



## Workstation Certification Tool Frequently Asked Questions

### Workstation Certification Tool

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## 1. What does the Workstation Certification Utility Do?

The Workstation Certification utility will check the configuration of the computer to ensure compatibility with web-based testing. The utility is also designed to detect any applications or programs that may be used to compromise exam content. Workstation Certification must be run prior to test day on each computer that will be used for the exam.

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## 2. How do I certify computers using the Workstation Certification Utility?

1. Go to <https://wbt.nbme.org/exam> and follow the on-screen instructions to run the Secure Browser.
2. Select the **Workstation Certification** icon.
3. Select the **Technical Support Staff Workstation Certification** link.
4. Enter the ticket number that is included in the Workstation Certification email that is sent 14 days prior to test day.
5. Select your test site from the dropdown menu.
6. Enter the contact name, email, and phone number of the person charged with testing the computers.
7. Click on **Add Test Room** from the Test Room dropdown menu. Enter the testing room(s) to be used for the exam.
8. Enter a unique workstation number for the computer. You may use numeric or alpha-numeric characters.
9. Select **Desktop** or **Laptop** to indicate the computer type and click the **Check this Computer** button.
  - If the test is not successful, the system will provide instructions for correcting problems detected during the test. If the test is successful, you will be prompted to launch a sample exam as the final step.
10. Repeat the steps above for each computer that will be used for testing. Additional computers should be tested as back-ups for examinees in the event of any hardware failure on test day. If examinees will test on personal laptops, please be sure to test and certify back-up computers using this utility.
11. When **ALL** workstations in the test room (including backups) receive passing results, choose **Certify this Test Room**.

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## 3. How do I disable a detected recording application?

To disable a detected recording application or process, follow these steps:

Open **Task Manager** (Windows PC) or **Activity Monitor** (Mac).

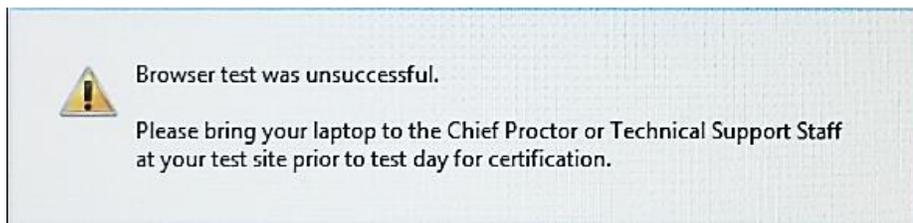
- *Windows PC:* To open **Task Manager**, press **CTRL+ALT+DELETE** on the keyboard, and then click **Task Manager**. Click the **Processes** tab and select the running process from the list. Click **End Process** to disable the running process.
- *Mac:* To open **Activity Monitor**, select the **Go** menu from the desktop and click **Utilities**. Click **Activity Monitor** and select the running process from the list. Click **Quit Process** and then **Quit** to disable the running process.

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#### 4. Why are examinees with personal laptops advised to bring their laptops to Technical Staff or the Chief Proctor to complete Workstation Certification?

Examinees will be instructed to bring their laptop to the Technical Support Staff or the Chief Proctor for certification if either of the following occurs:

- A recording application or process is detected on the examinee's personal laptop
- The examinee is locked out of the laptop certification utility  
If a recording application or process is detected on the examinee's personal laptop three or more times within a 28 day period, the laptop certification utility will lock, preventing the examinee from running it again for 28 days until the lock expires. This lock is a security feature by the NBME, designed to prevent examinees from continually trying to circumvent the system.



Examinees are restricted from disabling recording applications without the supervision of a Chief Proctor or Technical Support Staff.

To certify the examinee's personal laptop, test the laptop using the Technical Support Staff's version of the Workstation Certification utility (with the ticket number) which will display the name of the recording application detected on the examinee's laptop. Disable the detected recording application or process when prompted to complete the certification procedure on the examinee's laptop.

**Note:** If an examinee is unable to bring their personal laptop to the Chief Proctor or Technical Support Staff at your test site prior to test day, the examinee may bring their laptop on the day of the exam to have the laptop certified prior to launching the exam on test day.

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#### 5. What is the Secure Browser?

The Secure Browser is used for the secure delivery of web-based exams. This application starts when the test starts, and locks down the desktop, including:

- Hiding the Task Manager
- Temporarily disabling the Activity Monitor
- Blocking the user from using a hotkey combination to launch applications
- Disabling the use of the Ctrl-Alt-Del administration menu
- Disabling the use of Alt-Tab to access other running programs
- Clearing the clipboard when the test is over

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## 6. What hardware and software do I need to run the Secure Browser?

