

## Scheduling an NAAEI exam with Scantron Live Online Proctoring (LOP)

Note:

During this process, you will receive the following three automatically generated emails. You will not need the information in these emails to schedule your exam, but you will need it to take the exam, so please **retain these three emails until after you have completed the exam.**

- **NAAEI Notice to Schedule** from [candidatesupport@scantron.com](mailto:candidatesupport@scantron.com)
- **NAAEI SCHEDULING CONFIRMATION NOTICE (Admission Ticket)** from [candidatesupport@scantron.com](mailto:candidatesupport@scantron.com), and
- **Scantron: Your Exam Appointment** from [donotreply@examity.com](mailto:donotreply@examity.com) This email provides your exam appointment ID and the link to begin your exam.

1. Candidate receives Castle exam eligibility code from NAAEI or affiliate staff.
2. Please go to <https://www.ScantronAssessment.com/scheduling/naaei.asp> to schedule your exam. You will see the following screen:



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### NAAEI Online Scheduling System

Please provide the following information prior to entering the online scheduling system.

NAA ID:

Eligibility Code:

3. Input your NAA ID and the exam eligibility code you received into the appropriate fields above. Click "Submit".
4. The next screen (pictured below) will ask you to review/edit/confirm your demographic information. Review your demographic information and make any necessary corrections.

**It is very important that your email address and name are listed correctly on this screen. Please schedule your exam under your full legal name as it appears on your government-issued ID. When you sign in to take your exam, you will need to present a government-issued photo ID to the proctor for confirmation.**



#### Welcome to the NAAEI Online Scheduling system!

Title:(NR)	<input type="radio"/> Ms. <input type="radio"/> Mrs. <input type="radio"/> Mr. <input type="radio"/> Dr.		
First:	Last:		
Address:	<input type="text"/>		
Address 2:	<input type="text"/>		
Country:	<input type="text" value="Required Field"/>	State/Province:	<input type="text" value="Select State/Province"/>
City:	<input type="text"/>	Postal Code:	<input type="text"/>
E-mail:	<input type="text"/>	Home Phone:	<input type="text"/>
Work Phone:	<input type="text" value="(NR)"/>		

5. At the bottom of the page, select the radio button "Test with Scantron: Live Online Proctoring (LOP) or Test Center" to test via live online proctoring (LOP) or at a Scantron testing facility. Then, click "Submit Form."

##### Site Type Selection

Choose carefully! This can not be revised after clicking the Submit Form button.

If you plan to test at a NAA affiliate location, please contact the testing location before scheduling your exam to confirm that there is space available.

**NAAEI Affiliated Associations Availability**

(For Classroom Students Only; Please choose only the affiliate location where your course was offered.)

Venue

APARTMENT ASSN OF GREATER LOS ANGELES

Location

LOS ANGELES, CA

Exam Time

02/23/2021 11:00 AM

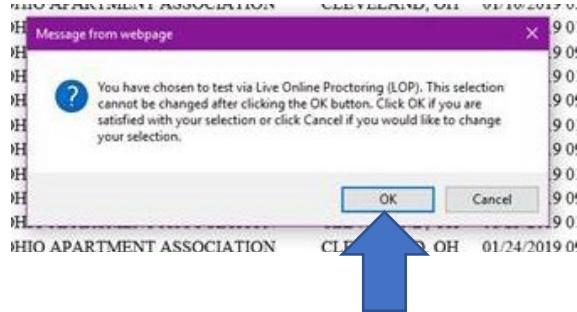
TULSA APARTMENT ASSOCIATION

TULSA, OK

03/10/2021 09:00 AM

**Test with Scantron: Live Online Proctoring (LOP) or Test Center**

6. Click “OK” on the pop-up message pictured below:



7. Carefully review the examination admission requirements. Scroll down to the end of the displayed document, check the checkbox next to “I attest”, then click “Continue”.

Elizabeth Zolotukhina  
Candidate Id: 858251651

**NATIONAL APARTMENT ASSOCIATION**  
**Education Institute**

deletion or any materials that may result from the review, whether or not such materials are test materials. By bringing any such device into the test site in violation of Castle policies, you expressly waive any confidentiality or other similar rights with respect to your device, Castle's review of the memory of your device, and/or the deletion of any materials. Castle, the exam site, and the test administration staff are not liable for lost or damaged items brought to the exam site. Any aids for candidates with an injury or disability (e.g., canes, crutches, slings, wheelchairs) may also be inspected.

