



Dental Assisting National Board

# 2024 Candidate Handbook

Includes policies, links to important documents, and essential information for DANB's national certification programs and exams.



## DANB Contact, Forms and Policies

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444 N. Michigan Ave., Suite 900  
Chicago, IL 60611-3985

[www.danb.org](http://www.danb.org)

Phone: 1-800-367-3262

Email: [danbmail@danb.org](mailto:danbmail@danb.org)

Find all of DANB's policies and forms at [www.danb.org/exams/forms-and-policies](http://www.danb.org/exams/forms-and-policies).

## Requirements for DANB Exam and Certification Candidates

Please review the information in this handbook carefully. Candidates are responsible for understanding and complying with the policies and procedures outlined in this handbook when taking a DANB-administered exam or applying for a DANB-issued certification.

All DANB exams may be taken at a test center, and some exams are available to take online. Please review the specific information for both options: see page 8 of this packet or visit [www.danb.org/exams](http://www.danb.org/exams). For information on DANB exams and certifications, please visit DANB.org for detailed information on each offering.

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## ABOUT DANB

Since its inception in 1948, the Dental Assisting National Board, Inc. (DANB) has worked within — and with the support of — the dental community. The American Dental Association recognizes DANB as the national certification board for dental assistants.

The following organizations assist DANB in developing its dental assisting exams by recommending subject matter experts to DANB’s exam committees:

- American Board of Oral and Maxillofacial Radiology
- American Dental Association
- Academy of General Dentistry
- American Association of Orthodontists
- Organization for Safety, Asepsis and Prevention
- American Academy of Oral and Maxillofacial Radiology

The active DANB Board of Directors elects new Board members from at least two qualified nominees for each vacancy or re-elected from a slate of at least one candidate from the following organizations: ADA, AADB, ADEA, and ADAA . The remaining Board Directors are At-Large DANB Certificants and a member of the public.

### DANB’s Mission

DANB is a nonprofit organization. DANB’s mission is to promote the public good by providing credentialing services to the dental community.

We accomplish and measure the success of this mission through the creation of valid dental assisting exams; recertification requirement integrity; and valuable, visible and accessible DANB exams, certificates and certifications.

We also provide testing services to the oral healthcare community, and information services and resources related to dental assisting credentialing to support DANB’s mission. To accomplish these critical outcomes, DANB is committed to a properly governed, financially secure and administratively sound organization.

### DANB’s Vision

DANB’s vision is to be the premier resource for the credentialing of dental assistants and other oral healthcare professionals.

## APPLYING FOR AN EXAM

### Timeline



### Submitting an Exam Application

When applying for a DANB exam, candidates agree to all applicable DANB and Pearson VUE policies.

After an application is submitted, candidates may select to test in a Pearson VUE test center or online (if an online option is available for that exam). Candidates should review all applicable requirements to ensure online testing is right for them. Please see page 8 as well as our [website](#) for more information.

### Minor Testing Policy

DANB exam candidates who are under 18 years old will need to obtain consent from their parent or legal guardian to take an online proctored DANB exam. The [Parent/Guardian Consent Form](#) can be downloaded from DANB's website. For exams where online proctoring is an option, the candidate's application will not be considered complete unless the Parent/Guardian Consent Form is completed and submitted to DANB. A separate consent form must be submitted with each DANB exam application.

### Group Testing at a Test Center

Groups of seven (7) or more candidates may request to take the same DANB exam on the same day, at the same test center. Download the [Group Testing form](#) from DANB's website. Group testing is not available for online proctored exams.

### Accommodations for Candidates with Documented Disabilities

DANB exams are designed to provide an equal opportunity for each candidate to demonstrate their knowledge-based competence. For candidates who may require reasonable accommodations for their documented disability, please review the [Reasonable Accommodations Form](#).

### Background Information Policy

With the exception of the CDIPC and DISIPC exams, DANB national exam applications contain three background information questions that all exam candidates must answer. For details, see the Background Information Policy and Questions section in the exam application or see [DANB's Background Information Policy](#).

### **Military Discount**

Active military personnel are eligible for a discount; see the applicable exam application. To receive the military discount, the candidate must submit a letter from their commanding officer that provides the candidate's name, rank, station (location) and estimated date of separation. The candidate may also provide an active military email address, which will be verified by DANB.

If documentation of active duty is not submitted, the application is considered incomplete.

Military personnel may schedule a DANB exam at authorized Pearson VUE on-base military test centers. For current on-base military test center locations, visit [www.vue.com/danb](http://www.vue.com/danb).

### **Duplicate Exam Applications**

If more than one application is submitted for the same exam, all complete applications will be processed and duplicate payments will be refunded, minus the nonrefundable exam application fee.

