

The online exam process has been designed to meet professional testing standards set by The National Alliance for Insurance Education & Research, and by state departments of insurance.

The OnLine exam is a 100-point, multiple-choice test consisting of 50 questions.

A proctor/monitor must be present with the student during the exam. A passing score of 70 or above on the final exam is required for continuing education credit (CE) . The final exam is required for all 8 hour courses. For 4 hour courses, the final exam is ONLY required if the student is seeking continuing education credits for insurance license renewal.

Student and proctor will sign an affidavit affirming that the proctoring rules were followed during the exam. The student will also complete a CE request form, indicating whether or not continuing education hours are being requested. (If not, simply fill out the bottom of the CE request form.)

The affidavit and CE request form must be mailed to The National Alliance in order to receive credit for the course. To review or print the proctor/monitor information, [click here](#). To review or print the affidavit/CE request, [click here](#). (The affidavit/CE request is also available to print at the conclusion of the exam.) For New York students, the proctor/monitor must mail the affidavit of exam and CE Request Form.

The student has one hour to complete the exam.

- A passing score of 70 or more is required to receive credit for an online course. The score and exam review will display in a summary report immediately after the exam.
- The certificate of completion, if applicable, will be sent to the student by The National Alliance for Insurance Education & Research.
- A notification of passing will also be mailed to the student by The National Alliance. The student will not receive a notification letter if he or she does not pass the exam.

Please be aware of the following:

- Technical support is available 8:30 a.m. to 5:00 p.m. CST Monday through Friday at 800-851-0265. Ask for the CISR OnLine help desk.
- The proctor/monitor must be present during the entire exam.
- The student may not receive help with the answers from any source during the exam.
- One exam attempt is allowed per registration fee for 8 hour online courses . Three exam attempts are allowed per registration fee for 4 hour online courses.
- This is a timed test. The clock at the top right of the exam screen will help to track the time allotted for the exam. After 60 minutes, the student will be prompted to sign out of the exam.

Navigating through the exam is a simple process. Please review these steps.

- Navigate to the exam by clicking on the final exam link in the course. The exam is not available until *after* all required coursework and quizzes have been completed.
- Log in to the exam site using username and password provided at registration.
- Enter the proctor/monitor's email address twice in the fields provided. (In New York and South Carolina, the proctor/monitor must be a state - approved proctor/monitor in order for the student to receive continuing education hours/credits, and the proctor must log the student into the exam.
- Click on the Submit button. The proctor/monitor should input the start time and launch the exam questions.

The following information is for students taking the exam:

- Select the best answer for each question. Then click Next Question.
- Click on Come back to this question if you are not sure about an answer and want to reconsider it later.
- Click on the Test Progress button to display the questions you have answered, not answered, or want to reconsider.
- Check your time on the clock in the top right corner of the exam window.
- Click on Review to look over your answers one last time before your proctor signs you out.
- After your proctor/monitor enters your sign out time, click on Submit Entire Test for Grading to receive your score and exam review. Your exam review will also email to the email address you have provided for your National Alliance permanent record.

The following information is for students and/or proctors following the exam:

Mail the affidavit of exam to use to receive designation or designation update credit for the online course (and continuing education credits/hour if applicable). We cannot declare CE credit if the student does not pass the exam.)

We must receive the following within 5 DAYS from the date the student has passed the exam in order to assure that CE is processed and/or reported to the state:

- Signed, original affidavit
- Completed and signed CE request form
- State reporting fee* (see request form)
- Course evaluation

For this reason, please fax the signed affidavit of exam and CE request form to us immediately following the exam. A reminder email will automatically send to the student on the day after the exam. The fax number is listed on the cover sheet of the affidavit. We are required by state law to archive the original affidavit of exam. Mail the signed, original affidavit and CE request form to:

The National Alliance for Insurance Education & Research

Attn: Online Programs

P.O. Box 27027

Austin, TX 78755-2027

We wish you success!