CREDENTIA

Online Nurse Aide Testing Preparation

BASIC REQUIREMENTS

Candidates should be prepared for the exam. Onboarding should take about 10-14 minutes.

01 Testing space is private. For example, a room with four walls and a door.

02 All other browser tabs and applications must be closed before starting the exam. This includes email and messaging apps (Skype, WhatsApp, etc.).

03 All prohibited items are removed from the desk, table, or testing area.

04 A bathroom break is taken before starting the exam.

05 All acceptable or required forms of ID are present and valid.

06 The ExamRoom 360 application is installed on your Apple or Android smartphone.

07 Make sure the camera and microphone are working on your computer.

TECHNICAL ISSUES
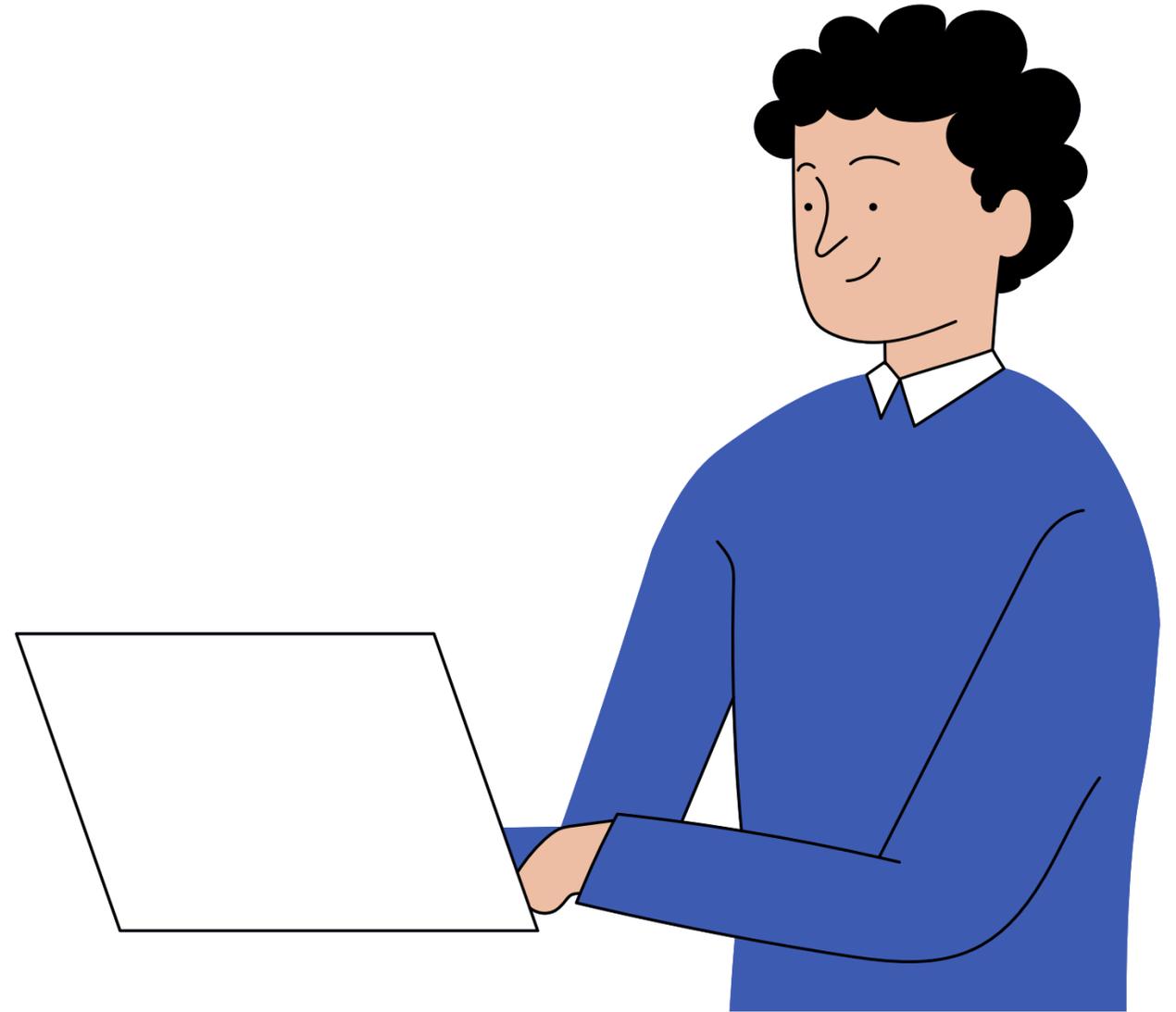
Internet or Bandwidth Issues?

