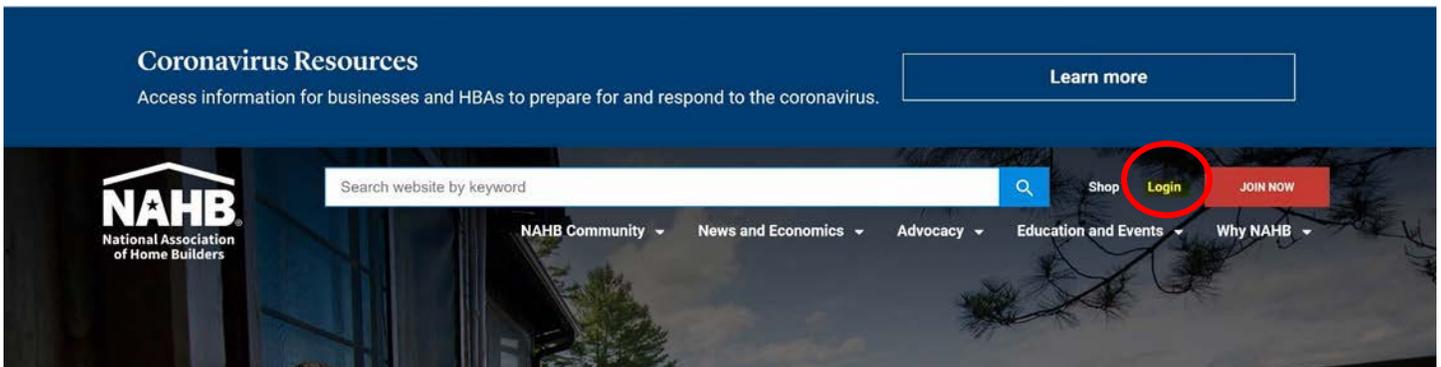


## HCCP Online Proctored Exam - Registration and Exam Instructions

Please ensure you are first logged into [www.nahb.org](http://www.nahb.org). You will need to create an account if you do not already have one.

### Directions for Creating an NAHB.org Login

You will need your own nahb.org username and password to register for the online HCCP exam. Below are steps to create your account on NAHB.org. Go to: [www.NAHB.org](http://www.NAHB.org). Click on "Login".



To create a free nahb.org account, if you do not already have one:

- Go to the blue box labeled, New to nahb.org?
- If you have an account and forgot your password, go to the gray box labeled, Forgot Password? Or you may contact the NAHB Help Desk at [nahbsupport@nahb.org](mailto:nahbsupport@nahb.org) or call 202-266-8313.

Your password must contain at least 8 characters, one capital letter and one number.

### Login

\* indicates required field

#### \* Username

test@example.com

#### \* Password

Remember my username and password

Submit

### New to NAHB.org?

Create your account

Register

### Forgot Password?

We can help you change it

Reset Password

For new accounts, you will need to complete the following online form.

- As you complete the form, please remember that to create an account you do not need to have an NAHB PIN number.
- You can bypass this step by check the box 'I don't have a PIN' under the PIN field on the form.
- Once you have created an account, you will receive an email from NAHB, requiring you to confirm your account.
- Once you have confirmed your account, you will be ready to register for the course when your sites access links are ready closer to the class date. They will be sent by the local site contact along with further instructions. However, if you do not receive the confirmation email for your NAHB account or experience any issues related to creating your account, please contact the NAHB Help Desk at [nahbsupport@nahb.org](mailto:nahbsupport@nahb.org) or call 202-266-8313.

Create your account and profile to unlock access to exclusive member-only content.

Your password must be at least 8 characters long, and include one capital letter and one number.

### Registration

\* indicates required field

\* Username/Email

\* Confirm Email

\* Password

\* Security Question  
What city were you born in?

\* Answer

\* Zip Code

\* PIN

I don't have a PIN

\* Country  
United States

I have read and agree to the privacy agreement on nahb.org

Submit

Once you have your username and password, you may register for the exam

Please note these additional registration reminders listed below: The course is non-transferrable.

You must login as yourself to receive your certificate of completion and credit for this course.

