

2022 State Candidate Handbook

The State Candidate Handbook contains important policy information for DANB-administered state-specific certificate and exam programs.

Please review this information carefully; you are responsible for understanding and complying with the policies and procedures provided in this handbook when taking a DANB-administered exam or apply for a DANB-issued certificate.

To download exam or certificate application packets, please visit www.danb.org.

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This state candidate handbook contains policies for the following exams:

- Maryland Expanded Functions — General Dental Assisting (MDG) exam
- Maryland Expanded Functions — Orthodontic Assisting (MDO) exam
- Missouri Test of Basic Dental Assisting Skills (MBDA) exam
- New Jersey Expanded Duties — General (NJXDG) exam
- New York Professional Dental Assisting (NYPDA) exam
- Oregon Basic Dental Assisting (ORB) exam
- Oregon Expanded Functions — General Dental Assisting (ORXG) exam
- Oregon Expanded Functions — Orthodontic Assisting (ORXO) exam
- Washington State Restorative (WARE) exam
- Washington State Jurisprudence (WSJ) exam

Additional state/exam specific requirements will be provided in the exam application packet. You are responsible for reading and understanding the information provided in this State Candidate Handbook AND the information provided in the exam application packet.

This state candidate handbook contains policies for the following state certificates:

- Arizona Coronal Polishing (AZCP) certificate
- Arizona Expanded Functions — Restorative (AZEFDARF) certificate
- Oregon Radiologic Proficiency (ORCR) certificate
- Oregon Expanded Function Preventive Dental Assistant (EFPDA) certificate
- Oregon Expanded Functions Dental Assistant (EFDA) certificate
- Oregon Expanded Functions Dental Assistant — Restorative Functions (EFDA-RF) certificate
- Oregon Expanded Functions Orthodontic Assistant (EFODA) certificate
- Oregon Anesthesia Dental Assistant (AnA) certificate
- Oregon Anesthesia Dental Assistant with IV Therapy (AnA-IV) certificate

Additional state/certificate specific requirements will be provided in the certificate application packet. You are responsible for reading and understanding the information provided in this State Candidate Handbook AND the information provided in the certificate application packet.

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DANB is dedicated to upholding impartiality in carrying out its certification activities, managing conflicts of interest, and ensuring the objectivity of its certification activities.

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 selects new Board members from at least two qualified nominees for each vacancy from the following organizations: ADA (two directors), AADB (one director), ADEA (one director) and ADAA (three directors). The remaining two Board Directors are a DANB Certificant-at-Large 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 of knowledge-based competence 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.

CHOOSING HOW TO TEST

Testing at a Test Center



All DANB exams are offered nationwide at Pearson VUE test centers.

Locate a test center at <https://home.pearsonvue.com/Test-takers.aspx>.

Testing by Online Proctored Exam



You can also take the following DANB state exams from your home as online proctored exams:

- Washington State Dental Hygiene Drug and Law exam (WSJ)
- Missouri Dental Assisting Skills (MDAS) exam

Online proctored exams allow candidates to test with their own computer while being monitored via webcam and microphone by an exam proctor. DANB uses Pearson OnVUE to deliver online proctored exams.

TECHNICAL REQUIREMENTS FOR ONLINE PROCTORED EXAMS

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
- a private space that meets online proctoring requirements

Before applying to take 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 your computer is compatible, visit <https://home.pearsonvue.com/danb/onvue> from the computer and location you plan to use to take your DANB exam. You will need to download software to test whether your computer meets these requirements. You will also be able to try the check-in procedures you will be required to follow on the date of your exam.

Use this checklist to avoid potential technical issues:

- Check that you have a functioning device with a webcam.
- Check that you have a strong internet connection by conducting a speed test (e.g., speedtest.net). Recommended download speed is 1.5 Mbps and an upload speed of 1 Mbps.
- Connect your computer and webcam to a power source to avoid draining your battery.
- Limit your household internet use during your system requirements check and during your exam administration appointment. Due to multiple device usage, your internet might experience intermittent disruptions and your online exam could freeze. This can also prevent you from having a live chat with your 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 you 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.
- Your computer must be free of any running programs or browsers, or programs that run periodically (e.g., security software).
- Become familiar with your Task Manager app, and learn to close all apps and programs before you begin your OnVUE exam.
- Update your operating system.

