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PROCTOR ROLE AND RESPONSIBILITIES

The proctor must know, understand, and follow all applicable laws and rules that relate to examinations including Ohio Administrative Code Chapters 4765-20-06 and 4765-21-05. The proctor must conduct all examination related activities in accordance with the policies and procedures outlined in this manual and be in attendance at each examination he/she is scheduled to administer. In the event that the designated proctor cannot be present, the Division of EMS must be notified immediately so that an alternate proctor can be approved and assigned to administer the examination or other arrangements can be made.

The Proctor’s Responsibilities:

- The proctor must adhere to the standards of professional and Ohio Department of Public Safety ethics that reflect credit upon the Ohio Fire and EMS service as well as the Division of EMS.

- The Division of EMS does not discriminate and it will not tolerate discrimination by any of its proctors. The proctor must conduct examination related activities on an equal basis for all candidates, paying particular attention to eliminate actual or perceived discrimination based upon race, color, national origin, religion, gender, age, disability, position within the local system, or any other potentially discriminatory factor. The proctor must ensure that all other personnel assisting with administration of the examination conduct him/herself in a similar manner throughout the examination.

- The proctor must refrain from any conduct that may be considered by a candidate as sexual harassment, including making comments about a candidate’s personal appearance, telling sexually oriented or lewd jokes, or physical contact with a candidate. Conversation between the proctor and candidates must be limited to the giving of instructions and answering of questions. The proctor must be aware of his/her actual or perceived authority over a candidate and must avoid any conversation or contact with candidates before or after administration of an examination. Any attempt by a proctor to offer assistance to a candidate in the administration of an examination and any request for a social relationship or sexual favors in exchange for such assistance is strictly prohibited.

- The proctor must maintain the confidentiality of all examination materials.

- Prior to the examination, the proctor must contact the program director upon receipt of confirmation from the Division of EMS that he/she will represent the Division of EMS at an examination. The proctor must confirm his/her availability and review the proctor’s responsibilities in this document to ensure he/she fully understands his/her roles in the examination process to avert any issues the day of the examination.

- Prior to the examination, the proctor must contact the program director to ensure that he/she has the facility set up adequately to ensure proper administration of the written examination. After receiving all examination test information from the Division of EMS, the proctor must contact the program director to ensure the examination site is prepared and scheduled on the previously agreed upon day and time.
- The proctor must immediately report any suspected unethical conduct of any person who is attending or assisting with administration of written examination directly to the Division of EMS at OFSTesting@dps.ohio.gov

**Confirmation of the Examination**

After the proctor's request to administer an examination has been approved, the program director and the proctor will receive an examination confirmation email from the Division of EMS office prior to the examination. Upon receipt of the examination confirmation email, the proctor should contact the program director to review:

- Examination Date
- School Name
- Start Time
- Test Duration
- Test Type
- Course Identification (ID)
- Course Start Date
- Examination Location

The proctor's and program director's confirmation email will also include the following links:

- EMS Proctor Link: [https://services.dps.ohio.gov/EMSProctor/](https://services.dps.ohio.gov/EMSProctor/)
- Student Testing Link: [https://emsstudent.dps.ohio.gov/](https://emsstudent.dps.ohio.gov/)

If any discrepancies exists, the proctor must contact the Division of EMS at (800) 233-0785 or email OFSTesting@dps.ohio.gov to alert us of the situation. If necessary, we will intervene to ensure all are prepared to administer the requested examination in an acceptable fashion or the examination will be rescheduled.

**Examination Material**

The proctor is responsible for the following:

- All examination student log in information and password
- Verifying that the information is correct. Should any discrepancies in the examination information be discovered, the proctor shall immediately inform the Division of EMS office.
- Examination security. This includes ensuring that no candidate is exposed to any examination material before actual administration of the examination begins. Candidates may only review the contents of the examination during actual administration of the scheduled examination. No one is permitted to reproduce, copy, photograph, or record any of the examination questions in any way or take any examination material from the examination site.

Examination passwords are emailed to the designated proctor and program director the day of the examination. The proctor must store the examination password in a secure,
locked area and ensure security of all the Division of EMS examination information. **This password is not permitted to be shared with any other person in any way.**
Maintaining the security of all examination information must be your primary concern as a proctor.

**Examination Day – General Responsibilities**

The proctor is responsible for the following to help ensure a successful examination:

- The proctor and all other involved personnel must conduct all aspects of the examination in a courteous and professional manner at all times.
- The proctor must ensure that all candidates complete the examination in the same standardized format. Administration of any part of the examination, in any manner different than other candidates constitutes an examination accommodation. The Division of EMS is in compliance with the Americans with Disabilities Act. All requests for accommodations must be submitted for review by the Division of EMS at least thirty (30) days prior to the examination. **You are not authorized to make any determination for accommodations at the examination site. You must notify the Division of EMS immediately if any such requests are received at the examination site. The candidate has the right to complete an exam in the same standardized format as all other candidates if he/she chooses.**
- The proctor must politely and attentively deal with each candidate's concerns throughout the examination.
- The proctor must inspect all facilities for the written examination to ensure their adequacy. All facilities must be in compliance with those rules outlined under the "Facilities for the Written Examination" section of this manual.
- The proctor is responsible for controlling and administering the written examinations.
- The proctor is responsible for notifying the Division of EMS of all cases of suspected dishonesty or any other irregular occurrences during the written examination.
- Candidates shall not be admitted to the test without the following:
  - An acceptable form of valid, government-issued, unexpired primary IDs with photograph and signature including:
    - Passport or Student ID
    - Driver’s license
    - Military ID
    - Government-issued identification card
Prohibited items include, but are not limited to:

- Food/Beverages
- Books
- Papers
- Highlighters
- Rulers
- Notes
- Earplugs/Headsets
- Calculators
- Cell phones
- Recording devices
- Cameras
- Headphones
- Watches
- Any other electronic devices or reference materials (Unless approved by DEMS)
- Any hat with a bill or brim unless it is worn for a religious or medical reason that has been pre-approved by the Division of EMS.
- Any article of clothing, jewelry, or accessory containing any information (whether as a design or otherwise) that may be reasonably related to the examination.