If you are registering as a member, please use a PIN tied to your legal name. NAHB PINs are tied to a person, not a company.

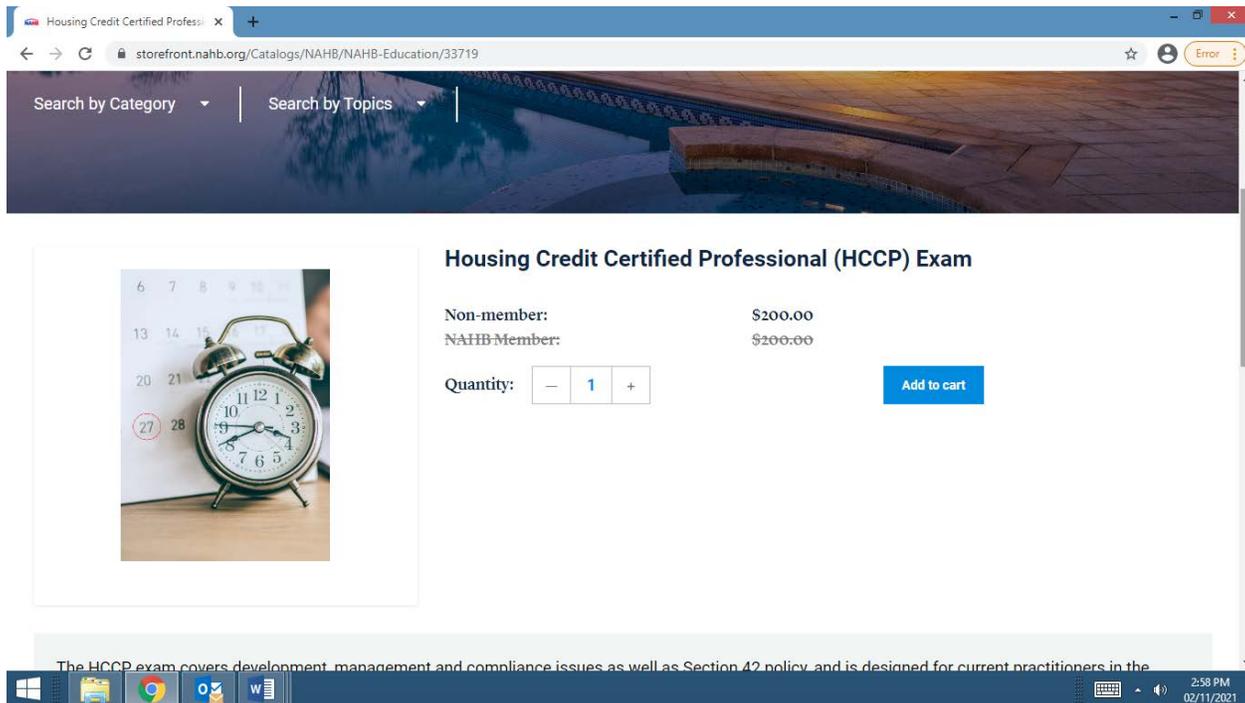
If you are registering for the course on behalf of someone else, you must use their nahb.org username and password. Otherwise, this person will not receive credit.

Individuals may experience some technical glitches when trying to purchase the course using Chrome as your Internet browser. If you do experience any issues, please try switching to another Internet browser to make the purchase (i.e., Firefox, Internet Explorer 11+, etc.)

Still have registration questions or need more information? Please contact the NAHB Help Desk at 202-266-8313 or [nahbsupport@nahb.org](mailto:nahbsupport@nahb.org) for assistance.