**IMPORTANT:** The content, including each question, of this examination is the property of the test provider. The examination content is copyrighted and is strictly confidential information. You are strictly prohibited from retaining, copying, distributing, disclosing, discussing, possessing, or receiving any examination content, including even partial questions, by written, electronic, oral, or other form of communication. This includes, but is not limited to, emailing, copying, or printing of electronic files and reconstructing content through memorization and/or dictation before, during, or after the examination. Doing so may result in disciplinary action, assessment of monetary damages, and legal liability. By proceeding further with the examination process, you are acknowledging and agreeing that you understand these restrictions and the consequences if you break these restrictions.

If you have questions or concerns about security procedures at your test site, contact Castle immediately, before your exam date.

I attest

Clicking Continue will direct you to the scheduling page. Please be patient as we gather your availability.

Continue

8. Choose the exam you want to schedule and click the blue “Schedule” hyperlink.

The screenshot shows the NAA Education Institute website. At the top right, it displays "Amy Allen" and "Candidate Id: 857917421". The NAA logo is prominently displayed with the text "NATIONAL APARTMENT ASSOCIATION" and "Education Institute" below it. The main heading is "Your Unscheduled Exams". Below this, it says "You have 3 unscheduled exam(s)." There are three listed exams:

Exam Name	Action
Certificate for Apartment Maintenance Technicians (CAMT+E) Micro-Credential - (Remote Proctoring)	<a href="#">Schedule</a>
Certified Apartment Manager (CAM) (Remote Proctoring)	<a href="#">Schedule</a>
Certified Apartment Manager (CAM) Student Housing Micro-Credential - (Remote Proctoring)	<a href="#">Schedule</a>

9. At this point you can choose if you prefer to test at a Scantron testing center, or via Live Online Proctoring (LOP). If you wish to test at a Scantron testing center, clicking that option will redirect you to Scantron's scheduling portal so that you can choose a date/time/location. If you prefer to test via Live Online Proctoring, make this selection now.

The screenshot shows the NAA Education Institute website. At the top right, it displays "Stephanie Guthrie" and "Candidate Id: 88888888". The NAA logo is prominently displayed with the text "NATIONAL APARTMENT ASSOCIATION" and "Education Institute" below it. Below the logo, a message reads: "You have a choice between a live online proctoring exam and an exam administered at a testing center." A large blue arrow points to the "Schedule Live Online Proctoring Exam" button. Another button below it is "Schedule At Testing Center".

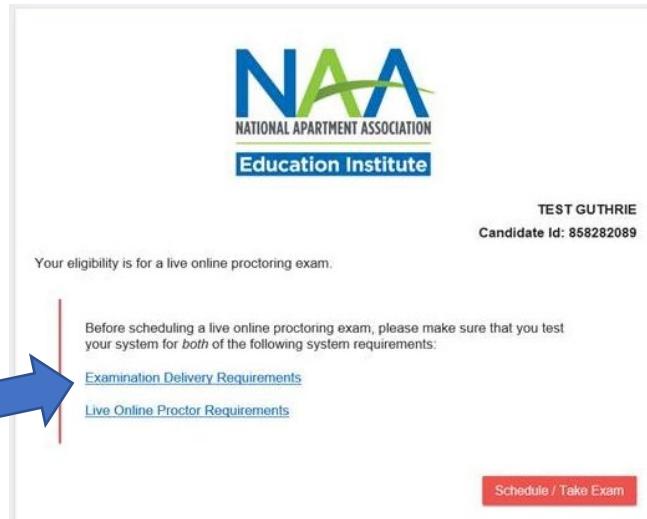
10. You will see the screen displayed below. If you are testing via LOP, you can now test your computer to be sure its specifications will allow for the LOP option.

When you click on “Examination Delivery Requirements”, it will initiate the process of verification that the computer you are using is suitable for the testing purposes.

