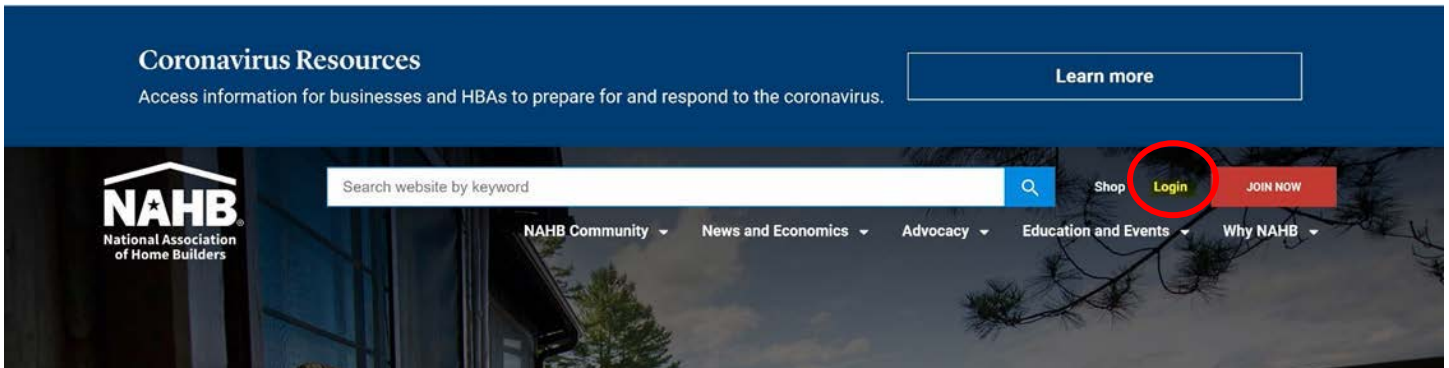


HCCP Online Proctored Exam - Registration and Exam Instructions

Please ensure you are first logged into www.nahb.org. You will need to create an account if you do not already have one.

Directions for Creating an NAHB.org Login

You will need your own nahb.org username and password to register for the online HCCP exam. Below are steps to create your account on NAHB.org. Go to: www.NAHB.org. Click on "Login".



To create a free nahb.org account, if you do not already have one:

- Go to the blue box labeled, New to nahb.org?
- If you have an account and forgot your password, go to the gray box labeled, Forgot Password? Or you may contact the NAHB Help Desk at nahbsupport@nahb.org or call 202-266-8313.

Your password must contain at least 8 characters, one capital letter and one number.

Login

★ indicates required field

★ Username

test@example.com

★ Password

☐ Remember my username and password

Submit

New to NAHB.org?

Create your account

Register

Forgot Password?

We can help you change it

Reset Password

For new accounts, you will need to complete the following online form.

- As you complete the form, please remember that to create an account you do not need to have an NAHB PIN number.
- You can bypass this step by check the box 'I don't have a PIN' under the PIN field on the form.
- Once you have created an account, you will receive an email from NAHB, requiring you to confirm your account.
- Once you have confirmed your account, you will be ready to register for the course when your sites access links are ready closer to the class date. They will be sent by the local site contact along with further instructions. However, if you do not receive the confirmation email for your NAHB account or experience any issues related to creating your account, please contact the NAHB Help Desk at nahbsupport@nahb.org or call 202-266-8313.

Create your account and profile to unlock access to exclusive member-only content.

Your password must be at least 8 characters long, and include one capital letter and one number.

Registration

* indicates required field

* Username/Email

* Confirm Email

* Password

* Security Question

What city were you born in?

* Answer

* Zip Code

* PIN

☐ I don't have a PIN

* Country

United States

☐ I have read and agree to the privacy agreement on nahb.org

Submit

Once you have your username and password, you may register for the exam

Please note these additional registration reminders listed below: The course is non-transferrable.

You must login as yourself to receive your certificate of completion and credit for this course.

If you are registering as a member, please use a PIN tied to your legal name. NAHB PINs are tied to a person, not a company.

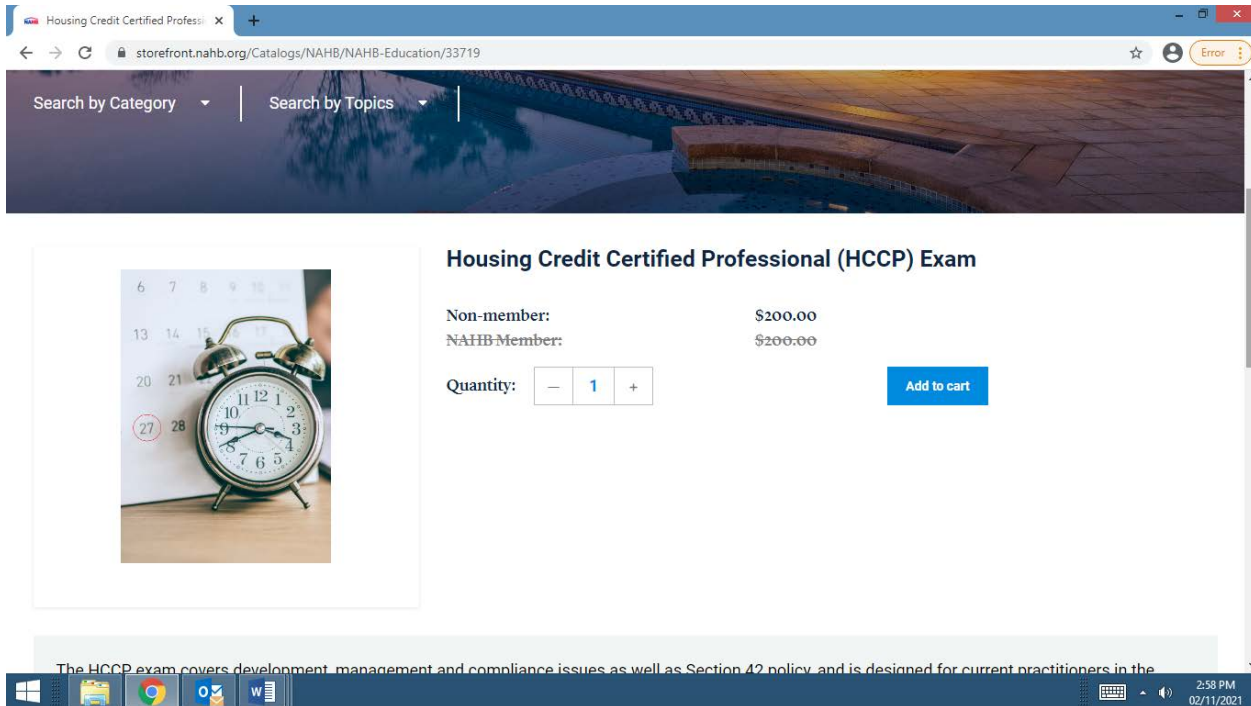
If you are registering for the course on behalf of someone else, you must use their nahb.org username and password. Otherwise, this person will not receive credit.

