

YOUR CTH® EXAM ON PROCTORU

Scheduling and taking your CTH® exam is simple, but it does take a few steps to do so. Please read the information below for setting up and testing on ProctorU. If you have any question, please email learning@istm.org.

Once your exam application has been reviewed and accepted, you will receive an email from ProctorU for a pending test reservation. Please follow the instructions to complete your reservation.

PROCTORU STEPS TO TAKE BEFORE EXAM DAY:

- 1. Create an Account/Sign In:** Follow the invite link provided in the ProctorU email you received to create an account/sign in.
 - Your 2024 27th CTH exam has been loaded into ProctorU, you will have received an email labeled “Pending Reservation”.
 - 2. Scheduling:** Click Schedule next to your exam, select the date & time that you selected on your exam application or confirmed with Kim Gray.
 - 3. Select your device for test day:** It is highly recommended that you use a personal computer for test day. On test day, once your session starts, you will be asked to download a chat program so you need the permissions to load the program on your computer.
 - In our experience, firewalls and other parameters on work computers have issues downloading the program without IT support from your employer. If you must use a work computer, discuss your needs with IT before test day to avoid a stressful start to your exam and make sure you have a contact who can assist you on test day if needed.
 - ProctorU will scan your device as described below in the Exam Launch Process, item 6. If your device is found to have any software that is flagged by ProctorU, they will require it to be removed before the exam can start. This most often pertains to those who may want to use a work computer, if you have questions about software on your computer that may cause an issue, call the support line noted below to avoid issues on exam day.
 - 4. Download the Guardian browser.** Go to <https://support.proctoru.com/> and click on Test Taker for how to instructions.
 - 5. Check Your Equipment:** [Test your equipment](#) to make sure your system is compatible with ProctorU. [Click here](#) to see a full list of requirements. You must have a strong internet connection. We strongly encourage you to use a cable and directly connect to your router to avoid any issues with speed/dropping during the examination. If that is not possible, sit in the same room and as close as possible to your router. Using a hotspot will not work.
 - 6. Pay any additional fees.** Your ProctorU CTH® exam fee is included with your registration fee. However, if you wish to schedule the exam within 72 hours of the exam time, an additional rush fee is assessed through ProctorU.
 - If scheduling within 24hrs, 12 USD fee
 - If scheduling within 72hrs, 8 USD fee
 - Before 72hrs, no fee
 - 7. ProctorU helpful videos:**
 - Getting Started: <https://www.youtube.com/embed/u4jUrGCjHsI>
 - Pre-Exam Checklist: <https://player.vimeo.com/video/246007317>
 - ProctorU help number: 1-855-772-8678, option 1
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WHAT TO EXPECT ON EXAM DAY:

Before Logging In to Take Your Exam:

1. Have a form of government ID ready that has a picture, clearly states your full name and is current, the proctor will check the expiration date. Your ID must NOT be expired. Your name on your ID should match the name provided with your examination registration exactly.
2. Be located in a private, well-lit room with no one else around you.
3. For the best testing experience, be seated close to your internet router to avoid service interruptions (as noted above in item 5).
4. This is a professional exam, so you are required to sit at a table or desk. If you are seated anywhere else your proctor will ask you to move.
5. You will need your cell phone for the prechecks with your proctor, after which you will be asked to place it out of reach behind you. Please note – no cell phones are allowed to be used during restroom breaks and once the exam starts will only be used for room pans after breaks at the discretion and request of a proctor. If you pick up your cell phone and take it with you on the restroom break or use it in any way that is not at the direction of your proctor, your exam will be cancelled.
6. Clear your workspace from all materials. Nothing can be on your desk or on your person.
7. You may have one bottle of water with you.
8. Close all other programs and unplug any secondary monitors.
9. Verify you've downloaded the Guardian browser as per above.

Exam Launch Process:

1. **Login:** Login to your ProctorU account. You will have received a "Reservation Reminder" email that contains a link to log in to your account. When you are in your account, you will see your reservation with a count down to your exam date and time. Once it is time, you will see an option to "**Start Session**". If you log in more than 30 minutes late, your exam can be cancelled and you will have to pay to reschedule.
2. **Chatbox download:** You will be prompted to download and run a proctor chat application, you need to allow it to run. This will bring up a chat box allowing you to communicate with your proctor via text. Leave the chat box open.
3. **Pre-checks:** The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
4. **Photos & Authentication:** You'll take a photo of yourself as well as a picture of your government issued ID for identity verification purposes (see item 1 above for ID requirements).
5. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps.
6. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard in order to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge. You can ask your proctor to restore any settings they modify after the exam.
7. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room, the ceiling and the floor as well as your desk space via your webcam. Your proctor will also ask to see your ears and your arms to verify no devices are present. Your proctor will make sure your cell phone is out of reach.
8. **Navigating to the Exam & Password Entry:** Your proctor will redirect you back to the testing

website and you will enter your exam.