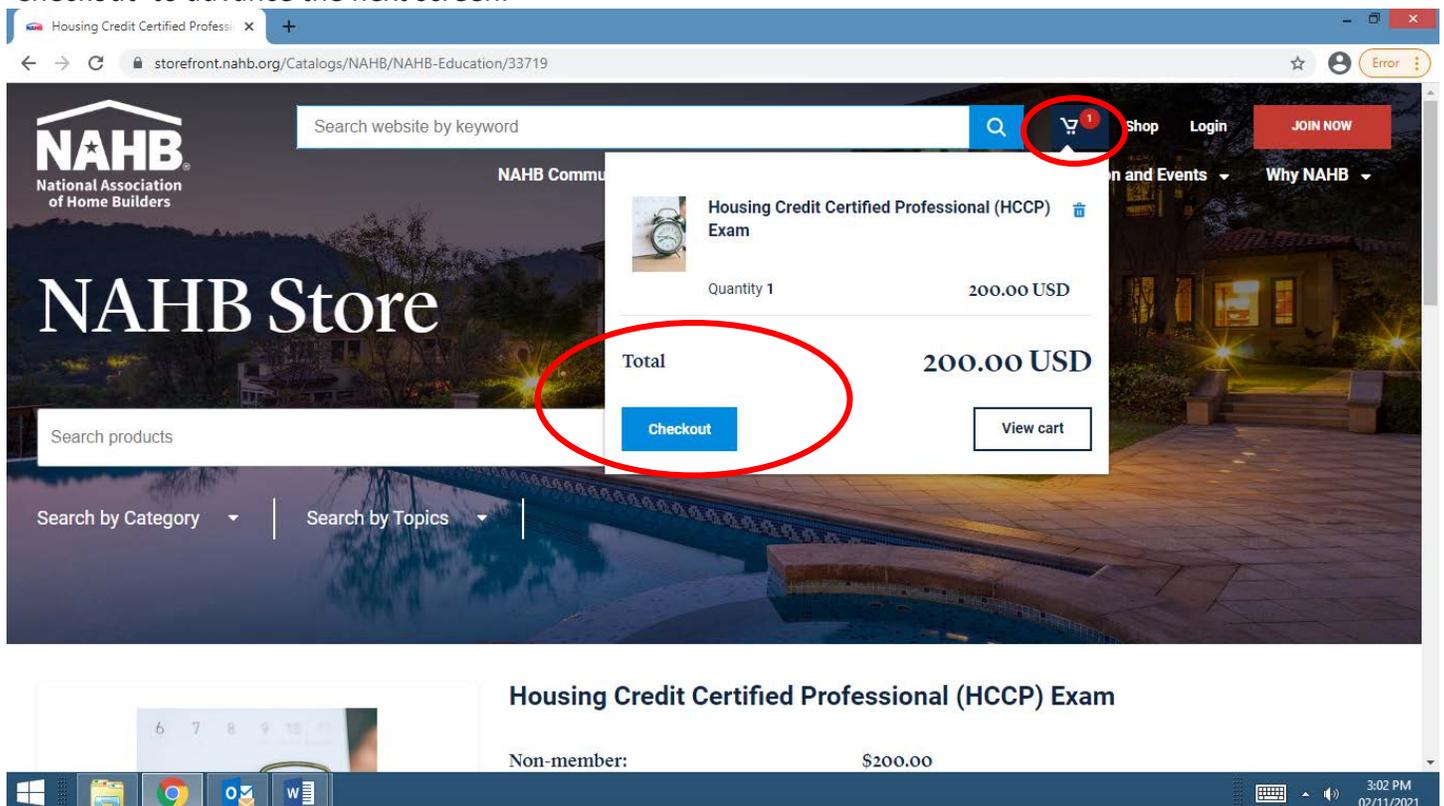
## Registering for the Exam

1. Register for the HCCP exam here: <https://storefront.nahb.org/Catalogs/NAHB/NAHB-Education/33719>.
2. Once you have clicked on the link and are ready to register for the course please click on 'Add to Cart'.



The screenshot shows a web browser window displaying the product page for the Housing Credit Certified Professional (HCCP) Exam. The page features a search bar at the top with 'Search by Category' and 'Search by Topics' dropdowns. Below the search bar is a large image of a swimming pool at night. The product title is 'Housing Credit Certified Professional (HCCP) Exam'. The pricing is listed as 'Non-member: \$200.00' and 'NAHB-Member: \$200.00'. A quantity selector shows '1' in a box, and an 'Add to cart' button is visible. To the left of the product information is a small image of a calendar with the number 27 circled and a vintage alarm clock. The Windows taskbar at the bottom shows the time as 2:58 PM on 02/11/2021.

Please remember that you need to click the cart at the top of the screen to checkout. You will need to press 'Checkout' to advance the next screen.