If you require an accommodation which includes any of the above items, you must submit a written request to the Division of EMS providing the appropriate documentation explaining the need for an accommodation.

Candidates will not have access to any purses, cell phones, or backpacks during the exam. These items must be stored in a designated, secure area provided by the test site before the test begins.

During any approved break, accessing a personal item needed to take to a restroom is allowed. However, if any other prohibited item from the secure area (cell phone, backpack, study notes, etc.) is accessed, the candidate’s test will be invalidated and the candidate will be immediately excused from the secure site.

If the candidate accesses, checks, or turns on a cell phone at any time during the testing session (including during a break), his/her test will be invalidated and the candidate will be immediately excused from the secure site.

Examination Day – During the Examination

The proctor merely supervises the examination and is not permitted to answer any specific questions related to examination material during the written exam. No person can serve as a proctor if he/she is a relative of any candidate or is in a position where the outcome of the results will be to his/her benefit.

For the Division of EMS written examination, we recommend a ratio of 1 proctor for every 25 students taking the exam. The Division of EMS reserves the right to take any action(s) necessary for a candidate’s failure to comply with the test administration regulations or with the proctor directions, including (but not limited to) canceling test scores and/or barring the individual from future testing.
• The proctor will direct the candidate to a workstation which will be ready for the candidate to begin his/her exam. The proctor will ensure that the exam is ready and waiting for the candidate to begin and can answer any other questions the candidate may have. Follow all the rules and instructions explained in this manual.

• During the exam, a proctor shall sit with a direct line of sight to all candidates’ testing stations. Candidates will be continuously monitored by video, physical walk-throughs, and/or through the observation window during examinations.

• Candidates will be required to sign out when leaving the test room, and sign in and show identification prior to reentering the test room.

• Conversing with other candidates, referring to their computer screens, testing materials or written notes is prohibited at any time during administration.

The following policies will be enforced for all breaks, both scheduled and unscheduled, during the exam day:

• If a break is taken during the exam, candidates must return to their original assigned seat. Repeated or lengthy, unscheduled breaks will be reported by the proctor to the Division of EMS.

• Candidates may not discuss the exam with any person while on break during the exam day.

• The use of cell phones and other electronic devices during scheduled or unscheduled breaks is prohibited. Cell phones and other electronic devices must remain in the lockers or other suitable storage for personal belongings, such as a lockable file cabinet or closet for the duration of the examination. No candidate is permitted to leave the building during breaks.

• Candidates may not ask questions about specific questions, clarification, or other matters pertaining to the exam or test items after it begins.

• Any candidate who gives or receives assistance during the test or fails to comply with the Division of EMS testing policies will be required to turn in all test materials immediately and leave the testing room. In such a case, the candidate’s test will not be scored but will count as one of the three tests attempts. Additional action(s) may be taken.

Test Security

The Division of EMS takes our role of providing a secure test environment seriously. In order to thwart increasingly sophisticated methods of audio and camera assistance, we mandate the following steps be taken during the check-in process:

• The candidate will be required to remove his/her eyeglasses for close visual inspection. These inspections will take a few seconds and will be done at check in and again upon return from breaks before you enter the testing room to ensure the candidate does not violate any security protocol.

• Jewelry other than wedding and engagement rings are prohibited. Please instruct the
candidates not to wear other jewelry to the test center. Hair accessories and ties are subject to inspection. The candidates are to refrain from using ornate clips, combs, barrettes, headbands, tie clips, cuff links and other similar accessories.

**Written Examination Accommodations**

Candidates requesting accommodations for the written component of the examination should contact the training program director for copies of the Examination Accommodations Policy.

The Americans with Disabilities Act of 1990 (ADA) allows for reasonable and appropriate accommodations for individuals with documented disabilities who demonstrate a need for accommodations.

The purpose of test accommodations is to provide students with full access to the test. However, test accommodations are not a guarantee of improved performance or test completion. The Division of EMS provides reasonable and appropriate test accommodations to individuals with documented disabilities who demonstrate a need for test accommodations.

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of test accommodation (e.g. extra time) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to test accommodations.

Specific test accommodations should be related to the functional limitations. It is essential that the documentation of the disability provide a clear explanation of the current functional limitation(s) and a rationale for each requested test accommodation. A student should work with program directors and instructors who know him/her to determine which test accommodation(s) is/are appropriate.

To ensure adequate time to evaluate ADA requests, the accommodation(s) request and all required documentation should be forwarded to the Division of EMS at least thirty (30) days prior to the examination date request.

The student is responsible for arranging and bearing the cost of appropriate evaluation.

The determination and provision of reasonable accommodations involves a process of discussion and negotiation. With the goal of maximizing the independence of the adult learner, the Division of EMS will make a good-faith effort to provide effective accommodations to students who have documented disabilities.

Ohio Department of Public Safety employees may be consulted as to whether an accommodation is reasonable given program requirements and structure. The Division of EMS is not compelled to make accommodations which would fundamentally alter the nature of the training or compromise the certification process.

Please contact the Division of EMS Education Section at FireEducation@dps.ohio.gov or (614) 466-9447 with questions or concerns.
Facilities for the Written Examination

While a wide variety of facilities may be used for the written examination, each must conform to minimum facility guidelines. These guidelines follow acceptable educational criteria for administration of a computerized, multiple choice examination.

Each facility must contain adequate seating with an appropriate computer station for each person scheduled to participate in the written examination. When multiple examinations are scheduled, such seating must be adequate for the proportionate number of persons scheduled to participate in each session.

