Requesting to Schedule an NAAEI Credential Exam via Live Remote Proctoring (LRP)

Students who have completed the requirements for earning a credential should follow the instructions below to request to schedule an NAAEI credential exam in PACE.

During this process, you will receive the following two automatically generated emails. You will need the information in these emails to schedule and take your exam, so please retain these two emails until after you have completed the exam.

- Notice to Schedule NAAEI Exam from candidatesupport@meazurelearning.com
- NAAEI SCHEDULING CONFIRMATION NOTICE (Admission Ticket) from candidatesupport@mezurelearning.com

1. Log in at https://my.naahq.org
2. Click on “My Education Institute.” This will land you on the PACE portal.

![Personal Snapshot](image1.png)

3. Click on the “Home” tab.

![Welcome to PACE](image2.png)

4. Scroll down to the “In-Progress Credential Applications” section, and find the application associated with the exam you’d like to schedule. Click on the “Check Credential Application Progress” button.

![In-progress Credential Applications](image3.png)
5. Verify that the status of all Application Requirements is Complete. Click on “Successfully complete exam.” Note that if one or more of the application requirements is not complete, the exam link will not be live.

6. Click on “Request to Schedule Exam.”

7. First select your test format. If your education provider is offering an in-person exam, select “Education Provider Site.” Otherwise select “Testing Center or Remote Proctoring.” Once you log into the scheduling site, you will be able to choose whether to test either virtually via live remote proctoring (LRP), or in person at a Measure Learning testing center.
8. The second question asks whether you require exam accommodations. Select Yes if you would like to submit an accommodation request. Your request must be accompanied by documentation from a licensed professional.

Answer both questions, then click Continue.
9. A Notice to Schedule email will be sent to you from Measure Learning. This email will contain a link to the exam scheduling site along with your login credentials. Retain this email until you have passed your exam.

10. Locate the Notice to Schedule email and begin the scheduling process. The Notice to Schedule email contains the link to the scheduling site and your login credentials to access the site.
11. Complete all the required fields. When finished, click Continue.

12. Review the attestations page, scroll to the bottom of the page, check the box “I attest”, then click Continue.
13. You will see a list of your unscheduled exams. Find the one you’d like to schedule and click on Schedule.


15. At this point you can choose if you prefer to test at a Measure Learning testing center or via Live Remote Proctoring (LRP). If you wish to test at a Measure Learning testing center, clicking that option will redirect you to Measure Learning’s scheduling portal so that you can choose a date/time/location. If you prefer to test via Live Remote Proctoring, make this selection now.
16. You will see the screen displayed below. If you are testing via LRP, you can now test your computer to be sure its specifications will allow for the LRP 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. 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.**

You have a choice between a live remote proctoring exam and an exam administered at a testing center.
17. A new tab will open in your browser. Click on “Click here to test now.”

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

19. If all components feature a “Passed” status, close the “PASS” browser tab (thick blue arrow). You will return to the “Meazure Learning Registration” tab (thin blue arrow).
20. In the “Measure Learning Registration” tab, now click on “Live Remote Proctor Requirements.”

A new tab will open, and you will see different items that you may bring into your testing session.

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

You have a choice between a live remote proctoring exam and an exam administered at a testing center.

22. You will see the following screen. Answer the question. Then, click Submit.
23. Check the textbox and click Accept Terms.

24. Here you can test your computer again. You can also schedule your LRP exam. Click accordingly.
25. Pick the date and time of your exam. Please choose carefully and note the AM/PM toggle. When finished, click Submit.

26. When you’ve found your exam time, click Schedule.
27. Your exam is now scheduled. You will see the message below.

![Reservation complete](image)

28. Following the scheduling, you should receive an email with the subject line NAAEI SCHEDULING CONFIRMATION NOTICE (Admission Ticket) from candidatesupport@meazurelearning.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 LRP exam when you are ready to do so.

For technical support with the Mezure Learning platform, please contact Mezure Learning’s Candidate Services team at candidatesupport@meazurelearning.com or by phone at 919-572-6880, available M-F 8:30 am-5:30 pm and Saturday 8:30 am-4:00 pm Eastern Time.