Individuals may experience some technical glitches when trying to purchase the course using Chrome as your Internet browser. If you do experience any issues, please try switching to another Internet browser to make the purchase (i.e., Firefox, Internet Explorer 11+, etc.)

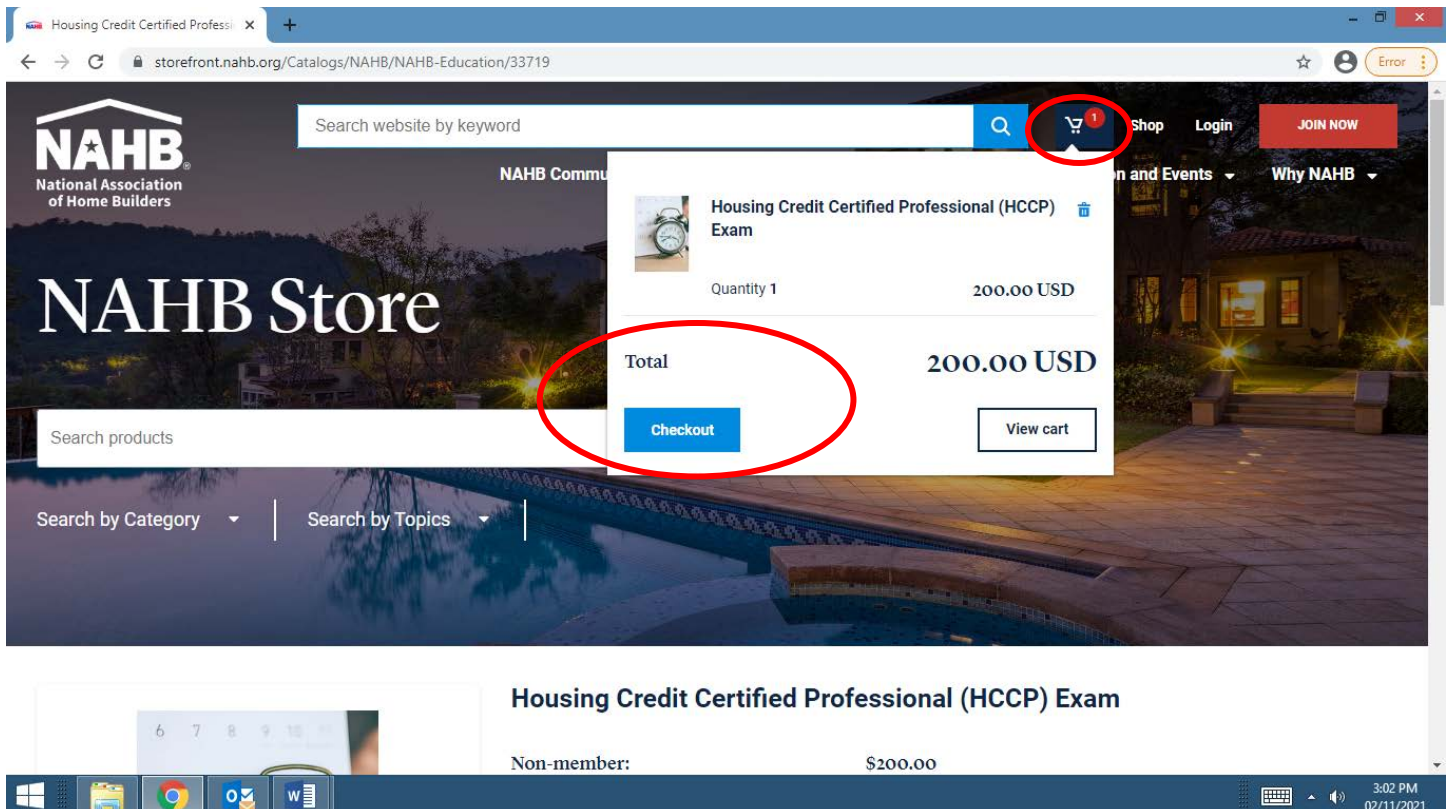
Still have registration questions or need more information? Please contact the NAHB Help Desk at 202-266-8313 or nahbsupport@nahb.org for assistance.

Registering for the Exam

1. Register for the HCCP exam here: <https://storefront.nahb.org/Catalogs/NAHB/NAHB-Education/33719>.
2. Once you have clicked on the link and are ready to register for the course please click on 'Add to Cart'.




Please remember that you need to click the cart at the top of the screen to checkout. You will need to press 'Checkout' to advance the next screen.



3. Use the access code given to you by your distributor to register for the exam. This will make the product \$0.00. Do not under any circumstance share this code with anyone. This code is only for you to use. *Please note that if you are found to have provided your access code to another person, you may be subject to a penalty, which could include restricted access to taking the HCCP exam for a set amount of time, including possibly a lifetime ban.

The screenshot shows a web browser window with the URL `storefront.nahb.org/shoppingcart`. The page displays a shopping cart for the "Housing Credit Certified Professional (HCCP) Exam". The cart items table is as follows:

Product details	Unit price	Quantity	Total
 Housing Credit Certified Professional (HCCP) Exam	200.00 USD	1	200.00 USD

Below the table, there is a section titled "Do you have an access or a promo code?" which is circled in red. It contains an input field labeled "Enter code" and a "Submit" button.

The Windows taskbar at the bottom shows the time as 3:26 PM on 02/11/2021.

4. Then, once you have selected checkout in the cart, you will advance to this Delivery screen. Select 'Continue to Billing' in the lower right hand portion of the screen.

Order Preview

Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I) 0.00 USD

Summary

Sub total	0.00 USD
Total discount	0.00 USD
Shipping	0.00 USD
Taxes	0.00 USD
Total	0.00 USD

Ship all items

Shipping address:

Name* Evette Pankey

City* Silver Spring

Country/Region* United States

State/Province MD

Address 2123 Little Sorrel Way

Zip code 20902

Billing Address:

☒ Use the following information for Billing Address

Name Evette Pankey

City Silver Spring

Country/Region United States

State/Province MD

Address 2123 Little Sorrel Way

Zip code 20902

Have a promo code? Click [here](#) to enter it.