9. **Take Your Exam:** Your proctor will give the last instructions outlining acceptable test behavior and will release control of your computer. Below are the instructions that will be shown to you at this point, please read them now so you know what to expect. Once you are ready, you can click on the “**Start this Examination**” button and you may begin the exam.
10. **Communication and troubleshooting:** You can speak to your proctor if needed or use the chat box to communicate. If you get kicked out and need help, use the chat/help feature on the left side of your screen. If you are not getting the help you need, call ProctorU support at 1-855-772-8678, option 1. Please call this number BEFORE reaching out to the ISTM Professional Team for assistance.
11. **Restroom breaks:** For breaks between sections, verbally tell or text if you are going to take a break, it should be no longer than 5 minutes. If a break is not needed, you can start the next section. If you take a break, DO NOT pick up or take your cell phone with you out of the room or use your cell phone in any way during a break unless your proctor asks you to do a room pan using your cell phone before starting the next section. In doing so, follow the instructions of your proctor. Cell phone use of any other nature during the examination is considered outside assistance and your examination will be cancelled.
12. **Exam completion:** Let your proctor know when you are done with the exam.

NOTE: *Your webcam view and your screen will be recorded through the duration of your exam. This is for proctoring purposes to ensure you are following protocol and if any issues arise admins can view recording to correct issues.*

Instructions you will see prior to beginning the exam – read now to know what to expect and to save you time on exam day:

You have chosen to take the following exam, please read the below carefully:

Name: 27th Certificate of Travel Health™ (CTH®) Exam

Description: This is the live portal for the online 2024 27th CTH® Exam, the 27th Certificate of Travel Health™ Exam produced by the ISTM

Questions: 220 Multiple Choice Questions

Sections: There are 4 sections with 55 questions in each section. Please make sure to take all 4 sections.

Time Limit: 4:45 (4 Hours & 45 Minutes)

START EXAM

You can start taking this exam by pressing the “Start this Examination” button below. By clicking “Start this Examination” you are acknowledging that you have read and understand all of these instructions.

EXAM FORMAT

- There are FOUR SECTIONS within this exam.
- Each section contains 55 multiple choice questions for a total of 220 questions.
- Once you have completed a section you will NOT be able to go back to that section so make sure to complete each section before moving on to the next section.
- After completing each section, you must select “Continue taking this test,” to advance to the next section.
- Please make sure you have completed all FOUR SECTIONS, or your score will be invalidated.
- Once you are done with the final section, let your proctor know you are done before leaving the session. Your proctor will let you know when you can sign off.

BATHROOM BREAKS

You are permitted to take a short, 5 minute bathroom break between each section. Notify your proctor verbally or by using the chat box that you are taking a break. You may not take a break with an uncompleted section open. If you leave the room while working within an open section, the proctor will nullify your exam. If you take a break, DO NOT pick up or take your cell phone with you out of the room or use your cell phone in any way during a break unless your proctor asks you to do a room pan using your cell phone before starting the next

section. In doing so, follow the instructions of your proctor. Cell phone use of any other nature during the examination is considered outside assistance and your examination will be cancelled.

TIME LIMIT

- This exam has a total of 4:45 (4 Hours & 45 Minutes) time limit.
- You will have 71 minutes for section 1, 71 minutes for section 2, 71 minutes for section 3, and 72 minutes for section 4.
- You should complete this exam within this time limit. If the timer expires while taking the exam, any unanswered questions will be treated as incorrect in the calculation of your final results.

SKIP

When taking this exam, you are permitted to skip questions and answer them at the end of that section ONLY within that individual section.

SCORE

You will NOT receive a score immediately after taking this exam. Pass or Fail information will be emailed after the psychometricians have reviewed all of the completed exams. Please be patient as grading may take 10 to 12 weeks. In the interim, neither this system nor the ISTM Secretariat will have pass/fail information. Once you have submitted this exam you will receive an email with further information as well as instructions for an optional post-exam survey.

HELP

Please let your proctor know if you have any issues when taking this exam. If you are not getting the help you need, call ProctorU support at 1-855-772-8678, option 1. Please call this number BEFORE reaching out to the Secretariat for assistance.