### **Payment Issues**

If a check is returned by the bank for any reason (including but not limited to nonsufficient funds, stop payment, closed account or refer to maker), or payment by credit card is reversed by the payer, DANB will notify the candidate and assess a \$25 nonsufficient funds (NSF) fee to the account. The candidate will not be allowed to take the exam until a cashier's check or money order for the exam fee plus the NSF fee has been received. If full payment has not been received within 30 days, the application will be null and void and the candidate's account will remain on finance hold. The candidate must pay the NSF and any nonrefundable application fees before DANB will remove the finance hold and process any exam application. No new business will be allowed for the candidate until the finance hold has been resolved.

### **Incomplete Exam Applications**

It is the responsibility of the candidate to ensure their application is complete prior to submitting. DANB staff will notify candidates by email if additional information or documentation is needed before returning the payment, minus any nonrefundable fees. For questions regarding an application, please contact [docreview@danb.org](mailto:docreview@danb.org).

### **Retaking a Passed Exam**

DANB certificants/candidates may take and pass DANB exams only once unless under specific circumstances. Please email [docreview@danb.org](mailto:docreview@danb.org) for additional information.

### **Retaking a Failed Exam**

There is no limit on how many times a candidate may retake a failed exam. Candidates must reapply and pay the full exam fee to retake a failed exam. State laws may require additional education after failed attempts. Please contact the state board or visit [www.danb.org/state-requirements](http://www.danb.org/state-requirements) for more information.

### **DANB's Nondiscrimination Policy**

DANB does not discriminate in application, examination, or certification activities on the basis of age, sex, gender identity, gender expression, pregnancy, ancestry, marital status, citizenship or immigration status, status as a veteran, race, ethnicity, color, religion, national origin, sexual orientation, other nonmedically relevant factors, physical, mental or other disability, or medical condition.

### Scheduling an Exam Appointment

Once the candidate is authorized to take an exam, they will receive an automated email with instructions on how to schedule their exam with Pearson VUE, DANB's test vendor. The candidate should review this email before scheduling their exam. Candidates must take their exam within 60 days of receiving this email. Appointments should be scheduled right away, as availability may be limited. Once an appointment is scheduled, all appointment details will be sent by email from Pearson VUE. If the candidate does not receive an email from Pearson VUE, it is likely that they did not complete the entire scheduling process. The candidate is responsible for reading and understanding all correspondence from Pearson VUE regarding their exam appointment.

### Pearson VUE Canceled Exam Appointment

In the event of an emergency, Pearson VUE will notify candidates by email if their exam appointment is canceled. Candidates will be able to reschedule their exam appointment at no additional fee.

### Canceling or Rescheduling an Exam Appointment

All exams can be canceled or rescheduled online through Pearson VUE. Exams scheduled at a test center can be canceled or rescheduled up to 24 hours before the appointment time. Online proctored exams can be canceled or rescheduled up until the time of the exam. To cancel or reschedule an exam, please follow the steps below:

1. Log in to the DANB account to access the DANB Dashboard.
2. Select the exam to reschedule under the heading "Applications in Process."
3. Click the "Schedule Exam" button.
4. Select the upcoming exam appointment within the Pearson VUE Dashboard.
5. Follow the prompts to cancel or reschedule the exam. Don't forget the last step, which includes a "Confirm" button.
6. Verify the new appointment or cancellation details in the automated email sent from Pearson VUE. If no email is received from Pearson VUE, the exam appointment has not been canceled or rescheduled.

### Requesting a New Testing Window

If a candidate cannot schedule or reschedule an exam appointment before the end of the original 60-day testing window, they may request a new 60-day testing window ONE TIME. The request must be submitted within 60 days after the end of the original testing window. If they do not take the exam within the new testing window, the candidate must submit a new exam application with any required documentation and full fees. Any testing window received at a reduced fee is not eligible for a refund. For additional information, please see the required [Request a New Testing Window form](#).

### Canceling a Testing Window and Requesting a Partial Refund

If the candidate does not wish to take the DANB exam for which they applied and would like to request a partial refund, they must submit a [Request to Cancel a Testing Window form](#). For additional information, please see the required [form](#).

### Missed Exam Appointment

Any exam that is missed for any reason other than a documented emergency may be rescheduled at a reduced fee ONE TIME by following the below steps:

1. Access the exam application on the DANB Dashboard by clicking the name of the missed exam, AND
2. Submit a request and payment for the new 60-day testing window within 60 days of the Missed Exam date. The new testing window will start immediately upon successful submission of the request.

