



VETERINARY EDUCATION ASSESSMENT®

VEA®

TESTWise™

PROCTOR MANUAL

THIS MANUAL CONTAINS
PROPRIETARY INFORMATION THAT
MUST REMAIN CONFIDENTIAL.

VEA[®]
TESTWise™
Proctor Manual

INTERNATIONAL COUNCIL FOR VETERINARY ASSESSMENT[®]
VETERINARY EDUCATION ASSESSMENT[®]

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CONFIDENTIAL.**

This manual is designed to orient the Proctor to the administrative procedures and security measures required by the International Council for Veterinary Assessment[®] (ICVA[®]) in the administration of the Veterinary Educational Assessment (VEA[®]). This manual contains the general procedures for administering and monitoring the exam. To ensure that the examination is administered in an orderly, efficient, and secure manner, all testing personnel must be thoroughly familiar with and comply with these instructions.

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If at any time you have questions regarding the procedures and policies outlined in this manual, please contact the ICVA at vea@icva.net.

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TESTING ROOM REQUIREMENTS

Please review the information below to ensure the following room arrangements can be met.

1. **Print and prepare a sign-in sheet** for candidates using the [VEA Sign-in Sheet template](#).
2. **Have a grid showing the seating layout of the room to note where each candidate is seated.** Please email this seating arrangement to the ICVA at vea@icva.net at the completion of each exam window.
3. **Select a proctor workstation.** The test administration interface requires that each proctor use a dedicated computer workstation during the entire test session in each testing room. It is advisable to have this workstation near the doorway to check in candidates more efficiently.
4. **Assign one proctor for every 20 to 25 candidates expected in each testing room.** Additional staff should also be available to relieve a proctor if necessary. Candidates must not be left unmonitored or without a proctor in the test room during the exam.
5. **If your test site has more than one testing room,** you will need a proctor for every additional room.
6. **Below is a checklist of additional recommended test room requirements:**
 - ✔ One open entrance/exit for the room, excluding a readily available emergency fire exit.
 - ✔ Sufficient space at the proctor workstation for admitting the candidates.
 - ✔ A place to store coats, hats, purses, briefcases, backpacks, and other personal items away from the testing area.
 - ✔ Writing surfaces that are sufficient for writing notes (an 8 ½ by 11 sheet of paper, etc.). These notes are to be collected and destroyed at the end of the testing session.
 - ✔ Accessibility to restrooms.
 - ✔ Accessibility to a telephone with an outside line for proctor use.
 - ✔ It is best for each computer to be plugged in during the administration of the VEA exam. If that is not possible, please note that the battery icon will not be visible if the web browser is set to full screen.

ADMIT CANDIDATES TO THE TESTING ROOM

Control access to the testing room so that candidates are entering and exiting through one doorway only.

1. **Instruct candidates to complete the sign-in process** as they are admitted to the testing room and proceed as follows:
2. **Check personal items.** Do not permit candidates to bring personal items to their workstations. Candidates may use soft foam earplugs during the examination if they choose. The candidate must have the earplugs out of the packaging and ready for inspection by the proctor during check-in. Earplugs must be left at the workstation during all breaks. Non-permitted items include, but are not limited to, the following:
 - iPads/tablets
 - Cell phones
 - Paging devices
 - iPod, radio, or media devices
 - Calculators (a calculator is built into the exam for candidate use)
 - Recording/filming devices
 - Reference materials (books, notes, papers)
 - Watches with alarms, computer or memory capability
 - Backpacks, briefcases, or luggage
 - Coats, outer jackets, or headwear
 - Beverages or food of any type
3. **Distribute scratch paper.** Once candidates complete signing in, they should be:
 - provided with a sheet of scratch paper,
 - instructed to write their emailed password at the top of the paper,
 - reminded to keep the password accessible for future access—such as after a break or in case of issues, and
 - escorted to their assigned workstation.
4. If additional scratch paper is needed, please collect the sheet they have and distribute one new sheet to the candidate. Be sure to collect scratch paper from each candidate each time they leave the testing room.
5. **Inform candidates of the time allowance for the exam.** See page 7 for the timing of the exam.

Note: All scratch paper used by the candidate during the test session must be collected and shredded at the end of the examination.

TIMING OF THE EXAM

Candidates will have 5 hours and 24 minutes to complete the examination. There are two sections consisting of 120 items each, with a 45-minute break between sections. There is an optional 15-minute tutorial at the start of the exam and a survey at the end of the examination.

Total Session Time	5 hours 24 minutes
Tutorial (optional)	15 minutes
Exam Section 1 (120 items)	2 hours 12 minutes
Break	45 minutes
Exam Section 2 (120 items)	2 hours 12 minutes
Survey	Untimed

- Once candidates have closed an exam section or the time allotment has expired, they will not be able to go back and review or change any answers in that section.
- During the defined time to complete the items in each section, the candidate will be able to answer the items in any order, skip items, review their responses, and change them.

SYSTEM REQUIREMENTS

The following requirements are necessary to administer and take the ICVA's Veterinary Educational Assessment (VEA®).

DESKTOPS/ LAPTOP MINIMUM REQUIREMENTS

Operating System: Windows 11
Screen Resolution: 1024 x 768 or larger
RAM: 8GB (4-7GB of RAM may work with excessive memory paging)
Storage: 50MB of free hard disk space
Processor: 1.2 GHz x32 or x64

MAC DEVICES MINIMUM REQUIREMENTS

Operating System: macOS Sonoma 14.x, Sequoia 15.x, Tahoe 26
Screen Resolution: 1024 x 768 or larger
RAM: 8GB
Storage: 100 MB of free hard disk space
Processor: Intel or Apple Silicon 1.2 GHz x64

LINUX DEVICES – MINIMUM REQUIREMENTS

Operating System: Ubuntu LTS 20, 22, 24 with the latest updates.
Screen Resolution: 1024 x 768 or larger
RAM: 8GB
Storage: 75 MB of free hard disk space
Processor: 1.4 GHz x64

MOBILE DEVICES

Apple

iPad Air devices or better can be used but may have usability features issues with external content.

iOS 18-24

*iPad Minis and iPhones may produce unexpected results; these devices are not recommended.

Android

Samsung Galaxy Tab S6 or equivalent Android-based tablet.

ENABLE POP-UPS

- Each proctor must enable pop-ups for: <https://secure.itemexperts.com>
- Candidate must enable pop-ups for: <https://delivery.itemexperts.com>

(Note: Depending on the browser type, pop-up functionality is usually available in the settings.)

SUPPORT

Software or system issues with logging into TESTWise or launching the exam:

- Email: delivery.support@itemexperts.com
- Phone: 435.395.8313

Procedural questions:

- Email: vea@icva.net

Supported devices that can be used for test taker machines:

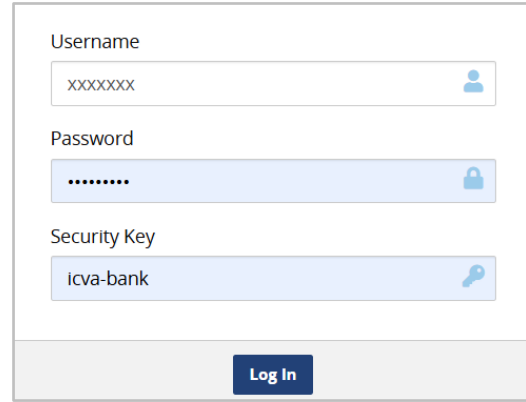
- <https://support.caveon.com/hc/en-us/articles/360040521812-Supported-Devices-for-Caveon-Products>

PROCTOR SIGN ON

Getting started as a proctor:

You will be given a unique Username ID, Password, and Security Key provided to you by the ICVA team.