- If you have an antivirus software application installed, please ensure that it is not scanning your computer and is not scheduled to scan your computer during your test.
- Adjust your security settings on your 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 your email account before initiating the check-in process.
- Disable any software designed to record or monitor your 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 your computer.

Additional recommendations if you must use a work computer:

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

For assistance prior to an exam appointment, candidates may contact DANB at danbmail@danb.org or 1-800-367-3262. For support during an exam, candidates must contact Pearson VUE at <https://home.pearsonvue.com/danb/on-vue>.

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 your home by online proctoring. Please review this information carefully when making your decision on how you want to take your DANB exam. See Figure 2 on the next page.

You are responsible for adhering to the policies and procedures in this handbook. Any differences between test center and online proctored exam procedures or policies are noted where applicable.

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

	Test Center	Online Proctoring
Cost	There is no difference in exam application fees. However, candidates who wish to take more than one DANB exam at a time may be able to take a combination exam (e.g., RHS/ICE exam) and save money. Combination exams are only offered at test centers.	
Accommodations	DANB can provide additional time, a private room, and/or a reader for candidates who provide DANB-accepted documentation of a disability (see p. 9).	At this time, DANB can only provide additional time for candidates who provide DANB-accepted documentation of a disability. DANB is working to provide the same accommodations to candidates regardless of test delivery method.
Applying for an exam	Online at DANB.org or by mail or fax.	Online at DANB.org.
Appointment availability	Most test centers are open six days a week, 7 a.m. - 7 p.m. Central Standard Time, excluding holidays.	Twenty-four hours a day, seven days a week, excluding holidays.
Equipment required	Computer provided by test center.	<p>Candidate must have:</p> <ul style="list-style-type: none"> • Desktop or laptop computer with functioning webcam and microphone • Mobile phone that can take photos and send texts • Private work space <p>DANB exams cannot be taken on mobile devices, including smartphones and tablets. Candidates must make sure their computer meets Pearson OnVUE's technical requirements to take the exam. Visit https://home.pearsonvue.com/danb/onvue to review requirements.</p>
Check-in procedure	<ul style="list-style-type: none"> • Candidates need to present their current government-issued ID • Religious apparel, jewelry and comfort aids are subject to visual inspection 	<ul style="list-style-type: none"> • Candidates will be asked to use their mobile phone to take a headshot and provide their current government-issued ID • Candidates need to consent to video and audio recording and may be subject to the use of facial comparison technology to verify identity • Candidates need to provide a 360-degree scan of the space where they will be taking their exam • Religious apparel, comfort aids and other items in the exam space are subject to visual inspection • Minors check-in: Parent/guardian who signed the consent form must be present for the exam check-in process and present their own valid government-issued ID
Monitoring	Once seated for the exam, candidates will be monitored by a proctor. Depending on test center capabilities, candidates may also be video recorded.	A candidate's exam administration will be video- and audio-recorded. An online proctor will monitor a candidate through the candidate's computer's webcam and microphone.
Breaks	Candidates may request a bathroom break from proctor. Exam time does not stop while on break.	No breaks are allowed. Others may not enter the room during the exam. If the candidate converses with someone or leaves the room, the proctor will end their exam.

APPLYING FOR AN EXAM OR CERTIFICATE

Timeline

Overview of exam timeline once DANB receives your application and payment.

Application processing within 4 weeks	DANB reviews your application and documentation within four weeks. Exams that do not require documentation may be processed more quickly.
Testing window 60 days	Upon application approval, you will be emailed a link to schedule an exam appointment. This link is also available in your DANB account. You have a 60-day testing window in which to schedule and take the exam.
Preliminary exam results available on exam day	Test center exams: You will receive preliminary results at the test center after completing your exam. Online proctored exams: You will receive a link to access your preliminary results after completing your exam.
Official exam results 8 weeks from exam date	You will receive official exam results and any earned certificates by mail.