[Continue shopping](#) [Continue to billing](#)

5. After selecting "Continue to Billing," it will take you to this screen and you want to select: "View purchased item now."

Thank you for your order!

NAHB Order
PSLAXA

Thank you for your order.

Shipping Address

Evette Pankey
2123 Little Sorrel Way
Silver Spring, MD 20902
US

Payment Method

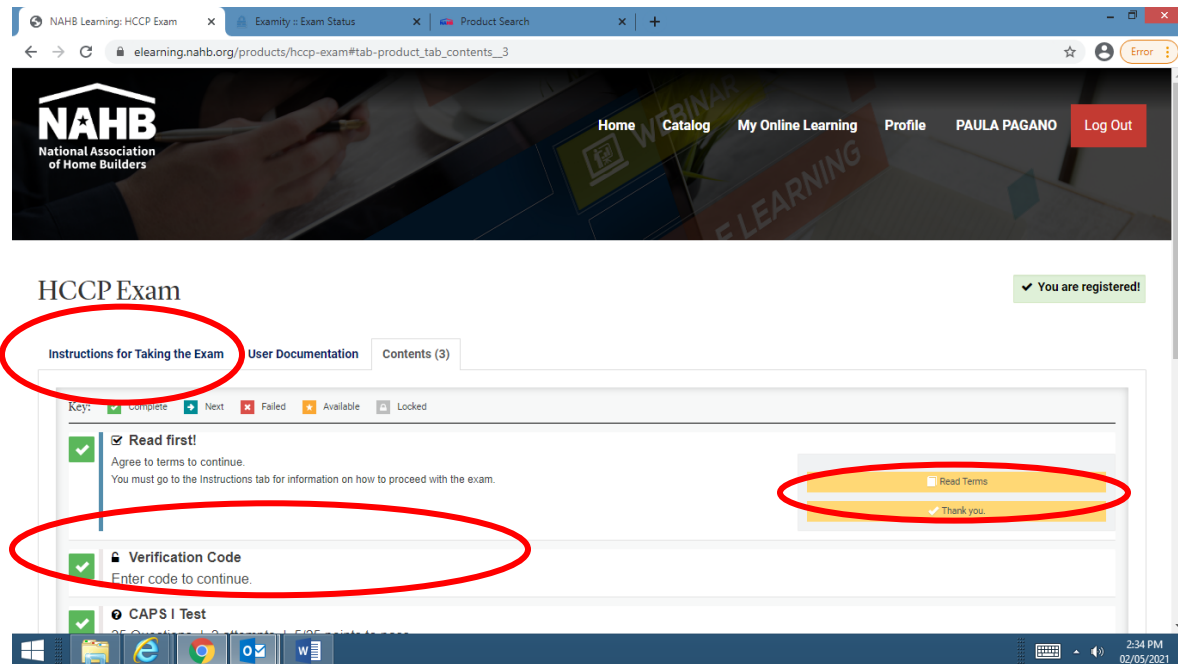
Amount Charged: \$0.00

Order Summary

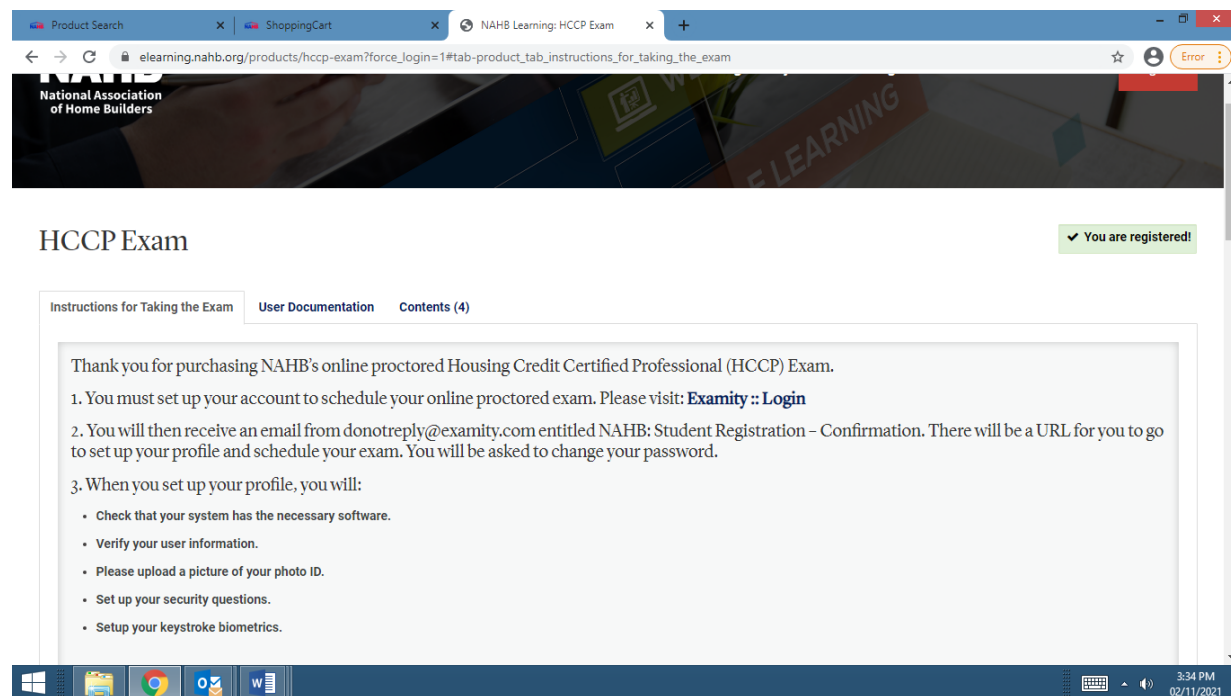
Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I)	\$0.00
Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I)	
Quantity: 1	
View purchased item now	
Sub total	\$0.00
Total discount	\$0.00
Shipping	\$0.00
Taxes	\$0.00
Checkout Total	\$0.00

Thank you for your order! Please note your order confirmation number.
To access your purchase on nahb.org website, go to My Purchases & Billing under My Profile.

“View purchased Item now” will take you to the following page. Once you have purchased the exam, click on “View Purchased Item now.” This will take you to the Learning Management System. Please agree to terms and then go to the “Instructions for taking the Exam” tab and follow the directions carefully.