Log in to the Web application of TESTWise™
<https://secure.itemexperts.com>



Username
xxxxxxx

Password
.....

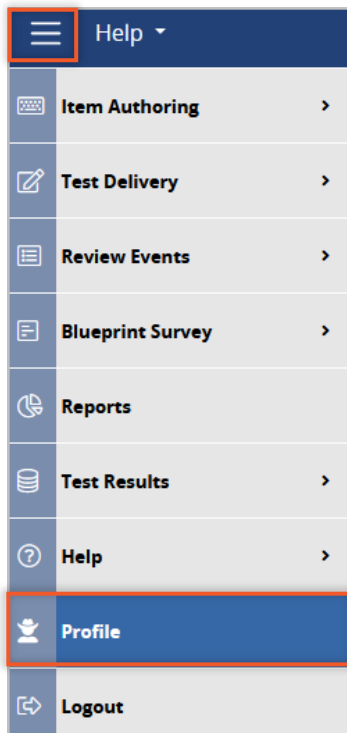
Security Key
icva-bank

Log In

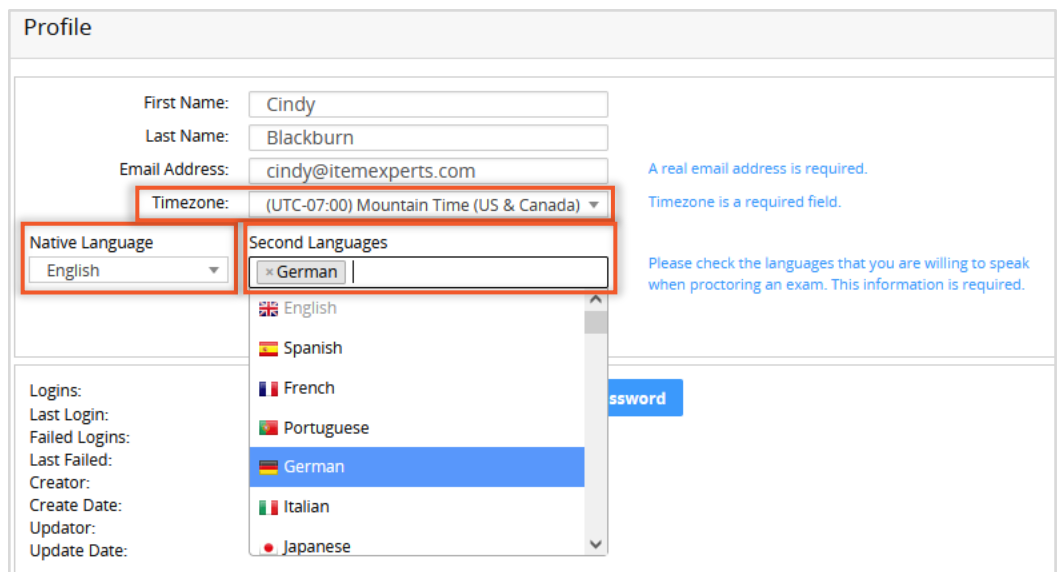
PROCTOR PROFILE

The proctor profile is where you set up or change your email, time zone, and the languages you speak.

1. Click on the **Drop-down Menu**
2. Select **Profile**



3. Verify the time zone is correct. *This will ensure accurate scheduling.*
4. Select **Native Language**
5. Click in **Second Languages** to specify any additional languages to which you can proctor.
6. **Save.**



The screenshot shows the 'Profile' form in the TESTWise application. The form contains the following fields:

- First Name: Cindy
- Last Name: Blackburn
- Email Address: cindy@itemexperts.com
- Timezone: (UTC-07:00) Mountain Time (US & Canada)
- Native Language: English
- Second Languages: German (selected)

Below the form, there is a list of login statistics:

- Logins:
- Last Login:
- Failed Logins:
- Last Failed:
- Creator:
- Create Date:
- Updater:
- Update Date:

On the right side of the form, there are three informational messages:

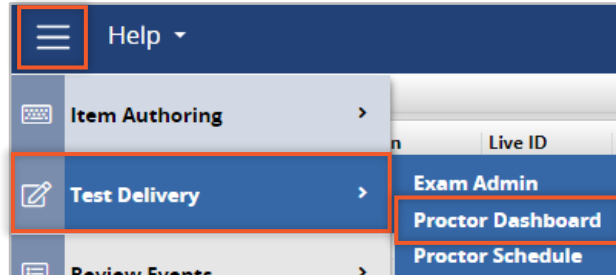
- A real email address is required.
- Timezone is a required field.
- Please check the languages that you are willing to speak when proctoring an exam. This information is required.

A 'Save' button is located at the bottom right of the form.

PROCTOR DASHBOARD

The proctor dashboard is the portal to launch the exam, see individuals slated to take the exam, and review all venue instructions for each exam you will deliver.

