

Online Exam Info and FAQs

You must register for the exam.

Due to technological restrictions, exams have space limitations. Don't assume that you can take an exam on a specific date, reach out and reserve your space before someone else takes it. Call 517-284-0021 or email HHSInfo@michigan.gov to register and learn additional details.

We must have all materials prior to taking the exam.

What we need from all individuals planning to take the exam:

- Completed Application (ensure work experience is completed)
- Training Certificate(s)
- Payment (unable to take card payments at this time)

Important note regarding payment – this can be a limiting factor since we cannot take card payments at this time. We have to have payment prior to administering the exam, so make sure you have mailed this out with plenty of time for it to arrive prior to the exam date.

All students must use a laptop or desktop PC with a webcam (no tablets/cell phones)

All exams will be proctored/monitored.

Exams consist of two parts, a Microsoft Teams meeting where all participants can be viewed while they take their exam, and the state exam itself in a digital format. Tablets and cellphones are not allowed (even iPad Pros) because they aren't able to run the camera in the background while students take their exam. **Important note: Individuals must have their camera on for the duration of the exam. If we cannot see you, your exam will be stopped and not count.**

All exams will begin at 10am

- Everyone must login by 9:45am to ensure tech issues are resolved before 10am
- If tech issues persist beyond 10:15am for any individual, exam will need to be rescheduled
- If an exam taker hasn't started their exam by 10:15am, their exam will need to be rescheduled.

Other important things to remember:

- Keep a phone nearby for questions during the exam.
 - All participants will be muted as not to disturb other testers
- Notes and outside resources are not permitted.

- Specific exam information will be sent out the day prior to the exam which will include the links to the Teams meeting and the links to the online exam itself.
- You must score a 70% or higher to pass.

Frequently Asked Questions (FAQs)

Can I use my cellphone or iPad?

- No, cellphones and tablets iPads cannot run the camera in the background.

Can I pay by credit or debit card? Can I pay now over the phone?

- No, we are unable to take card payments at this time. Must pay in advance by check or money order.

Do I need to have Microsoft Teams installed on my computer?

- No, Microsoft Teams is able to run out of your browser (Chrome, Edge, Firefox, etc.)

What if I fail the online exam?

- If you score lower than a 70% you will need to retake the exam. You're allowed 3 tries to pass, but retaking on the same day is dependent on whether there is time to do so.

What if I'm not very good with computers?

- The online exam might not be a good idea for you. If you're not good with computers, there are still in person exam dates. Alternatively, if you have a friend or relative that is good with computers that can assist in helping you get set up, that can sometimes work. Use your best judgment as we want you to be in a position to succeed.

I've read everything but have additional questions...

- Totally okay. We're here to help. Call 517-284-0021 or email HHSInfo@michigan.gov to learn additional details.