Exams are considered missed if the candidate was not able to take the scheduled exam for **any** reason. This includes but is not limited to: arriving late, providing an unacceptable ID, confusion over appointment details, and any technical issues for online testing.

If the candidate does not submit the request within 60 days, they must reapply for the exam with the full fee.

**For online proctored exams:** The candidate must complete the check-in process no later than 15 minutes after the start of the scheduled exam appointment or the appointment will be declared missed. During the exam check-in process, if there are **any** technical issues, including an unstable internet connection, or the candidate cannot meet the setup procedures, it may delay the check-in process and/or cause the candidate to miss their scheduled exam. Exams can only be held for 15 minutes past the exam start time, so it is the candidate's responsibility to ensure that all necessary check-in steps have been successfully completed prior to that time to begin exam delivery. If the candidate experiences internet problems during the exam, such as an unstable internet connection, the exam may not be successfully delivered. If this happens, the exam will be recorded as missed and no refund will be provided.

## **Missed Exam Appointment Due to Emergency**

At discretion, DANB may issue candidates a new 60-day testing window with no additional cost for qualifying emergencies. To submit a request for a new testing window, following an emergency, the candidate must:

1. Access the exam application on their DANB Dashboard by clicking the name of the missed exam, AND
2. Submit a request with a description of their emergency with dated supporting documentation within 60 days of the missed exam appointment.

Requests will be reviewed within 3-5 business days. Approved requests will receive a new 60-day testing window at no additional fee. If an emergency is denied, please see Missed Exam Appointment section above.

## CHOOSING HOW TO TEST

DANB exams are delivered by Pearson VUE. Candidates can test in-person for all DANB exams. Some DANB exams can also be taken through online remote proctoring. Online proctored exams allow candidates to test with their own computer while being monitored via webcam and microphone by a proctor. Online testing has strict testing requirements; please be sure to meet all technical requirements prior to scheduling an online exam. Visit [Pearson VUE's online testing page](#) to help determine if taking an exam online is the right option.

### TECHNICAL REQUIREMENTS FOR ONLINE PROCTORED EXAMS

Before scheduling an online proctored exam, candidates should check to make sure the computer they will use to take their exam meets Pearson OnVUE minimum system requirements. Candidates are required to run and pass the OnVUE system test when checking in for their exam appointment. To check whether a computer is compatible, visit <https://home.pearsonvue.com/danb/onvue> from the computer and location that will be used to take the DANB exam. Candidates will need to download software to test whether their computer meets these requirements. Candidates will also be able to try the check-in procedures they will be required to follow on the date of the exam.

Candidates who want to take an online proctored exam must have the following:

- laptop or desktop computer that meets Pearson OnVUE's minimum system technical requirements
- mobile phone that can text and send pictures
- private, distraction-free space that meets online proctoring requirements

**Online testers are fully responsible for their testing session. The candidate should review the tips below to avoid potential issues:**

- Check that they have a functioning device with a webcam.
- Check that they have a strong internet connection by conducting a speed test (e.g., speedtest.net). Recommended download speed is 1.5 Mbps and upload speed is 1 Mbps.
- Connect the computer and webcam to a power source to avoid draining the battery.
- Limit household internet use during the system requirements check and during the exam administration appointment. Multiple device usage might cause intermittent disruptions and the online exam could freeze. This can also prevent candidates from having a live chat with their OnVUE exam proctor.
- A wired network connection (i.e., Ethernet connection) is recommended to avoid connectivity issues. Wi-Fi connections generally carry a higher risk of disruption, so if they do not have strong Wi-Fi connectivity, consider a wired connection.
- When taking the DANB exam, the exam browser window should be the only browser window and the only tab open.
- The computer must be free of any running programs or browsers, or programs that run periodically (e.g., security software).
- Become familiar with the Task Manager app and learn to close all apps and programs before beginning the OnVUE exam.
- Update the computer's operating system.
- If an antivirus software application is installed, ensure that it is not scanning the computer and is not scheduled to scan the computer during their test.
- Adjust security settings on the web browser and applicable anti-virus software to allow pop-ups and cookies.
- Disable automatic and scheduled updates (e.g. Windows update, software update).
- Disable notifications (e.g., emails, meeting requests, chat requests) on their email account before initiating the check-in process.
- Disable any software designed to record or monitor the screen before initiating the check-in process.
- Disable any content filters that may interfere with the launch of the exam.
- Disable any firewalls that may be installed on the computer.

**Additional recommendations if online testers must use a work computer:**

- Contact their organization's IT support in advance of the appointment to make some of these changes.
- Disable any applicable browser or internet firewall settings.
- Make sure that they are not connected to a virtual private network (VPN).
- Ensure that they are not using a web browser with proprietary security settings established by their company.
- Ensure that they have the appropriate user rights that are needed to download and install applications on the computer.