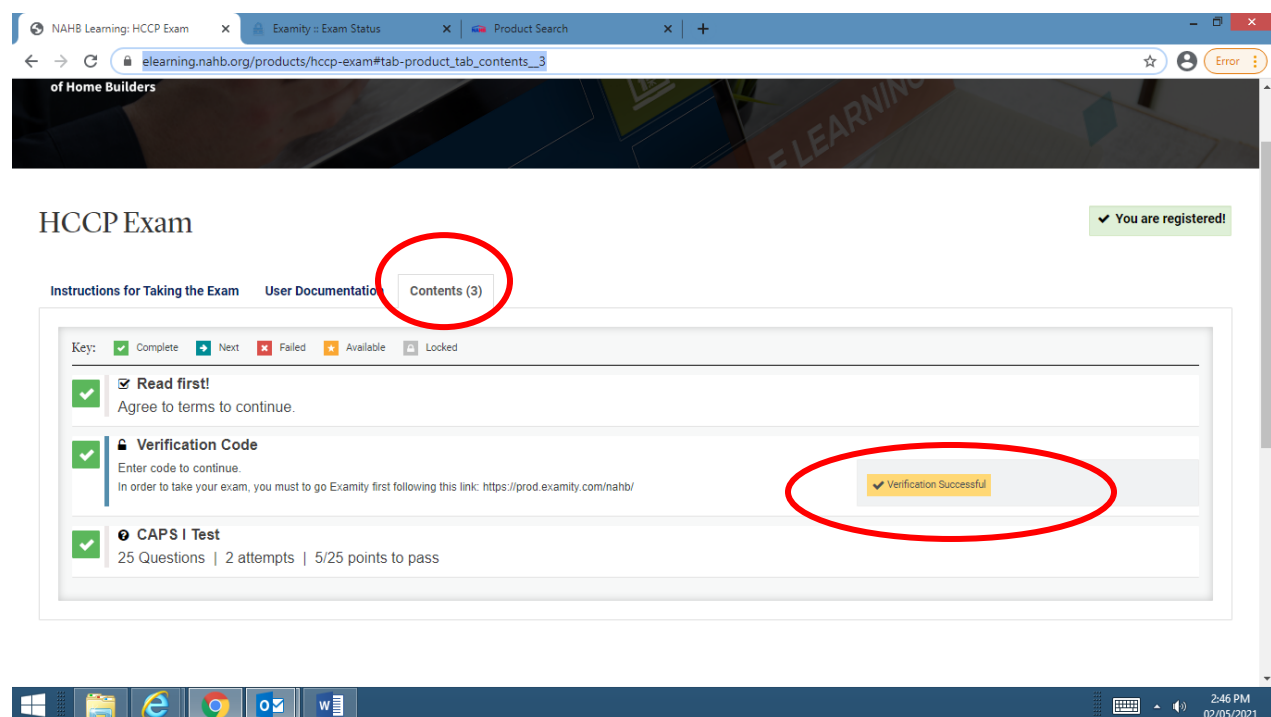
This is what the “Instructions for taking the exam” tab will look like. Please read the entire page carefully.



Scheduling Your Exam

For the best user experience, please use Chrome.

1. Then schedule your exam using the instructions provided for you on the “Instructions for taking your Exam” tab. Please note exams may not be scheduled for same day; there must be 24-hours between when an exam is scheduled and taken or you will incur a \$5 convenience fee that is your responsibility to pay prior to scheduling the exam.
2. As an FYI, at the start of the exam, confirming your ID and checking room surroundings with the live proctor should take approximately 5 minutes. ***Please note your time does not start until you are logged into the test.***
3. If for any reason, you cannot make the scheduled exam time, please log into Examity dashboard and reschedule your exam for another day at no cost. You may reschedule up to the exam scheduled time. Please note there is a \$5 fee for rescheduling within 24 hours. If you no-show at the exam time, you will have to pay the full amount to schedule your exam again.
4. Please note you will agree to terms and conditions of taking the online exam as part of taking the exam. Please understand that if you engage in what is as identified as cheating, you may be subject to a penalty which could include restricted access to taking the HCCP exam for a set amount of time, including possibly a lifetime ban.
5. Proctor confirms ID, performs a security check, and examines room surroundings. Please note your time does not start until you have entered the exam.
6. The proctor will then provide access to the exam for you by entering the verification code. Please note you may have to log in using your nahb.org credentials, if you have not already. If the verification code field is greyed out, you may need to “Read First” and agree to terms.



7. Once you have finished the exam, click submit. Show scrap paper to the proctor and then tear it up in front of camera. The proctor will prompt you to do this. Then close out of the test.
8. Please note you will receive your test score after submitting; but it is not verified or accurate until you receive an official email from NAHB.
9. Please complete the evaluation after you take the exam. It will be helpful for NAHB to know how you felt about the online exam process.

Standard Instructions

- You must be alone in the room.
- You must have a clear desk and area.
- You must be connected to a power source.
- You cannot have a phone with you or be wearing headphones.
- You cannot have dual monitors.
- You cannot leave seat or room during the exam period.
- There is no talking.
- Your Webcam, speakers, and microphone must remain on throughout the test.
- You may have a handheld calculator.
- You cannot wear a smart watch during the exam.
- You are allowed a writing utensil.
- You may have scrap paper with you which you will show to the proctor at the beginning and end of the exam session. It must be blank at the start of the exam. After the exam, you will need to show the proctor your scrap paper and then tear it up in front of your webcam.
- Once finished the exam, close out the window. The proctor will be online with you the entire time you are completing the exam and you are being recorded.



Live Proctoring Test-taker Guide

For assistance, call **855-EXAMITY**, email support@eximity.com or chat directly with us through the Live Chat feature on the Eximity dashboard.

