



COUNCIL ON
PHARMACY
STANDARDS

CPS CERTIFICATION EXAMINATION

GUIDE TO LIVE REMOTE PROCTORING (LRP)

CPS administers all certification exams via Live Remote Proctoring.

Earn your CPS certification at home or work using your own computer!

GUIDE TO
LIVE REMOTE
PROCTORING



Rules, Policies and Procedures

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Schedule Your Exam

You are responsible for scheduling within your eligibility period.

Delivery method: All CPS exams are administered by **Live Remote Proctoring (LRP)**.

Eligibility period: You may schedule **any time within your 365-day eligibility period** (first-come, first-served). Early scheduling is recommended.

Account & email: Your **eligibility letter** is posted in your **CPS account** and a notice is emailed. Make sure your email and time zone are correct.

Name/ID match: The name in your CPS profile **must match** your government ID for check-in. Update before scheduling if needed.

System check: Run the **System Check** from your CPS account on the same device/network you'll use on exam day.

Reschedule / Withdraw:

- **Reschedule (same exam):** allowed **≥48 hours** before start time — **\$50** fee.
- **Withdraw: before scheduling** or **≥7 days** before your appointment — refund = **\$345** – **\$165** = **\$180** (application fee \$50 is non-refundable).
- **No-show or <48h:** exam portion is forfeited. See Fees & Administrative Policies.

How to schedule (simple steps)

1. Sign in to your **CPS account** → **Certification Programs**.
2. Open your active registration and click **Schedule Your Exam**.
3. Choose your **date/time**.
4. Confirm details and submit. A **confirmation email** appears within minutes and your appointment shows in your portal.

Important

- Appointments are **remote** and require a **private, quiet room**, single monitor, and a device with camera/mic.
- If you plan to request **accommodations**, submit the request **before scheduling** (see pharmacystandards.org/accommodations).
- If your eligibility period **expires** before you test, fees are forfeited per policy and you must **reapply**.

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**Live Remote
Proctoring**
is required for
ALL exams.

Live Remote Proctoring - About

- **All CPS exams are delivered by Live Remote Proctoring (LRP).** A human proctor monitors your session by secure audio/video while you test.
- Sessions are **recorded** for security and quality assurance in line with the CPS Privacy & Data Retention Policy.
- Before you schedule, confirm your device and network meet requirements and **pass the System Check** from your **CPS account**.
- Schedule only after all requirements are met. If requirements are not met on exam day, the attempt may be **invalidated** and fees forfeited per policy.

Administrative Rights

If you plan to use a **work computer** or a network with strict firewalls (e.g., hotel/enterprise Wi-Fi), you must have rights to:

- install/run the secure testing browser or plug-in,
- allow webcam/microphone access and screen sharing,
- disable VPNs, remote desktop tools, or virtual machines during the session.

Tip: A **personal computer on a home network** is recommended for the most reliable experience.

Environment

You must test in a **private, quiet room** with the **door closed** and a **cleared desk**. Only one monitor is permitted. Public spaces (libraries, cafés, vehicles, coworking rooms) are **not allowed**. Ensure good lighting so your face and ID are clearly visible during check-in and the room scan.

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Live Remote Proctoring - Preparation

Computer Specifications

Candidates must make sure the computer that will be used for LRP meets the below requirements:

- Technical Requirements
- System Specifications
- Compatibility Testing

Technical Requirements

- **Candidates will not be able to use a tablet.** Chromebooks, tablets, and cellphones are not compatible and cannot be used. Touchscreens cannot be used.
- Laptop or desktop computer (**Windows or Mac only**)
- Dual screens are not allowed
- Webcam (*detachable preferred*), Microphone and Speakers (*functional and available for testing, HD 1080P webcam recommended*). **Candidates must be able to do a 360-degree room scan.** If the testing computer has a built-in web camera and cannot be moved to scan the entire room, candidates must have a 5" x 6" or larger handheld mirror to scan the testing room for the virtual proctor.
- Stable broadband internet connection – Minimum 500 Kbps; we recommend 5Mbps or higher upload and download [\[click here to test internet speed\]](#)
- A wired connection is preferred over wireless (WiFi)
- Screen resolution 1366 x 768 or higher
- Current version of Google Chrome or some other Chromium-based browser is required [\[click here to learn how to determine browser versions\]](#)
- It is highly recommended to use a personal computer and not a work-issued computer. Work-issued computers often have applications running in the background that a candidate cannot or may not have administrative right to close or detect.
- Candidates who plan to use a work computer must have administrative access to disable the firewall, to share the screen and to end any running programs.
(See *Administrative Rights* page 4)
- Candidates must have permission to close running applications. Go to "Task Manager" click on the "processes" and "services" tabs and make sure prohibited applications can be closed (i.e. Dell Data Vault, ConnectWise, JAMF Screen Recording, Zoom, NVIDIA container, Adobe Creative Cloud, Configuration Manager Remote Control Service, HPSystemeventutility, Ice Cream Screen Recorder and Kaseya Agent Endpoint).
- If using a shared device (e.g. with other users or multiple profiles) ensure all profiles are logged out and there are no open sessions for prohibited applications running in alternate profiles.

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Live Remote Proctoring - Preparation

System Specifications

System requirements can change and it is the candidates' responsibility to ensure they meet the requirements for the operating system (PC or MAC), screen resolution, bandwidth, microphone, and camera.

System requirements:

<https://pharmacystandards.org/FAQ-System-Requirements>

Browser requirements:

For PC users Chrome is supported. Microsoft Edge and Internet Explorer are not.

For Mac users, Chrome can be used.

Compatibility Testing

Candidates must test the computer they are going to use to take the exam, and must check to see if the computer is compatible for Live Remote Proctoring (LRP) testing. [\[click here for compatibility and webcam tests\]](#).

If the computer is compatible and meets all technical and system requirements, they can proceed to register to take an exam.

The compatibility link does not check for operating system requirements, technical requirements or administrative rights.

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Live Remote Proctoring - Scheduling

- The examination is administered by appointment only. **Examinations may be taken any day of the week, including Saturday and Sunday, 24 hours a day.**
- It is the candidate's responsibility to schedule the examination as soon as the eligibility notice is received. This must be done within the eligibility period.
- If a candidate is unable to take the exam by LRP for any reason, they may have to pay a change fee to extend the eligibility period. There are no refunds, if they submit a change request and then take the exam as scheduled or within the original testing period.
- The specific starting and ending days are provided in the candidate's eligibility notification - *candidates cannot finalize an appointment until receiving their eligibility notification*. Eligibility letters can be found in the candidate's CPS account and are sent via email once the candidate's application is approved. It is the responsibility of the individual to ensure their email is current and accessible. It is recommended that candidates schedule the appointment as soon as possible.
- Candidates may schedule using the "Schedule or Launch Exam" link on their CPS account page.

It is with the understanding that the responsibility and control of the testing environment and integrity of the computer equipment and connectivity to the internet are the responsibility of the test taker. With the responsibility to ensure a testing environment that meets CPS requirements must rely on the test taker's choices on where and on what equipment the test will be taken, and therefore guarantee of the integrity of the environmental/technical aspects of testing is that of the test taker. **This means, if further difficulties are encountered with the second testing in the live remote situation, there will be no further options (such as a change request) for a retest.** The individual must reapply and pay full fees following the time frames stated in CPS policies.

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Live Remote Proctoring - Testing

What to Expect

- All candidates must report to the test portal by 15 minutes before the scheduled testing time. They can launch the exam platform starting 30 minutes before the appointment time. A minimum of 15 minutes is needed for checking IDs, surveying the testing environment and going through the security measures & exam rules.
- Anyone not starting the exam within 15 minutes of the scheduled appointment time, automatically forfeits the examination appointment and the ability to test using Live Remote Proctoring. Candidates who are late or fail to take the test can file a Change Request Form with applicable fees.
- The time spent on the security measures and exam rules does not affect the testing time. Candidates will have the full time allotted to take the exam.
- **For the screen-sharing connection during the exam, candidates must accept during system check.** Once the candidate has connected their screen to the proctor, the proctor connects the two-way video and audio connection. Once the exam is over, the session expires, and the remote connection is no longer valid.
- Alive proctor will connect with the candidate via a chat box. Candidates will read the rules and sign off on them.