1. Click on the **Drop-down Menu**
2. Click **Test Delivery**
3. Select **Proctor Dashboard**

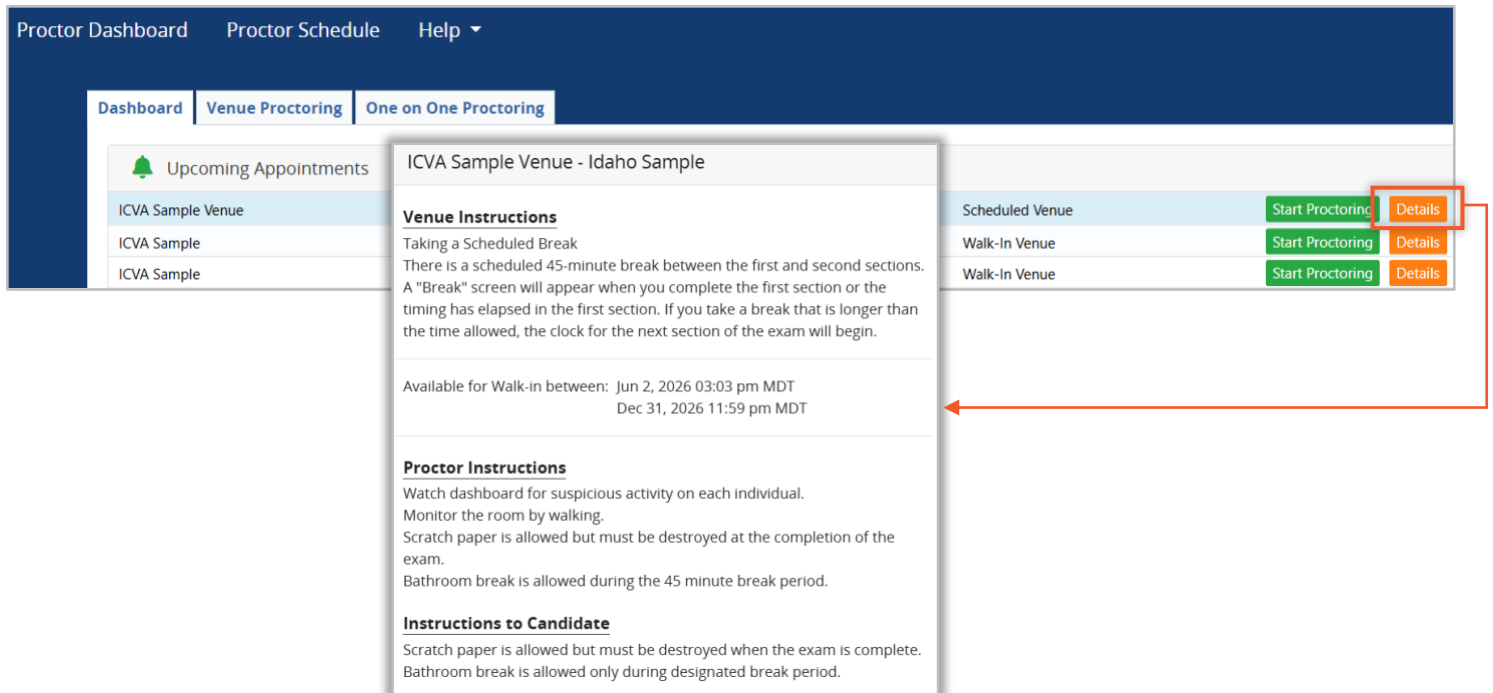


Important notes:

- Your dashboard will show only the exams you have access to proctor.
- Past appointments and related details are also accessible.

INSTRUCTIONS

- To display venue, proctor, and candidate instructions, click on the **Details** button.
- It is necessary to review all instructions for the venue, proctor, and candidate prior to administering the exam.
- Any updated testing information will be communicated here.



Proctor Dashboard | Proctor Schedule | Help ▾

Dashboard | Venue Proctoring | One on One Proctoring

Upcoming Appointments

Appointment	Start Proctoring	Details
ICVA Sample Venue	Start Proctoring	Details
ICVA Sample	Start Proctoring	Details
ICVA Sample	Start Proctoring	Details

ICVA Sample Venue - Idaho Sample

Venue Instructions

Taking a Scheduled Break
There is a scheduled 45-minute break between the first and second sections. A "Break" screen will appear when you complete the first section or the timing has elapsed in the first section. If you take a break that is longer than the time allowed, the clock for the next section of the exam will begin.

Available for Walk-in between: Jun 2, 2026 03:03 pm MDT
Dec 31, 2026 11:59 pm MDT

Proctor Instructions

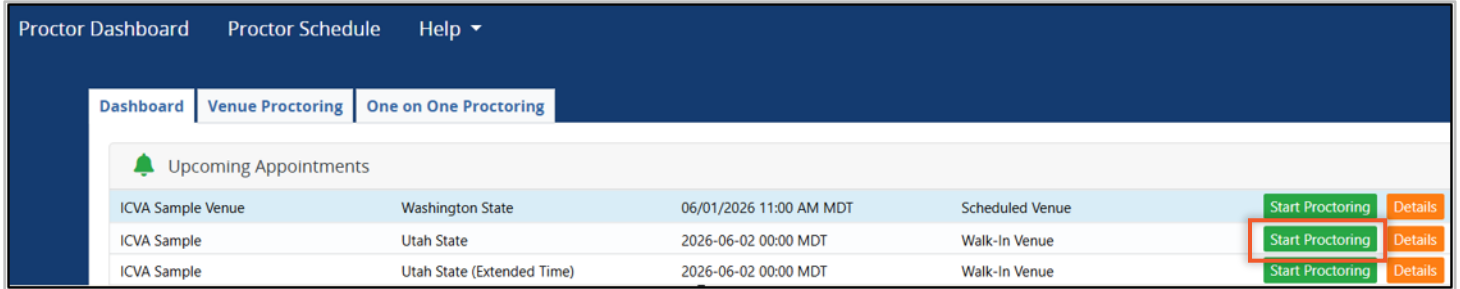
Watch dashboard for suspicious activity on each individual.
Monitor the room by walking.
Scratch paper is allowed but must be destroyed at the completion of the exam.
Bathroom break is allowed during the 45 minute break period.

Instructions to Candidate

Scratch paper is allowed but must be destroyed when the exam is complete.
Bathroom break is allowed only during designated break period.

PROCTORING

1. To begin proctoring, click **Start Proctoring** for the desired exam.



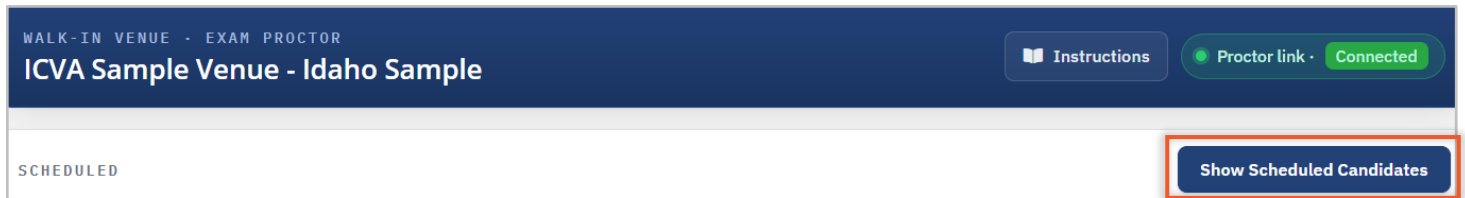
Proctor Dashboard Proctor Schedule Help ▾

Dashboard Venue Proctoring One on One Proctoring

Upcoming Appointments

Exam	State	Date/Time	Venue	Start Proctoring	Details
ICVA Sample Venue	Washington State	06/01/2026 11:00 AM MDT	Scheduled Venue	Start Proctoring	Details
ICVA Sample	Utah State	2026-06-02 00:00 MDT	Walk-In Venue	Start Proctoring	Details
ICVA Sample	Utah State (Extended Time)	2026-06-02 00:00 MDT	Walk-In Venue	Start Proctoring	Details

2. Click **Show Scheduled Candidates**.



WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

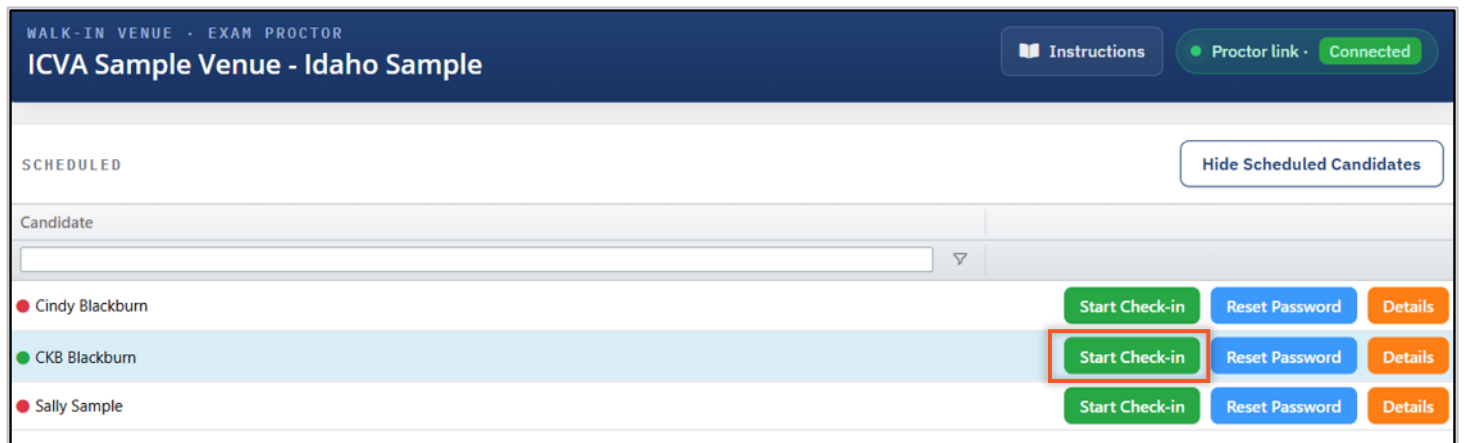
Instructions Proctor link - Connected

SCHEDULED

Show Scheduled Candidates

A list of candidates slated to take the exam will populate in the window below. Those with a **green circle** are logged into the system.