Table of Contents

Technical Requirements.....	1
Creating Your Profile.....	2
Scheduling Your Exam.....	4
Taking Your Exam.....	5

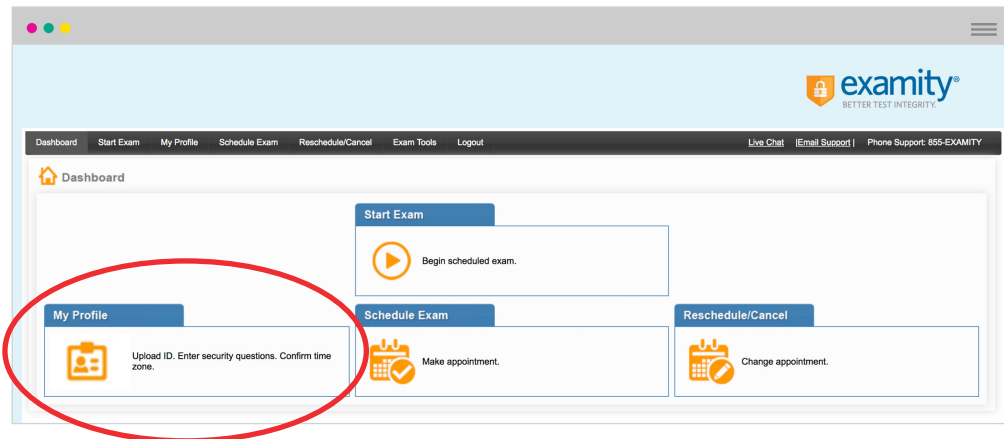
Technical Requirements

Before your exam, please confirm you meet Examity's technical requirements

- **Browser:** Please disable your pop-up blocker
- **Equipment:**
 - Desktop or laptop computer (tablets and Chromebooks are not supported)
 - Built-in or external webcam
 - Built-in or external microphone
 - Built-in or external speakers
- **Internet:** An upload and download speed of 2Mbps

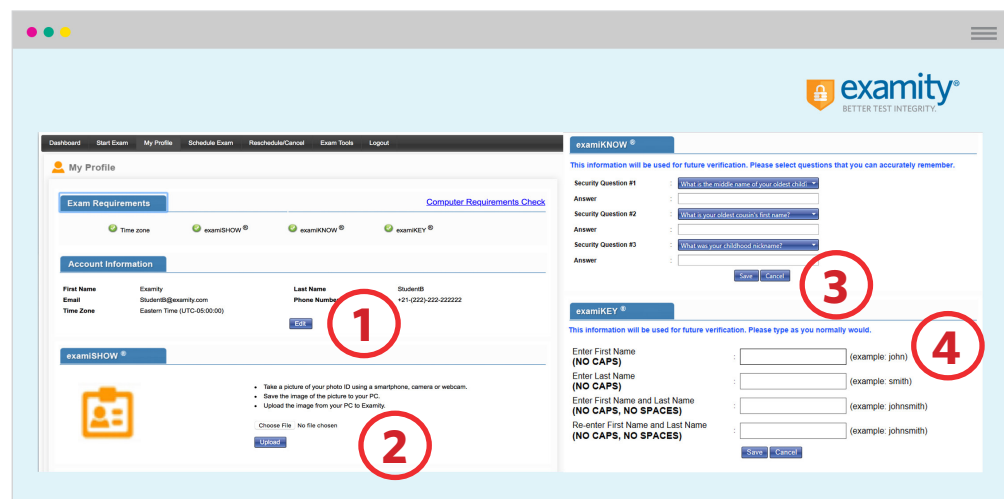
Creating Your Profile

Prior to scheduling or taking an exam with Examity, you must complete your profile. To create or finish your Examity profile, please select the “My Profile” icon on the Examity dashboard.



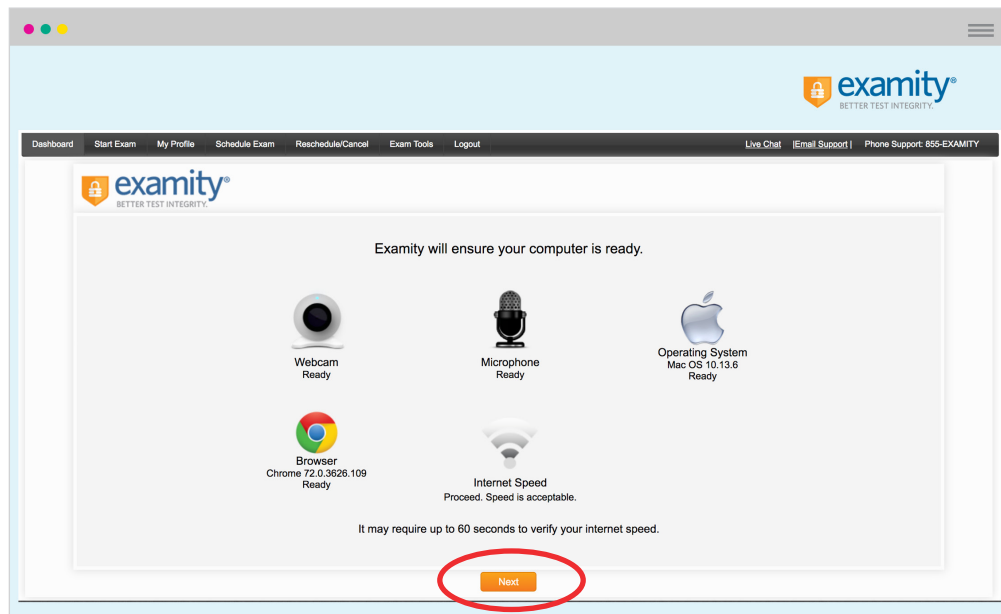
You can create your profile in four simple steps:

1. Choose your time zone. **Please be advised**, your time zone must reflect the location in which you plan on testing.
2. Upload a picture of your ID. **Please note**, for verification purposes, you will need to bring this ID with you every time you take a test.
3. Select and answer three unique security questions.
4. Enter your biometric keystroke signature.



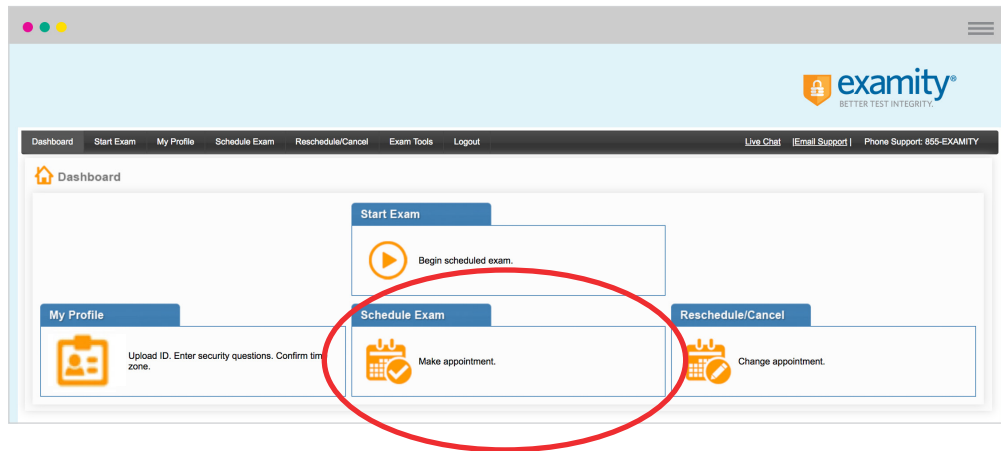
For assistance, call **855-EXAMITY**, email support@examity.com or chat directly with us through the Live Chat feature on the Examity dashboard.