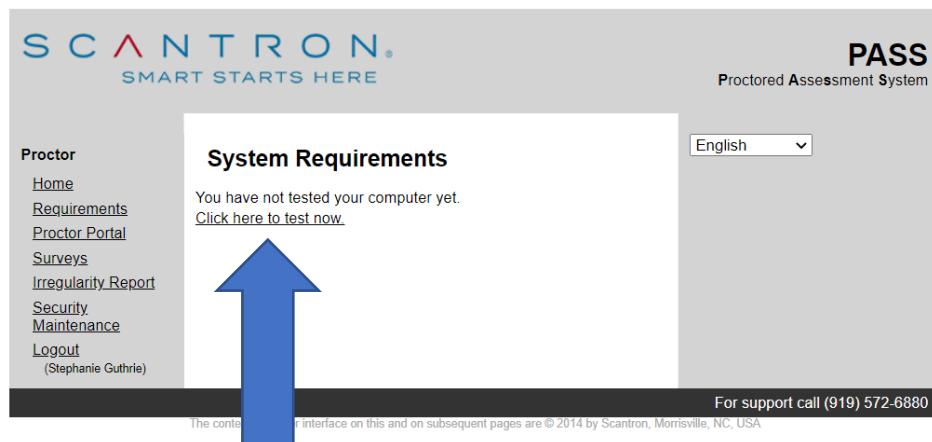
However, if you are scheduling your exam on a computer DIFFERENT from the one you will be testing on, you may bypass this process for now, and continue straight to the scheduling

process. (Starting at step 18 below.) You will be given another opportunity to verify your computer's suitability immediately prior to the exam.

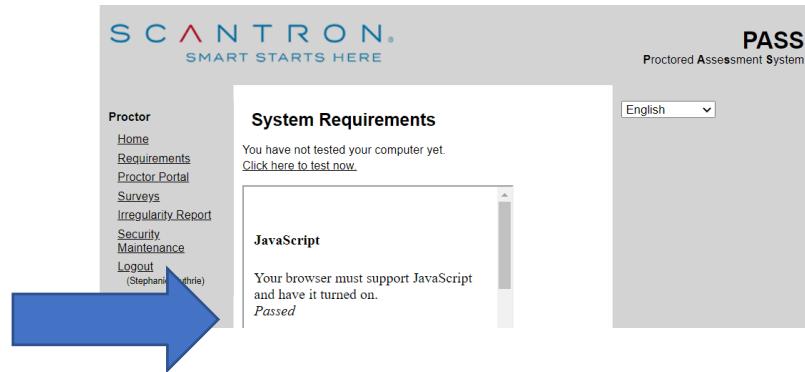
**To avoid any delays in your testing, we strongly recommend that you schedule your test using the same computer which will be used for testing.**



11. A new tab will open in your browser. Click on “click here to test now”



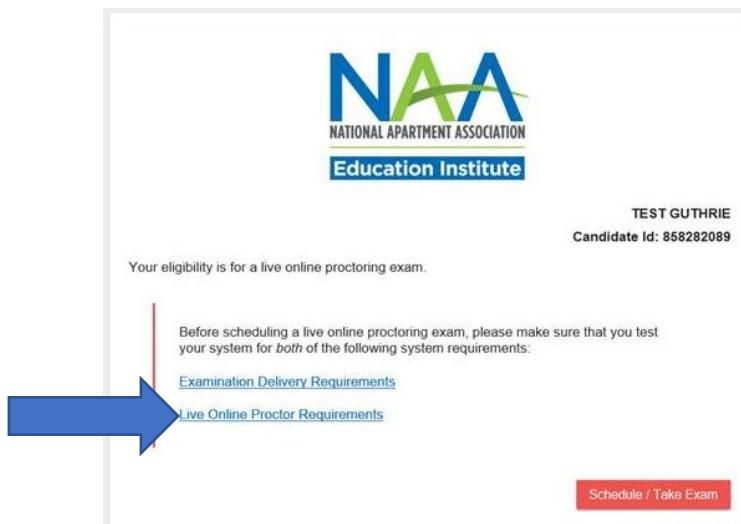
12. You will see the following screen. Scroll down to make sure that all components have status “Passed” indicated.



