State of Utah
Cosmetology and Associated Professions Exams
Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to: https://www.provexam.com/register.

   You may also call us at (877) 228-3926. Click here for more information about registering.

2. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers. Click here for a current list and directions to each of our Utah testing centers.

3. **HOW MUCH DOES IT COST?** The theory examinations cost $**96** each and the practical examinations cost $**98** each. (Pricing effective as of May 15, 2022)

4. **WHEN DO I GET MY TEST RESULTS?** Unofficial exam results are available at the testing center once you complete your exam. Official results will be sent to you within 4 days after your test.

5. **WHAT IS ON THE TEST?** Click here for information about the available examinations.

MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions - **UT DOPL**	For Testing Questions - **Prov**
160 E 300 S, 4th Floor	150 W Civic Center Dr
Salt Lake City, UT 84114	Suite 601
Ph: (801) 530-6628	Sandy, Utah 84070
(866) 275-3675 toll-free in UT	Phone: (877) 228-3926
https://dopl.utah.gov/cosmo/index.html	www.provexam.com
Hours: 8 a.m. to 5 p.m.	Hours: 6 a.m. to 10 p.m.

GENERAL TESTING INFORMATION

The Division has contracted with Prov, Inc. to administer the following NIC Cosmetology/Barbering examinations:

- Barber
- Cosmetologist / Barber
- Hair Designer
- Electrologist
- Esthetician
- Master Esthetician
- Nail Technician
- Instructor

The purpose of this bulletin is to provide you information about taking your licensing examination(s) with the State of Utah. For all license categories except for Instructor, you will be required to pass BOTH a written and practical examination in order to become licensed.

Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. If candidates have questions regarding which exam(s) to take, please check with your school, or contact UT DOPL at **(801) 530-6628**.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Utah must successfully complete two (2) examinations; those seeking instructor licenses must pass only a theory examination. The first test covers the technical knowledge elements of the specific licensing field, whereas the second test is a practical (or performance test) which requires you to demonstrate your technical abilities related to your license. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

Each theory exam costs **$96**, whereas each practical exam costs **$98**. The fees are the same whether you are testing for the first time or you are retaking one or both parts. (Pricing effective May 15, 2022)

Important Note: When there is more than one practical section (e.g. Barber and Cosmetology), candidates will only have to pass each section one time. If a candidate fails a section, only the failed section will require retesting.

This flexibility in retesting will require that candidates schedule each practical exam section at the same time. If the practical sections are scheduled for the same day, the single fee will be charged. However, if a candidate wants to take each section on different days, each section will be charged like a separate exam.

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TESTING WITH PROV

Your written or theory exam will be administered by computer at one of Prov's testing centers. Prov's testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov's testing system: https://youtu.be/h3T9svnIdLY.

WHERE TO TAKE YOUR EXAM IN UTAH

Prov has established **nineteen (19)** testing centers in Utah where you may take your **written** test. Please note that you may also schedule your **practical** examination at **four (4)** of these testing locations. Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

HOW TO REGISTER ONLINE

1. To schedule online, navigate to the following URL: https://www.provexam.com/register

2. Use the Dropdown menu under "Select Certifying Body", and select:

    UT Cosmetology

3. Under "Select a License/certificate", choose the license (and language) you are seeking (**choose one of the following**):

    o Cosmetologist / Barber - English
    o Barber - English
    o Electrologist - English
    o Esthetician - English
    o Hair Design - English
    o Instructor - English
    o Master Esthetician - English
    o Nail Technician - English

    Then press **NEXT**

4. Enter your information **exactly** as it appears on your government issued ID.
    • Name (First, Middle and Last)
    • Social Security number
    • Street address
    • City, State, Postal Code
    • Email Address
    • Telephone Number

    Then select the button labeled: **SAVE CHANGES**

5. Select a Date, Time, Location for your exam by selecting the link labeled:

    📅 Find suitable time and venue

    Note: If you want to schedule both your written and practical exams at the same location, you will need to select one of the **four (4)** cosmetology-specific testing centers.

6. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.

7. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart.**

8. If you want to schedule a **second exam** (like the practical or written), select the **Schedule Another Test** button and follow steps 5-7 as shown above; else move to step 9 below:

    SCHEDULE ANOTHER TEST

9. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX). If you have provided an email address, the invoice for your exam payment will be automatically emailed to you.   This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, give us a call at (877) 228-3926.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov toll free at (877) 228-3926. Prov scheduling staff is available 6:00 a.m. through 10:00 p.m. MT, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their full name (first, middle, last), social security number and their address.   Once registered in the database, Prov staff will search for the next available testing session at the candidate's preferred testing location and will provide candidates with any alternate locations that may be in close proximity to their address.   Once candidates are scheduled, Prov staff will email a confirmation.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel your testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

PREPARING FOR YOUR EXAMS

The Cosmetology and Associated Professions' exams utilized in Utah are designed to test what you should know (and be able to do) as you begin your career in your specific cosmetology /barbering field.   Your examinations have been developed by the National Interstate Council of State Boards of Cosmetology (NIC). The following section is designed to provide you links and descriptions to the various licensing examinations.

Please Note: All practical examinations are performed using **Mannequins**, with the exception of Electrologist exams. Live models will not be accepted for any other practical than the Electrologist exam. You are required to bring all necessary materials for your practical examination.

<div style="background:#c0504d;color:white;text-align:center">EXAM DESCRIPTIONS</div>

The following exam descriptions are provided by the NIC and additional information may be found at nictesting.org. To learn more about your specific exam, please select the hyperlink next to either the Written or Practical test and you will be taken to the NIC website for a complete description of each examination.

Barber

Written Test: Barber 1 (No Chemical) (English)

Practical Test: Barber 1 (No Chemical) (English)

Core Items (Practical Exam)

- o Set Up and Client Protection (10 minutes)
- o Haircutting (40 minutes)
- o Work Area and New Client Setup (15 minutes)
- o Shaving with a Straight Razor (Variable timing)
- o Blood Exposure Procedure (10 minutes)

Cosmetologist / Barber

Written Test: Cosmetology Theory (English)

Practical Test (consists of two separate exams and three additional tasks):

- o Barber 1 (No Chemical) Practical (English)

- o Cosmetology Practical (English)
  - o Basic Facial (English)
  - o Hair Removal of Eyebrow (English)
  - o Sculptured Nail (English)

Barber Practical Section

- o Set Up and Client Protection (10 minutes)
- o Haircutting (40 minutes)
- o Work Area and New Client Setup (15 minutes)
- o Shaving with a Straight Razor (Variable timing)

Cosmetology Practical Section

- o Work area and Client Preparation, and Set Up of Supplies (15 minutes)
- o Thermal Curling (10 minutes)
- o Hair Cutting (30 minutes)

Second Client:

- o Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- o Chemical Waving (20 minutes)
- o Predisposition Test and Strand Test with Simulated Product (10 minutes)
- o Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- o Hair Color Retouch with Colored Simulated Product
- o Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- o Blood Exposure Procedure (10 minutes)
- o Basic Facial (20 minutes)
- o Hair Removal of the Eyebrows by Tweezing and Using Simulated Soft wax (Untimed)
- o Sculptured Nail (20 minutes)

Electrologist

Written Test: Electrology Theory (English)

Practical Test: Electrology Practical (English)

Core Items (Practical Exam)

- o Set Up and Client Preparation (15 minutes)
- o Thermolysis Method (15 minutes)
- o Set Up and Client Preparation (15 minutes)
- o Blend Method (15 minutes)
- o Galvanic Method (10 minutes)
- o Cataphoresis (5 minutes)
- o Blood Exposure Procedure (10 minutes)

Please note* Live models cannot be licensed in the Cosmetology field, be working as an Electrologist or at an Electrology school.

Esthetician

Written Test: [Esthetician Theory](#) (English)

Practical Test: [Esthetician Practical](#) (English)

Core Items (Practical Exam)

First Client:

- Work Area and Client Preparation, and Set Up of Supplies (10 minutes)
- Client preparation and Basic Facial (25 minutes)

Second Client:

- Work Area Preparation for New Client and Set Up of Supplies (10 minutes)
- New Client Preparation and Hair Removal of the Eyebrows using Simulated Soft Wax and Tweezing (5 minute set-up; procedure untimed)
- Facial Makeup (20 minutes)
- Blood Exposure Procedure (10 minutes)

Master Esthetician

Written Test: [Advanced Esthetics Theory](#) (English)

Practical Test: [Advanced Esthetics Practical](#) (English)

Core Items (Practical Exam)

First Client:

- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Cleansing the Face with Product (10 minutes)
- Manual Lymphatic Drainage (10 minutes)
- Particle Microdermabrasion on the Forehead LED Treatment (10 Minutes)