Ideally, the testing room should have sufficient seats to allow seating of candidates in alternate seats. Depending on the size and arrangement of the seats in the testing room and the number of candidates, the proctor should use his/her best judgment in seating the candidates to minimize the possibility of any irregularities occurring during the examination. No candidate should sit immediately next to another candidate who is taking the same level of examination without a barrier. From the front of the room, the proctor must also be able to see all candidates’ eyes.

Additionally, each facility must:

- Provide for comfortable and adequate heating/cooling, ventilation, and lighting
- Provide an environment that is free of excessive noise and distraction
- Contain a table or desk adequate for registering candidates and proctoring the examination process
- Provide adequate restroom facilities, a drinking fountain, and adequate parking with reasonable access to the examination site

Closing and Delayed Starting Times

Adverse conditions such as extreme weather, a power failure, or other circumstances may make it necessary to cancel the administration of a test or delay the beginning of testing for some time period. Please contact the Division of EMS if an exam is cancelled or delayed for any reason. If the examination has been canceled by the Division of EMS, the Division will not be held responsible for any expenses incurred, including but not limited to travel expenses and lost wages, on the day of the exam. The program director is responsible for notifying all affected students and proctors.

Restroom Break

Candidates may be dismissed to use the restroom one (1) at a time. If a candidate needs to use the facilities, be sure the candidate’s computer is not visible to others. The candidate is not permitted to leave the room and access any books, notes, pamphlets, cellular telephones, pagers, personal digital assistants, or other electronic communication devices. Inform the candidate that his/her time limit will not be extended and dismiss the candidate to the restroom.

You must ensure the security of the candidate’s testing materials until he/she returns to the room. You are not authorized to read any portion of the examination. The security of the examination is of prime importance and “hall talk” between candidates who have completed the examination and those using the facilities may become an issue. Pay
particular attention if the demand for usage of the facilities is excessive, especially towards the end of the examination. In such instances, you should contact the Division of EMS immediately to discuss your observations and concerns.

**Interruption of the Written Examination**

Once the examination has started, if a candidate withdraws from the examination for any reason prior to completion, you should write an explanation of the events and file an incident report with the Division of EMS immediately.

Despite our best planning, an interruption outside of anyone’s control may disturb candidates who are taking the written examination. Announcements over the public address system are an example of interruptions that, if too numerous, could affect candidates’ concentration. In these circumstances, you shall inform the program director and prepare the incident report to be filed with the Division of EMS immediately.

Perhaps the most severe form of interruption during the written examination can occur when the fire alarm sounds for a fire drill. Should this occur, you must quickly perform the following:

- Note the time of the interruption (fire alarm).
- Warn all candidates that they will be dismissed immediately from the remainder of the examination if they attempt to converse with anyone about the examination during the interruption.
- Ensure that all candidates leave the building in a quiet, organized manner following all appropriate evacuation directions.
- When it becomes possible to re-enter the building, re-validate each candidate’s return to their proper testing station. Give them a few moments to get settled back down and use the restroom if necessary.
- Note the time started and instruct all candidates to complete the examination in the remaining amount of time displayed on their computer screen after their test is unlocked.
- File an incident report with the program director and Division of EMS.

**Use of Prohibited Materials**

Candidates are not permitted to use notes of any type that were brought into the facility. Candidates must not copy any material from the examination or make recordings of the examination at any time or in any way. The candidates are not permitted to have anything on their desk. The use of cellular telephones, personal digital assistants, or any other mechanical or electronic communication device is strictly prohibited. If a candidate is discovered attempting to engage in any kind of inappropriate behavior during the examination, such as giving or receiving help; using prohibited notes, books, papers, or mechanical devices of any kind; using recording, photographic, or any other electronic communication device; removing or attempting to remove examination materials or notes from the examination room; or taking part in any act of impersonation, the candidate may be dismissed from the examination process by the proctor.

If you suspect any candidate of committing any of the above actions, immediately stop the exam, dismiss the student, and notify the Division of EMS. You must prepare a written incident report, paying particular attention to the following criteria:
• Identify each suspected candidate by name and social security number/certification number

• In the event a candidate is suspected of copying from another, be sure to include his/her/their name(s) and social security/certification number(s) in the report. Please explain the degree to which the additional candidate(s) was/were cooperating in the misconduct.

• Identify the names, addresses, and phone numbers of all who also observed the incident.

• Provide a sketch of the seating arrangement, spacing, and so forth at the time of the incident. Be sure to identify the position of the suspected candidate and all others involved. Submit all completed reports to the Division of EMS before leaving the site.

• Sign the report.

**Dismissal from the Written Examination**

Because of the need to maintain order and examination security in the examination room, you have the authority to dismiss a candidate for misconduct. However, dismissal from the examination may have serious consequences for a candidate and should be a last resort. Prior to making a decision for dismissal, you must consult the Division of EMS.

The vast majority of situations that may tempt some candidates to violate some of the rules for appropriate behavior during the written examination can be eliminated by simply placing the candidates in a proper position before starting the examination. No candidate is permitted to sit immediately next to another candidate who is taking the same level of examination. If the seating is tight and you have different levels of candidates testing, simply alternate the candidates so that no two candidates taking the same level of examination are seated next to each other. In this case, it is also best to align candidates who are taking the same level of examination so that they are sitting in rows directly behind one another.

You may decide to dismiss when warranted, but you and the Division of EMS should use your best judgment in handling the situation. Take no action until you are certain a candidate has given or received assistance, used prohibited aids, or disturbed others who were taking the examination. When you and the Division of EMS are sure of a violation, immediately dismiss the candidate from the room. Tell the candidate only that failure to abide by the examination regulations has made your actions necessary. Give a full account of the incident on a report following the criteria outlined above.