3. Click **Start Check-in**.



WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

Instructions Proctor link - Connected

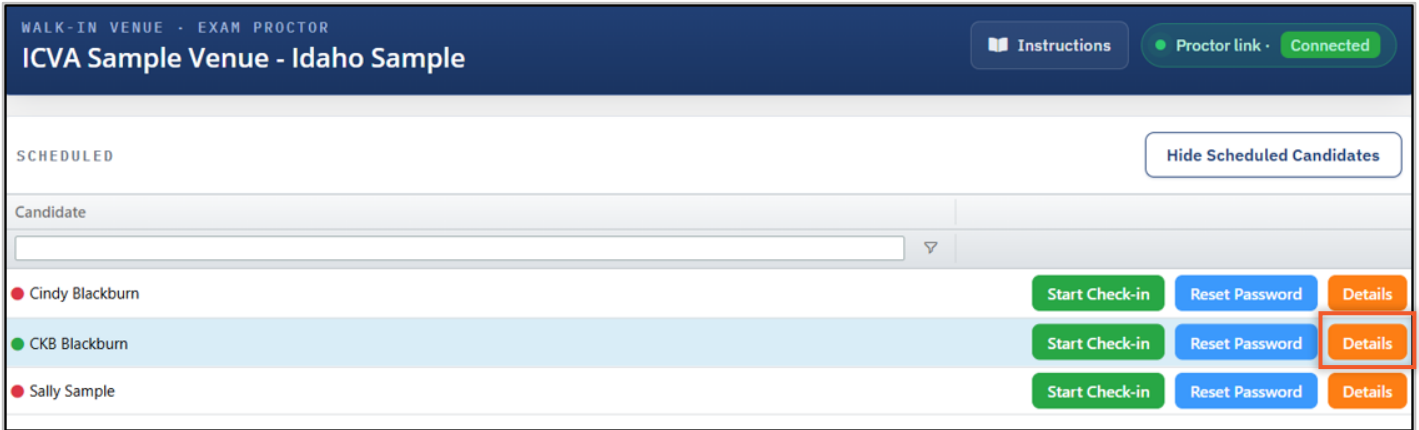
SCHEDULED

Hide Scheduled Candidates

Candidate

● Cindy Blackburn	Start Check-in	Reset Password	Details
● CKB Blackburn	Start Check-in	Reset Password	Details
● Sally Sample	Start Check-in	Reset Password	Details

- Move to the steps below after you have completed all proctor instructions listed under the orange **Details** button for the candidate (e.g., review ID, review workstation for no unauthorized materials, etc.) as seen below.



WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

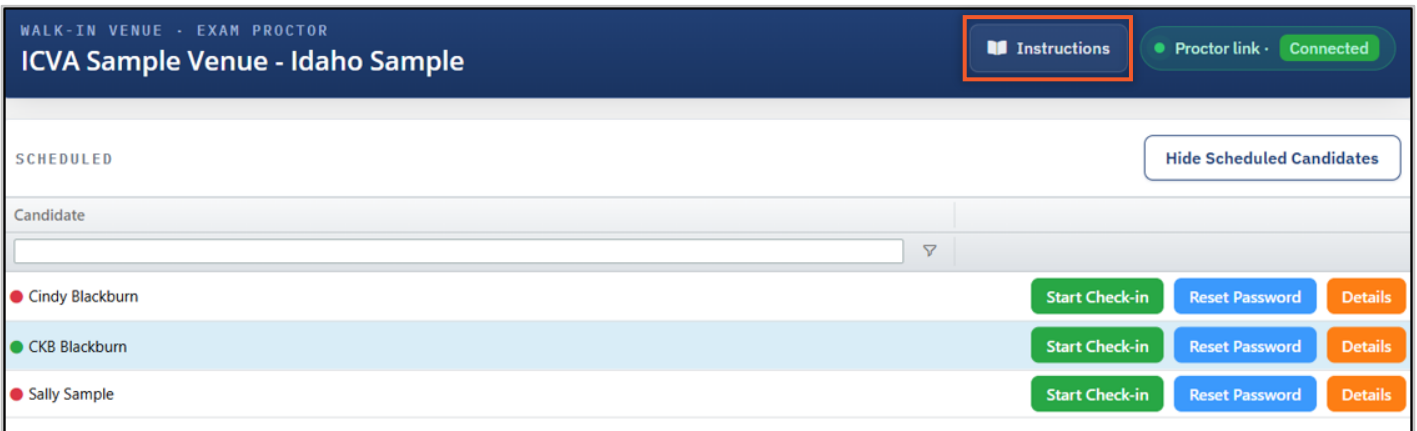
Instructions Proctor link - Connected

SCHEDULED Hide Scheduled Candidates

Candidate

Cindy Blackburn	Start Check-in	Reset Password	Details
CKB Blackburn	Start Check-in	Reset Password	Details
Sally Sample	Start Check-in	Reset Password	Details

- Proctor, Candidate and Troubleshooting Instructions can be accessed by clicking on the blue **Instructions** button.



WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

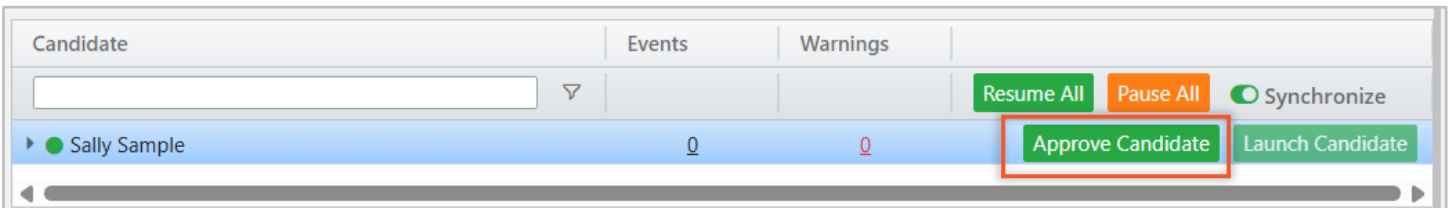
Instructions Proctor link - Connected

SCHEDULED Hide Scheduled Candidates

Candidate

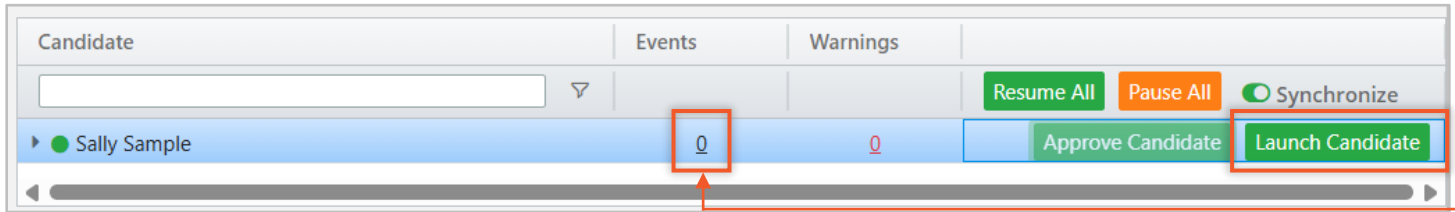
Cindy Blackburn	Start Check-in	Reset Password	Details
CKB Blackburn	Start Check-in	Reset Password	Details
Sally Sample	Start Check-in	Reset Password	Details

- Click **Approve Candidate**.