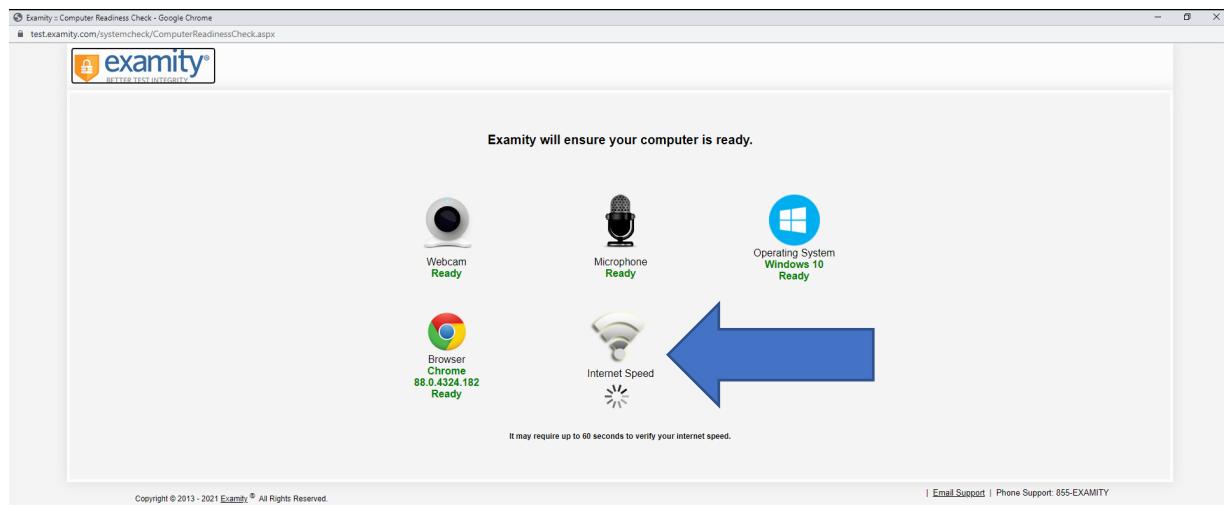
13. If all components feature a “Passed” status, close the “PASS” browser tab (thick blue arrow). You will return to the “Scantron Registration” tab (thick blue arrow).



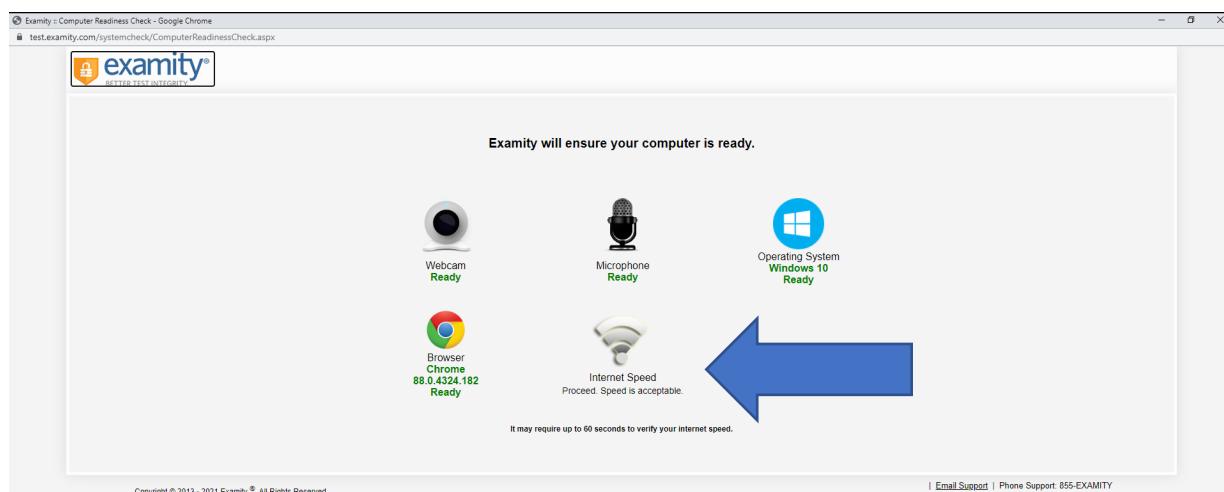
14. In the “Scantron Registration” tab, now click on “Live Online Proctoring Requirements.”



