

Confident Captain Exam Preparation Guide & Policies

Congratulations on successfully preparing with Confident Captain to take your USCG Exam! You are now ready to use a digital proctoring service called ExamSoft to take your USCG Exam.

The following information will answer any questions you may have about using ExamSoft, Exemplify, and about our online exam policies. **You will be asked to verify that you have read and understood this information before sitting for the exam.**

Please note: You won't be able to access this guide virtually while you are taking your exam, so print this out for your reference.



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Definitions

- **ExamSoft** - The digital service that administers the exam. Here, you'll set up your account, download the Exemplify program to take your exams, and see your results.
- **Exemplify** - The program downloaded to your device to take the exam. Exemplify records you and your screen using your computer's camera and microphone. It locks you out of other programs and the internet while you take the exam.
- **Remote Exam** - When the exam is taken alone at home on your own device.
- **Classroom Proctored Exam** - When the exam is taken on your own device in the classroom with a Confident Captain proctor.
- **Mock Exam** - A 20-minute practice exam required for all online exam takers. It familiarizes you with the exam software and tests your device to ensure it has the correct system requirements. *You should take the mock exam at least 2 days prior to sitting for the exam in case of unforeseen technical issues.*
- **Exam Module** - Each USCG Exam consists of several exam modules. You must pass all exam modules to receive your MMC Credential. You may retest for any failed module(s). *Learn more about make-up exam policies on page 7.*
- **Passcodes** - Unique codes required to access each exam module. If passcodes come via email, be sure to write them down for use when logged into Exemplify.

How to get help

- For **technical support**, such as accessing your account, uploading the exams, a device that is not working properly, or a blue "Resume Code Required" screen, please [contact ExamSoft's 24-hour helpline: 866.429.8889, ext. 2](tel:866.429.8889)
- For any **questions related to the examination process** such as online registration, the timing for sitting for exams, or an orange "Resume Code Required" screen, please contact Confident Captain via email captain@confidentcaptain.com. We strive to reply within 1-2 business days.
- For questions regarding USCG Exam policies, please refer to the [US Coast Guard's online examination resources](#).

The Master (25/50/100 GRT) Exam

- There are FIVE exam modules for Master applicants with different pass rates as determined by the USCG:
 - Rules of the Road (pass rate is 90%)
 - Deck General (pass rate is 70%)
 - Safety and Environmental Protection (pass rate is 70%)
 - General Navigation (pass rate is 70%)
 - Plotting (pass rate is 90%)

The OUPV (6-pack) Exam

- There are FOUR exam modules for OUPV applicants with different pass rates as determined by the USCG:
 - Rules of the Road (pass rate is 90%)
 - Deck & Safety General (pass rate is 70%)
 - General Navigation (pass rate is 70%)
 - Plotting (pass rate is 90%)

For all MMC Candidates taking the Exam

- Exam takers have up to 3.5 hours for each module and are not expected to sit for more than one module at a time – although you may do so if preferred.
- All exam modules must be completed within five consecutive days.
- Modules may be tested in any order as preferred by exam takers.
- All exam modules must be completed before any re-testing begins.

Device Requirements

- Exemplify must be used on a Mac or Windows computer or iPad OS 14 and higher. No Chromebooks, Androids, or Linux devices. [Minimum system requirements.](#)
- The device must have an integrated or USB camera and microphone - you cannot wear headphones or use external microphones.
- You must have a stable internet connection with 2.5 Mbps upload speed ([test here](#)).
- You must use Chrome or Firefox browsers (no Internet Explorer or Safari) when accessing the ExamSoft website.
- You must temporarily disable antivirus software installed on your computer as it can interfere with Exemplify. [Here is how to temporarily disable antivirus software.](#)

Remote Exam Room Requirements and Policies

When taking the exam remotely, both you and your screen will be recorded throughout the exam module.

Once you begin an exam you **cannot**:

- Leave the view of your camera at any time
- Look away from the computer screen for long periods
- Use mobile devices
- Use headphones or earbuds, or wear hats obscuring your face and ears
- Have anyone else in the room

Any one of these behaviors risks exam failure.

All recordings are reviewed. Results are pending until review is finalized.

Setting up your space

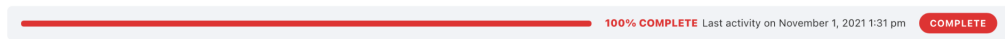
- Sit with the light or window in front of you, not behind you.

Setting up your space for the Plotting Module

- Place your computer on a table large enough so that both the chart and yourself are in view of the computer's camera.
- Remember, you must stay in view of the camera at all times.
- You are allowed to use a calculator, but not a cell phone. There is a calculator app built into Exemplify.

Taking your USCG Exam Online

- 1) Complete your license studies and exam preparation.
 - **Note: You must complete all modules in the Online Course before you sit for your exam.** Confident Captain will check your course progress to be sure that all Modules are 100% Completed.



- Note: You may need to mark some modules as complete by choosing this button at the bottom of a module.



- 2) Register and purchase the online exam at confidentcaptain.com/exam. You will then receive an order confirmation email with a passcode for the Mock Exam(s), which you are required to take first. *Classroom Proctored students will receive them from the Trainer.*
- 3) After two business days, you will receive an email invitation from noreply@examsoft.com. You will then have 30 days in which to activate your ExamSoft student account. If you do not see the email invitation, be sure to check your spam folder. *Open the email invitation on a computer and not on a cell phone.*

Follow the following steps AT LEAST 2 days BEFORE you take the exam in case technical issues arise and you need to contact ExamSoft or Confident Captain.