DANB ID Policy

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

The candidate's ID must be:

<ul style="list-style-type: none"> • Currently valid, non-expired 	<ul style="list-style-type: none"> • Government-issued
<ul style="list-style-type: none"> • Photo-bearing 	<ul style="list-style-type: none"> • Signature-bearing
<ul style="list-style-type: none"> • In roman (not italic) characters 	<ul style="list-style-type: none"> • 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.

If the name in the candidate's online DANB account and ID do not match, the candidate must submit the *Name Change Request* form, available online in their DANB account or at www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx, with acceptable documentation at least two full business days prior to the exam appointment.

Acceptable forms of identification include:

- U.S. driver's license
- Valid passport
- Military ID card
- U.S. ID card/State ID
- A U.S. government-issued permanent resident card (commonly known as the green card, formerly known as the alien registration card)
- Student ID, if a minor

Minors who are under the age of 18 are permitted to present a valid student ID as a form of identification for online proctored exams only. In addition, for exams administered through online proctoring, the candidate's guardian must also present a valid ID and provide verbal consent during the check-in process.

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

Submitting an Application

When applying for a DANB exam or certificate, candidates agree to abide by all applicable DANB policies as well as those of DANB's testing provider, Pearson VUE.

DANB communicates by email. Providing a valid and **unique email address on all applications is required**. If a valid and unique email address is not provided, the application is considered incomplete.

Exam/certificate applications may be submitted online at www.danb.org, by mail or fax.

Signing and dating the application is required. By signing and dating the application, the candidate affirms that the application and documentation are accurate and that the candidate agrees to abide by all applicable DANB policies described in this handbook and the application packet. This includes understanding that any stated application fees are not refundable under any circumstances. The signature allows DANB to release exam results and certificate status to state regulatory agencies.

Payment Information

DANB accepts payment by check, money order or credit card (Visa, MasterCard, American Express or Discover) for mailed applications. Check or money order payments must be payable to DANB in U.S. dollars, must be written in English, must include the candidate name and must be mailed with the exam application.

Online applications require payment by credit card (Visa, MasterCard, American Express or Discover).

All applications incur a \$75 nonrefundable application fee once submitted. The application is a contract to test, and the check or credit card authorization is the contract between DANB and the payer to pay.

Duplicate Applications

If more than one application is submitted for the same exam/certificate, all completed applications will be processed, and duplicate payments will be refunded, minus any stated nonrefundable fees.

Returned or Reversed Payment

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 disputed or reversed by the payor, DANB will notify the candidate and assess a \$25 fee to the account. The candidate will not be allowed to take any exam until a cashier's check or money order for the exam fee plus the returned payment 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 \$25 returned payment fee and any nonrefundable application fees before DANB will remove the finance hold and process any application. No new business will be allowed for the candidate until the finance hold has been resolved.

Incomplete Applications

It is the responsibility of the candidate to ensure the application is complete. If an application is considered incomplete, the candidate will be notified by email. DANB will refund payment, minus the \$75 nonrefundable application fee and/or any nonrefundable certificate fees, to the payer.

An application is considered incomplete for reasons including but not limited to:

- Missing information (e.g., candidate and/or payment information, background information questions)
- Failure to provide appropriate documentation
- No date or signature on paper applications
- Insufficient payment
- Expired application
- Failure to provide a valid personal email address that is unique to the candidate; DANB does not allow candidates to share email addresses

Group Testing

Groups of seven or more candidates may request to take any DANB-administered exam on the same day, at the same test center. Download the *Group Testing Form* from <https://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx>. Group testing is available for test center exams only.

Retaking a Passed Exam

DANB certificants/candidates may take and pass DANB exams only once unless directed to retake the exam by DANB staff to reinstate a certification(s) or to meet state regulatory agency requirements.

Any candidate who otherwise applies to take a DANB exam and has previously passed that exam will be in violation of this policy and will have their application denied and refunded minus the \$75 nonrefundable application fee.

Retaking a Failed Exam

There is no waiting period to reapply or limit on how many times a candidate may retake a failed exam. State laws may require additional education after failed attempts. Please contact your state board or go to www.danb.org/Meet-State-Requirements.aspx for more information.