The screenshot shows the NAHB Store checkout process. The main page features the NAHB logo (National Association of Home Builders) and the text 'NAHB Store'. A search bar is present with the text 'Search website by keyword'. A shopping cart icon in the top right corner is circled in red and has a '1' next to it. A checkout modal is open, showing the product 'Housing Credit Certified Professional (HCCP) Exam' with a quantity of 1 and a price of 200.00 USD. The total is also 200.00 USD. A 'Checkout' button is circled in red. A 'View cart' button is also visible. The Windows taskbar at the bottom shows the time as 3:02 PM on 02/11/2021.

3. Use the access code given to you by your distributor to register for the exam. This will make the product \$0.00. Do not under any circumstance share this code with anyone. This code is only for you to use. \*Please note that if you are found to have provided your access code to another person, you may be subject to a penalty, which could include restricted access to taking the HCCP exam for a set amount of time, including possibly a lifetime ban.

The screenshot shows a web browser window with two tabs: 'Product Search' and 'ShoppingCart'. The address bar shows 'storefront.nahb.org/shoppingcart'. The page features a navigation bar with 'Cart', 'Delivery', 'Billing', and 'Review' buttons. Below this is a table with the following structure:

Product details	Unit price	Quantity	Total
 Housing Credit Certified Professional (HCCP) Exam	200.00 USD	- 1 +	200.00 USD 

Below the table, the text 'Do you have an access or a promo code?' is circled in red. Underneath this text is an input field labeled 'Enter code' and a 'Submit' button.

The Windows taskbar at the bottom shows the time as 3:26 PM on 02/11/2021.

4. Then, once you have selected checkout in the cart, you will advance to this Delivery screen. Select 'Continue to Billing' in the lower right hand portion of the screen.

**Order Preview**

Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I) 0.00 USD

**Summary**

Sub total	0.00 USD
Total discount	0.00 USD
Shipping	0.00 USD
Taxes	0.00 USD
<b>Total</b>	<b>0.00 USD</b>

**Ship all items**

Shipping address:

Name\*  
Evette Pankey

City\*  
Silver Spring

Country/Region\*  
United States

State/Province  
MD

Address  
2123 Little Sorrel Way

Zip code  
20902

Billing Address:

Use the following information for Billing Address

Name  
Evette Pankey

City  
Silver Spring

Country/Region  
United States

State/Province  
MD

Address  
2123 Little Sorrel Way

Zip code  
20902

Have a promo code? Click [here](#) to enter it.

[Continue shopping](#) [Continue to billing](#)

5. After selecting "Continue to Billing," it will take you to this screen and you want to select: "View purchased item now."

Thank you for your order!

**NAHB Order**  
PSLAXA

Thank you for your order.