- 4) After creating your ExamSoft student account, select the "Download Exemplify" button in the upper right screen to download, install, and launch the program.
- 5) In Exemplify, add a new account by typing "Confident Captain" in the text box and selecting it from the dropdown menu. Use your email and password to sign in.
- 6) On the left you will now see all the exam modules available to you. Start with the mock exam(s) to test that your device is compatible, confirm your identity, and familiarize yourself with the testing process. *If any issues arise, you can contact ExamSoft technical support.*

Remote exam takers must take two mock exams:

- **Mock Exam Exemplify Tutorial (with ExamID Only)** - walks you through the Exemplify Software and demonstrates question formats and tools.

- **Mock Exam (with ExamMonitor)** - tests your device to ensure you are ready to be recorded while sitting for the exam. Pop-ups will request access to your camera and microphone to allow the software to work.

Classroom exam takers will only take the Exemplify Tutorial Mock Exam.

- 7) To start a mock exam module, first choose "Download Exam." When the download is complete, enter the mock exam's passcode received from Confident Captain.
- 8) After selecting "Get Started" you will need to consent to the collection of biometric data. Then you will see an "Allow Media Device Access" screen. This allows Exemplify to ensure necessary media settings are enabled. *If you encounter an error, please refer to the resource links below for assistance.*
 - [Permission setup for Mac users](#)
 - [Permission setup for Windows users](#)
 - [ExamID and ExamMonitor Troubleshooting Guide](#)
 - *Once errors are resolved, select "Refresh," then "Next." You also may need to relaunch Exemplify with your password for any new settings to take hold.*
 - *If you continue to encounter technical challenges, contact ExamSoft's 24/7 Support Team: U.S. & Canada 866.429.8889, ext. 2*
- 9) Each time you launch a new exam module, you will need to submit a photo to verify your identity. The first time you log in, follow the photo directions to set up a baseline photo. Ensure this is accurate as it will be used to photo-verify your image in all future exams. *Note: Photos must be taken live -- you may not take a picture of your ID card image.*
- 10) Complete a mock exam and click "Submit." An upload screen with checkboxes updates as your answer files upload. **Do not power down your computer until after the monitoring file has successfully uploaded.** This is a large file as it contains the entire video recording of you taking the exam.
- 11) Remote exam takers will then repeat the process with the second 'ExamMonitor' mock exam.

Once mock exam(s) are completed, you are ready for the USCG Exam.

- 12) Within 2 business days, Confident Captain will check to make sure you have taken your mock exam, and will issue you the unique passcodes for the exam in which you registered. **Save these passcodes and write them down offline!** Have your exam module passcodes written down and ready to enter into Exemplify. *Classroom proctored exam takers will receive USCG exam module passcodes in person on the day of the exam.*
- 13) Choose whichever exam module you wish to take first. You have 3.5 hours to complete each exam module and may take as many as you like in a day.

Troubleshooting Resume Code Issues

For remote exam takers, technical issues arising during the exam that prompt you for a “Resume Code,” indicate a possible breach in exam integrity - intentional or not - such as loss of internet, camera connection, or power supply.

- **If the “Challenge Key” screen is blue, call ExamSoft technical support’s 24-hour helpline 866.429.8889, ext. 2.**
- **If the “Challenge Key” screen is orange,** first ensure your device is fully charged or connected to power.
 - E-mail Confident Captain with the subject, “Challenge Key Required” at captain@confidentcaptain.com. Your computer will remain locked until you receive a resume code.
 - If you seek help outside of business hours, you may opt to choose “Close Exam” at the bottom of the screen. Your results will be uploaded as they stand. Confident Captain will then determine next steps for you to retake the exam. **For this reason, it is best to take your exam modules during regular business hours.**

After the Online USCG Exam

Upon successful completion of each exam module, exam takers’ results are instantly issued. If you are a remote exam taker, these are considered preliminary results until your monitoring files are reviewed. If preliminary results indicate a passing grade, then no news is good news. You will only be notified if exam taking discrepancies become apparent.

For both remote and classroom exam takers, if you fail one or more exam modules be sure to complete all remaining exam modules before re-testing. Once all exam modules are completed in Exemplify, you will need to register online and purchase a make-up exam via confidentcaptain.com/exam. Be sure to indicate which module(s) you need to take again.

Registering for a make-up exam will start the online exam process again. Make-up exams may be taken remotely regardless of how they are taken initially. Please note the [timings and requirements of re-testing are set by the USCG](#) (i.e. retest within three months of sitting for the first exam).

You will be reissued new passcodes via email from Confident Captain and will know which exams to download in Exemplify within two business days.

Once you have passed your exam module(s) and the results are verified, a “Course and Exam Completion” certificate will be issued to you from Confident Captain within 2-3 business weeks via email and mail. You will need this to submit with your MMC Application to the USCG. The PDF certificate will only be issued once without a fee, so be sure to save it in your records.

Questions about the online exam process? Reach out to captain@confidentcaptain.com.

If you have technical questions regarding your device and/or the online exam software, please contact ExamSoft for support.