- 1GHZ or higher processor
- Windows 7, Windows 8, Windows 10; Mac OS, v10.11, v10.12, v10.13, v10.14, v10.15
- Internet Explorer 11
- Safari 9 or higher
- Chrome<sup>1</sup>
- Firefox<sup>1</sup>
- JavaScript, Cookies, CSS, and Pop-ups must be enabled, TLS 1.2 or higher
- Screen resolution set to 1024 x768, with 32-bit color setting
- 17 inch screen or larger (Desktop), 13 inch screen or larger (Laptop)
- Broadband Internet (DSL, Cable or T1) with network bandwidth of 256 Kbps or higher
- <sup>1</sup>Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates.

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## 7. Why does this test need to run in a Secure Browser?

There are several reasons why a test will require a Secure Browser. Without a Secure Browser, it is possible for the test taker to temporarily 'exit' from the test and access other applications, including soliciting email help from friends, or making a snapshot of test materials which are confidential. By employing a Secure Browser, the test can offer a fair and honest environment for the test taker, while providing security of test questions. This also helps ensure meaningful results.

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## 8. What do I have to do to install and run the Windows or Mac Secure Browser?

### Windows

The Windows Secure Browser application is downloaded “on test day” when the examinee enters the Examinee URL provided by the proctor. Examinees will follow a few simple steps to run or download the Secure Browser application. When the Secure Browser is launched, it will automatically take control of the screen and lock down the environment for the duration of the test. At the end of the test, the Secure Browser shell is released, and control is returned back to the native web browser (e.g., Internet Explorer). No changes or reconfigurations are made to the native web browser.

### Mac

The Mac Secure Browser application needs to be downloaded only once when the examinee enters the Examinee URL provided by the proctor; it does not need to be downloaded on each test day. If it has been downloaded since April 21, 2019 and resides on the Desktop, the examinee can simply launch the Mac Secure Browser from the Desktop icon without re-downloading. When the Secure Browser is launched, it will automatically take control of the screen and lock down the environment for the duration of the test. At the end of the test, the Secure Browser shell is released, and control is returned back to the native web browser (e.g., Safari). No changes or reconfigurations are made to the native web browser.

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## 9. How large is the Secure Browser application?

The application is approximately 200K (Windows), 800K (Mac).

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## 10. How long will it take to download the Secure Browser application?

Depending on your network, it will take approximately 1-30 seconds.

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## 11. If I re-image the machine, do I need to reinstall the Secure Browser?

### Windows

Re-imaging on a Windows computer is not an issue because the Secure Browser is downloaded on test day when the examinee enters the Examinee URL provided by the proctor.

### Mac

Re-imaging on an Apple Computer will require a new download of the Mac Secure Browser prior to or on test day.

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## 12. Does the Secure Browser application stay resident and / or active on the machine for future administrations?

The Secure Browser is only resident in memory while it is being used to take an examination. It does not remain in memory unless being used, and is only active during the test administration. It cannot be launched in any other way except through test delivery. Although it will remain installed on the machine, examinees should run or download a new copy of the Windows Secure Browser before beginning any NBME exam. Downloaded copies of the Windows Secure Browser should be deleted upon completion of the examination. For examinees using Apple computers, if the Mac Secure Browser has been downloaded since April 21, 2019 and the examinee launches the Mac Secure Browser from the Desktop icon, the examinee will be testing on the latest version of the Mac Secure Browser.

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## 13. Can someone execute the Secure Browser to browse the web?

No. The purpose of the Secure Browser is strictly to deliver an examination. It is activated only when launched by the test and cannot otherwise be launched.

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## 14. Will the Secure Browser interact with other applications on my machine?

Because it is a Secure Browser, if there are applications running on the examinee's computer capable of recording exam content prior to launching the exam, the Chief Proctor will be notified to disable these applications. Once disabled, the examinee can resume testing.

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## 15. Does the Windows or Mac Secure Browser application need to be removed once the test has ended?

### Windows

Yes. The Windows Secure Browser should be removed from the computer at the end of the test administration. To delete the Secure Browser drag the application to the trash.

### Mac

No. The Mac Secure Browser does not need to be removed at the end of the test administration. Launching from the Desktop Mac Secure Browser icon (downloaded after April 21, 2019) will ensure that the examinee is always testing on the latest version.

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