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Live Remote Proctoring - Process

Identification

- **One form of current ID is required and must be presented before the exam starts.**

All identification presented must be current or unexpired and contain a signature. The primary one must have a photo, expiration date, and the first and last name must match those provided on the application. **Candidates will not be allowed to test without proper ID**, (e.g. Driver's License, State identity card (non-driver license), Passport, Passport card, Green Card, Alien registration, Permanent resident card, or National identification card). No forms of temporary identification will be accepted.

Testing Environment

Candidates can schedule and launch the exam right from their home or office computer but must have a microphone, webcam, speakers and stable broadband internet.

- The proctor will check to make sure the webcam and microphone are working properly and that screen sharing has been activated. Candidates will be asked to share the screen for all connected equipment.
- The proctor will ask the candidate to slowly move the webcam around the room to verify that the candidate is alone and that the desk is clear of restricted items. If there are notes, drinks, a box of tissues or any such items on the desk, the candidate will be asked to remove them prior to releasing the exam. Scanning the room is required. If for any reason the candidate is unable to scan the entire room with the webcam.
- If a candidate needs assistance during the exam, a chat should be initiated with the online test administrator using the in-exam chat tool.
- No conversing or any other form of communication is permitted once the exam has been released.
- Candidates are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of CPS security policies. Either one may result in the disqualification of examination results, may lead to legal action and will be reported to the candidate's Licensing Authority/Sponsor.

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Live Remote Proctoring - Process

Testing Environment

- **The testing environment will be surveyed by the proctor prior to testing.** The testing computer must be in a private room and be able to be used without interruption. A proctor will continuously monitor both the test taker and the testing environment.
- **No other people** (i.e. guests, visitors, family members) **or pets** are allowed in the testing room. Having another person enter the room can end the examination.
- The workspace must be cleared of all materials, including books, papers, dictionaries, other reference materials or personal items (e.g., purses, briefcases, coats).
- **No electronic devices** (*other than the computer being used to test*) **are allowed in the room.** This includes, cell/smart phones or watches, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets and digital music players (e.g., iPod & iPad).
- All jewelry (i.e., watches, necklaces, pins) **and head coverings must be removed from the room** prior to the testing session.
- The launch button will be enabled when the exam is fully prepared for delivery.
- Candidates may not exit the camera view or use a cell phone or other electronic devices during the examination.
- Candidates must keep their face on the screen during the examination and avoid looking down or to the sides during testing. Talking or mouthing words while testing is prohibited.
- Candidates hands must be visible to the camera at all times.
- CPS requires all employees and exam takers to conduct themselves in a professional and courteous manner at all times. Exhibiting abusive behavior towards a proctor via chat or other candidates will be reported to the candidate's Licensing Authority/Sponsor and may result in criminal prosecution.
- The proctors have a list of major and minor events that are not allowed during the examination. Major events will stop the examination immediately. Three minor event warnings and the examination will be terminated. Candidates are responsible for reading the full list of Major and Minor events found on the website under "Testing with Live Remote Proctoring".

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Live Remote Proctoring - Rules and Policies

Restrictions and Security

- **The computer screen, questions and browser are monitored by the proctor throughout the exam process.** All information displayed on the computer screen during testing (instructions, questions, etc.) is the property of CPS and may not be reproduced in any form.
- **No questions concerning the content of the examination may be asked during the test.**
- No breaks will be permitted during the testing time (except approved accommodations).
- **If any non-approved items are observed on the workspace after the examination is started, the candidate will be dismissed, the test administration will end, and all fees will be forfeited.**
- If testing has to be shut down for technical reasons, the candidate will be required to reschedule the exam and may have to pay an additional fee. **If a candidate is unable to reschedule for an exam during the eligibility period, a new application with a \$395.00 fee will have to be submitted to obtain a new eligibility period.**
- Any questionable behavior will be reviewed on the webcam, chat logs and audio from time of authentication through submission of the examination. All recordings are deleted after 30 days.