If a candidate takes more than one component exam in a single sitting at a test center but does not pass all the component exams, the candidate only needs to reapply for and retake the failed component exam(s) with a new application, required documentation and fees.

DANB's Nondiscrimination Policy

DANB does not discriminate in application, exam or certification activities on the basis of age, sex, gender identity, marital status, race, color, religion, national origin, sexual orientation or disability.

Reasonable Accommodations for Candidates with Documented Disabilities

DANB exams are designed to provide an equal opportunity for each candidate to demonstrate their knowledge-based competence. The exam will be administered to best ensure that it accurately reflects a candidate's aptitude or

achievement levels intended to be measured, rather than reflecting a candidate's impaired sensory, manual or speaking skills except where those skills are factors the exam purports to measure.

DANB adheres to the provisions outlined in the Americans with Disabilities Act. In accordance with this act, DANB will make every reasonable effort to offer the exams in a manner that is accessible to people with documented disabilities.

DANB reserves the right to authorize the use of auxiliary aids or modifications in such a way as to maintain exam integrity and security. DANB exams are administered only in the English language. Modifications will not be approved for a candidate who requests accommodations because English is a second language.

ACCOMMODATIONS FOR EXAMS TAKEN AT A TEST CENTER

For candidates who provide DANB-accepted documentation of a disability, DANB offers time extension, a private room, and/or a reader. DANB will attempt to provide the necessary provisions, unless providing such would fundamentally alter the measurement of knowledge the exam is intended to test, would result in undue burden, or would provide an unfair advantage to a candidate with disabilities.

If the candidate requires accommodations to test, the candidate must request specific accommodations and submit supporting documentation with the exam application through their online account or with a paper application. The request forms and documentation must specify exactly what aid or modification is requested by a qualified professional. The [Reasonable Accommodations form](https://www.danb.org/exams/forms-and-policies) can be downloaded at <https://www.danb.org/exams/forms-and-policies>.

ACCOMMODATIONS FOR ONLINE PROCTORED EXAMS

Some reasonable accommodations are not available when testing remotely (e.g., a reader). Please note that this is temporary.

For online proctored exams, the only accommodation that DANB offers to those who meet reasonable accommodations requirements is additional time to test. If additional time is required to test, DANB will attempt to make the necessary arrangements, unless providing such would fundamentally alter the measurement of knowledge the exam is intended to test, would result in undue burden, or would provide an unfair advantage to a candidate with disabilities.

If the candidate requires additional time to test, the candidate must request accommodations and submit supporting documentation with the exam application through their online account. The request forms and documentation must specify exactly what modification is requested by a qualified professional. The [Reasonable Accommodations form](https://www.danb.org/exams/forms-and-policies) can be downloaded at <https://www.danb.org/exams/forms-and-policies>.

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. The DANB exam 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.

SCHEDULING A DANB EXAM

Receiving Authorization to Test

Upon application and documentation (if required) approval, the candidate will receive an email with a link to schedule

the exam appointment within their 60-day testing window (also available in the candidate's online DANB account).

The candidate should check their online DANB account for any errors and report them to DANB immediately at danbmail@danb.org or 1-800-367-3262. For example:

- Exam name is incorrect
- Candidate's name is spelled incorrectly
- Candidate's ID reflects a different name (e.g., married, maiden, hyphenated, mother's lastname)

The candidate will not be allowed to take the exam if the name on the ID does not match the registered name exactly, and the candidate would need to reapply. See the DANB ID Policy section for complete identification requirements, and see the Missed Exam Appointment section for details on reapplying.

60-Day Testing Window

Once an application has been approved, the candidate will be given a 60-day testing window in which they must schedule and take the exam. The window will start immediately upon application approval.

Scheduling an Exam Appointment

The candidate should schedule the exam appointment as soon as they receive an email from DANB, as appointments may be limited within their 60-day testing window. Instructions are provided by email and within the candidate's online DANB account to schedule the exam appointment. Specific test center locations, dates or times cannot be guaranteed; changes to test center locations and/or hours may occur without notice.

