



Online Proctored CLFP Exam FAQ's

1. What is required to take the online proctored exam?

The test-taker must have a computer with microphone and video capability. Each will be tested prior to the exam to ensure that the system is adequate in terms of audio/visual. The user must also be able to access the site: www.clfptest.com/start

2. What time does the test start?

The test-taker may take the exam at any time and only needs to notify the CLFP Foundation upon **completion** of the test by emailing: exam@clfpfoundation.org

3. Is the test-taker allowed to go to the bathroom during the test?

The test-taker may take a break in between each part (there are four), and unless it is an absolute emergency, the test-taker should use the bathroom during the **breaks only**. The clock does not stop, so that time will be lost on the test and a 360-degree room view must be performed upon reentering the room.

4. What happens if the computer crashes?

The program automatically saves the exam as the test-taker goes so the individual will not lose any work. Please refresh the browser if the website freezes and contact Proctorio with any questions (via Live Chat).

5. May notes or the Handbook be used during the test?

No. Phones, notes, the Handbook, and/or study tools must be left outside of the room.

6. May the test-taker bring their own scratch paper?

The test-taker may use ONE piece of scratch paper that must be shown during each 360-degree room scan(s) to ensure that it is blank.

7. How much time do I have for the entire test?

The total time for the test is eight hours and the exam platform only tracks the time when you are actively taking the test. Therefore, please be careful that you do not go over the eight-hour time limit, otherwise your test results will not count.

8. Is the test-taker allowed to use a financial calculator **and** TValue at the same time?

No. The test-taker may use one or the other. For simple calculations, it is advised that the test-taker use the calculator on their computer or a non-financial handheld calculator.

9. Are dual screens permitted?

Yes. However, only TValue (if using) and the exam may be used during the test. The tabs/windows of the screens are monitored throughout the test.

10. Who is available to offer support if I'm having issues with the online proctoring?

Please contact the Service Provider – Proctorio support@proctorio.com or Live Chat