Candidate	Events	Warnings	
Sally Sample	0	0	Resume All Pause All Synchronize Approve Candidate Launch Candidate

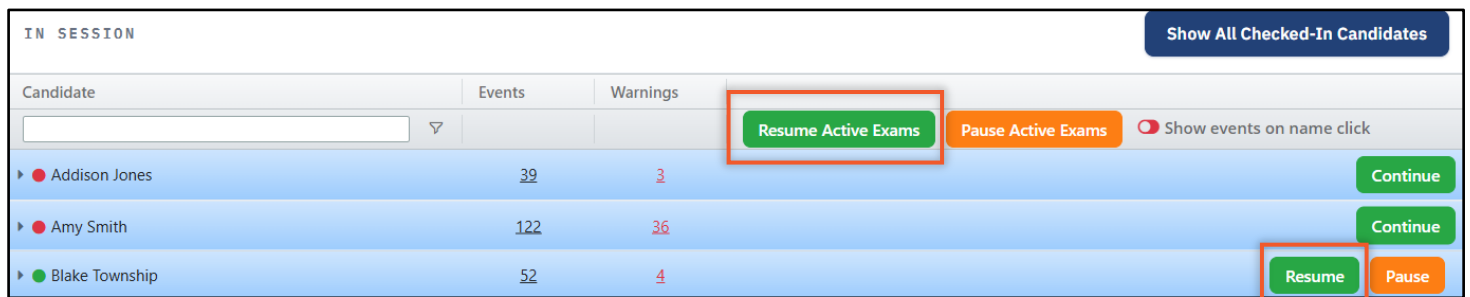
7. Click **Launch Candidate**.



Note: The process may take a while as the candidate connects to the testing server. During the process, you can watch for a change in the candidate's **Events** link to display user connected.

8. When all candidates in the room are ready, click **Resume Active Exams**.

- Note: If you would like to start only one candidate, click **Resume** for that individual candidate.



CANCEL CHECK-IN

If you have begun the check-in process for a candidate and find they will be testing elsewhere or supervised by another proctor, choose **Cancel Check-In**. This action will change the candidate's status and check-in location from **In Session** back to **Scheduled**.

IN SESSION

Show All Checked-In Candidates

Candidate	Events	Warnings	
			Resume Active Exams Pause Active Exams Show events on name click
▶ Addison Jones	39	3	Continue
▶ Amy Smith	122	36	Continue
▶ Blake Township	49	4	Cancel Check-in Approve Candidate Launch Candidate

WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

Instructions

Proctor link - Connected

SCHEDULED

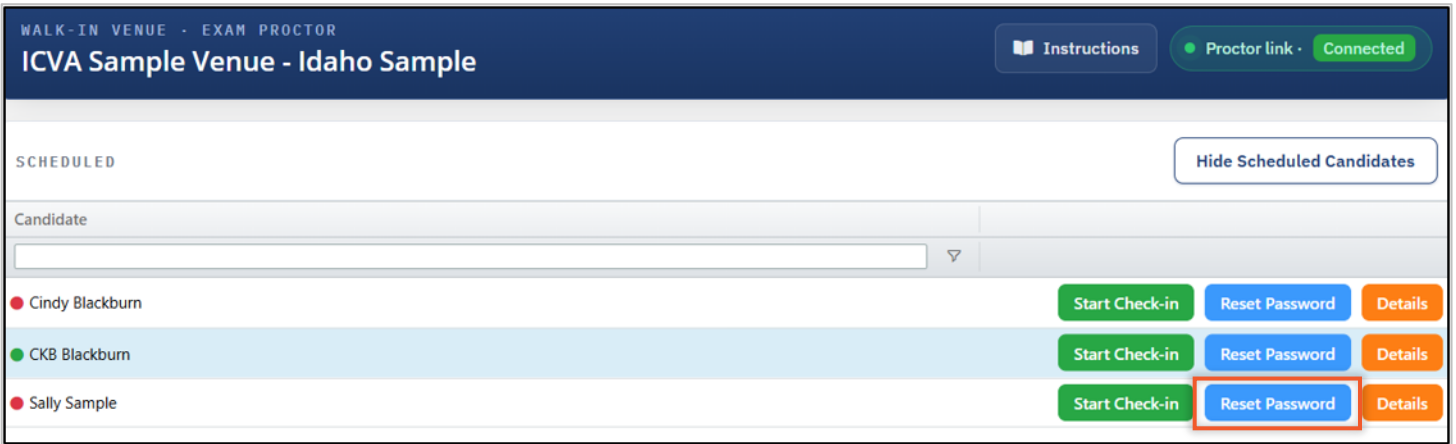
Show Scheduled Candidates

RESET PASSWORD

It may be necessary to reset a candidate's password if they forgot the password details in the email they received.

To reset a candidate's password, complete the following:

1. Click **Reset Password**.



WALK-IN VENUE - EXAM PROCTOR

ICVA Sample Venue - Idaho Sample

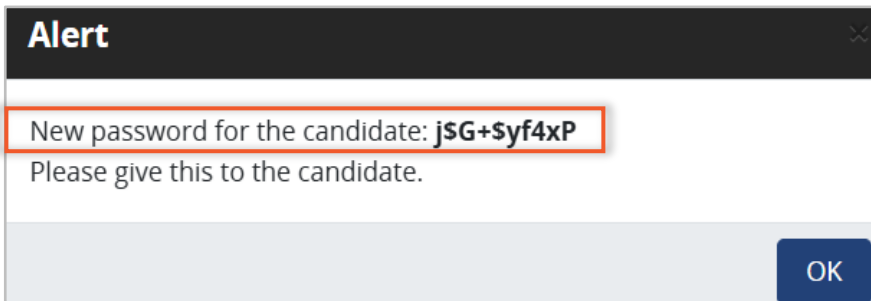
Instructions Proctor link Connected

SCHEDULED Hide Scheduled Candidates

Candidate

● Cindy Blackburn	Start Check-in	Reset Password	Details
● CKB Blackburn	Start Check-in	Reset Password	Details
● Sally Sample	Start Check-in	Reset Password	Details

2. A pop-up will display with a new password for the candidate.
3. Write the password down on a sheet of paper.
4. Provide the written password to the candidate.



Alert

New password for the candidate: **jSG+syf4xP**

Please give this to the candidate.

OK

SCHEDULED BREAK

There is break time included in the exam and the system allows schools to choose whether all students begin **Exam Section 2** simultaneously or at different times based on their preferences.