Exam Appointment Confirmation

After the exam appointment is scheduled, Pearson VUE will email an appointment confirmation by email. The candidate must read all correspondence from Pearson VUE, as it will contain critical exam appointment information. Contact Pearson VUE to request a duplicate confirmation email.

Rescheduling an Exam Appointment

RESCHEDULING A TEST CENTER EXAM APPOINTMENT

To reschedule a test center exam appointment within the 60-day testing window, the candidate must log in to their account at www.danb.org. The appointment may be rescheduled up to 24 hours before the scheduled appointment. Only the candidate may reschedule an exam appointment.

RESCHEDULING AN ONLINE PROCTORED EXAM APPOINTMENT

To reschedule an online proctored exam appointment within the 60-day testing window, the candidate must log in to their account at www.danb.org. The appointment may be rescheduled any time before the start of the scheduled appointment. Only the candidate may reschedule an exam appointment.

Requesting a New Testing Window

If a candidate cannot schedule or reschedule an exam appointment before the end of their original 60-day testing window, they may request a new 60-day testing window one time. If the candidate does not take the exam within the new testing window, the candidate must submit a new current exam application with any required documentation and

full fees. Any testing window received at a reduced fee is not eligible for a refund.

To request a new testing window, the candidate must complete the following steps:

1. Access their exam application within their online DANB account and click on the name of the exam to be re-scheduled, **AND**
2. Cancel existing exam appointment at least 24 hours before the scheduled exam start time, **AND**
3. Submit request and fee for a new 60-day testing window (the new testing window will start immediately upon successful submission of the request) within 60 days after the end of the original testing window

Failure to cancel an exam appointment will result in forfeiture of the full exam fee, and the application is null and void.

A candidate may request a new testing window only one time. After the first request for a new testing window, the candidate must submit a new current exam application with any required documentation and full fees.

Canceling a Testing Window for a Partial Refund

If a candidate does not wish to take the DANB exam for which they applied and would like to request a partial refund; the candidate must complete the following steps:

1. If any appointment has been made, access their online DANB account and click on the name of the exam to be canceled, **AND**
2. Cancel existing exam appointment at least 24 hours before the scheduled exam start time, **AND**
3. Submit a request to cancel the testing window before the end of the 60-day testing window.

Once approved, DANB will issue a refund minus the \$75 nonrefundable application fee and \$40 cancellation fee (\$115 total retained by DANB). Visit <https://www.danb.org/exams/forms-and-policies> for the [Cancel a Testing Window form](#). All refunds will be issued to the payer.

Missed Exam Appointment

MISSED TEST CENTER APPOINTMENT

If the candidate arrives more than 15 minutes after an exam appointment start time, the candidate will be accommodated at the discretion of the test center administrator. If the administrator is unable to accommodate the candidate, or if the candidate does not take a scheduled exam because the candidate missed the appointment (for any reason except a valid emergency) or the candidate was denied entry, the candidate may reapply for the exam at a reduced fee. The candidate may only reapply at a reduced fee if they have not already requested a new testing window (due to an emergency or otherwise).

To request a new testing window due to a missed exam appointment, the candidate must complete the following steps:

1. Access their exam application within their online DANB account and click on the name of the missed exam.
2. Submit a request and reduced fee for a new 60-day testing window within 60 days of the missed appointment date. The new testing window will start immediately upon successful submission of the request.

After 60 days, the candidate must reapply for the exam with a new application, any required documentation and the

full fee.

If another appointment is missed (for any reason except a valid emergency) or the exam is not taken within the new testing window, a current exam application with full fee must be submitted; a candidate may only request a new testing window due to a missed exam appointment one time. Visit <https://www.danb.org/exams/forms-and-policies> for the [Request a New Testing Window form](#).

MISSED ONLINE PROCTORED EXAM APPOINTMENT

Candidates must complete the check-in process no later than 15 minutes after the start of their scheduled exam appointment or their 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 their exam, such as an unstable internet connection, the exam may not be successfully delivered. If this happens, their exam will be recorded as missed and no refund will be provided.

If a candidate missed the exam due to a valid emergency, they may complete the [Request a New Testing Window due to an Emergency form](#) to receive a new testing window. Please see the next section for details.

