

Hello Everyone!!

Here are a few ways to find out if your laptop is compatible with the NBME testing software. Please follow the steps below and let me know if you have any issues or concerns regarding your laptop for the NBME Subject exams.

****NBME is continuously monitoring/blocking new applications/processes. This will need to be done before EVERY exam using the NBME exam utility!!!****

Colleen Denniston
Testing Coordinator

1) Make sure you can connect to the Upstate wifi network. If you are using Upstate Guest or have forgotten your password, please contact Jeff Wessel (wesselj@upstate.edu) to have your password reset. Upstate Guest is not strong enough to support your laptop during the entire exam.

2) Complete the [NBME Workstation Certification for Examinees with Personal Laptops](#) (you do NOT need to be on Upstate Wifi to test this)

- a) Close out of **ALL** programs. (Doing this after a restart of your computer may give the best results)
- b) Turn off any antivirus programs that are running on your computer.
- c) Go to <http://wbt.nbme.org/exam> and follow the on-screen instructions to run the Secure Browser.
- d) Select the Workstation Certification icon.
- e) Select the Examinee Personal Laptop Certification link.
 - a) The utility will test the laptop for compatibility with web based testing.
 - i) If the test is successful, you will be prompted to “Launch Sample Exam” as the final step. This is a tutorial showing you how to manipulate the NBME exam utility. This provides helpful information and is beneficial to complete prior to entering the test room. You will be able to complete this tutorial before every exam as well, if you so wish.
 - ii) If the test is not successful, the system will provide feedback and/or may instruct you to contact your testing administrator/chief proctor (Colleen Denniston: dennistc@upstate.edu)
 - f) Press CTRL-SHFT-Q or CMND-SHFT-Q to exit the NBME screens and return to your laptop home.

3) All examinees with personal laptops are advised to arrive early on test day to re-run the utility to detect any problems with anti-virus, firewalls, or other issues prior to exam launch.

TIPS AND TRICKS

MAC USERS

Use the [MAC Pre-Exam Computer Preparation](#) Guide under NBME TroubleShooting on the Exam Information Website

PC Users

If you are unsuccessful at reaching the “Launch Sample Exam”, you may have one of the following applications running on your computer:

YouCam Service (aka Cyberlink You Cam Service)

Webcamsplitterserver (aka Lenovo Motion Control)

Spotify

To End the process on your computer, follow these steps:

- Right Click on Toolbar
- Select Task Manager
 - More Details
- Highlight the application
- End Task

Go to Exam and Start Exam

If you cannot locate, contact Colleen Denniston (dennistc@upstate.edu) or Academic Computing's, Jeff Wessel (wesselj@upstate.edu) or Michael Morose (morosem@upstate.edu) for assistance.