## CHOOSING HOW TO TEST

### Differences Between Exams Taken at a Test Center and by Online Proctoring

There are important differences between taking a DANB exam at a test center and at home by online proctoring. Please review this information carefully when deciding on how to take a DANB exam. See the chart below for more information. Visit [Pearson VUE's online testing page](#) to help determine if taking an exam online is the right option.

Candidates are responsible for adhering to the policies and procedures in this handbook.

### Differences Between Exams Taken at a Test Center and by Online Proctoring



**Test Center**



**Online Proctoring**

Cost	Same pricing, no difference	Same pricing, no difference
<a href="#">Accommodations</a>	<ul style="list-style-type: none"> <li>✓ Extra time</li> <li>✓ Private room</li> <li>✓ Reader</li> </ul>	<ul style="list-style-type: none"> <li>✓ Extra time</li> </ul>
<b>Applications accepted</b>	<ul style="list-style-type: none"> <li>✓ Online at DANB.org</li> <li>✓ By mail</li> <li>✓ By email</li> </ul>	<ul style="list-style-type: none"> <li>✓ Online at DANB.org</li> <li>✓ By mail</li> <li>✓ By email</li> </ul>
<b>Appointment availability</b>	Based on individual test center availability	24 hours a day, 7 days a week
<b>Equipment required</b>	Computer provided by test center	<ul style="list-style-type: none"> <li>✓ Desktop or laptop computer:                             <ul style="list-style-type: none"> <li>• With webcam</li> <li>• With microphone</li> <li>• That meets <a href="#">Pearson OnVUE's technical specifications</a></li> </ul> </li> <li>✓ Mobile phone that can take and send photos and texts</li> <li>✓ Private, distraction-free room with a closed door</li> <li>✓ Secure, reliable internet</li> <li>⊗ Tablets are NOT allowed</li> </ul>
<b>Check-in procedure</b>	<ul style="list-style-type: none"> <li>✓ Present DANB-accepted ID</li> <li>✓ Photo taken</li> <li>✓ Palm scan</li> <li>✓ All items stored in locker</li> <li>✓ Religious apparel and comfort aids, are subject to visual inspection</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check in 30 minutes. before appt.</li> <li>✓ Use mobile phone to take a headshot</li> <li>✓ Present DANB-accepted ID</li> <li>✓ Consent to video/audio recording and the use of facial comparison technology</li> <li>✓ Provide 360-degree scan the exam space</li> <li>✓ Items in the space, including religious apparel and comfort aids, are subject to visual inspection</li> </ul> <p>Candidates under 18-years old: Parent/guardian who signed the consent form must be present for the exam check-in process and present their own valid government-issued ID (see p. 9).</p>
<b>Monitoring</b>	By proctor at the test center and may also be video recorded	An online proctor will monitor a candidate through the candidate's computer's webcam and microphone. All exams are video and audio recorded.
<b>Breaks</b>	<ul style="list-style-type: none"> <li>✓ At request with proctor approval</li> <li>✓ Exam time does not stop</li> </ul>	No breaks are allowed
<b>Candidate support on exam day</b>	Test center personnel are immediately available.	<p>During check-in, chat with a greeter or call Pearson VUE at 800-525-2586.</p> <p>If you are unable to check-in after contacting Pearson VUE, call DANB at 800-367-3262.</p> <p>During the exam, there is an option to chat with the proctor.</p>



## TAKING AN EXAM

For both online and in-person exams, candidates will have 5 minutes at the beginning of their exam to read and agree to the Non-disclosure Agreement. If a response is not received within the 5 minutes provided, the exam will end, and an additional fee will be required to reschedule.

### DANB ID Policy

When taking an exam, the candidate must present one form of identification (ID) at the exam appointment.

The ID must be:

- Currently valid, non-expired (temporary IDs are not acceptable)
- Government-issued
- Photo-bearing
- Signature-bearing
- In Roman characters
- The exact name as listed in their online DANB account

**The printed name on the ID must match the name as it appears in DANB's database.** Differences due to marital status changes without supplemental documentation are not allowed. The middle name is not required and does not need to be spelled out, but, if used, the first letter of the middle name must match the spelled-out name. The ID must be original; copies of IDs are not acceptable.

If the name listed on an account does not exactly match the ID, a Name Change Request must be processed through the candidate's DANB Dashboard with acceptable documentation. Contact DANB if any assistance is needed.