If a candidate missed their exam for any other reason, they may reapply for the exam at a reduced fee within 60 days of the missed exam appointment. The candidate may only reapply at a reduced fee if they have not already requested a new testing window (due to an emergency or otherwise). To request a new testing window due to a missed appointment, the candidate must complete the following steps:

1. Access their exam application within their online DANB account and click on the name of the missed exam.
2. Submit a request and reduced fee for a new 60-day testing window within 60 days of the missed appointment date. The new testing window will start immediately upon successful submission of the request.

After 60 days, the candidate must reapply for the exam with a new application, any required documentation and the full fee.

If another appointment is missed (for any reason except a valid emergency) or the exam is not taken within the new testing window, a current exam application with full fee must be submitted; a candidate may request a new testing window due to a missed exam appointment one time. Visit <https://www.danb.org/exams/forms-and-policies> for the [Request a New Testing Window form](#).

Missed Exam Appointment Due to Emergency

If an exam appointment is missed due to a documented DANB-accepted emergency, the candidate must:

1. Access their exam application within their online DANB account and click on the name of the missed exam, **AND**
2. Submit request and documentation for a new 60-day testing window (the new testing window will start immediately upon approval of the request) within 60 days of the missed appointment date

Approved requests will receive a new 60-day testing window at no additional fee.

If the emergency request is denied, the candidate will receive an email with instructions on how to reschedule their testing window at a reduced rate (only available up to 60 days after the missed exam appointment and only available if the candidate did not already request a new testing window at a reduced rate or due to an emergency).

Call 1-800-367-3262 or email danbmail@danb.org with any questions about what constitutes an emergency and appropriate supporting documentation.

Pearson VUE Cancelled Exam Appointment

In the event of weather or other emergency, Pearson VUE will attempt to notify candidates by phone of an exam appointment cancellation and will reschedule the exam appointment at no additional fee.

TAKING AN EXAM AT A TEST CENTER

What to Bring to the Test Center

Candidates must bring one form of **DANB-accepted ID** to the test center. See the DANB ID Policy section for complete ID requirements.

Test centers may use an electronic fingerprinting, palm vein and/or photographic security system for identification purposes only. Test centers may use a video/audio recording system to enhance exam security. The candidate must not bring any reference materials or notes into any test center area. A locker will be provided at the test center to store any personal items. The candidate will be provided with an erasable note board and marker to use during the exam. No visitors or unauthorized individuals will be permitted in any test center area or building during testing sessions.

Test Center Environment

There are no breaks during the exam. Candidates may be excused to visit the restroom, one at a time. Candidates are not allowed to leave the building during the test time. During the absence, the exam time clock will continue to run. No additional time will be provided.

Candidate Behavior Before, During and After the Exam Appointment

The behavior of each candidate taking an exam will be monitored. 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, which is available at www.danb.org, contains examples of improper behavior.

Any violation of the requirements in this document may result in immediate termination of your exam and loss of your application fee. DANB will be notified and you will 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.

TAKING AN ONLINE PROCTORED EXAM

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

Testing Environment

On check-in, the candidate will need to provide a 360-degree scan of the environment where they will test for visual inspection by the online proctor 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. 22.)

Cell phones are allowed during check-in. Prior to starting your exam, you must place your phone out of arm's reach. Set your phone on vibrate; do not turn it off, as the proctor may call if they are unable to reach you via chat during your exam.

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. If the candidate is unable to see the 'Begin Exam' button within the exam window, they will need to contact Pearson VUE. If the candidate experiences technical issues while checking in for their exam and their exam start time has not approached, the candidate may 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 Online Proctored Exam Appointment section of this handbook.

Candidates will be required to run and pass the OnVUE system test when checking in for their exam appointment. A Non-Disclosure Agreement will be presented to the candidate before the test begins. The candidate must read, acknowledge, and agree to the terms and conditions of the document. Should the candidate not agree, they will not be permitted to proceed with taking the test, the test session will end immediately and the candidate will forfeit their test fee.

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

Minors check-in: The parent/guardian who signed the *DANB Parent/Guardian Consent Form* needs to be present in the exam room for the exam check-in process.

*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 work area are compliant with the testing rules and policies.

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 for details.