If you are having internet issues:

01 Turn off all devices that use internet or Wi-Fi to increase the internet bandwidth.

02 Plug your PC directly into the modem or router with an ethernet cable.

03 Don't use mobile hotspot for Wi-Fi.

04 Be sure to close other applications and internet tabs on the PC.

Please Update Your Computer

These issues can affect your experience

01 Update your internet browser to the newest version.

02 Please take the time to update your computer. Go to your Settings, then "Updates & Security" and you'll find "Windows Update."

03 Update drivers for your internal and/or external camera or microphone through your Operating System.
(Apple, Windows, Linux)

- A driver, or device driver, is a set of files that tells a piece of hardware how to function by communicating with a computer's operating system.

Camera and or Microphone not Working?

The permission on the browser may not be enabled

01 Select the " ⋮ " icon; it should be on your browser in the right corner of the screen. Then select the settings option.

Cast...
Find...   Ctrl+F
More tools
Edit   Cut   Copy   Paste
Settings
Help
Exit

New tab   Ctrl+T
New window   Ctrl+N
New incognito window Ctrl+Shift+N

1

2

02 Click "Privacy and Security" in the menu, then click "Site Settings"

🛡 Privacy and security

⇌ Site Settings
Controls what information

03 Click the "Camara" and "Microphone" options on the menu.

🎥 Camera
Sites can ask to use your camera

🎤 Microphone
Sites can ask to use your microphone
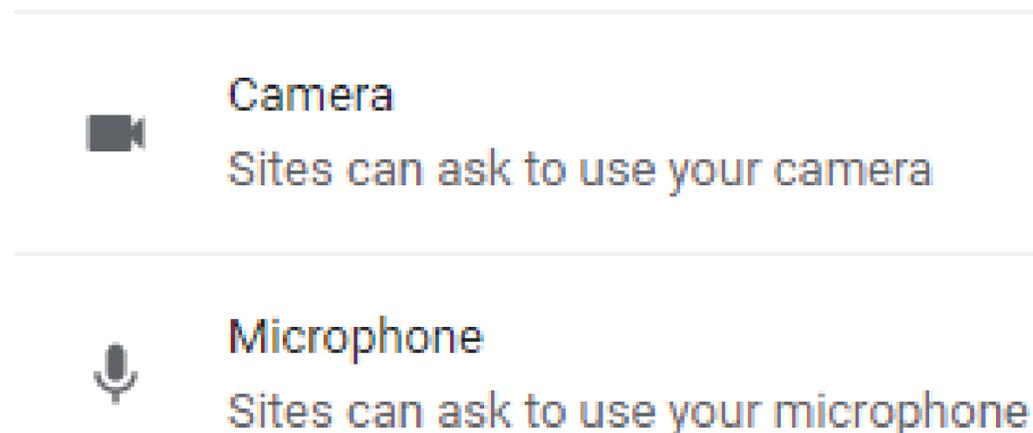
04 Click the "Sites can ask to use your Microphone" & "Sites can ask to use your Camera" is turned on.