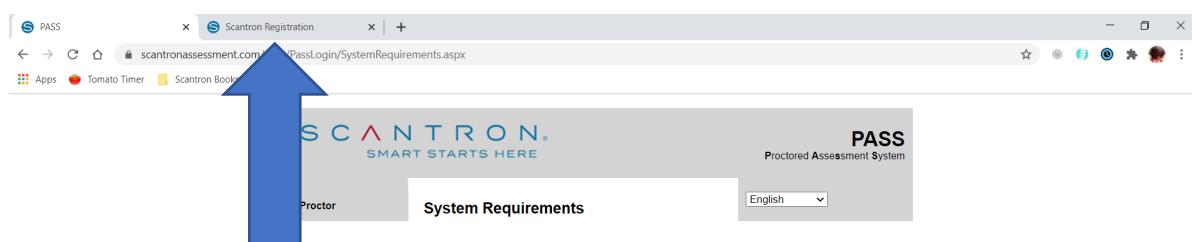
15. A new tab will open, and different components of your computer will be tested.



16. Please be patient while the system finishes testing your internet speed (blue arrow in item 13 above). A minimum bandwidth of 2 Mbps upload and download speed is required to support the video process during the exam. When the process is finished, you'll see the following screen:

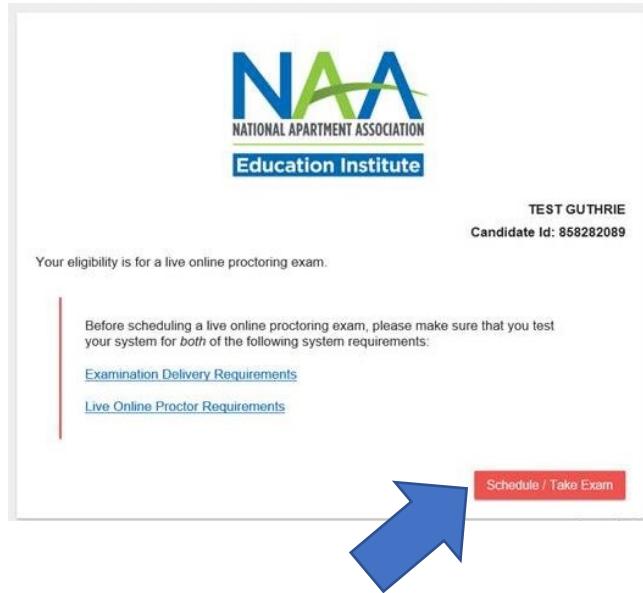


17. After you see "Proceed. Speed is acceptable" (blue arrow in item 15 above), close the Examity browser tab (by clicking on the X in the upper right corner of the browser window), and you will return to the "Scantron Registration" browser tab (thick blue arrow below).

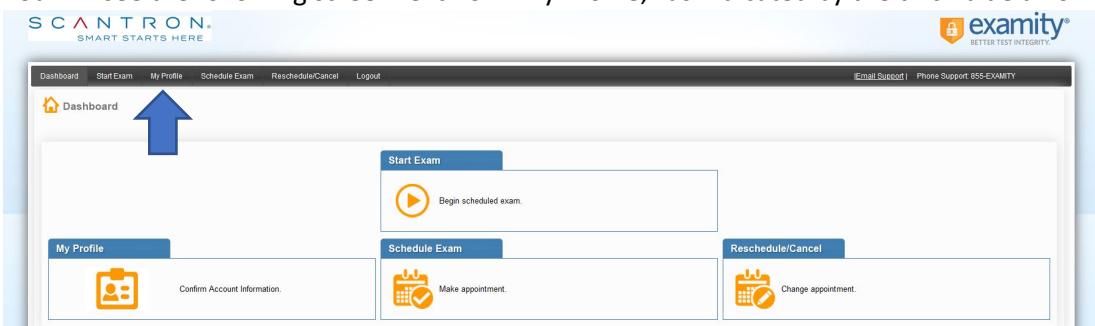


If any aspect of your computer is found to be unacceptable for testing, you will need to find another workstation or computer for the testing purposes.

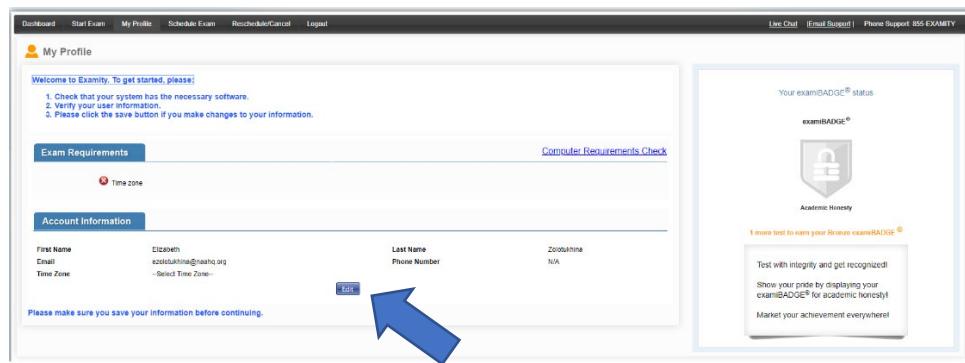
18. After you have tested both system requirements, you can now click on the red button “Schedule/Take Exam.”