Total Session Time	5 hours 24 minutes
Tutorial (optional)	15 minutes
Exam Section 1 (120 items)	2 hours 12 minutes
Break	45 minutes
Exam Section 2 (120 items)	2 hours 12 minutes
Survey	Untimed

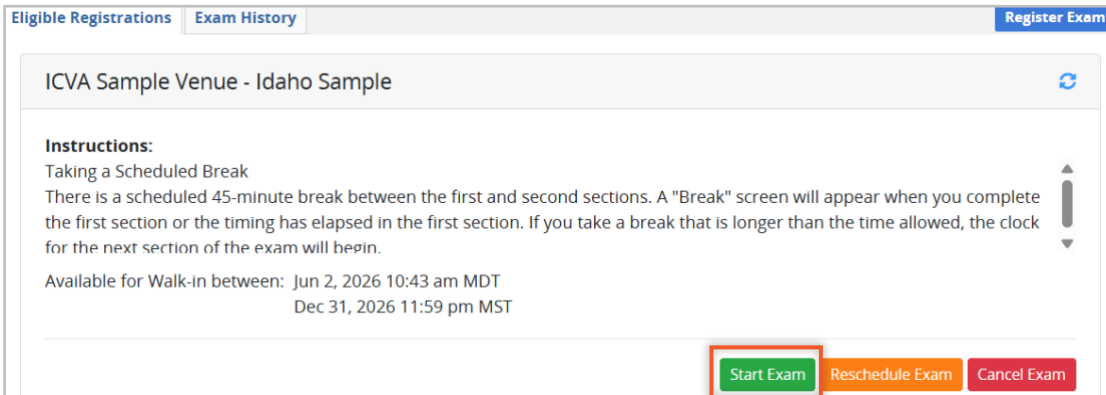
If a candidate's exam is interrupted before the scheduled break—for example, the browser closes, the battery dies, or the exam tab is no longer visible—the proctor should repeat the original launch process. The candidate should log in to TESTWise using the same URL and select **Resume Exam**. The proctor should then click **Approve** and **Launch** again, as described on [page 13](#), to restart the exam on the candidate's computer.

CANDIDATE VIEW

The candidate can see the following:

- The number of items on the exam
- Time allotted to take the exam
- Any scheduled breaks
- All candidate instructions
- Prompts to review any NDA or other agreements on file

When ready, instruct the candidate to click **Start Exam**, and they will be instructed to wait for the proctor.
[Click here](#) to see how to start the VEA for an individual or group.



Eligible Registrations Exam History Register Exam

ICVA Sample Venue - Idaho Sample

Instructions:
Taking a Scheduled Break
There is a scheduled 45-minute break between the first and second sections. A "Break" screen will appear when you complete the first section or the timing has elapsed in the first section. If you take a break that is longer than the time allowed, the clock for the next section of the exam will begin.

Available for Walk-in between: Jun 2, 2026 10:43 am MDT
Dec 31, 2026 11:59 pm MST

Start Exam Reschedule Exam Cancel Exam

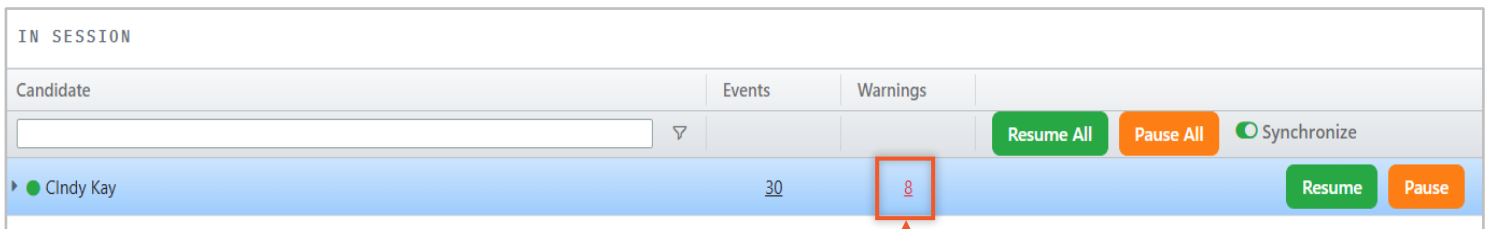
PROCTOR PAUSE

Important Reminders:

- It is necessary for you to walk the room while reviewing the seating arrangements.
- Remind candidates that activities such as talking or browsing on the internet are prohibited.

The proctor pause button is used if you suspect cheating.

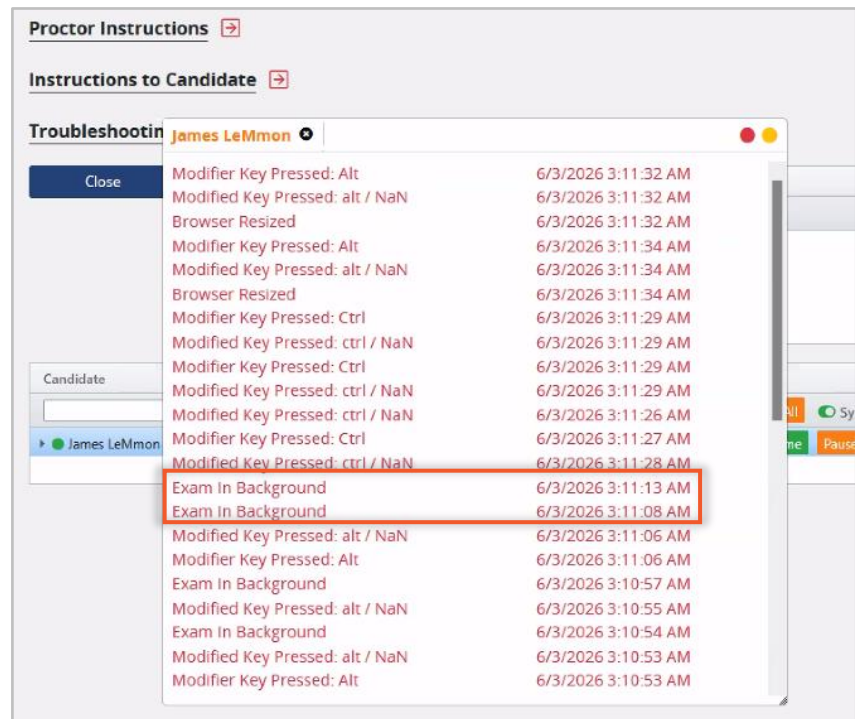
1. To use this feature, click **Pause**.



2. Click on the **red number** to display **Warnings** details for any candidate.

Warnings will share:

- A list of all the candidate's activities.
- If the candidate has repeated off-screen clicks, displaying as **Exam in Background**.
- The candidate may be accessing the internet to search for an answer.