**Late Arrivals**

Situations such as inclement weather conditions or emergency runs are typical examples in which the candidate may be granted permission to begin the written examination late. If admitted into the examination, candidates arriving late must be afforded the full time limit to complete the examination. No candidate can be required to complete the examination without being afforded the full time limit. You must instruct the candidate that approval from the training program director to begin the examination must be obtained. If
permission is granted, you must orient the candidate to the written examination as quietly as possible before launching the exam.

If the facility cannot ensure that the candidate will be afforded the appropriate full time limit to complete the examination, the examination may not be administered to the candidate even if he/she wants to complete the examination in less than the full time limit. In such cases, the candidate must be dismissed from the written examination and instructed to make alternate arrangements to complete the written examination at a later date.

Completion of Written Examination

You must be alert and very cautious as the candidates complete the examination and prepare to exit. All candidates have been informed to raise their hands one at a time as they complete the examination. The candidate will provide an official form of photo ID and you must verify the examination and the certification application have been completed before dismissing the candidate.

You must check the name, signature, and photograph of the official ID against the candidate and the information entered. If the identification does not match or if the candidate cannot produce any acceptable form of official photo ID, the candidate in question should be asked to take his/her seat until the program director can be consulted.

After you have ensured the identity of the candidate, verify the candidate is logged off his/her computer and dismiss him/her from the examination room. If any discrepancy is discovered, you must immediately notify the Division of EMS.

Remember, you are responsible for the security of the examination.

False Identification

If it is ascertained that a candidate cannot produce an acceptable form of official photo identification or the candidate’s identification does not match the examination roster, you must summon the program director immediately. You must immediately attempt to identify the impersonator. A report must be filed to document the irregularity and to identify all individuals involved, including the candidate scheduled to take the examination as well as the true identity of the impersonator if that can be determined. Complete a detailed report and contact the Division of EMS immediately in order to identify possibly falsified results.

Examination Appeals

If any of the candidates have any concerns about the manner in which the test center or its proctors have administered the exam, or they wish to appeal the failure of an examination, they must submit the appeal in writing to the program director within five (5) business days of the reported results. The written appeal shall include a detailed explanation including the name of the examinee; contact information; the specific examination taken; the date, time, and location of the examination; and the basis for the appeal. The program director shall review the appeal and provide for resolution, if possible. If the program director is unable to provide a satisfactory resolution, the program director shall forward the written appeal to the Division of EMS at
ofSTesting@dps.ohio.gov for review, no later than (5) business days after receipt of the appeal from the examinee.

The Division of EMS may deny an appeal for just cause.

If it is determined that the complaint is valid, the Division of EMS will take appropriate action(s) and provide a resolution to the candidate.

Candidates will be allowed to list test items they wish to contest at test administration. The test item identification number and the item problem should be given to the test proctor. Student comments regarding test questions should be noted by the proctor on the Test Administration Report Form.

Upon receipt of an appeal, Division of EMS staff will review the appeal and draft a report, including recommendation(s) for appeal resolution or denial, for review by the Executive Director. The report shall be reviewed by Ohio Department of Public Safety Legal Services when appropriate. The Division of EMS shall provide a written response within ten (10) business days of receipt of the appeal.

Resolution of appeals that result in a student passing an examination shall result in the appropriate action (i.e. certification, instructor course eligibility, etc.).

Please contact the Division of EMS Education Section at ofSTesting@dps.ohio.gov or (614) 466-9447 with questions or concerns.
EMS AND FIRE COURSE AND EXAM ADMINISTRATION SYSTEM

Once you have received notification from the Division of EMS that your request to be a proctor has been approved, you may enter the EMS and Fire Course Exam Administration system by using this URL:
https://services.dps.ohio.gov/EMSProctor/Login.aspx

Log In{ XE "EMS Course and Examination Administration Log In" }

Click “Continue” to log into the EMS and Fire Course and Exam Administration System.

Each proctor must register with “Identity Manager” in order to access the “EMS and Fire Course and Exam Administration” System. Follow the instructions below to register with Identity Manager. If you already have an Identity Manager account, please log in using that email address. You will be directed to the appropriate page.
If you do not have an account, you can click on “Register!” and follow the directions. You will receive an email with a hyperlink to confirm your registration. The hyperlink will be valid for 72 hours.

Note: To update your email address or to change your password, select “Get Help”. You can then select from five (5) options including if your account is locked out or you are not receiving an email notification.
Complete the form to register your account.

Please complete the following form to register your account with the Ohio Department of Public Safety.

Email Address

- Your Email Address must not be shared with other employees/individuals.
- You are personally responsible for all actions taken by this account.

Password

Confirm Password

- Your password must be at least 8 characters.
- Your password must contain at least one number.
- Your password must contain at least one letter.
- Your password may contain only the following special characters: ! @ # $ %

Please select three (3) different security questions and provide the respective answers. Should you need to reset your password, you will be asked one randomly selected question and you must provide the correct answer in order to verify your identity.

Question 1

- Select -

Answer 1

Question 2

- Select -

Answer 2

Question 3

- Select -

Answer 3

Complete the first step of this 2-step process by completing the “Personal Information Verification” step:
Complete the second step by filling out the “Request School Access” step:

You will receive the following message after submitting your request for access:
You will also receive the following email notification that your request for access has been received. Please note it takes up to 3 business days for a response:

Once your registration has been verified by the Division of EMS, you will receive an email that your request has been granted:
You can now return to “Identity Manager” to log in by navigating to:

https://services.dps.ohio.gov/EMSProctor/Login.aspx

Note: To update your email address or to change your password, select “Get Help”. You can also select from five (5) options (see below) to manage your account.

![Identity Manager](image)

Return to Identity Manager to log in
Enter your Email.
Enter Password (as created by you in Identity Manager). Click “Login” to enter the “EMS and Fire Course and Examination Administration” system.

