CEBS

Certified Employee Benefit Specialist® Program

How-To Guide—
Accessing, Taking, and Submitting your CEBS Exam

Please read the How-To Guide in its entirety prior to clicking on the Start Your Exam box. The *How-To Guide* includes accessing your CEBS® exam, setting up Proctorio, taking your exam and submitting your virtual exam.

For assistance, please contact the Foundation Customer Service team by email at cebs@ifebp.org or cancebs@ifebp.org or by phone at (888) 334-3327, Monday through Friday, 8:00 a.m.-5:00 p.m. CST.

Frequently asked questions and in-depth instructions are available at www.cebs.org/exams.

Accessing Your Exam

1. Click on the Start Your Exam box.
   —This only becomes available after you have reviewed and completed the *CEBS Virtual Exam Code of Conduct*.
2. There will be one or two boxes available to click: a View Link box and a Take Exam box.
   —If the View Link box appears, you need to install Chrome and/or Proctorio
     ▪ Download and install the necessary software with the links provided.
     ▪ **Failure to successfully download and install Proctorio will result in an invalidated exam attempt.**
   —If only the Take Exam box appears:
     ▪ Click the Take Exam box
     ▪ Click the Begin Attempt box in the next window.

Setting Up the Proctorio Extension

1. Read the "Before You Begin" information.
2. Click the black Continue button in the lower right corner.
3. A pop-up window will open asking you to share your entire screen. If you do not see the pop-up, minimize your windows to see if it is available behind the browser window.
4. Click the picture of your screen
5. Click on the Share button in the pop-up.
   —A small window will open notifying you that Proctorio is sharing your screen.
6. The System Diagnostic Test will run.
   —If any issues are found with your webcam, microphone, connection and/or desktop, consult the Proctorio helpline and the instructions provided
     ▪ Once an issue is resolved, click the Re-Test button in the lower right of the screen.
     ▪ Continue this until all systems are green and you may proceed with Proctorio enabled.

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7. Submit the webcam image test and your identification (ID) card.
   —Your picture will be taken for Proctorio
   —Your ID card will be scanned.
     - After approximately 15 seconds, you will be able to click the Scan ID Manually box if you are unable to line up your ID card in the space provided (recommended).
8. Click the I Accept, Begin Exam Now box in the lower right corner of the screen.

Proctorio is now enabled. **Do not click the Stop Screen Sharing button or you will be removed from the exam, your results will be invalidated and you will be required to purchase a retake for the exam.**

Taking Your Exam

1. A Question 1 box will be open on your screen.
2. Click the Click Here link in the first line of the question box.
3. A new window will open. Click the green Open Exam box in the lower left of the screen to enter the Surpass testing platform.
4. Click Yes to confirm your information
5. Review the information provided regarding the types of questions.
6. Click the blue Start the Test box in the lower right corner after reviewing the question section descriptions.
   —Each question type is in its own question bank/grouping. All functionality for flagging, reviewing and sorting questions corresponds to each question group—not the entire exam. You can move between question groups by clicking on the numbered sections in the vertical toolbar on the left of the screen.
   —For Canadian students taking the RPA 2 exam, the reference materials are available here.

Navigation icons are available in the lower left of the screen
   —Preferences (the gear icon) allows for different font and background colors.
   —Section Review (the nine dots) allows for sorting flagged, answered and unanswered questions per question type.

Submitting Your Exam

1. Click the Finish Test box after answering all the exam questions.
2. Confirm that you are ready to submit your exam.
   —You will receive an error message if there are unanswered questions.
3. Click the Finish box to submit your exam.
   —You will see your test results as a "pass" or "non-pass" notification immediately following your exam submission. We recommend taking a screenshot of your results.
4. Click the Exit Test box after reviewing your results.
   —You will receive confirmation that you have completed your exam and that you can close your browser window.
5. Close the exam browser window.

You have successfully completed your CEBS exam.
Your exam results have been recorded.

After you have completed your exam, received your results and closed the Surpass exam window, the Question 1 window should be open.

If your session has "timed out," close the Question 1 window. If this step is not completed, your exam has still been submitted and your results have been processed. This function is to close the enrollment with The Institutes and does not affect your exam or results.

If the session is still active, type "Complete" in the space provided, click the green Review Attempt box, then click the Submit Attempt box.