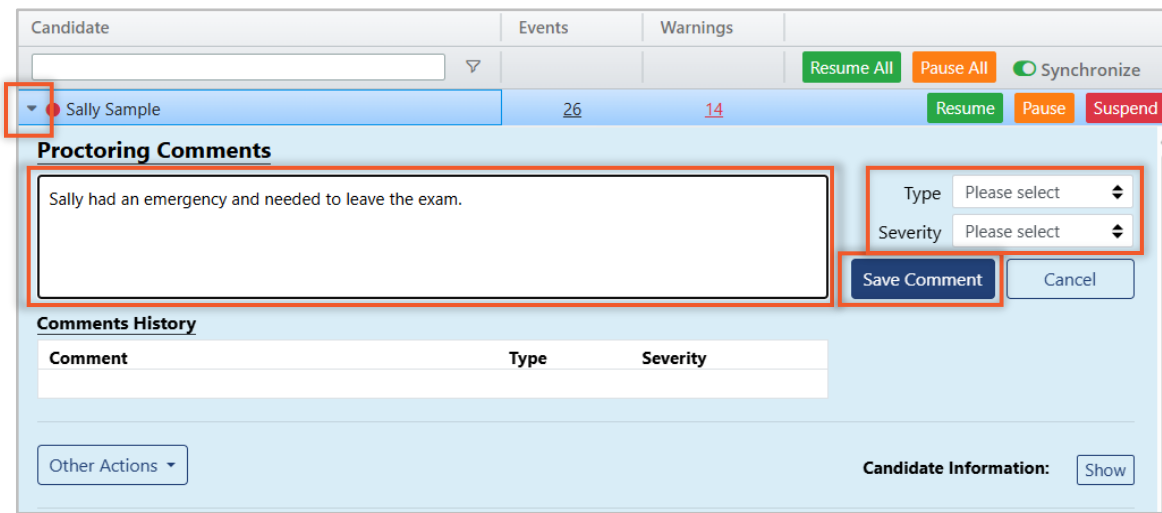
PROCTOR COMMENTS

Important Reminder:

- Be sure to document any activity.

To add a note:

1. Click on the ▼ to the left of a candidate's name.
2. Add the note in the text box.
3. **Save Comment.**
4. Using the dropdown menus, select the **Type** and **Severity** of the comment.

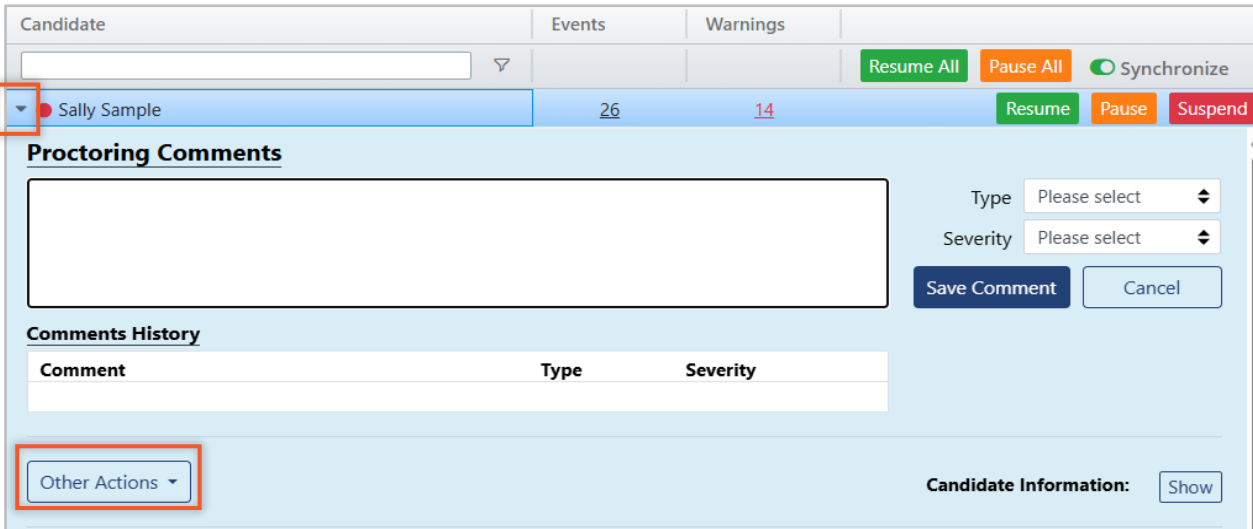


The screenshot shows the 'Proctoring Comments' interface for a candidate named 'Sally Sample'. The candidate's name is in a blue bar with a dropdown arrow (▼) highlighted by a red box. Below this, the 'Proctoring Comments' section contains a text box with the text 'Sally had an emergency and needed to leave the exam.' To the right of the text box are two dropdown menus for 'Type' and 'Severity', both set to 'Please select', and a 'Save Comment' button. Below the 'Proctoring Comments' section is a 'Comments History' table with columns for 'Comment', 'Type', and 'Severity'. At the bottom left is an 'Other Actions' dropdown, and at the bottom right is a 'Candidate Information' section with a 'Show' button.

OTHER ACTIONS

You can access **Other Actions** after expanding the candidate's section:

1. Click on the ▼ to the left of a candidate's name.
2. Click on **Other Actions**.



The screenshot shows a table with columns: Candidate, Events, Warnings, and a row for 'Sally Sample'. The 'Sally Sample' row is highlighted in blue. To the right of the table are buttons: 'Resume All', 'Pause All', 'Synchronize', 'Resume', 'Pause', and 'Suspend'. Below the table is a 'Proctoring Comments' section with a text area, 'Type' and 'Severity' dropdowns, and 'Save Comment' and 'Cancel' buttons. Below that is a 'Comments History' table with columns 'Comment', 'Type', and 'Severity'. At the bottom left, the 'Other Actions' dropdown menu is open, showing a list of actions. At the bottom right, there is a 'Candidate Information: Show' button.

3. Click the desired **Other Action** you wish to access from the pop-up list:

Get Candidate URL:

If the candidate cannot start testing for any reason, you can manually provide them with the VEA URL. To complete this process, copy the URL and either email it to them or save it to a thumb drive and insert the drive into their computer so they can access the exam.

Fix Stuck Exam:

If the candidate's computer freezes or gets hung up on the VEA, you can relaunch the exam. This process will return the candidate to the last item they were working on.

Allow Candidate Exam

If a candidate experiences a 'token mismatch error,' this option resolves the issue and lets a candidate stuck in the waiting room leave.

Allow Candidate to Reschedule:

If a candidate needs to reschedule their VEA, you can choose this option to let them choose a different time of day for the test.

Release candidate from session

If the candidate is in room A and has already checked in, but it is later decided they need to be in room B due to seating availability, use this option to transfer rooms.

Reset Password:

Follow the steps to **reset the password** if necessary.

- Get Candidate URL
- Fix Stuck Exam
- Allow Candidate Exam
- Allow Candidate to Reschedule
- Release candidate from session
- Reset Password

EXTENDED TIME

- Candidates with ADA accommodations needing extra time will test in a separate room. **Please ensure all standard testing guidelines are also followed in this area.**
- TESTWise is configured to provide extra time based on each candidate's accommodations (1.25x, 1.5x, 2x). Each timing format will have its own tab in the proctor monitoring system. A timer appears on the right side of the candidate testing screen, showing both the overall exam time and a timer for the section they are viewing.
- The testing timer is configured to allow you the ability to **Pause** and **Resume** during each section of the exam. **Important Reminder: Once a section of the exam is complete, the candidate is not permitted to return to or review the previous section.**
- Sometimes, a candidate might need to take a test over two days. In such cases, you can **Pause** the exam. The next day, the candidate will need to use the same VEA URL as before. After completing all security checks, click **Resume**. The exam will pick up from where it left off, showing the last question the candidate was viewing.