Second Client:

- Work Area and New Client Preparation, and Set Up of Supplies (15 minutes)
- Ultrasonic Treatment of Forehead and Upper Lip (10 minutes)

- Beta Hydroxyl Acid (BHA) Treatment (10 minutes)
- Microcurrent Treatment to Upper Orbicularis Oculi (10 minutes)
- Body Treatment – Dry Exfoliation and Mud Mask (1 minutes)
- Blood Exposure (10 minutes)

Hair Design

Written Test: [Hair Design Theory](#) (English)

Practical Test (consists of two exams):

- [Barber 1 (No Chemical) Practical](#) (English)
- [Hair Design Practical](#) (English)

Barber Practical

- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Barber Haircut (30 minutes)
- Work Area and New Client Setup (15 minutes)
- Shave with a Straight Razor (Untimed)

Hair Design Practical

- Work area and Client Preparation, and Set Up of Supplies (15 minutes)
- Thermal Curling (10 minutes)
- Hair Cutting (30 minutes)

Second Client:

- Work Area and Client Preparation, and Set Up of Supplies (15 minutes)
- Chemical Waving (20 minutes)
- Predisposition Test and Strand Test with Simulated Product (10 minutes)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 minutes)
- Hair Color Retouch with Colored Simulated Product (10 minutes)
- Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- Blood Exposure Procedure (10 minutes)

Instructor

Written Test: Instructor Theory (English)

Nail Technician

Written Test: Nail Technician Theory (English)

Practical Test: Nail Technician Practical (English)

Core Items (Practical Exam)

First Client:

- o   Work Area and Client Preparation, and Set Up of Supplies (15 min)
- o   Manicure and Polish Application (20 min)

Second Client:

- o   Work Area and New Client Preparation, and Set Up of Supplies (10 min)
- o   Nail Tip Application and Blending (20 min)
- o   Sculptured Nail (20 min)
- o   Removal of Sculptured Nail (20 min)
- o   Blood Exposure (5 min)

TEST DAY RULES AND PROCEDURES

Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo identification. The photo ID must be current and valid. Additionally, the name on your ID **must match exactly** with the name you provided to Prov at time of scheduling. Please

make any corrections to your name prior to your scheduled testing appointment.

Forms of valid photo-bearing ID are a driver's license card, passport, military ID, or permanent resident card. Paper, temporary, copies or electronic versions of ID are NOT considered acceptable forms of ID. You will also be required to sign a test center log, and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session. If you do not have a photo ID, you may still present a valid State driver's license without a photo or a State ID card without a photo that is issued by the DMV.

You will be refused to test by the testing center staff if:

- • your name on the testing roster and name on ID do not match exactly
- • you do not produce a valid government-issued photo ID
- • you refuse to sign the test center log
- • you refuse to be photographed

If refused at the testing center, you will be dismissed and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items should be placed in secure storage at the testing facility.

For exam security you may also be **asked to remove** articles of clothing that may pose a security risk such as the following:

- o   Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- o   Hats or headgear not associated with religious reasons.

o   Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Division will be notified of your dismissal from the exam.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination or caught using unauthorized materials during the examination will be reported directly to the Division of Occupational and Professional Licensing. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

Candidate Civility Expectations

We understand that taking a test can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of the stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

RESULTS REPORTING

Upon completion of an examination, your test will be scored and you will be provided with an unofficial score result while at the testing center. Official score results will be sent within three (3) business days following completion of the test.

All exams will be scored and graded against a cut-score established by NIC for these examinations. The score on these examinations are reported as a "scaled score". This score is not the same as a raw score (which is the number of correct responses on a test). This means that the score does NOT represent the percentage of questions correctly answered on the test. Each part of the examination has its own cut-score and is weighted according to its importance in the demonstration of entry-level competence.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. There is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the State of Utah.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 877-228-3926 or write to: Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, Utah 84070.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (877) 228-3926. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the

candidates to make the accommodations they will need in order to complete their examination.

The following are the existing testing sites and testing days of the week. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

The sites are designated as either a Written testing site where you may take your Theory test, or as BOTH testing site where you may take both your Theory and your practical examinations.   Note, that NOT all practical examinations are given on each day as indicated. This list merely shows the days of the week that each testing site is available to deliver examinations.