Once your profile is complete, you are strongly encouraged to run a computer requirements check. To complete check, click in the upper right-hand corner of the “My Profile” page. You should run the computer requirements check on the same machine you will be using to take the exam.

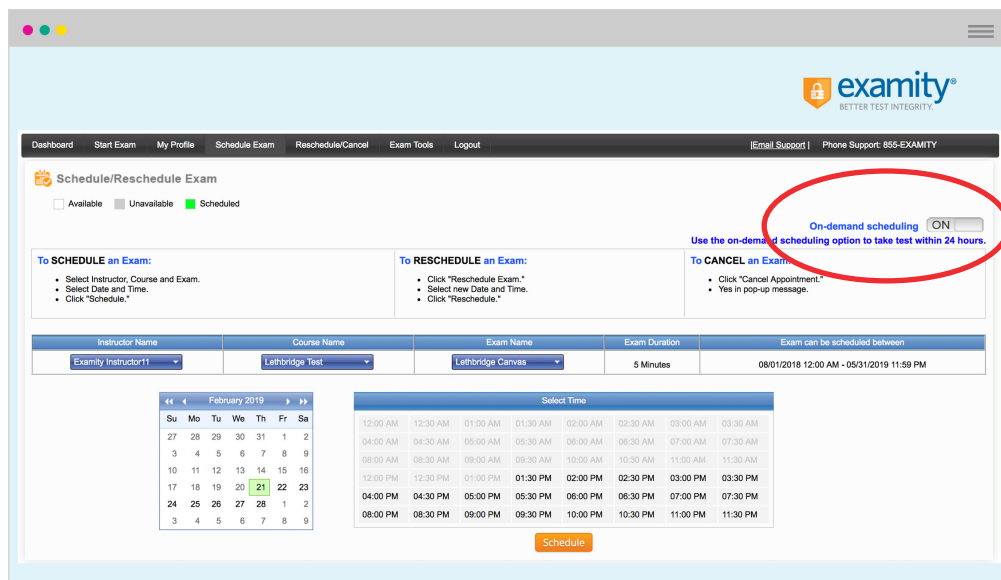


Scheduling Your Exam

Whether you would like to take an exam now, or in the future, you must first schedule your exam by selecting the “Schedule Exam” icon on the Examity dashboard.



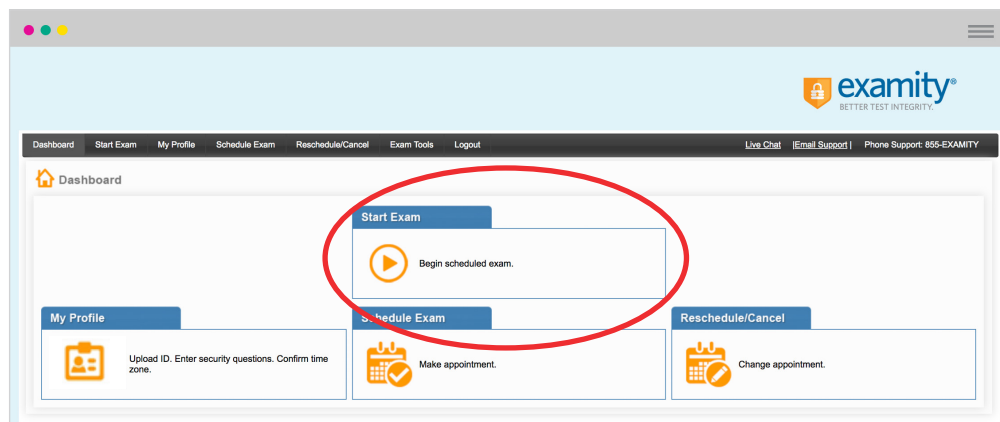
Locate your instructor, course, and exam in the drop-down menu. Next, select a date and time, and click “Schedule.” If you are scheduling your exam within 24 hours, please confirm on-demand scheduling is adjusted to “on.”



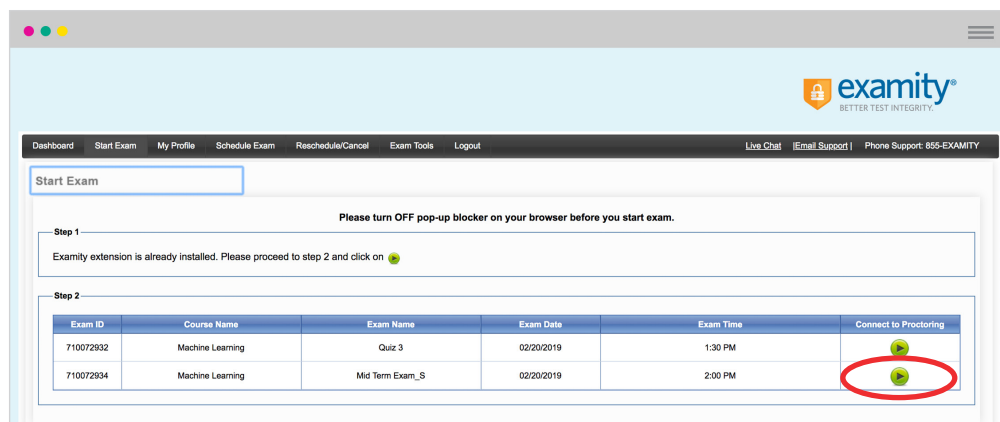
For assistance, call **855-EXAMITY**, email support@examity.com or chat directly with us through the Live Chat feature on the Examity dashboard.

Taking Your Exam

On the day and time of your exam, please return to the Examity dashboard, and click the “Start Exam” icon.



To continue, click on the “Connect to Proctoring” button to launch your proctoring session and begin your test.