The following screen will appear:

**Dashboard**

By placing your pointer on your login name you will receive a drop down box with the following functionality:
The following screens will show each of the four options detailed in the drop down menu:
My Profile

The “Request School Access” table allows you to submit for access to schools. You will need to complete this form if you are a proctor for additional schools or need to register as a fire charter and EMS accredited proctor.

Manage Access

Selecting “Manage Access” will allow you to manage the access for EMS Accreditation and/or Fire Charter schools. It will also show you what roles you have been granted for each school.
Change Password

Selecting “Change Password” will allow you to complete the following form to change your password with the Ohio Department of Public Safety:

Your current password is required to confirm your identity.
- Your password must be at least 8 characters.
- Your password must contain at least one number.
- Your password must contain at least one letter.
- Your password may contain only the following special characters: ! @ # $ %
Switch Application{XE “EMS and Fire Course and Exam Administration - Switch Application”}

To switch between applications through your “Identity Manager” account select “Switch Application” from your profile:

There are five EMS applications:

- EMS Agencies
- EMS and Fire Certification Renewal
- EMS and Fire Course and Exam Administration
- EMS Schools Course Management
- EMSIRS

One of the most common applications the proctor will access for chartered fire programs is the “EMS and Fire Course and Exam Administration”. Another commonly used application for EMS accredited programs is the EMS Schools Course Management.

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We will now return to the main dashboard and review how to request an exam.
**Course Exam Requests**

In order for you to access the course dashboard, you will first use “Course Search” tab.

A course must be requested when a written examination **is required** for state certification.

**Note:** EMS Accredited Schools requesting an EMS course, please switch applications to “EMS Schools Course Management”, and request your EMS course or click on the link to access [https://services.dps.ohio.gov/emsschools/](https://services.dps.ohio.gov/emsschools/).

Examinations shall be requested a minimum of seven (7) days prior to the written examinations.

The following screen will appear after selecting the “Course Search” tab:
To search for an approved course, you can search any of the following fields:
- School Type (Fire Charters Only)
- School
- Course ID
- Course Level
- Start Date
- End Date

Once you entered your search criteria click the “Search” button. The following page will appear:
Search results will display the following:

- Course ID
- Course Type
- Location (School)
- Level (Course)
- Course Start Date
- Course End Date

Clicking the “Select” link on the right-hand side of the search results will access the course dashboard shown on the following page:
The course dashboard will show the following:

1. **“Instructors”** field will display the lead instructor, skill coordinator, and if required live fire instructor that have been assigned to the course.
2. **“Exams”** field will display the examination request that have been approved for the course.
3. **“Practicals”** field displays the mandatory and random practical skills assigned to the course.
4. **“You can only add student until ....”** the field will display the date that students must be added to the course. You have fourteen (14) days from the start date of the course to add students to the course. The **“Add New Student”** button will disappear after the date that is displayed.
5. **“Students”** field will display the students that have been added to the course with the course information shown below.
To review the students that have been added to the course and their eligibility to test, the proctor should understand the following:

- **“Status”** – Indicates in progress, withdrawn, failed, passed, or dismissed
- **“ADA”** – Indicates students that have requested ADA accommodations
- **“Passed Practical”** - Indicates if the student has passed or failed their practical skills examination
- **“Course Completion Certificate”** – Indicates the date the student successfully completed all course requirements and were issued a certificate of completion from the training program
- **“NIMS 100”** - Date of completion of the requirement of the National Incident Management System 100
- **“NIMS 700”** - Date of completion of the requirement of the National Incident Management System 700
- **“Attestation”** - Date the program director of the training program attested to the fact that they have verified the individual is eligible to test

*All fields must be completed*

**Course Search – New Exam Request**

From the course dashboard shown below, click on “Request New Exam” to submit an examination request.

The following screen will appear:
The following information must be entered on the exam request:

- "Written Exam Date" – Date of written examination
- "Session Begin Time" – Start time for the written examination
- "Type of Test" – Level of the requested written examination
- "Curriculum" – Curriculum taught during course (IFSTA, Jones and Bartlett, etc.)
- "ADA" – Requested examination is for student with an approved accommodation
- "Number of Students" – Number of students scheduled to be tested
- "Exam Requested By" – Fire Charter or EMS Accreditation
- "Fire Charter" – Name of Fire Charter or EMS Accreditation
- "Exam conducted at" – Location where the written examination will be conducted
- "Proctor Information" – Proctor who will be administering the examination:
  - First Name
  - Middle Initial
  - Last Name
  - Proctor Email
  - Confirm Proctor Email
  - Telephone #

You may administer a written examination at another fire charter or EMS accreditation site or at an offsite location that is not an approved fire charter or EMS accreditation training site. The site responsible for the initial course assumes the
responsibility for the test administration and test security. The proctor to administer the written examination must be approved for the site responsible for the course and the administration of the written examination. By selecting another “Fire Charter” in the “Exam conducted at” section, the following drop down menu will appear:

By selecting “Offsite” in the “Exam conducted at” section, the following questions will appear. NOTE: A written testing agreement adding the offsite location must be approved prior to the administration of the written examination.

Once you have completed the exam request, click “Submit”. You will receive the following message if your request was submitted correctly:

Exam request details has been received by EMS. We will contact you with further information.

Close
Once you receive an approval email from the Division of EMS your exam request will appear under the “Exams” section on your course dashboard shown on the following page.

Let’s now look at “Request Written Exam Only” which has no course.
Written Examination Only Requests
These examinations do not require practical skills testing for state certification. **Note:** EMS Accredited Schools are permitted to schedule EMS Instructor exams only.
From the course dashboard select “Request Written Exam Only.”