IN SESSION			
Candidate	Events	Warnings	
			Resume All Pause All ☒ Synchronize
☒ Cindy Kay	30	8	Resume Pause

CANDIDATE TROUBLESHOOTING STEPS

ISSUE	TROUBLESHOOTING STEPS
1. If the candidate sees the error - Your Token Is No Longer Valid	- On the Exam Proctoring screen, click - Other Actions - Click - Get Candidate URL - Copy the URL from the popup box - Provide the copied URL to the candidate in chat
2. If unable to launch exam:	- Ensure that the candidate's browser cookies are enabled - Once cookies are enabled, move to step 3
3. If Step 2 does not work and the exam still will not load or is still frozen in the item delivery:	- Ask candidate to click their web browser Refresh or Reload button - Candidate should be taken back to the screen with the Begin button - Tell candidate – that their answers and time have been saved. They may press the Begin button to continue where their exam left off. - On the Exam Proctoring screen, click the Resume button
4. If unable to launch exam or if an exam freezes or fails to load an item at any point during delivery:	- On the Exam Proctoring screen click Other Actions - Click blue - Fix Stuck Exam - Ask candidate to click their web browser's Refresh or Reload button - Candidate should be taken back to the screen with the Begin button - Tell candidate – that their answers and time have been saved. They may press the Begin button to continue where their exam left off. - On the Exam Proctoring screen click the Resume button
5. If Step 4 does not work and exam still will not load or is still frozen in the item delivery:	- On the Exam Proctoring screen click Other Actions - Click Get Candidate URL - Copy the URL from the popup box - Provide the copied URL to the candidate using a thumb drive

	• Candidate should be taken back to the screen with the Begin button • Tell candidate – that their answers and time have been saved. They may press the Begin button to continue where their exam left off. • On the Exam Proctoring screen, click the Resume button
6. If Step 5 does not work and exam still will not load or is still frozen in the item delivery repeat step 5 with each change below:	• Ask candidate to use a different web browser • If changing web browsers doesn't fix the issue, ask candidate to use a different computer • If the exam still will not load, continue to step 7
7. If the candidate was unable to complete the exam due to technical issues.	• Tell the candidate that any progress they made in the exam has been saved. • Contact ICVA at vea@icva.net and inform them the candidate was unable to test due to technical issues.

PROCTOR FAQs

Does the suggested proctoring ratio of one proctor for every 20-25 students mean that only 20-25 students can be assigned to each testing room?

The proctoring ratio and room recommendations remain unchanged from previous VEA administrations. Students can all remain in a single large room. Proctors should have computer access to record any activities.

Is there a limit to how many proctors can be assigned to each site?

Schools can appoint any number of proctors they wish.

Does clicking the 'Pause' button on the student interface stop the timer?

The student will not see a 'Pause' button; it will only be visible on the proctor's screen.

For students testing at the same location, does the school need to perform individual check-ins for each candidate?

Yes, each candidate will be checked in individually. All proctors can access the check-in screen via the 'Show All Candidates' button, allowing multiple stations to check in candidates simultaneously. Once everyone has been assigned a seat and is ready, the proctor can click the 'Resume ALL' button to start the exams. This button initiates the examinations for all students, enabling them to begin at the same time. This process will be demonstrated in the proctor video available on the Veterinary Institution Portal (VIP).

Is it possible to configure the dashboard to organize students based on their location?

Candidates are organized in the proctor dashboard according to their test format (such as standard, 1.5x time, etc.).

Can the initial exam instructions that students see be customized, or are they fixed by TESTWise/ICVA?

The instructions are preset by TESTWise and ICVA.

Are schools required to have students sign the ICVA sign-in sheet and also check in with the TESTWise system?

Schools should ensure students sign the sign-in sheet supplied by ICVA. If a school prefers a standalone electronic sign-in system, it is permitted as long as it gathers the same information and enables the school to email the data to ICVA after the test.

Will the proctors receive the students' passwords beforehand, or are these only sent directly to the students?

Proctors will not have access to students' passwords. Students will receive a reminder via email about the importance of bringing their password to the test. If a student forgets it, the proctor can use the proctoring system to generate a new password.

Is there a demo students can try beforehand to get familiar with the interface, since there's no workstation certification this time?

A demo of the exam interface is available here:

<https://sei.caveon.com/launchpad/cms-sample-exam-2>.

Is everyone limited to a 45-minute break before beginning the second session?

The system allows schools to choose whether all students begin the second exam section simultaneously or at different times based on their preferences.

Since 'warnings' are tracked, do we still need to submit incident reports?

Incident reports are still required for situations outside the computer system, like a student taking notes or viewing another student's monitor.

Without a lockdown browser, how can students take the test remotely using Zoom, Teams, or WebEx?

Zoom, Teams, and WebEx will be added to the safelist of approved programs. Moreover, remote test takers will receive a specially designed assessment format that includes extra allowances for warnings, accounting for the use of third-party meeting apps. This ensures that the extra activity involved in using these applications does not unintentionally pause the test.

Are there additional events, besides the exam starting in the background, that can be flagged as a warning or red flag?

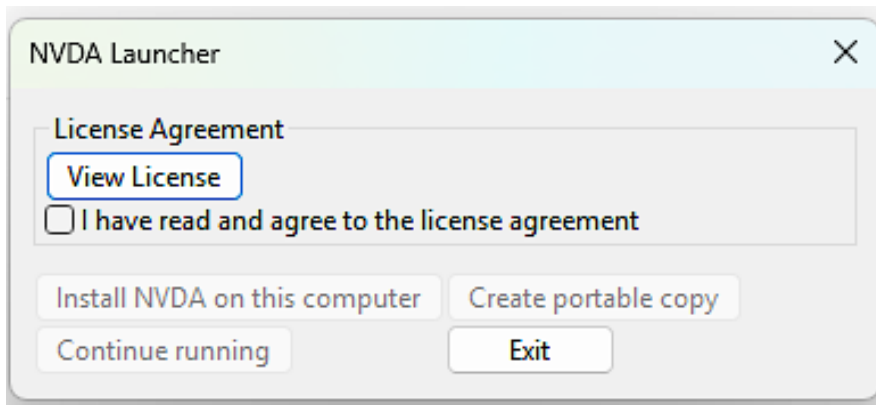
Any activity outside the TESTWise system will be considered a warning or red flag.

What are the procedures if a student requires a screen reader?

Schools preparing a computer for student use with a screen reader should download the NVAccess application (<https://www.nvaccess.org/download/>), which is approximately 60MB. While running the application does not require admin rights, downloading it might.

Instructions for the download process include:

- A. Visit: <https://www.nvaccess.org/download/>
- B. Download and launch (or install) NVAccess, which will then display this screen:



Note: NVAccess is completely free to use and does not require a license or subscription.

- C. Check the agreement box, then select one of the three options: 'Continue running' will keep narrating until the 'NVDA Launcher' is closed. Alternatively, click 'Install' or 'Create portable copy' for faster launching later.
- D. The system will start narrating immediately whenever the mouse pointer moves over items on the screen. A test taker should:
 1. Run NVAccess
 2. Log in to TESTWise (<https://delivery.itemexperts.com>) using their email address and TESTWise password
 3. Click 'Start Exam' and wait for the proctor to launch their exam
 4. Press F11 (on the 'Exam Paused' screen) so the browser expands to fill the whole screen. Doing this will eliminate extraneous narration.

Note: To hear narration, the student just needs to hover the mouse over the text. If there are styling differences within a sentence, they will need to move the mouse across the entire sentence to listen to each part. Every time the style changes, it begins a new text block, so the mouse must pass over each block to hear it.



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