

You may keep this guide open while waiting and during Marking time if desired. Follow instructions from CFPC staff if they differ.

READING | 2 MIN

Read the released case/resource aloud when instructed.

ASSESSMENT | 12 MIN

Interact with the examiner and complete the station.

MARKING | 7 MIN

Stay on camera with your microphone on.

Stations advance automatically. Remain on the current screen, even if you finish early.

Log in and check-in

- **After logging in on time.** Remain in the waiting room. The exam starts automatically.
- **Have photo ID ready.** A proctor will verify your identity before the exam timing begins.
- **Language.** The interface/button language cannot be changed after login.

Equipment and conduct

- **Camera and microphone.** Keep them both on and connected throughout the exam, including during Marking time.
- **Phone.** Keep available (but at arm's length) for emergency contact, silent notifications, and use it only if instructed.
- **Water and food.** A drink in a clear container is permitted. No food is allowed unless a pre-approved accommodation has been made.

Notes and timers

- **Electronic notepad only.** No paper or pen are allowed. Notes are not visible to the examiner and are deleted after each station.
- **When notes are allowed.** Use the notepad during Reading and Assessment only. Do not use during Marking time.
- **Blue timer.** Shows total time remaining for the round.
- **Yellow timer.** Shows the countdown of the Reading or Assessment time remaining in a round; there is no yellow timer for marking time.

Marking time and washroom breaks

- **During Marking.** Stay on camera with your microphone on. You will automatically be moved to the next station when the time expires.
- **Washroom breaks.** Permitted during Marking time only. Tell the examiner before leaving camera view.
- **Timer continues.** Your next station starts automatically and will not pause for your return.
- **After a break.** A further identity check may be conducted.

If you have a technical issue

- **Check first.** Confirm that your microphone, camera, device volume, selected devices, and Internet connection are working properly.
- **Refresh your web page only when trying to solve a technical issue; please refrain from refreshing while in your actual interview unless you have lost connectivity with the examiner.**
- **Stay calm.** Brief lost Assessment time may be compensated during Marking time.
- **Use the chat function only if your exam is in session and you encounter an issue you cannot resolve.**
 - Do not use the chat to report an incident after the exam has ended. Instead, please email cfpexam@cfpc.ca to report any incidents after the exam is over.

Delays and end of exam

- **Longer delay.** If a disruption exceeds five minutes, the station may be repeated. CFPC staff will advise you.
- **If no rerun is required.** After Round 4 Marking time is complete, select **Finish**, then select **Submit Exam**, then close your browser.
- **If a rerun is required.** Remain connected and you will be provided with guidance on how to participate in the rerun.

Technical Support 1-800-387-6197

Stay connected and follow CFPC staff instructions.