The following screen will appear:

Select “Next” if this is a first attempt written examination only. The following screen will appear:
Complete all required information on the examination only request.

- School Type
- School
- Exam/Certification Type
- Exam
- Written Exam Date (Examinations shall be requested a minimum of seven (7) days prior to requested date)
- Session Start Time
- ADA
- Number of Students Testing
- Exam Location
- Proctor Information

You will receive an automated confirmation e-mail on completed and submitted.

We will now add students to the exam.
Add Student to Written Exam

An email will be sent from the Division of EMS after the examination has been created. Click on the proctor link to proceed to the course dashboard.

An email has been created for you. Please read the following details and make certain they are correct. If you notice any discrepancies, please contact the Office of Fire Services at 614-644-4555.

Test Date: 06/09/2019
School Name: DEMS - Admin Only
Password:
Start Time: 08:00 AM
Duration: 3 hrs 00 mins
Test Type: Volunteer Firefighter
Course Id: 6775
Course Start Date: 7/20/2019
Exam conducted at: DEMS - Admin Only
Proctor Link: https://services-qa.dps.ohio.gov/EMSProctor/
Student Testing Link: https://emstudent-qa.dps.ohio.gov/

Your exam request will appear under the “Exams” section on your course dashboard. Click “Select” next to the exam date, which will connect you to the “Exam Administration” screen.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>ADA</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/06/19</td>
<td>8:30 AM</td>
<td></td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>08/09/19</td>
<td>8:00 AM</td>
<td></td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>08/29/19</td>
<td>9:15 AM</td>
<td></td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

After clicking “Select”, the following screen will appear:
To add a student to the written examination for the course, click the “Add Student(s)” button.

You will need to read and accept the attestation.

By adding students to the list for the examination, I understand that I am attesting to the fact that I have verified the individuals are eligible to test pursuant to the Ohio Administrative Code.

Accept  Deny
The “Examination Administration” page is divided into three (3) columns: “Ineligible Students”, “Eligible Students”, and “Completed Students”.

“Ineligible Students” - Student names will appear in this column until the student has completed all course requirements on the course dashboard. Once the student has met the requirements, and the program director has updated the course dashboard, the system will automatically move the student to the Eligible Student column.

“Eligible Student” - Student names will appear in this column when the student has completed all course requirements on the course dashboard and he/she becomes eligible to attempt the state certification examination. The system will automatically move the student from the Ineligible Student to the Eligible Student column.

“Completed Student” - Student names will appear in this column when they have successfully passed the state certification examination.

Once the students have met the requirements they will appear in the “Eligible Student” column with the options to add each student individually, add all eligible students to test, or remove students from the scheduled examination. Add students who will be testing to the exam.

Next, click on the “Student List” button to see students added to test.
Student List and Exam Day Screen View

To view the students that are scheduled to test click the “Student List” tab.

Click on the “Student List” to obtain the Student ID and Password required for the examination administration.

The “Student List” will appear as below. The “Exam Status” will remain in the “Not Taken” status until the student has logged into the examination.
Once the student has started the examination his/her status will change to “Locked”.

Click “Unlock” for a student who has lost a connection to his/her examination because of some type of delivery interruption. This will allow the student to resume his/her examination from the point of the lost connection.

See “Proctor Troubleshooting Guide” for other common situations that may arise during test day. Now let’s look at the screens the students will see when they log in.
Student Testing Screens
The first page is a note to the proctor on system requirements for the computerized exam.

After clicking “Continue”, a notice to the student appears:

The student must indicate his/her awareness and consent to the terms and condition of use. Once selected, the username and password may be entered on the following screen.
Once completed the “Students Testing Instructions” screen will appear:
Student should familiarize themselves with the functionality of the testing view, review page, and grade view test screens.
- Items can be answered, skipped, or marked for review later.
- To change an answer, click on the button of your new choice. To erase an answer, click the “Clear Answer” button.
- Click the “Next” button to advance to the review page.
This page explains how to review questions before submitting the exam to be graded.

Clicking “Next” will take the student to the “Grade View” page.

This page explains how the results from the graded exam will be displayed, including a breakdown of correctly answered items in each category.

Clicking “Next” will ask the student to verify his/her personal information.
Students should carefully review their personal information and acknowledge that the information is correct.

Click “Start the Test” when the student is ready to begin his/her test. The following is an example of the “Students Testing” screen.
Request Written Examination Only – Re-Test {XE "Request Written Examination Only – Re-Test"

There may be a need to select a re-test for a written examination only student. To request a written examination only for a second or third attempt, select “Request Written Exam Only.”

The following screen will appear. Select “Re-Test” from this screen. Note: It is important that the student takes all three (3) attempts on the same Examination ID.
Note: The Exam ID from the previous attempt will be required for all re-tests.

If you do not know the previous Exam ID number, you can search by using the “Examination Search” option from the dashboard. Select your “School” and “Exam Type” from the menu to display your search results. You can now enter the exam ID and schedule your re-test.
COMMON SITUATIONS
The following are common messages and errors the proctor may encounter while scheduling or administering an exam.

Exceeded Max Attempts
The Exceeded Max Attempts message may occur if the student has attempted the examination more than three (3) times. The proctor shall notify the program director immediately to verify student eligibility to test prior to the student attempting additional attempts. The program director may allow the student to continue once they have verified student eligibility. If permitted to test by the program director, the proctor may instruct the student to click “OK” to continue with the examination.

Quit Test with Unanswered Questions Warning

The student will not get the option to “Review Test” until all questions are answered. The student will be given the option at the completion of his/her examination to “Review Test” or “Grade Test.” Once the test is graded, the results are final.
Unlocking a Student – Loss Connection / Interruption of Examination

If a student loses connection or has an interruption during his/her examination, return to the “Testing Start Page.” The proctor can unlock the student’s examination by returning to the “Student List” and clicking the “Unlock” button.