Acceptable forms of identification include:

- U.S. driver's license (temporary IDs are not acceptable)
- U.S. ID card/State ID card
- Valid passport
- A U.S. government-issued permanent resident card
- Military ID card

Candidates who are under the age of 18 taking an online proctored exam are permitted to present a valid student ID as a form of identification, as long as their parent or legal guardian presents a DANB-accepted form of ID during check-in. In addition, for exams administered through online proctoring, the candidate's guardian must provide verbal consent during the check-in process.

Candidates will not be allowed to take the exam if the name on their ID does not match the registered name exactly, and they would need to reapply. See the Missed Exam Appointment section for details.

### Candidate Behavior Before, During and After Exam Appointment

**The behavior of each candidate taking an exam will be monitored and recorded.** Improper behavior is not acceptable before, during or after an exam appointment. DANB seeks to ensure a fair and equitable testing experience for all individuals and to ensure the security and reliability of the process. [DANB's Disciplinary Policy & Procedures document](#) contains examples of improper behavior.

Improper behavior may be grounds for terminating the candidate's test, invalidating the test results, or disqualifying candidates from taking the test at a future date. Examples include:

- Communicating with others, including any third parties or others within the candidate's home, such as children or parents/guardians
- Reading the questions aloud
- Covering their mouth or attempting to hide their face
- Leaving the room or taking a break
- Leaving the view of the webcam
- Copying/pasting or attempting to remember test questions or test answers from the exam
- Sharing/discussing any of the test questions or test answers with anyone
- Tampering with the computer to modify the testing space in a way that does not meet requirements
- Engaging in any other suspicious behavior that suggests cheating

Any violation of the requirements in this document may result in immediate termination of the candidate's exam and loss of the exam and application fee. DANB will be notified, and the candidate may face disciplinary action up to and including a permanent ban from taking any DANB-administered exams in the future and revocation of any exam results, certificates or certifications already earned.

### Visual Inspection of Physical Space and Any Religious Apparel or Comfort Aids

For both online and in-person exams, Pearson VUE may complete a visual inspection of the testing environment and any religious apparel or comfort aids (see p. 12 for approved comfort aids).

## TAKING AN EXAM AT A TEST CENTER



### TAKING AN EXAM AT A TEST CENTER

In addition to providing a DANB-accepted ID (see page 9), candidates may also be asked to comply with Pearson security systems which may include palm vein scans and/or photographic and video/audio recordings. These procedures are done to enhance exam security.

Candidates must not bring any reference materials or notes into any test center area. A locker will be provided to store any personal items. Candidates will be provided with an erasable note board and marker to use during their exam. No visitors or unauthorized individuals will be permitted in any test center area or building during testing sessions.

Candidates are not allowed to leave the building during the test time.

## TAKING AN ONLINE PROCTORED EXAM



### TAKING AN ONLINE PROCTORED EXAM

For assistance prior to their exam appointment, candidates may contact DANB at [danbmail@danb.org](mailto:danbmail@danb.org) or 1-800-367-3262. For support during their exam, candidates may contact Pearson VUE at <https://home.pearsonvue.com/danb>.

#### Check-in Procedure

Candidates should plan to check in for their exam no more than 30 minutes before but no later than 15 minutes after the start of their scheduled exam. If the check-in process is not completed within 15 minutes of the exam start time, then their exam appointment will be declared as missed.

Candidates must provide their phone number in case the greeter\* needs to communicate while the candidate is checking in for their exam.

**Check-in for candidates under the age of 18:** The parent/guardian who signed the DANB Parent/Guardian Consent Form must be present in the testing space for the exam check-in process. The parent/guardian must present their own valid government-issued ID. The parent/guardian will be asked by the greeter if they consent to the minor taking the exam. If they answer yes, the parent/guardian will then be asked to leave the room and cannot re-enter during the exam. If they answer no, the test cannot proceed.

If the candidate experiences technical issues while checking in for their exam and their exam start time has not approached, the candidate is encouraged to cancel their appointment up until the start time of their exam and reschedule their exam within their 60-day testing window. Please see the Rescheduling an Exam Appointment section of this handbook on page 5.

If the candidate is unable to see the 'Begin Exam' button within the exam window, they will need to contact Pearson VUE.

\*A greeter is a trained Pearson VUE employee who will check the candidate in for their exam by reviewing the candidate's picture, verifying their ID and confirming that the photos of the testing space are compliant with the testing rules and policies.