🔘 🎤 Sites can ask to use your microphone

⭕ 🎤 Don't allow sites to use your microphone
Features that need a microphone won't work
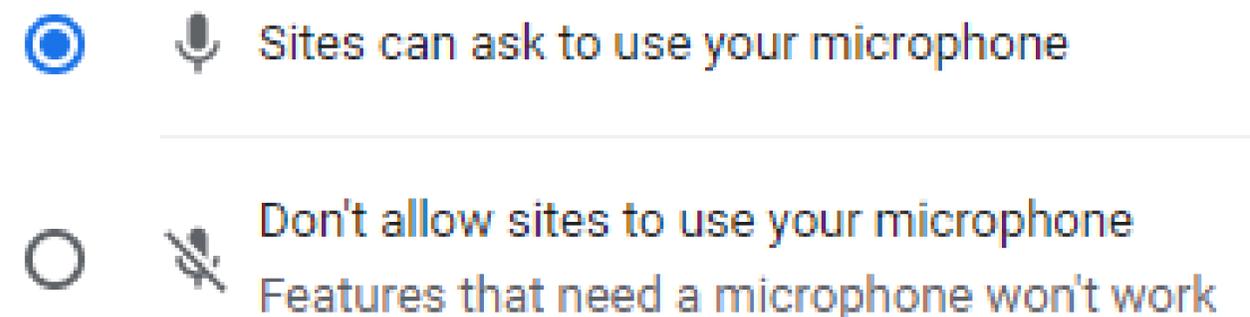
Be Sure to Clear Cache & Cookie

If you are having any of these issues:

01	If you need to remove old data.
02	Webcam or Microphone not being recognized by browser or computer.
03	If you don't have enough memory to support the application.
04	Browser caching previous device information and not updated microphone/headset/webcam

Here how to clear Cache & Cookies:

- Select the " ⋮ icon; it should be on your browser in the top right corner of the screen. Then select the settings option.
- Click "Privacy and Security" in the menu
- Click "Clear Browsing Data"
- Click "Advanced"
- Check off "Cookies" & "Cached Images"
- Click Clear Data
- Restart Browser

Basic	Advanced

Time range All time ▼

☑ Browsing history
18,524 items (and more on synced devices)

☑ Download history
396 items

☑ Cookies and other site data
From 2,291 sites (you won't be signed out of your Google Account)

☑ Cached images and files
318 MB

☐ Passwords and other sign-in data
258 passwords (for ship.edu, bigcommerce.com, and 256 more, synced)

☐ Autofill form data

Cancel   Clear data

Firewall Issues?

01 Locate "Settings" on your computer
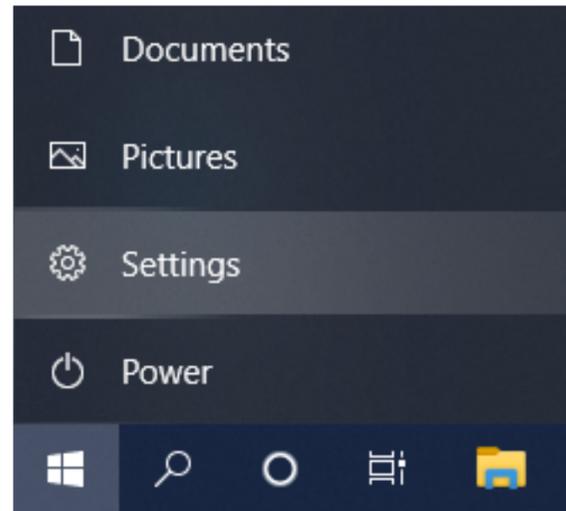
02 Click "Update & Security" in the menu list

