

## Online exam tip sheet - How to pass a CCPE exam without stress!

For many of you doing a CCPE exam is no doubt a memorable event. In order to help you prepare for it, we have put together some important tips that could be of great help to you with your next exam.

### Preparing for an online exam:

- ✓ Review your printed material (the self-evaluations are particularly pertinent) and if the online learning supplement is available, review it too.
- ✓ Consult the CCPE website to find out the specifics of your exam (number of questions, duration of the exam, etc.) as our material is in constant evolution.
- ✓ Avoid needless distractions before and during the exam (turn off the radio, TV, cell, etc.).
- ✓ Read the instructions carefully when you start your exam. They will provide you with practical details concerning the exam and the resources to be printed, if necessary.
- ✓ Respect the honor pledge.

Writing an online exam has some well-documented advantages: time-consuming travel is no longer necessary, very flexible to use, easy to access, etc.

### Avoiding surprises

For years now, most people have encountered no technical challenges when writing a CCPE exam. We often receive very positive feedback on how the exams function and how easy and practical *MyCCPE* is. For the small number of users who contacted CCPE technical support, the problems encountered were related mostly to an equipment feature.

Here are some possible scenarios:

- **The Internet connection fails during the exam:** this could be a problem due to your Internet provider or caused by external factors (weather, power supply, etc.). You should know that during your exam, each question answered is recorded as it is done. Therefore, if your connection stops suddenly, start a new session on the portal and continue your exam where you left off.
- **The wireless network stops:** if you do your exam with a computer that uses a wireless connection (Wi-Fi), be aware that this system sometimes experiences slowdowns or interruptions of your Internet connection. CCPE recommends a direct cable Internet connection. To check your Internet connection, do this simple test: try to access google.com (for example). If you have any difficulty, you may experience some problems with your exam since your connection is not optimal.
- **The computer has a pop-up blocker software or application:** if your computer is configured to block pop-up windows when you are browsing on the Internet, this will prevent the exam window from displaying. To counter this problem, disable any software that can prevent windows from displaying (such as Google toolbar, Norton Internet Security, etc.). Also, turn off the pop-up blocker option in the browser.
- **The mark is not displayed at the end of the exam:** the portal does not immediately display the marks for the exams which require manual correction.

We hope that these few tips will help you feel more confident and better prepared to write your next CCPE online exam! We are always standing by to assist you.

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