#### Testing Environment

During check-in, the candidate will need to provide a 360-degree scan of the environment where they will test for visual inspection by the greeter to ensure that the space meets the following conditions:

- The space is well lit.
- There are no posters or decorations with words on them.
- The computer monitor does not face a window.
- The room allows for privacy. Others may not enter the room or converse with the candidate during the exam. Doors and windows/blinds must remain closed during the exam.
- Prohibited materials are not within arm's reach. (See list of prohibited materials on p. 12.)
- Candidates must be seated in a chair at a desk or a table. It is not acceptable to test on a bed or couch with blankets and/or pillows.
- Mobile phones are allowed during check-in. Prior to starting their exam, candidates must place their phone out of arm's reach. Set the phone on vibrate; do not turn it off, as the proctor may call if they are unable to reach the candidate via chat.

## Identification Check

Candidates will be asked to take a headshot photo with their mobile phone and provide their current, government-issued ID. See the DANB ID Policy section for complete ID requirements.

The candidate will not be allowed to take the exam if the name on the ID does not otherwise match the candidate's registered name; the candidate will need to reapply. The candidate must refer to the Missed Exam Appointment section on page 5 for details.

If required, the proctor may ask the candidate to retake a photo of their identification before the exam can start if the image is blurry or ineligible. If there are any discrepancies or the photos do not pass review during the check-in process, the candidate will be joined by a greeter as soon as possible to help troubleshoot. The candidate may be prohibited from starting their exam. The candidate might not be allowed to reschedule their test appointment, and they may forfeit the test fee.

The candidate's photos will be reviewed, and the exam will be queued up. Most candidates will start their exam within 15 minutes of their appointment time. If a candidate has waited for more than 20 minutes and their exam time has not started yet, DANB strongly suggests canceling and scheduling a new exam appointment. Candidates can cancel their online proctored exam appointment up until the time of their exam.

**Candidate privacy:** Pearson VUE strictly complies with all global data privacy laws, which vary by country:

- In the United States, the candidate's headshot photo and photo of their ID will be retained by Pearson VUE for 30 days. The video session of the exam will be retained for 60 days.
- In Canada, the photo of the candidate's ID will be deleted immediately after the session is completed. The candidate's headshot photo and video session of the exam will be retained by Pearson VUE for 30 days.

## Communicating with the Greeter and Proctor

Much like at a test center, the proctor will monitor the candidate throughout the entire exam delivery. Pearson VUE proctors will live monitor the candidate's video and audio to ensure compliance with DANB's security and exam policies and will assist if there is a technical issue during exam delivery.

How candidates will communicate with the greeter and the proctor:

- Chat window: Most communication with the greeter and proctor occurs via the chat window.
- Microphone: During the check-in process and, if necessary, while taking the exam, candidates can communicate with the greeter and proctor via microphone.
- Language: All communication with the greeter and proctor is conducted in English

## Consent to Facial Comparison Technology

During each exam appointment, Pearson VUE may use facial comparison technology to verify the candidate's identity. It will compare the candidate's facial image to the one on their government-issued identification and to facial images captured during the testing process. If the candidate does not agree to the use of facial comparison technology, the candidate must apply instead to take an exam at a Pearson VUE test center.

Pearson OnVUE uses a mixture of artificial intelligence and a live greeter to diligently check ID submissions to authenticate candidates' identification. This is done to verify each candidate's identity and to protect the security and integrity of the exam.

## Consent to Monitoring

Candidates must consent to video and audio recording.

Each candidate must recognize that they have no right to privacy at their location during exam delivery and that they agree to waive any and all claims asserting a right to privacy. If the candidate does not wish to be recorded (either by video or audio), they are to notify the proctor immediately of their intent not to proceed with the exam.

## Wait Times

Though rare, during times of high demand (e.g., weekend appointments) it is possible that candidates will not be immediately connected to a greeter. If a candidate has been waiting for more than 5-10 minutes and is still within 30 minutes of their appointment start time, DANB suggests exiting and logging back into the exam to be entered back into the queue. If a candidate has waited for more than 20 minutes and their exam time has not started yet, DANB strongly suggests canceling and scheduling a new exam appointment. Candidates can cancel their online proctored exam appointment up until the time of their exam.

After completing the check-in process, the candidate must place their phone out of reach, but close enough to be heard. The proctor will start the exam upon verifying that the candidate's testing space and ID requirements.

## Prohibited Materials

This list provides examples of prohibited materials, but does not include all materials that may be prohibited:

- Outerwear (coats or jackets)
- Notes, notebooks, study guides
- Pens and pencils
- Dictionaries, including language translation dictionaries
- Ear buds or similar headphones
- Contact lens solution and lip balm
- Food or tobacco products, including vaping devices or e-cigarettes
- Weapons of any kind
- Purses, wallets, watches, briefcases, backpacks, bags
- Tablets or any other mobile electronic device, including but not limited to Google Glass, camera glasses, etc.