03 Under the "Windows Security," click "Firewall & network protection"

04 Make sure the firewall is turned off
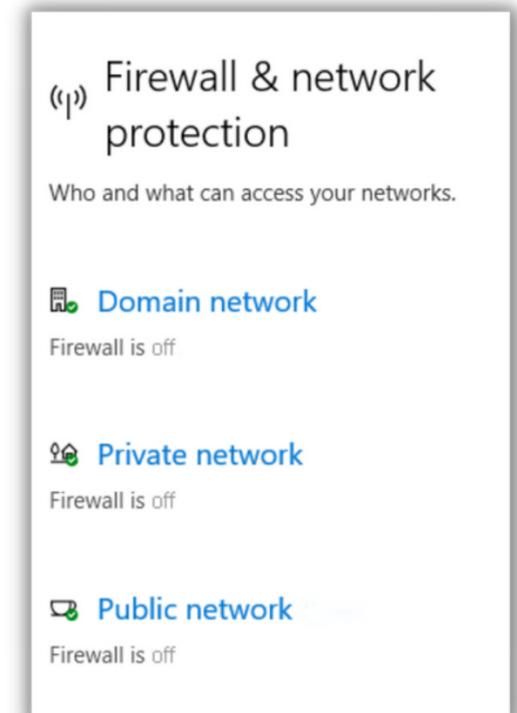
JavaScript Not Enabled?

01 Select the ":" icon; it should be on your browser in the top right corner of the screen. Then select the "Settings" option.
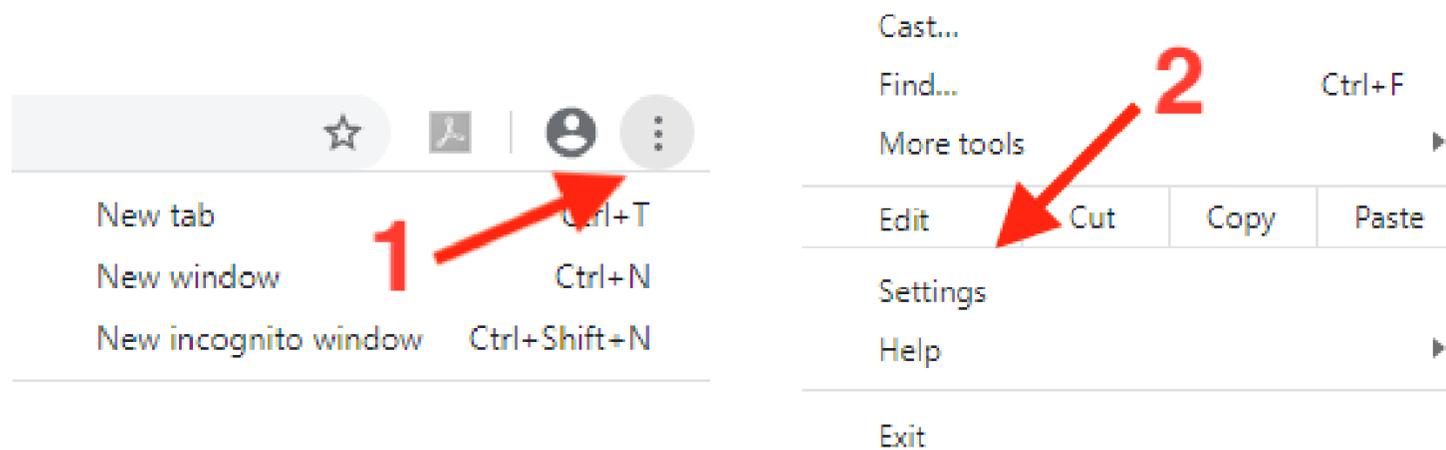
02 Click "Privacy and Security" in the menu, then click "Site Settings".

03 Scroll down the page and click the "JavaScript" option on the menu.

04 Click the "Sites can use Javascript" is turned on.

- JavaScript or JS: Is a programming language that is one of the core technologies of the World Wide Web, alongside HTML and CSS.