19. You will see the following screen. Click on “My Profile,” as indicated by the thick blue arrow.



20. On the next screen click on “Edit”. This will allow you to review and confirm the details on your account.



In the “Account Information” section, enter your phone number and select your time zone from the drop down list, as shown below. This is very important for your exam scheduling. Click “Save”.

Dashboard Start Exam My Profile Schedule Exam Reschedule/Cancel Logout

## My Profile

Welcome to Examity. To get started, please:

1. Check that your system has the necessary software.
2. Verify your user information.
3. Please click the save button if you make changes to your information.

**Exam Requirements**

Time zone \*

**Account Information**

First Name	Elizabeth	Last Name	Zolotukhina
Email	ezolotukhina@naahq.org	Phone Number	+1 703-797-0605 (ex:+91-(202)-000-0000)

Time Zone \*

Eastern Time (UTC-05:00:00) ▼

Eastern Time (UTC-05:00:00)  
Indiana (East) (UTC-05:00)  
Midway Island, Samoa (UTC-11:00)  
Baja California (UTC-08:00)  
AUS Eastern Standard Time (UTC+11:00:00)  
Cuba (UTC-05:00:00)  
Central America (UTC-06:00)  
Guadalajara, Mexico City, Monterrey (UTC-06:00)  
Saskatchewan (UTC-06:00)

Please make sure you save your information before continuing.  
Once you have completed the above steps, you can [Schedule an Exam](#)

**Computer Requirements Check**

Save Cancel

21. You will see the message “Account information has been updated successfully.” Now click on “Schedule an Exam” at the bottom of the screen.

Dashboard Start Exam My Profile Schedule Exam Reschedule/Cancel Logout

## My Profile

Welcome to Examity. To get started, please:

1. Check that your system has the necessary software.
2. Verify your user information.
3. Please click the save button if you make changes to your information.

**Exam Requirements**

Time zone ✓

**Account Information**

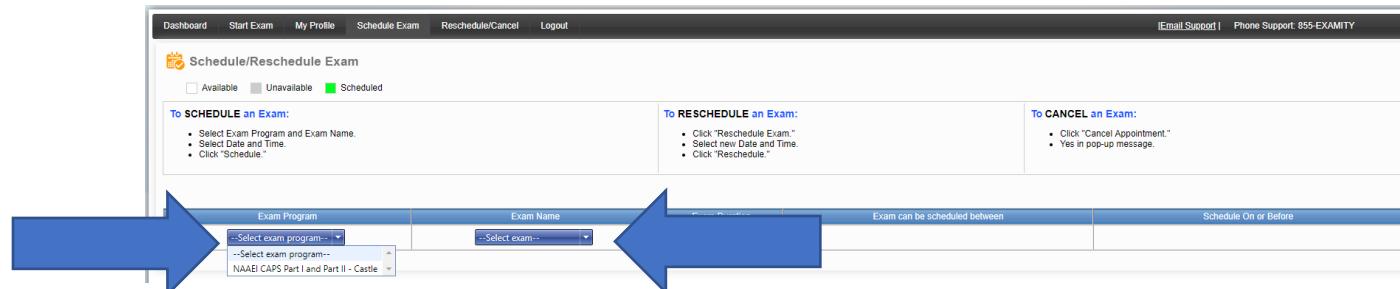
First Name	Elizabeth	Last Name	Zolotukhina
Email	ezolotukhina@naahq.org	Phone Number	+1-(703)-797-0605
Time Zone	Eastern Time (UTC-05:00:00)		