## Comfort Aids Allowed During Exam

This list includes comfort aids that are allowed during testing without preapproval. The proctor may visually inspect the comfort aid prior to allowing a candidate to test. If a comfort aid that is not on this list is required, please contact DANB for approval at least 3 business days in advance of the exam.

### Medicine and Medical Devices

- Auto-injectors such as EpiPen
- Bandages
- Braces for neck, back, wrist, leg or ankle braces
- Water in a clear bottle or cup
- Cough drops
- Eye drops
- Eye patches
- Eyeglasses
- Glucose tablets
- Handheld (non-electronic) magnifying glass
- Hearing aids/cochlear implant
- Inhaler
- Medical alert bracelet
- Face mask and/or gloves
- Oxygen tank foot
- Nasal drops/spray
- Foot stool for supporting an injured
- Pillow/cushion
- Pills
- Tissues/Kleenex
- Casts — including slings for broken/sprained arms and other injury-related items that cannot be removed

### Medical Devices

Must be attached to a person's body, must be inaudible, and must not include a remote-control device. Examples include but are not limited to:

- Insulin pump
- Continuous glucose monitor
- TENS unit
- Spinal cord stimulator

### Mobility Devices

- Canes
- Crutches
- Motorized scooters/chairs
- Walkers
- Wheelchairs

## EXAM SECURITY AND INTEGRITY

### Exam Security

**The exam is owned by DANB.** Any individual who attempts to memorize, distribute or otherwise misuse an exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of DANB, will be subject to legal action. Any candidate who engages in improper behavior also will be subject to disciplinary action by DANB, which may include denial or revocation of certification. The exam proctor will notify DANB of anyone who talks during the exam, gives or receives assistance, or otherwise engages or appears to engage in dishonest or improper behavior before, during or after the exam. Those candidates may have their exam terminated by the proctor.

After reviewing a reported incident, DANB will determine whether there is reason to believe that a candidate has engaged in cheating or other improper behavior or has otherwise violated the security of the exam. DANB may, at its discretion, pursuant to the procedures set forth in *DANB's Disciplinary Policy & Procedures*, take disciplinary action(s), including but not limited to the following:

- Order the candidate to retake the exam at a time and place to be determined by DANB
- Rescind or refuse to release the candidate's exam results
- Deny the candidate's current application for exam or certification
- Require the candidate to wait a specified period before reapplying to take the exam
- Temporarily or permanently revoke the candidate's eligibility to take future exams
- Take a combination of any of the above actions or such other action that may be deemed appropriate in the particular circumstances

If an exam proctor allows a candidate to take an exam that the candidate is not registered for, those exam results will not be valid.

### Exam Integrity

To ensure a consistently high-quality testing program, each exam is routinely reviewed for reliability and validity. Each exam question is statistically analyzed and evaluated for performance. A small number of pretest questions may appear on each DANB national exam. Pretest questions are new test items that DANB includes on each exam as a way to ensure the questions are an accurate measure of candidate knowledge. Pretest questions are randomly distributed throughout the exam and are not counted in the final exam result. Since candidates will not know which items are pretest questions, candidates should answer all exam questions to the best of their ability.

DANB's Board establishes passing standards (the exam pass point) using standard psychometric procedures for criterion-referenced exams. A candidate must perform at or above the Board-established standard to pass the exam.

### Fair Testing Policy

DANB seeks to ensure a fair and equitable testing experience for all individuals while ensuring the security and reliability of the process. Improper behavior is not acceptable before, during or after an exam appointment, and each candidate's behavior is monitored during testing. Consequences of improper behavior may include rescission of exam results and/or revocation of ability to take future exams. For examples of improper behavior, see [DANB's Disciplinary Policy & Procedures](#).

### Provide Your Feedback

We value your feedback and encourage you to share information about your experience. Please email [danbmail@danb.org](mailto:danbmail@danb.org) to provide feedback about your experience, including the application process or your experience on testing day.

### Official Exam Results

Candidates are not considered to have passed or failed an exam until DANB issues the official exam results. Candidates must answer **all** questions on the exam to receive a pass or fail result. Official exam results and any certificates earned will be posted to the candidate's online DANB account within one to three days after the exam was taken. Additionally, passed exam results, earned certificates and failed state exam results will be mailed within 2-4 weeks. Official exam results and certificates that are returned because of an undeliverable address will be held for 6 months. Additionally, if there is a spelling error on a certificate, the candidate must contact DANB within 6 months of being mailed the certificate. After the 6 months expires, the candidate must submit a [Request for Duplicate Exam Results form](#) and/or a [Request for a Duplicate Certificate form](#) with a duplicate exam/certificate fee for each request.

