login successfully.
4. Once examinees have successfully login, they will wait to be approved by the proctor in the session before they can start the exam
5. At the end of the exam, the ABNM Secure Browser will close, and the examinee may leave. **NOTE: Collect and destroy all paper used to take notes during the exam to ensure test security**

SUPPORT CONTACT INFORMATION

Technical support for online test delivery is available Monday – Friday between 7am and 5pm Central Standard Time (CST).

- For questions/issues regarding system functionality, email support requests to support@testsys.com OR call +1 800 514-8494

Online test delivery support after 5pm (CST) is available using the same number(s) as listed above. Your call will be routed to a third party on-call team. **Note:** If additional assistance is needed, your call will be escalated to the standard IT support team.

- For general administrative support (*i.e.*, if the designated Proctor or their email address has changed) or for questions/issues regarding policies, registration, or administration, please contact the ABNM at abnm@abnm.org or call (314)367-2225.