



## Guidelines for SHCM Exam Online Proctor & SHCM Exam Voucher Form

Welcome to your SHCM Online Proctoring Exam. Below are guidelines to help you prepare for your exam and information regarding NAHMA's Online Proctor partner **Examity** to offer you the ability to take your exam from the location of your choice.

### Items to Note Regarding Examity:

- The date and time that you can take the examination is subject to the availability of the virtual Proctor and appointments must be booked in advance.
- You should allow a minimum of 14 working days from the date your voucher is released to ensure availability of the exam.

### Computer Guidelines:

- A well-working computer connected to a power source with 1 GB of RAM or higher.
- A wired high-speed internet connection (3 Mbps). A wireless internet connection is not recommended if an Ethernet connection is available.
- A camera, microphone and speakers connected to the computer (consider a webcam with a built-in microphone).
- Online Live Proctoring will be done through GoToMeeting, please be sure your system will support this platform.
- The proctor will need to obtain keyboard and mouse controls in order to input proctor information. Please make sure that the system that you will be using to test will allow you to grant these permissions to the proctor.
- Browser compatibility: IE, Firefox, Chrome, Safari, Edge

### Step Guidelines for Taking the Exam:

#### Schedule Exam:

Schedule your exam <https://reg.testrac.com/sched/>

- Prior to the day of testing, you **MUST** re-enter site and click on "Open Portal" to connect to Examity to set up your security profile and test your computers compatibility.
- On the day of testing, re-enter the site and click on "Open Portal" to connect to Examity to begin your test. Please enter at least 15 minutes before testing.
- If you need support from Examity, please call 1-855-EXAMITY (1-855-392-6489).

#### Exam Registration:

- Enter your email address to verify your email address <https://reg.testrac.com/nahma/>
- You will receive an email confirmation from Testrac with a link to complete and submit profile information.
- Return to log-in page to create an account if you are taking the test for the first time or if you already have an account enter the NAHMA log in ID & Password at

<https://reg.testrac.com/nahma/>. (Write down your log in credentials on a piece of paper in case you are prompted by the proctor to log in).

- New accounts will receive an email from Testrac to verify your email address within 24 hours.
- Confirm that your profile information is correct.
- Select Specialist in Housing Credit (SHCM) exam.
- Confirm Profile information, and exam selected are correct/Submit.
- Click the Specialist Housing Credit Management exam and enter voucher number.
- Within 24 hours you will receive an email from Examity to schedule your exam.

**Exam Site:** Proceed to the NAHMA Exam Site in which you will receive a confirmation email to access the site. **Please save this email.**

- Login to <https://reg.testrac.com/sched/> and click on the "Open Test Portal" --green button to complete profile tasks prior to taking the exam.
- Login into the Examity site 15 minutes prior to the start of the session.
- Please have your ID ready to show before you start your exam.

**Prepare to take your exam by following the computer check requirements indicated below which as displayed on your screen:**

- Check your system has the necessary software with Examity to ensure your computer is ready.
- Verify your user information.
- Please upload a picture of your photo ID.
- Set up your security questions and keystroke biometrics.
- Please click the save button if you make changes to your information.

### **Expectations During Exam Set Up**

- Expect up to 10-12 minutes at the beginning of the exam to review requirements with proctor.
- This is a live shared recorded exam with you and the proctor.
- If you wear a Fitbit, or smart watch, you will be asked to remove it during the exam.
- The Proctor will ask you to clear the desk area, remove phone devices and explain the rules of the exam. Paper and Pencil and a manual calculator is allowed.
- Headsets, earbuds, Bluetooth devices, and cellphones are not permitted during the exam, you must use the audio on your computer/speakers.
- Cell phone access to calculators, as well as the calculator on your computer is not permitted during the exam. You must use a handheld manual calculator.
- Please unplug any dual monitors, you may only use one monitor for the exam.
- The Proctor will request that you display your government issued ID face front into the web camera during the exam set up. The picture and expiration date must be visible.
- You will be asked to turn your Web Cam Laptop or device at 360-degree angle in your room or office to assure you are taking the test alone.
- Be sure to close all apps and files on your PC or Laptop prior connecting with the proctor.
- The proctor is not supposed to speak with you unless there is an emergency.

### **Exam Issue Contact Information**

If you are having any issues with your exam contact Testrac directly: Dave Bump at: 952-997-0642/  
[David.Bump@Testrac.com](mailto:David.Bump@Testrac.com)

### **NAHMA Contact Information**

Questions regarding NAHMA Certifications contact: Leslie Marie O'Donnell, Manager of Education and Credentialing Programs: 703-683-8630 x117/  
[lodonnell@nahma.org](mailto:lodonnell@nahma.org)



## SHCM Exam Voucher Payment Form

Please complete the following information and return with payment to the information below. To avoid delays in the processing of your application, please fill out completely.

### **Include Certificate of Course Completion with Form**

Please Note: The voucher exam form payment process takes 7-10 days to complete prior to receiving the exam voucher.

I am applying to take the following examination:

### **Specialist in Housing Credit Management (SHCM) Online Proctored Exam**

\_\_\_ \$130.00

#### **Payment Information:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Date You Would Like To Take Exam: \_\_\_\_\_

**You can email the payment form: [lodonnell@nahma.org](mailto:lodonnell@nahma.org) or Mail to:**

**NAHMA 400 N. Columbus St, Suite 203 Alexandria, VA 22314**

**Include Form with Mailed Payment**

Check amount: \$ \_\_\_\_\_ Check # \_\_\_\_\_

Credit card payment: Visa \_\_\_ MasterCard \_\_\_ AMEX \_\_\_

Card number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CVV# \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_