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Logan – BTC	*	*	*	*		
Logan – USU			*			
Ogden – OWTC	*	*	*	*	*	
Ogden – WSU	*	*	*	*	*	
Layton - Prov		*	*		*	
Salt Lake City – SLC/SC			*	*	*	
Salt Lake City – SLCC/RC				*		
Salt Lake City – SLCC/WP			*			
West Jordan – SLCC/WJC		*				
West Valley – SLCC/WVC	*					
Sandy – Prov	*	*	*	*		
Sandy – SLCC/MC	*	*	*	*	*	
Vernal - USUV	*	*	*	*	*	*
Orem – UVU				*		
Provo - Prov	*			*	*	
Price – USU	*	*	*	*		
Ephraim – USUEC	*	*	*	*	*	*
Richfield – SC/R	*	*	*	*	*	*
Blanding – USU					*	*
Cedar City – SUU	*	*	*	*	*	*
St. George - DSU	*	*	*	*	*	
St. George - Prov	*	*	*		*	

Northern Utah

1. **Bridgerland Technical College**
   Assessment Center
   1301 N 600 W
   Logan, UT 84321
   (Written Only)

2. **Utah State University**
   Career Services Testing
   University Inn 115
   Logan, UT 84322
   (Written Only)

3. **Ogden - Weber Technology College** -
   Business & Information Tech(3BT)
   200 N Washington Blvd,
   Ogden, UT 84404
   (Written Only)

4. **Prov, Inc**. – Cosmetology Practical Testing
   Layton, UT
   (Written and Practical)

5. **Salt Lake Community College - Westpointe**
   Testing Services
   2150 West Dauntless Avenue, Room 213
   Salt Lake City, UT 84116
   (Written Only)

6. **Salt Lake Community College - West Valley**
   Testing Services
   3460 South 5600 West, Suite 120
   West Valley City, UT 84120
   (Written Only)

7. **Salt Lake Community College - Redwood**
   Testing Services
   4600 South Redwood Road
   Taylorsville, UT 84130
   (Written Only)

8. **Salt Lake Community College - Miller Campus**
   Testing Services
   9750 South 300 West, MFEC, Room 238
   Sandy, UT 84070
   (Written Only)

9. **Prov, Inc.**
   Cosmetology Practical Testing

Sandy, UT
(Written and Practical)

10. **Utah State University - Uintah Basin**
Testing Services
320 North Aggie Blvd.
Vernal, UT 84078
(Written Only)

11. **Utah Valley University**
UVU Testing Services
800 W University Pkwy, MS120
Orem, UT 84058
(Written Only)

12. **Prov, Inc.** – Cosmetology Testing Center
Provo, UT
(Written and Practical)

Central Utah

13. **Utah State University - Ephraim**
Testing Services
325 West 100 North
Ephraim, UT 84627
(Written Only)

14. **Utah State University Eastern** - **Price**
451 E, 400N, Reeves Building #114
Price, UT 84501
(Written Only)

15. **Snow College** - **Richfield**
Testing Center
200 South 800 West, Room 130 (Washburn)
Richfield, UT 84701
(Written Only)

Southern Utah

16. **Utah State University Eastern - Blanding**
Test Center
200 S. 576 W.
Blanding, UT 84511
(Written Only)

17. **Southern Utah University – Cedar City**
Testing Services
Cedar City, UT
(Written Only)

18. **Dixie State University - St. George**
St. George, UT
(Written Only)

19. **Prov, Inc**. – Cosmetology Testing Center
St. George, UT
(Written and Practical)

TEST SITE INSTRUCTIONS

Prov✓ Candidate Instructions Handout

Please take a moment to read the following information (front and back). If you have any questions then please let your proctor know. Failure to follow these testing rules can have serious consequences. **Be advised, the testing center and testing room may be under video surveillance**.

Testing Rules

- Be courteous and do not disturb others.
- After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing Materials such as graphics.
- If you leave the testing room during the test, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the test time will continue to countdown and the lost time cannot be recovered.
- If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
- At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
- If permitted by your jurisdiction, you will receive your testing results today; otherwise, you'll be notified of your testing results by either Prov or your licensing jurisdiction.

