
Health Science Assessment Quick Reference Guide/FAQ

Technical Support

For technical support, please contact: support@precisionexams.com

For immediate assistance, please call: (801)-653-9356

NCHSE ASSESSMENT INFO PAGE - <http://www.healthscienceconsortium.org/assessment/>

System Training

- ◆ **Other Training Related Documents:**
 - [Proctor User Guide](#)
 - Registration/Login
 - Add class/exam
 - Exam Administration/Reports
 - [Student User Guide](#)
 - Registration/Login
 - Take an exam

System and Firewall Requirements

- ◆ **System Requirements:**
 - Supported browsers
 - Internet Explorer version 7.0 or higher
 - Mozilla Firefox 3.0 or higher
 - Safari 4.0 or higher
 - Enable JavaScript in your browser
 - Screen resolution 1024x768 or higher
 - Disable pop-up blockers
 - Add www.precisionexams.com to your internet security “white list”

Common Testing Issues

❖ What if a student needs more time to finish the exam?

- All exams are on a 90 minute timer. If a student cannot finish the exam and needs more time, please call Precision Exams Customer Support (800-470-1215), and we can add more time to the student's timer. However, **students must finish the exam in one sitting**. They are not allowed to leave the exam and re-enter it at a later date. We do make accommodations for students with an IEP or 504, they may have as much time as needed and can take the exam over multiple days if necessary.

❖ What if I have a student with an IEP or 504?

- We can make the following accommodations for students with IEP or 504's -
 - Add more time to their exam
 - Pause and re-authorize to take exam over multiple days
 - Turn off item randomization to read to a group of students

Please call Precision Exams Customer Support (800-470-1215) after the student is logged into the test code and before you authorize the student, and we can make these accommodations.

❖ What if the Internet connection is lost during the test?

- Once the Internet connection is re-established, ask the student to log back in and re-launch the test using the same Test Code. The Proctor must re-authorize the exam. The students' answers should be saved allowing them to resume where they left off before the Internet connection was lost. If their answers are not saved, contact technical support immediately.

❖ What if a student cannot log in?

- Ensure that the student has registered. From www.precisionexams.com/NCHSE, Click the **Student Login** tab, and then **Register Student**.
- Refer to the Proctor Training tab.

❖ What if a Proctor cannot log in?

- Ensure that the Proctor has registered. From www.precisionexams.com/NCHSE, Click the **Proctor Registration** tab, and then follow the four registration steps.
- Refer to the Proctor Training tab.

❖ What if the test doesn't launch after the student enters the Test Code?

- Try re-entering the **Test Code**. Test codes are case sensitive; they are UPPERCASE, alphanumeric (i.e., they contain both letters and numbers), and eight characters in length.

◆ **What if the student is “connected” to the test, but the test doesn’t launch?**

- The Proctor has not “authorized” the exam. From the proctor screen, select the student, then “authorize” the exam. The “Proctor Authorization,” and “Test Loaded” boxes will update on the student screen. The student can then launch the exam.
- Refer to the Proctor Training tab.

◆ **What if the graphics aren’t loading on the test?**

- Check the firewall setting to make sure you are allowing the sites listed above. If the sites are allowed please follow the instructions below.
- Contact technical support immediately.