**Computer Requirements Check**

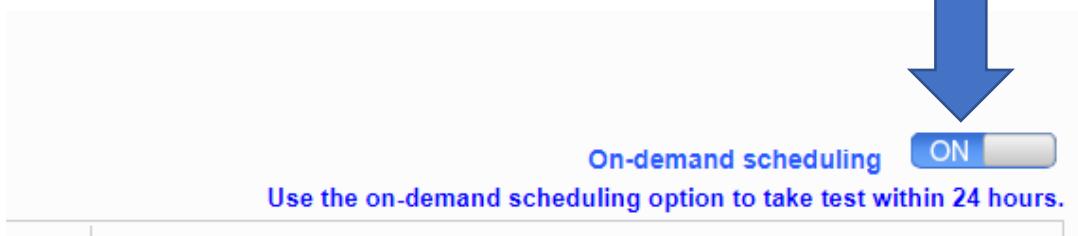
Save

Please make sure you save your information before continuing.  
Once you have completed the above steps, you can [Schedule an Exam](#)

22. From the “Exam Program” drop down list, select the exam you’d like to schedule. From the “Exam name” drop down list, select the exam name.



23. If you would like to take your exam within the next 24 hours, be sure that the On-demand Scheduling button is switched to “On”.



24. If On-demand Scheduling is switched to “Off” you will NOT be able to schedule within the next 24 hours. You must switch On-demand Scheduling to “Off” in order to schedule beyond the next 24 hours.



25. From the calendar showing available dates, select the one that suits you. Once you click on a date, all available appointments will be shown on the right. Pick the one you like and click "Schedule".

The screenshot shows the Examity scheduling interface. At the top, there are tabs for Dashboard, Start Exam, My Profile, Schedule Exam, Reschedule/Cancel, and Logout. On the right, there are links for Email Support and Phone Support: 855-EXAMITY. A status bar at the top right indicates "On-demand scheduling ON" and "Use the on-demand scheduling option to take test within 24 hours." Below the tabs, there are three sections: "To SCHEDULE an Exam:", "To RESCHEDULE an Exam:", and "To CANCEL an Exam:". Each section contains a bulleted list of steps. The main area features a calendar for December 2018 with days from Su to Sa. A date, December 20, is highlighted in green. To the right of the calendar is a grid of time slots from 12:00 AM to 11:30 PM. A large blue arrow points from the highlighted date in the calendar to the "Schedule" button located at the bottom center of the grid.

26. You will see a pop-up asking to confirm the selected schedule. Click "Yes" if you are sure you are available to take the test on this date and time.

This screenshot shows the Examity scheduling interface after a selection has been made. A blue arrow points from the previous step's "Schedule" button to a modal dialog box titled "Exam schedule confirmation". The dialog asks, "Are you sure you want to schedule this appointment?" with "Yes" and "No" buttons. The background shows the same scheduling interface as the previous screenshot, with the calendar and time grid visible.

27. You will see “Appointment scheduled successfully.”

A screenshot of a web-based appointment scheduling interface. At the top, there's a navigation bar with links: Dashboard, Start Exam, My Profile, Schedule Exam, Reschedule/Cancel, Logout, Live Chat, Email Support, and Phone Support: 855-EXAMITY. A large blue arrow points from the left towards the center of the page. In the center, there's a green circular icon with a checkmark and the text "Appointment scheduled successfully." Below this, there's a table with the following data:

Exam ID	2210041095	Student Name	Elizabeth Zolotukhina
Exam Program	NAAEI CAPS Part I and Part II - Castle	Exam Name	NAAEI CAPS Part I and Part II
Exam Date	12/20/2018	Exam Time	6:00 PM
Status	Scheduled		

Below the table, there's a section titled "Standard Rules" which lists the following rules:

- Alone in room
- Clear Desk and Area
- Connected to a power source
- No phones or headphones
- No dual monitors
- No leaving seat
- No talking
- Webcam, speakers, and microphone must remain on throughout the test.
- The proctor must be able to see you for the duration of the test.

28. Your exam is now scheduled.

29. Following the scheduling, you should receive an email with the subject line **Scantron: Your Exam Appointment** from [donotreply@examity.com](mailto:donotreply@examity.com). This email **contains your exam appointment ID and the link to begin your exam**. Please be sure to have this email readily available right before your test. Refer to this email and the instructions for taking your LOP exam when you are ready to do so.

**For technical problems related to the Scantron testing platform, please contact Scantron directly at (919) 572-6880 during their normal business hours, 8:30 AM – 5:30 PM ET, Monday through Friday, and 8:30 AM – 4:00 PM Saturday.**