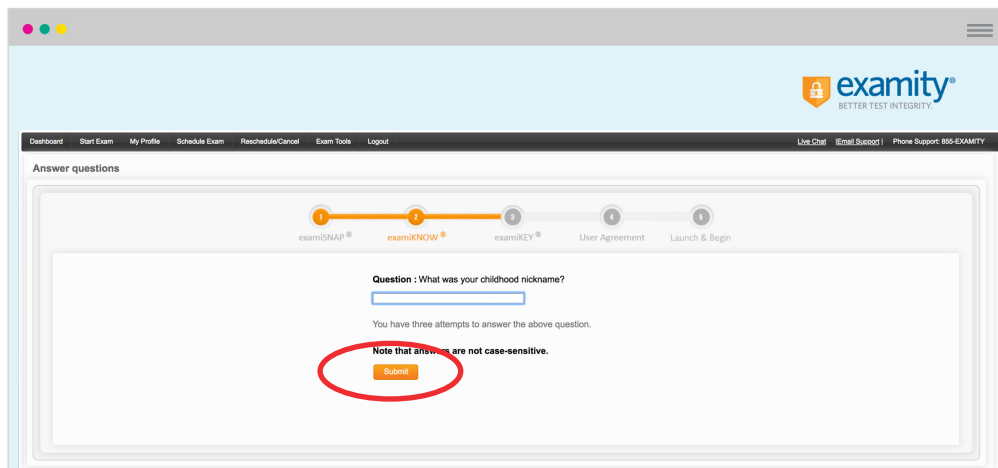
Proctor support will walk you through the authentication process. You will be asked to:

1. Verify your identity. Make sure you have your photo ID with you. You will be required to hold the ID in front of your webcam. The proctor will need to see both your name and photo clearly.
2. Review the exam rules.
3. Show your desk and workspace. The proctor will ask you to complete a 360° room pan and desk sweep with your webcam. This is to ensure your workspace is clear of any materials unauthorized by your instructor.

For assistance, call **855-EXAMITY**, email support@examity.com or chat directly with us through the Live Chat feature on the Examity dashboard.

examikNOW

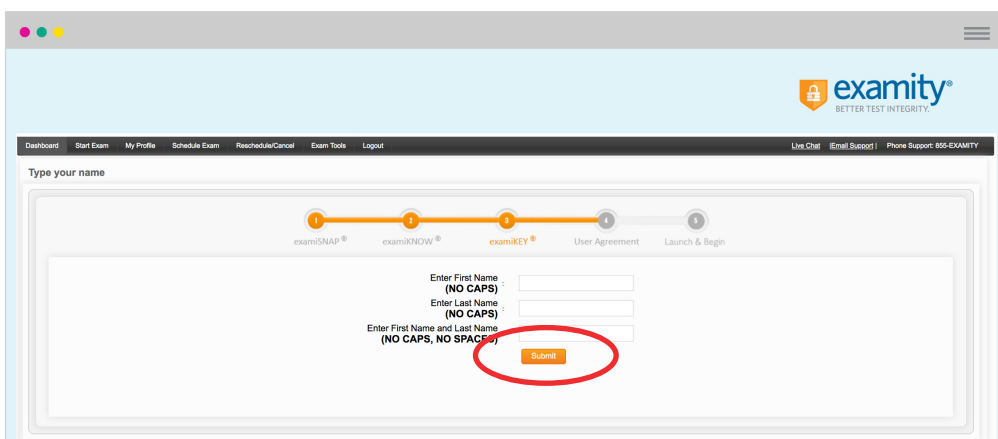
You will now be prompted to answer a previously selected security question. Once you have entered your answer, please press the “Submit” button.



The screenshot shows the Examity dashboard with a progress bar at the top indicating the current step is 'examikNOW'. The main content area is titled 'Answer questions' and contains a question: 'Question : What was your childhood nickname?'. Below the question is a text input field. A note states: 'You have three attempts to answer the above question.' and 'Note that answers are not case-sensitive.' A red circle highlights the 'Submit' button at the bottom of the question area.

examikKEY

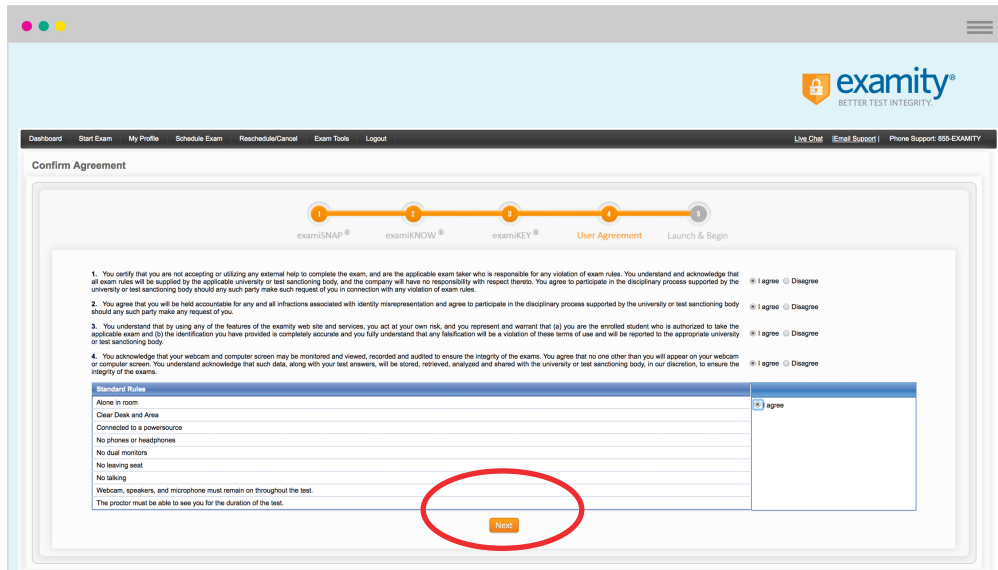
You will now be asked to enter your biometric keystroke signature. Once you have entered your signature, select the “Submit” button.



The screenshot shows the Examity dashboard with a progress bar at the top indicating the current step is 'examikKEY'. The main content area is titled 'Type your name' and contains three text input fields: 'Enter First Name (NO CAPS)', 'Enter Last Name (NO CAPS)', and 'Enter First Name and Last Name (NO CAPS, NO SPACE)'. A red circle highlights the 'Submit' button at the bottom of the form.

User Agreement

You will now be asked to review and agree to the Examity User Agreement as well as the exam rules and any special instructions set by your instructor.