- **NO TALKING**
- **NO EATING**
- **NO DRINKING**
- **NO TOBACCO USE**
- **NO CELL PHONES**
- **NO ELECTRONIC DEVICES**
- **NO VISITORS**
- **NO CHEATING**
- **NO TAKING NOTES**
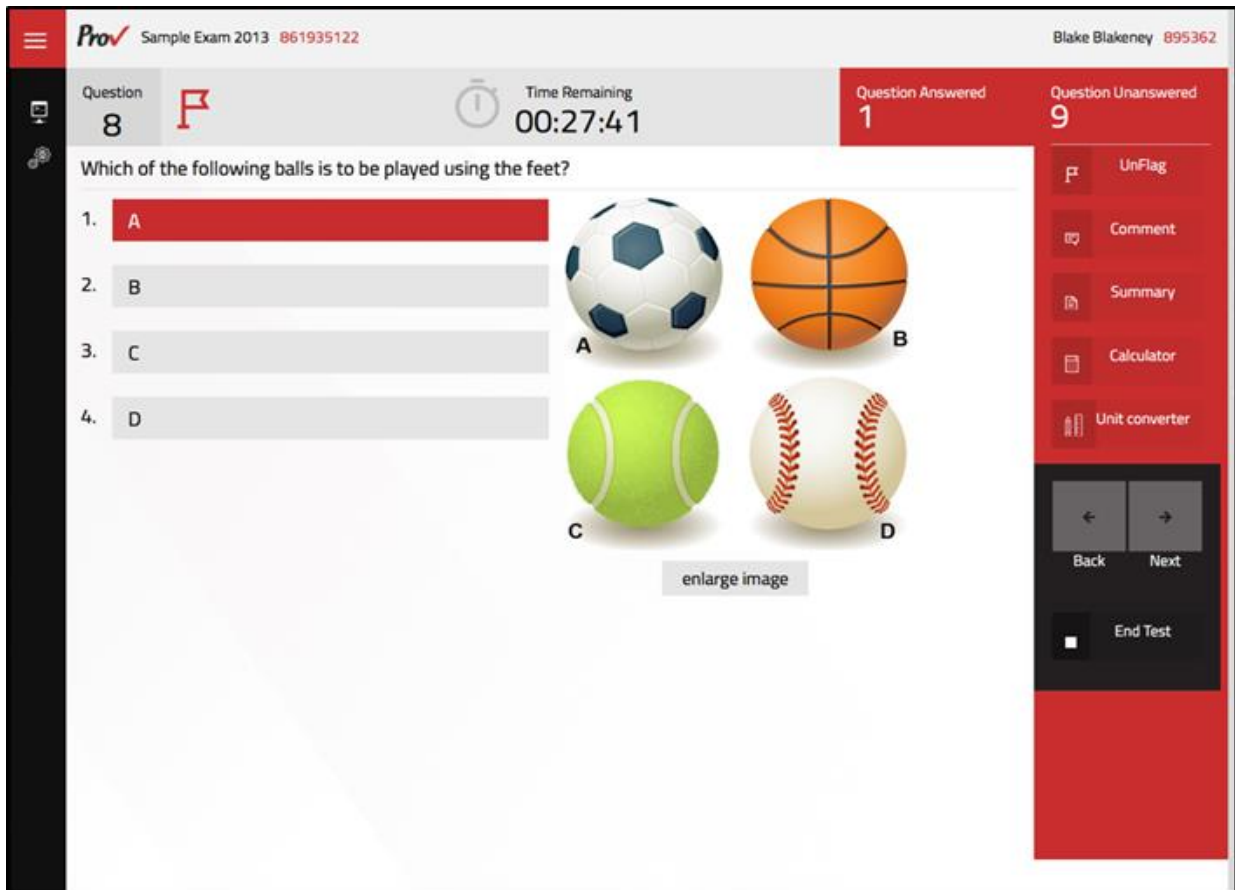- **NO MARKING IN BOOKS**

Reference Rules for Open Book Exams

- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only, however you cannot mark in your books during the test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

Unethical behavior

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

In the next few days, Prov will email you a link to our candidate experience survey, please let us know how we did!

Computer Testing Navigation

Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when **Time Remaining** reaches 0:00.
Selecting your answer	Use your mouse to select a number (**1**, **2**, **3**, or **4**). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the test is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.
Tracking difficult questions	Press the **Flag** Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking **Summary**.
Question comments	During the assessment, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; however, you can send a comment to Prov's Test Development Department by clicking the **Comment** button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.
Moving to a different question	Use your mouse to select the **Next** or **Back** buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the test.
Reviewing your progress	Press the **Summary** button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press **End Test** button when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.