### Release of Exam Results

Exam pass/fail results will not be released to employers or any individuals other than the candidate, except on written request by the candidate. DANB releases official exam results or credential verifications to some state regulatory agencies. DANB also releases aggregate results to program directors for candidates who are graduates from or students in the program director's dental assisting program.

### Hand Scoring

DANB will hand score an exam on request. Candidates must submit a [Request for Hand Scoring of Exam Results form](#) and a hand scoring fee to DANB within 7 calendar days after the exam results are emailed to the candidate. Requests for hand scored exams are completed and provided to the candidate within 10 days of receipt. If the pass/fail status is reversed as a result of the hand scoring, the hand scoring fee will be refunded.

### Digital Badges

Digital badges are available for all DANB certifications and the Radiation Health and Safety (RHS) and Infection Control (ICE) certificates. DANB's digital badges are issued through Credly. For more information, visit our website at [www.danb.org/exams/digital-badges](http://www.danb.org/exams/digital-badges).

### Verification of Credentials

Online credential verification is available. DANB will also verify DANB certification, certificates of knowledge-based competence and the effective date(s) over the phone to anyone on request, since these items are matters of public record and may be disclosed. Only a candidate, certificant or employer may request written credential verification. DANB offers verification on its website. The [Candidate/Certificant Request for Credential Verification form](#) and the [Employer Request for Credential Verification form](#) are available on DANB's website.

### Request a Notarized Certificate

Candidates must submit a [Request to Notarize a Certificate form](#) and fee for each notarized certificate requested. Notarized certificate(s) will be mailed within 2-4 weeks. See the Request to Notarize a Certificate form for details.

### Duplicate Exam Results

Candidates must submit a [Request for Duplicate Exam Results form](#) and a duplicate exam fee for each official exam result requested. Official exam results older than five years are not available, although DANB will verify credentials earned more than five years ago.

### Duplicate Certificates

Candidates must submit a [Request for Duplicate Certificate form](#) and a duplicate certificate fee for each duplicate certificate requested.

### DANB Communications

All communications sent to and from DANB are DANB's property. DANB cannot guarantee that communications will remain confidential; clients have no expectation of privacy with respect to items sent or received. DANB may disclose communications as necessary to comply with legal processes. DANB responds to phone and email messages within three business days.

## Name Changes

To change the name on record, candidates must submit the [Name Change Request form](#) (also available online in their DANB account) with required documentation.

## Address, Phone Number, and Email Changes

To notify DANB of mailing address or phone number changes, candidates may log in to their online DANB account to update this information, or they may email [danbmail@danb.org](mailto:danbmail@danb.org). Candidates must email or call DANB (1-800-367-3262) to update their email address.

## Conditional Status

DANB may grant a conditional authorization to take DANB exams to a candidate who answered “yes” to a background information question and is in the process of completing court or regulatory agency requirements. Conditional status will be offered to an exam candidate only in certain circumstances at DANB’s discretion. A candidate who has been placed on conditional status will receive an official exam result and a certificate marked “conditional,” if earned.

If a person is conditionally certified or has received a conditional certificate of knowledge-based competence and/or official exam results, this means that the certification, certificate and/or results will remain valid only if certain conditions are met in a timely manner. In many cases, the conditions will include fulfillment of all obligations to a court of law or regulatory agency. Full details about conditional certification, certificates of knowledge-based competence and official exam results and related processes and procedures will be provided to each individual who is placed on conditional status by DANB.

## Certification Marks and Maintaining Certification

Certificants may use their certification marks:

- On a resume
- On a business card
- On a website
- In a book or publication
- In other print and electronic media
- On a nametag or uniform worn at work
- On a wall plaque displayed at the certificant's workplace

If a candidate earned certification in the past but has not maintained certification, they may no longer use the mark. To maintain certification, certificants must annually:

- Earn the minimum of Continuing Dental Education (CDE) credits
- Answer Background Information Questions
- Maintain DANB-accepted, hands-on CPR, BLS or ACLS (not required for those who hold only the CDIPC and/or the DISIPC certifications)
- Pay the renewal fee

The requirements enhance the continued competence of DANB certificants and promote DANB’s goal of lifelong professional learning and development for its certificants. For more information, please visit <https://www.danb.org/certification/maintain-certification>.

## Appealing a Decision

To appeal a DANB decision regarding eligibility, administrative or exam content issues, candidates may submit a [Level 1 Appeal form](#) and an appeal fee to DANB within 30 calendar days of the date on the DANB correspondence that prompts the candidate to appeal (e.g., date on the letter indicating the candidate’s application was incomplete, date on candidate’s exam results). The policy and form governing appeals are available at [www.danb.org/exams/forms-and-policies](http://www.danb.org/exams/forms-and-policies).



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