Minors check-in: The parent/guardian must also 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.

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 for 30 days.

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.

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.

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.

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 meet the requirements.

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.

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

Candidates will need to take photos of their testing environment. Candidates may also be asked to provide a 360-degree scan of the space where they will be taking their exam. Items in the space are subject to visual inspection by the online proctor. Religious apparel and any comfort aids (see below for approved comfort aids) are subject to visual inspection.

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 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.

Prohibited Materials

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

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

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 you require a comfort aid that is not on this list, please contact DANB for approval at least 3 business days in advance of your exam.

MEDICINE AND MEDICAL DEVICES

Auto-injectors such as EpiPen
Bandages
Braces for neck, back, wrist, leg or ankle braces
Casts — including slings for broken/sprained arms and other injury-related items that cannot be removed
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
Foot stool for supporting an injured foot
Nasal drops/spray
Oxygen tank
Pillow/cushion
Pills

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

OTHER

Tissues/Kleenex
Water in a clear bottle or cup

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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 during the exam, 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 or move it out of view of the webcam
- Leaving the room or taking a break
- Leaving the view of the webcam during the exam
- 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

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AFTER THE EXAM

Name Changes

To change the name on record, the candidate must submit the *Name Change Request* form (available in their online account at www.danb.org) and required documentation.

Address or Phone Number Changes

To notify DANB of email or mailing address or phone number changes, you may log in to your online DANB account to update this information or email danbmail@danb.org

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 two business days.

Hand Scoring

DANB will hand score an exam on request. The candidate must submit a *Request for Hand Scoring of Exam Results* form and a \$75 hand scoring fee to DANB within 7 calendar days after preliminary exam results are released 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 \$75 fee will be refunded.

Official Exam Results

You are not considered to have passed or failed an exam until DANB issues the official exam results. DANB will mail the official exam results and any earned certificates within eight weeks after the exam administration.

On the official exam results, DANB presents exam results as a pass or fail. DANB provides domain performance ratings for candidates who receive a fail status, which provide useful information regarding performance in each of the content areas on the exam. Domain results are rated as Moderate or Critical. Domain performance ratings are provided to assist a candidate while preparing to retake the exam and cannot be used in any way to determine overall passing status.

Official exam results that are returned because of an undeliverable address will be held for 90 days. After the 90 days expires, the candidate must submit a *Request for a Duplicate Exam Result* form and/or a *Request for a Duplicate Certificate* form with a \$50 fee for each request.

State Certificates

DANB issues certificates in the state of Oregon, on behalf of the Oregon Board of Dentistry, and in the state of Arizona, on behalf of the Arizona State Board of Dental Examiners.

Certificates will be mailed to candidates upon successful completion of the state-specific requirements. Certificates

that are returned because of an undeliverable address will be held for 90 days. After the 90 days expires, the candidate must submit a *Request for a Duplicate Certificate* form with a \$50 fee.

Duplicate Exam Results

The candidate must submit a *Request for Duplicate Exam Result* form and the \$50 fee for each exam result requested. Exam results older than five years are not available, although DANB will verify credentials earned more than five years ago.

Duplicate Certificates

Candidate who hold a DANB-issued Arizona or Oregon state certificate must submit a *Request for Duplicate Certificate* form (available at www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) and the \$50 fee for each duplicate certificate requested.

DANB issues certificates in the states of Arizona and Oregon ONLY. Direct inquiries to the state dental board for all other state certificate information.

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 of 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 programs.

Verification of Credentials

DANB will verify DANB certification, certificates of knowledge-based competence, DANB-issued state-specific certificates and the effective date(s) over the phone to anyone on request, since these items are matters of public record and may be disclosed. The *Candidate/Certificant Request for Credential Verification* form is available at www.danb.org. Only a candidate, certificant or employer may request written credential verification. DANB offers verification on its website. See the *Application Statements* in the exam/certificate application packet for more details.

Appealing a Decision

To appeal a DANB decision regarding eligibility, administrative or exam content issues, a candidate may submit a *Request for Reconsideration (Level 1)* form and a \$50 appeal fee to DANB's Chief Executive Officer (CEO) 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.