After the proctor unlocks the student, the student should enter his/her Student ID and Examination Password. The student(s) will repeat the student test instructions and acknowledge the personal information. The student will be able to click on the “Resume Test” button and continue testing from the point in which the connection was lost.
SUBMITTING AN APPLICATION FOR CERTIFICATION

NOTE: This does not apply to fire or EMS instructor applicants, candidates for reciprocity, or reinstatement who must submit paper applications. Paper applications are available at http://ems.ohio.gov/index.stm in the “EMS & Fire Certifications” section.

It is important for students to be told to click on “Submit Application” and not on “Exit” or “Quit Test.”

Upon clicking “Submit Application” the fire application will appear, allowing the student to complete the application online. The applicant must answer all questions and complete all steps to successfully submit his/her application. Students must affirm the information is factual and give permission to the Division of EMS to verify the accuracy of the information.

APPLICANT

I affirm that I have not been convicted of any other felony or misdemeanor other than the one(s) disclosed herein. I attest that I am the certificate holder or person seeking to obtain certification, and that all information provided is true and accurate to the best of my knowledge. I understand that a false statement on this application may constitute falsification under R.C. Section 2921.13 and is a misdemeanor of the first degree. Any false statement may also be grounds for denial, suspension, revocation, or other disciplinary action taken against my certificate as determined by the Executive Director. I affirm that I am solely responsible for my certificate. I hereby give permission to the Ohio Department of Public Safety, Division of EMS, to verify any of the above information.
After entering all required information regarding pending charges and/or convictions, applicant will complete the following attestation by marking the box and then clicking Submit Application.

Confirmation of the successful submission of an application will appear with additional information regarding verifying the submission and information regarding status of the application and information regarding Pro Board registration. NOTE: Successful submission does not mean a certification is immediately active. See screens below:
Student Application for Pro Board Certificates

Information regarding how to apply for a Pro Board certificate will be sent to the student’s personal email account if he/she meets the eligibility requirements. Students must successfully meet the NFPA 1001 Standard for Firefighter Professional Qualifications at each level to be eligible for a Pro Board certificate. NOTE: The Pro Board link will not become active until the certification has changed from pending to active. The applicant should verify his/her status before attempting to complete the Pro Board application.
As the Division of EMS (DEMS) Written Examination Proctor, you must read the following instructions (in bold italic print) to all candidates sitting for the written examination. Adjust the script based upon number of proctors and other customized information to be filled in before reading it to the candidates.

Good [morning, afternoon, evening]. My name is [Written Examination Proctor's name] and I/we will be the Division of EMS Written Examination Proctor/s administering this examination. On behalf of the Division of EMS and [school name], I/we would like to welcome you here and extend our sincere wishes for your successful completion of this examination process and obtaining subsequent [test level] State certification.

We are preparing to start the written examination. All electronic devices are prohibited. This includes cell phones, head phones, ear buds, and all other media devices. You also cannot bring anything that might aid you in the test, such as a dictionary. We have searched your personal belongings during check-in for these items. If any of you have any of these items remaining in your possession, please turn them in at this time.

During the examination you will only be permitted to leave this room one at a time to tend to vital bodily functions. Your time limit will not be extended if you choose to leave. If you need to use the facilities, please raise your hand and I/we will dismiss you after your computer is secured. All personal items must remain in this room and locked in the secure area if you leave to use the facilities. Abuse of this privilege may result in your removal from the examination.

You must understand that any irregularities connected with this examination, such as giving or obtaining unauthorized information or aid, as evidenced by direct observation of the proctor/s or subsequent analysis of examination results, may be sufficient cause to terminate your participation, to invalidate the results of your examination, or to take other appropriate action. In such cases, the Division of EMS reserves the right to delay processing of examination results until a thorough and complete investigation may be conducted. You must not copy any material from the examination or make recordings of this examination at any time or in any way. Efforts to reconstruct the examination using your memory or that of others are prohibited. You must not duplicate any questions by any means and should report any evidence of this activity by anyone to the Division of EMS.

No calculators or other electrical devices may be used during the examination. At this time, all smart watches, cellular telephones, personal digital assistants, and similar electronic communication devices should be in the approved secure area or in the proctor’s possession. If you attempt to use any of these devices during the examination for any reason whatsoever, you will be immediately dismissed from the remainder of the examination which will be counted as one of your attempts.

At this time, please take out your photo ID and place it on the table. Please raise your hand if you do not have any form of photo ID with you.

NOTE: If a candidate has no official form of photo ID and you cannot verify the candidate’s true identity with some other known and reliable person functioning in an official capacity at the site, you must immediately dismiss the candidate from the examination site. Photocopies of any IDs are not official and will not be accepted.

Next count the number of candidates taking the examination. Once the head count is verified with the total number, pass out the candidate examination password.
Continue reading to all candidates:

*Now I will distribute the examination password for this examination session.*

After distributing the examination password, continue reading to all candidates:

**DIRECTIONS**

*Only materials approved by the proctor should be on your desk.*

*The proctor/s is/are here merely to supervise the exam. I/We cannot answer any questions relative to any particular item in the examination.*

*If your computer locks up, freezes up or malfunctions in some way, raise your hand immediately. Do not bang on the keyboard or touch the computer to get it to work. I will come to your computer to resolve the issue.*

*If you have any questions, suggestions, or complaints about the written examination, submit them in writing to the Division of EMS within ten days of receiving your results. Does anyone have any questions?*

Pause for questions, then continue reading to all candidates:

*When you have completed the examination, you will need to raise your hand to be recognized by the proctor/s. I/We will go to your station to ensure the exam has been completed and shut down correctly.*

*Have your photo identification out so I/we may verify your identity. After I/we verify your identity and secure your assigned computer, you may quietly exit this room. Please be considerate of others who are working to complete the examination by keeping all noise, both inside and outside of this room, to a bare minimum.*