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Live Remote Proctoring - Rules and Policies

Misconduct

If a candidate is dismissed by the proctor, the test administration will end, and all fees will be forfeited. The proctor may dismiss a candidate from the examination for any of the following reasons:

- the candidate gives or receives help or is suspected of doing so
- the candidate attempts to record test questions or to make notes
- the candidate displays and/or uses electronic communications equipment such as pagers, cellular phones, PDAs
- the candidate attempts to take the examination for someone else
- the candidate is observed with personal belongings
- the candidate allows one major event or three minor events.
Candidates are responsible for reading the full list of major and minor events found on the website under "Testing with Live Remote Proctoring".
- the candidate is observed with notes, books or other aids without it being previously approved by CPS
- any event that the proctor(s) deems as a compromise to the testing session

If a candidate engages in misconduct and is dismissed -- the exam score will not be reported, and examination fees will not be refunded.



FORFEITURE OF FEES

All fees will be forfeited by the candidate for any of the following:

- Failure to follow any CPS rules
- Failure to show up for a scheduled exam for any reason (illness, quarantine, accident, death, etc.)

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Live Remote Proctoring - Rules and Policies

Timed Examination

- After the security measures have been completed and the rules have been reviewed, the examination will start. During the exam the browser is secured with no ability to copy, paste, screen capture, access other sites, use instant messaging applications or run remote access/virtual machines.
- The use of Live Remote Proctoring is based on the candidate's computer, the bandwidth and the ability to download the program that provides the proctor and the exam. In some cases, this process can take time to work through and may cause a delay in the start time for the exam. The exam is not started or timed until the set up process is completed.

Inclement Weather, Power Failure, Computer Errors Internet Disconnections, or Emergencies

- Candidates unable to take the scheduled examination due to inclement weather, power failure, computer errors, disconnection from the examination for any reason or unforeseen emergencies, must contact CPS if they are outside the period to reschedule. CPS will determine whether the circumstances warrant the cancellation and subsequent rescheduling.
- If power or the internet is temporarily interrupted during the exam administration, all attempts will be made to restart where the candidate left off so they may continue to take their examination.

- If the candidate has started the exam and is disconnected, for any reason, please contact tech support at support@pharmacystandards.org to attempt to get reconnected and continue testing.

If the disconnection is related to the CPS equipment the candidate will be provided with a new test date and time. Any issue related to the candidates equipment, system, or wifi connection may require the submission of a change request and change fee.

- If the candidate is unable to get reconnected after starting the exam, the timing for a second attempt to take the exam will be based on how much time and how many questions they were exposed to. If a candidate is disconnected and cannot be reconnected and have tested for under 15 minutes and were exposed to less than 10% of the exam they may be able to reschedule within the current eligibility period. Candidates must work directly with CPS that day to reschedule and if they run into any issues they must notify CPS within 3 days of testing. If a candidate tested for longer than 15 minutes and/or saw more than 10% of the questions on the exam they will have to wait 45 days to reschedule and must follow CPS retest policy.

A decision on the timing of a second attempt will be made after reviewing the test exposure. Please notify CPS of the internet disconnection issue as soon as computer access is available.

Exams must be canceled or rescheduled a minimum of 48 hours before the scheduled appointment time. Failure to cancel or reschedule within this time will result in forfeiting exam fees.

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Taking the Exam by Computer

What to Expect

- The CPS examinations are timed. The examination will terminate if the time limit is exceeded. Candidates may select the *Time* button to monitor the time. A digital clock indicating the time remaining to complete the examination will appear. The time feature may also be turned off during the examination.

Candidates will have three (3) hours to complete the 120 questions.

- Only one test item is presented at a time showing the stem and five answer options labeled A, B, C, D and E. **Selections are indicated by either entering the letter of the option (A, B, C, D or E) or clicking on the option.** To change an answer, enter a different option. *Candidates may change the answers as many times as they wish during the testing time limit.*
- To move to the next item, click on the NEXT button in the lower right portion of the screen. This action will move the examination forward item by item. If a candidate wishes to review any item or items, click the BACK button to move backward through the examination.
- When the examination is completed, the number of test items answered is reported. If all items have not been answered, return to the examination and answer those items. **Any unanswered question is considered a wrong answer. It is to the candidate's advantage to provide an answer for each test item before ending the examination.**