Thank You!
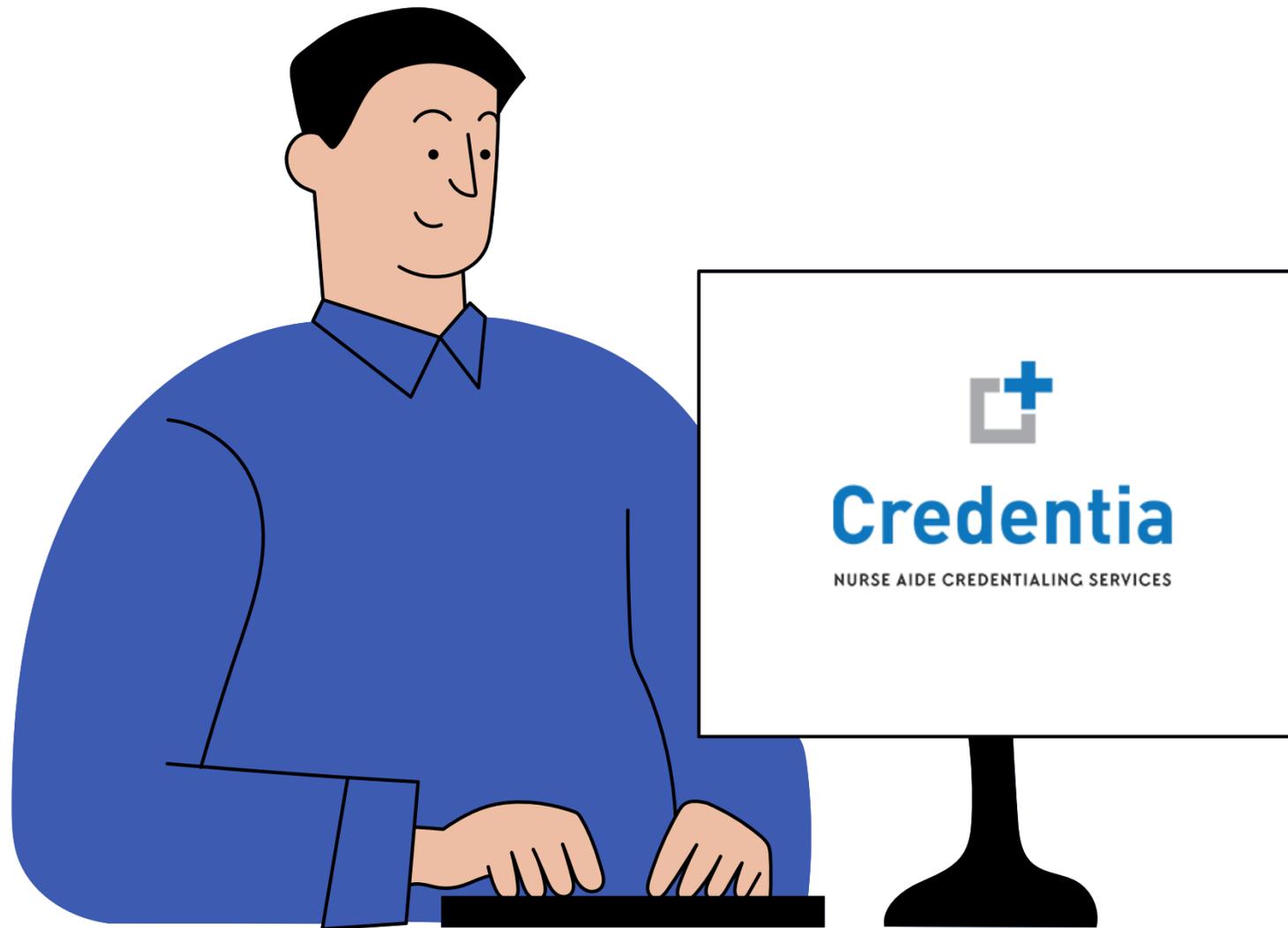
Please reach out if you have any additional questions or concerns:
https://examroom.ai/

Credentia

NURSE AIDE CREDENTIALING SERVICES