*We wish you success on the examination. You may now start the examination.*
<table>
<thead>
<tr>
<th>Issue/Concern</th>
<th>Possible Causes</th>
<th>Resolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The student is ineligible for the examination?</td>
<td>Exam prerequisites are not completed on the course dashboard for the student.</td>
<td>Contact the program director or lead instructor of the course to resolve the issue of eligibility.</td>
</tr>
<tr>
<td>The student’s exam lost connection.</td>
<td>Internet loss of connection.</td>
<td>The proctor must unlock the student from the proctor’s computer. Once the student is successfully unlocked they may log back in with the original student ID and password.</td>
</tr>
<tr>
<td>When will I receive the password for the exam?</td>
<td>The program director and proctor will receive the exam password the day of the examination.</td>
<td>The proctor will receive the password the day of the examination. If you do not have access to the email, the program director received a copy of the same email. Also please check your spam folder for the email. If you cannot access the email see the program director to obtain the examination password.</td>
</tr>
<tr>
<td>When can I add students to the examination?</td>
<td>Program director and/or proctor are not sure how to add students to the examination.</td>
<td>An email will be sent once the examination request has been processed by the division. The students may be added once the division has approved the examination. To add students to the examination you need to select the examination date on the course dashboard and click “Add Student”. Once the eligible students are added, you should verify this by referring to the “Student List” tab.</td>
</tr>
<tr>
<td>If the student does not show up for a scheduled examination is this considered as an examination attempt?</td>
<td>The EMS and Fire Course and Exam Administration System only logs the student attempt once they begin the examination.</td>
<td>You will want to remove the student from the examination prior to any additional examination attempts. A student cannot be added to more than one examination at a time.</td>
</tr>
<tr>
<td>Issue/Concern</td>
<td>Possible Causes</td>
<td>Resolutions</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>The student has not taken all three attempts, why am I receiving a computer error message that they have attempted the examination three (3) times?</td>
<td>The student failed to show up for an examination and was not removed from that examination.</td>
<td>Remove the student from the previous examination for which he or she was scheduled. An individual cannot be added to more than one examination at a time.</td>
</tr>
<tr>
<td>The student passed the examination but exited the examination before submitting their certification application.</td>
<td>The student clicks “X” or quits after grading their examination prior to submitting their electronic application.</td>
<td>Call the Ohio Division of EMS, Certification Section at 1-800-233-0785 and explain the issue. The student will need to contact the program director to submit a paper application.</td>
</tr>
<tr>
<td>The student took an instructor, reinstatement, or reciprocity written examination, passed it, but did not receive an electronic application.</td>
<td>Any instructor, reinstatement, or reciprocity examinations do not provide an electronic application.</td>
<td>Paper applications are available at <a href="http://www.ems.ohio.gov">www.ems.ohio.gov</a> in the certifications tab.</td>
</tr>
<tr>
<td>I’m registered with Identity Manager, but I cannot log in to the proctor site.</td>
<td>Recent changes to your email or name.</td>
<td>To update your email address or to change your password, select “Get Help” at the Identity Manager login screen. Click the “I want to change my email address” button to create a new one or correct an old one, and click “Next” to complete the process. Contact Ohio Division of EMS, Education and Testing Section at <a href="mailto:OFSTesting@dps.ohio.gov">OFSTesting@dps.ohio.gov</a> or call 1-800-233-0785 if you need assistance.</td>
</tr>
</tbody>
</table>
**PROCTOR TROUBLESHOOTING GUIDE**

<table>
<thead>
<tr>
<th>Issue/Concern</th>
<th>Possible Causes</th>
<th>Resolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m registered with Identity Manager, but my account is locked.</td>
<td>Exceeded the number of log in attempts.</td>
<td>If your account is currently locked out, please contact the 24-7 DPS Help Desk: Email: <a href="mailto:ServiceDesk@dps.ohio.gov">ServiceDesk@dps.ohio.gov</a> Phone: 614-752-6487</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact Ohio Division of EMS, Education and Testing Section at <a href="mailto:OFSTesting@dps.ohio.gov">OFSTesting@dps.ohio.gov</a> or call 1-800-233-0785 if you need assistance.</td>
</tr>
<tr>
<td>I’m registered with Identity Manager, but I am not receiving an email.</td>
<td>Incorrect email, or notification is going to your Spam folder.</td>
<td>• Please allow up to ten minutes from the time email is sent for the email to reach your account.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Be sure to check your “Spam” folder, as it is possible that your email provider has accidentally marked the message spam. The email will always come from <a href="mailto:DoNotReply@dps.ohio.gov">DoNotReply@dps.ohio.gov</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Try registering or resetting your password a second time. You may have mistyped the email address or a network glitch may have occurred.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check with your system administrators to verify that email from “<a href="mailto:DoNotReply@dps.ohio.gov">DoNotReply@dps.ohio.gov</a>” is allowed to reach you.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finally, if you are still not receiving the email, please send an email to <a href="mailto:ServiceDesk@dps.ohio.gov">ServiceDesk@dps.ohio.gov</a> or call 614-752-6487 to request assistance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If you are still not receiving the email, please send an email to <a href="mailto:ServiceDesk@dps.ohio.gov">ServiceDesk@dps.ohio.gov</a> or call 614-752-6487 to request assistance.</td>
</tr>
<tr>
<td>I had an emergency and cannot be at the test.</td>
<td>Call the program director immediately and report your absence.</td>
<td>The program director must notify the Ohio Division of EMS, Education and Testing at <a href="mailto:OFSTesting@dps.ohio.gov">OFSTesting@dps.ohio.gov</a> or call 1-800-233-0785. The division will work with you to schedule another approved proctor.</td>
</tr>
</tbody>
</table>