SUDCC Exam Technical Requirements and Set Up

California SUD Counselor Certification

Before your exam

Prior to beginning your exam, you must read the following MonitorEDU requirements and ensure that the Google Meet application has been downloaded to your phone. Follow the below steps below to do so. For more information about MonitorEDU, visit their FAQ page here at monitoredu.live/faq

Set Up Your Mobile

1. Download the Google Meet application to your phone
2. Open the Google Meet application
3. Click "New Meeting"
4. Click "Create Link" to start an instant meeting
5. Make sure that you can see yourself in your camera. If you can, you're set to move on to the next instructions.

Set Up Your Webcam

1. Using your laptop device, in Google Chrome, open a new browser page
2. Go to monitoredu.live/practice
3. Once on the page, click "submit" to launch the video page, then click "Start video chat"
4. Make sure you can see yourself in your camera. If you can, you can move on to the next steps. If not, you may need to check your system settings to allow use of your webcam.

Test Your Internet

1. To test your internet connection, go to speedtest.net
2. Ensure that your internet speed is at minimum 2MBPS

Practice Setting Up Your Mobile Phone

Familiarize yourself with the appropriate placement of your mobile phone for proctoring ahead of your appointment to save time on exam day. Watch the following video (https://www.youtube.com/watch?v=cInMjEaH1q0) which explains the proctoring process and the appropriate placement of your mobile phone, along with how to setup your room.

Your mobile phone must remain plugged in for the duration of the exam, so make sure you can set it up in a location where this is possible.

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Prepare Identity Verification Documents

During check-in, you will need a valid, unexpired ID. This includes one of the following:

- Government-issued driver's license
- College/University-issued staff photo ID
- Passport
- Non-US Military issued identification card
- Any Physical Government-Issued Identification Card (must include photo)

On the day of your exam

Log in 10 minutes prior to the exam. You may want to refresh the screen at the time of the exam. To access your exam:

1. Make sure that the Google Meet application has been downloaded to your phone.
2. Ensure that your testing space aligns with the "Testing Room Requirements" section below.
3. Log into your Prolydian account.
4. Go to the "My exams" dashboard and click the "Launch Exam" button (This button will be enabled one minute before your exam time.)
5. You will be directed to the MonitorEDU chat interface. Verify your name and email address are correctly input, enter your phone number, and select your organization from the listing.
6. Click "Start Chat"
7. A MonitorEDU representative will connect with you through the chat and send you a Google Meet link that you will use to open a meet on your phone.
8. Your proctor will start their security check after you have joined the video meeting on your phone. They will ask you to use the camera on your mobile phone to show your work area, your computer, the area behind your computer, and your testing space.
9. Your proctor will check your ID to verify that it matches your account information
10. After the security check, your proctor will ask you to place your mobile phone to the side of you. Your phone will need to be propped up so that you are visible. 11.

Once the above steps are complete, your proctor will guide you in unlocking your exam.

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Technical Requirements

- The Google Meet application is required for testing. Download here: Google Play (Android) or App Store (Apple)
- Google Chrome is required to be installed on your computer
- Operating System: macOS X 10.13 or higher, Windows 10 or higher.
- Phone Operating System: Android OS 6.0 or higher and iOS (Apple) 12.0 mobile phone with a functioning camera
- Web Camera: Minimum- 640×480 resolution, Recommended- 1280×720 resolution
- Internet Download Speed: A required upload and download speed of 2Mbps, with 10Mbps preferred
- RAM: Minimum – 2GB, Recommended- 4GB
- A Functioning Microphone: Webcams with built in microphones and standalone microphones supported. Both cellphone and laptop/computer need to have a functioning microphone.
- Power Supply: Your devices need to be connected to a power source throughout your exam. Ensure that you will have a phone cord (recommended 6ft long, extension cord is sufficient) so that your phone may be propped in a six foot radius from your testing space.

Not Supported:

- Tablets are not recommended (iPad, Galaxy Tab, Galaxy Note, etc.)
- ARM CPU Architecture
- Dual Monitors are NOT supported

Testing Environment Requirements

- A suitable environment is a room that is enclosed - e.g., an office, a bedroom, or any other room with four walls that contains a door or other barrier to prevent entry. A bathroom is not a permitted testing location. Windows are allowed, however, they need to be closed and covered. A candidate can close blinds, and shades, or cover the window with a sheet, towel, or other material.
- The room must be free of clutter and contain no accessible devices, books, notes, or other materials that could potentially allow a candidate to cheat.
- Dual monitors are NOT supported- If you have a second monitor, it must be removed from your testing environment covered.

- The desk or workspace the individual uses must be free of any devices, books, notes, or other materials that could potentially allow a candidate to cheat.
- Headphones are not permitted for use during exam appointment.
- Examinees are allowed a CLEAR glass or bottle of water only
- In general, the goal is to have as sterile an environment as possible.