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Taking the Exam

Results Notification

- **NO RESULTS ARE PROVIDED IMMEDIATELY AFTER TESTING FOR ANY EXAM FORMAT.**
- **Official results, with the score report, can be found in the candidate's CPS account within 21 business days** of computer exam administration.
- When new forms of an exam or new test grids are developed **official results can take up to 28 business days.**
- **Date of certification is based on the date of the official results, not the exam date.**
- Candidates are not certified until the official results are in their CPS account.
- Test result reports are NOT available by phone or email, pass/fail status can only be seen in the candidate's CPS account. They will receive an email when the test results are in their account. Candidates can check their account at any time by signing in with their username (email) and password.
- CPS reserves the right to cancel test scores when there is reason to believe that scores are invalid. Proof of misconduct is not required to cancel scores.
- **Third-party notification of pass/fail status will not be released without authorization from the candidate.** A \$30 fee is required for any third-party notification or issuance of duplicate pass/fail reports. Such verifications will not be issued until official written confirmation of pass/fail is made by CPS and notification has been sent to the candidate. **Verification requests can only be made via the online verification system on the CPS website.**
- Successful candidates will be mailed a certificate to the address in their account.
If a candidate does not receive the certificate within four weeks of getting the test results, they must contact CPS. After 2 months a lost certificate and/or pin must be purchased.

If a candidate has already registered for a certification exam, they can sign into their account and click on the "Schedule Your Exam" link.

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What Happens if You Cannot Take the Test Using Live Remote Proctoring: **REQUEST TO CHANGE OR WITHDRAW FROM THE EXAM**

Change your Testing Date, Method of Testing or Exam Category

Candidates who cannot take their currently scheduled examination, have missed their testing date or need to take a different exam - can request a change. Candidates may request to change their examination category, or reschedule their testing, provided that they meet the requirements listed below. Candidates are only allowed one change option (ex. if they reschedule the examination date, they will not be able to change the examination category). All change requests must be approved by CPS and candidates may be required to provide additional information. There will be no refund of original fees or Exam Change Request Form fees. Candidates who fail to take the examination under this change option must re-apply with full fees. Candidates can anticipate a new eligibility letter within 2-4 weeks.

- Eligibility must be re-established for the new exam category, and additional documentation and fees may be required.

All candidates requesting a change MUST:

- Submit the change request within one calendar year from the first date of their original eligibility period.
- **Cancel their exam date** (if they have one scheduled), **before submitting a change.** Scheduled exams may be canceled using the "Schedule or Launch Exam" link in the candidate's account.
- Use the CPS website to submit the Change Request Form (*changes requested in any other format, will not be accepted*).
- **Submit a non-refundable fee of \$125 with the Change Request Form**

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To change examination category:

- **Examinees must take the exam for which they have been determined eligible. No changes will be permitted on examination day.** If a candidate knowingly or unknowingly takes an examination other than the one she/he was found eligible to take, the examination will not be scored. No refunds will be allowed, and all fee policies will apply if the candidate reapplies for an examination.
- Examination category cannot be changed. Candidates who registered for an exam and need to change to another certification exam will have to submit an exam withdrawal for a partial refund and complete the full registration for one of these CPS certification exams.
- Candidates must submit their request at least 30 days prior to the end of their eligibility period.

Withdrawing Candidates

- Only the applicant/candidate can withdraw from the examination process.
- All withdrawal requests must be submitted online at the CPS website **BEFORE the final day of the original eligibility period.**
- Candidates who register using a bulk purchase voucher cannot withdraw from the exam.
- To withdraw candidates **CANNOT have a scheduled appointment** to take an exam.
- If candidates have a scheduled appointment they will be unable to withdraw until they **cancel the appointment.** Candidates must **UNSCHEDULE** the exam prior to submitting the withdrawal application with CPS. Candidates can cancel their appointment by logging into their account and clicking on the "Schedule or Launch Exam" link.
- Any test appointment must be canceled/unscheduled no later than four business days prior to the scheduled testing date.
- CPS can only remove a candidate from the test schedule after they have canceled the test date. After the candidate has canceled, they can complete the CPS online withdrawal request form.
- Anyone who has previously requested an exam change of any kind, including a request for a new eligibility period or exam category is not eligible to withdraw.
- **No refund will be considered after the original eligibility period expires.**