Confirm Agreement

examiSNAP[®] examiKNOW[®] examiKEY[®] **User Agreement** Launch & Begin

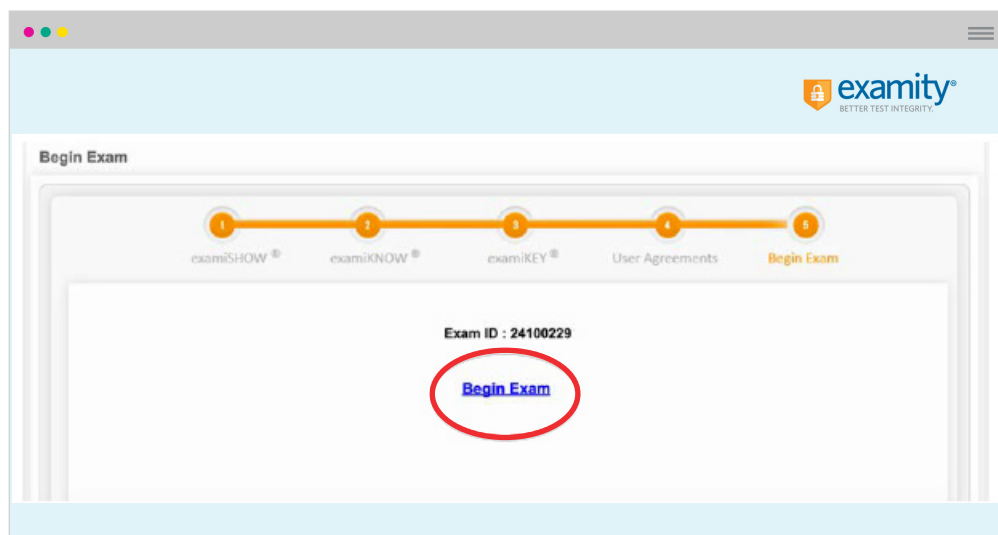
1. You certify that you are not accepting or utilizing any external help to complete the exam, and are the applicable exam taker who is responsible for any violation of exam rules. You understand and acknowledge that all exam rules will be supplied by the applicable university or test sanctioning body, and the company will have no responsibility with respect thereto. You agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make any request of you. ☐ I agree ☐ Disagree
2. You agree that you will be held accountable for any and all infractions associated with identity misrepresentation and agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make any request of you. ☐ I agree ☐ Disagree
3. You understand that by using any of the features of the examity web site and services, you act at your own risk, and you represent and warrant that (a) you are the enrolled student who is authorized to take the applicable exam and (b) the identification you have provided is completely accurate and you fully understand that any falsification will be a violation of these terms of use and will be reported to the appropriate university or test sanctioning body. ☐ I agree ☐ Disagree
4. You acknowledge that your webcam and computer screen may be monitored and viewed, recorded and audited to ensure the integrity of the exams. You agree that no one other than you will appear on your webcam or computer screen. You understand acknowledge that such data, along with your test answers, will be stored, retrieved, analyzed and shared with the university or test sanctioning body, in their discretion, to ensure the integrity of the exams. ☐ I agree ☐ Disagree

Standard Rules	
Alone in room	<input type="radio"/> agree
Clear Desk and Area	
Connected to a powersource	
No phones or headphones	
No dual monitors	
No leaving seat	
No talking	
Webcam, speakers, and microphone must remain on throughout the test.	
The proctor must be able to see you for the duration of the test.	

Next

Begin Exam

Once you have finished the authentication process, click on the “Begin Exam” link. Your proctor will enter the password for you. Once the password has been entered, you are ready to begin!



Begin Exam

examiSHOW[®] examiKNOW[®] examiKEY[®] User Agreements **Begin Exam**

Exam ID : 24100229

Begin Exam

For assistance, call **855-EXAMITY**, email support@examity.com or chat directly with us through the Live Chat feature on the Examity dashboard.

Candidate Success Checklist

Before you begin (a week before taking the exam):

1. Register with Examity and schedule your exam
2. Run the “Computer Requirements Check”
 - a. Have access to a desktop computer or laptop (not a tablet)
 - b. Have internet speed of at least 2Mbps upload and download
 - c. Have a working internal or external webcam and microphone

Keys to a successful Exam Day:

1. Run the “Computer Requirements Check” at least a day before the appointment
2. Disable your pop-up blocker
3. Click “connect to proctor” to begin
4. Be alone in room
5. Have a clear desk and workspace
6. Be connected to a power source
7. Your mobile phone and headphones must be out of reach
8. Have your government issued ID ready
9. Be prepared to perform a room scan
10. You must be in the webcam view throughout the exam.

Technical Success Document

A five-step guide to help ensure technical success

At Examity, the leader in online proctoring, the test-taker experience is paramount. To provide you with the most secure and convenient way to take your exams online, please first run the computer system requirements check you will find at the top of your profile on the dashboard. For additional troubleshooting tips, follow these requirements to help guide you through the entire process.

1 You must use a desktop computer or laptop

Tablets (Android, iOS, Microsoft) and Chromebooks are not supported.

2 You must have a webcam and microphone (built-in or external)

It's your responsibility to make sure your webcam is on for the entirety of the test, and that you can see yourself throughout the exam.

Mac Users: Minimize the browser you are testing on if you cannot see yourself on camera.

CyberLink YouCam Users: If your webcam is turned off or disabled during the test, relaunch the application to re-engage your webcam.

Tips for Troubleshooting Webcams:

- Make sure your webcam is not in use with another program (i.e. Skype).
- Make sure your webcam is not disabled.
- If you have a rear-facing webcam, disable it.

3 Your connection to the network must reflect a 2 Mbps upload and download speed, at minimum

- At least 2 Mbps download and upload speed is required.
- Please test your internet speed multiple times, as broadband will fluctuate depending on systems you are running and the usage around you.
- Schedule your test accordingly, and try not to run unnecessary programs in other tabs concurrently.
- Test your network speed again just prior to your exam.

4 Make sure your browser's pop-up blocker is disabled

Accepted browsers include: Google Chrome v39 and Mozilla Firefox v34 or any of their later versions.

TIP:

You may also configure your browser to allow pop-ups for this session only.

5 Once you have launched the automated proctoring application, do not re-launch

Once the system is initiated, your exam has officially begun.

Test-takers are responsible for arriving to the scheduled appointment on time, and with appropriate hardware and software already installed. While Examity support agents will be available to help troubleshoot, if the situation cannot be fixed, test-takers are solely responsible for rescheduling which may incur an additional cost.

Have a question? Our support team is available via online chat, email (support@examity.com), and phone (855-392-6489, option 1) to assist with any challenges.