Shipping Address

Evette Pankey  
2123 Little Sorrel Way  
Silver Spring, MD 20902  
US

Payment Method

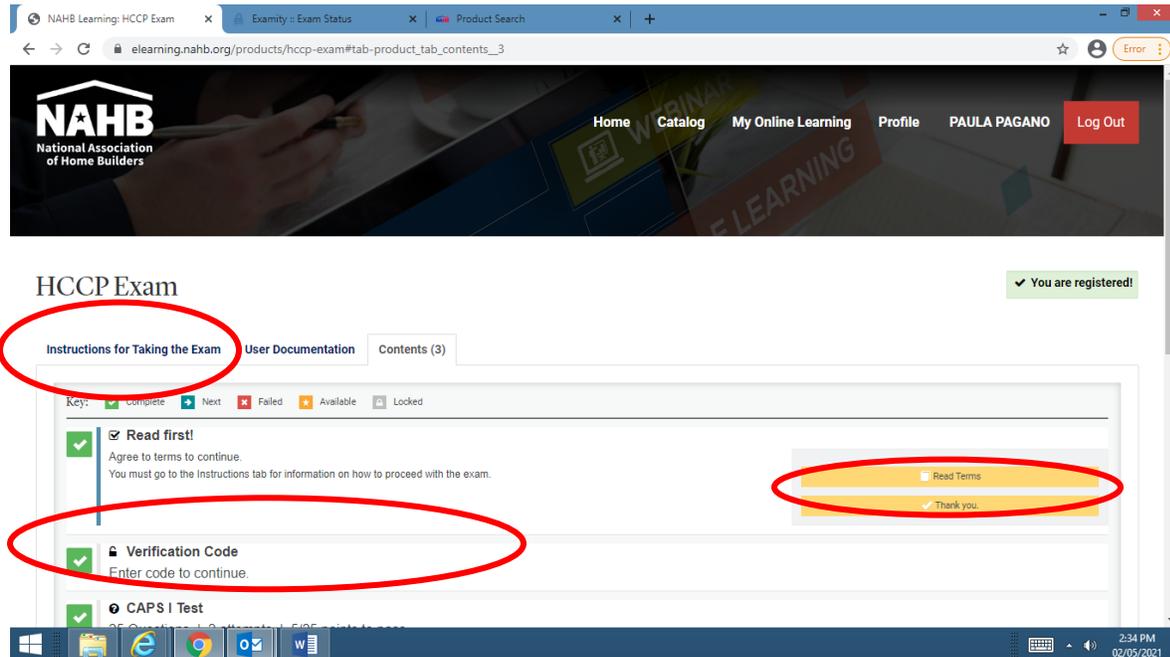
Amount Charged: \$0.00

**Order Summary**

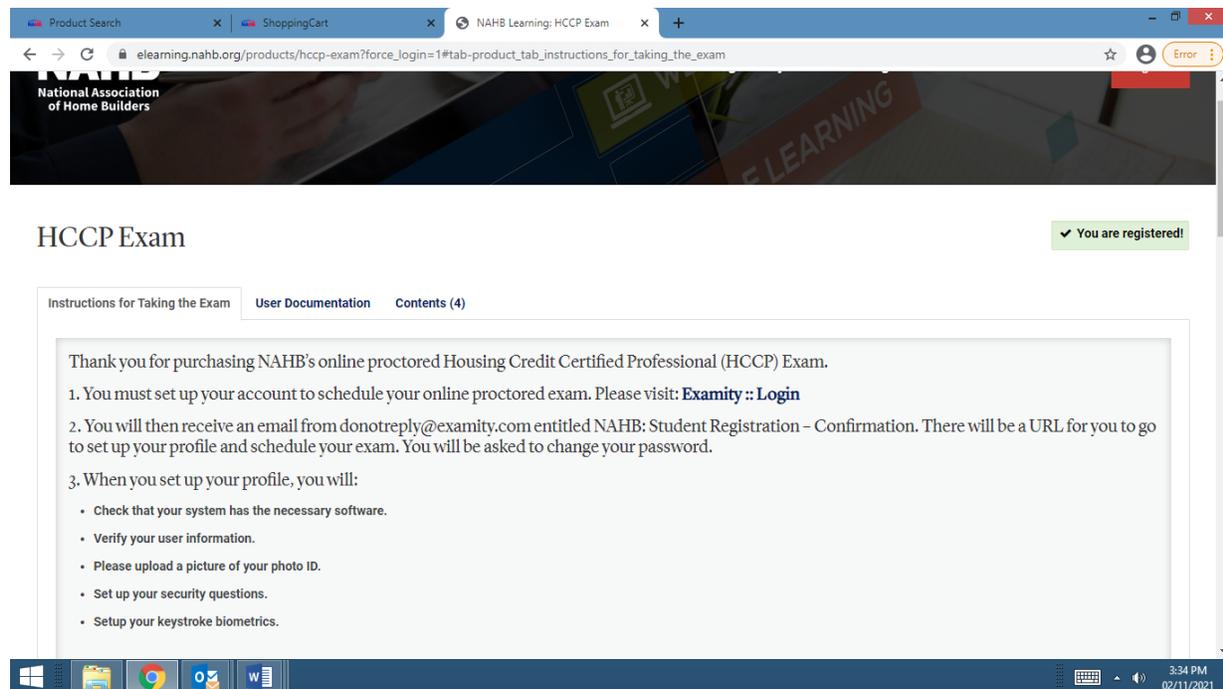
Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I)	\$0.00
Virtual Classroom: Steve Hoffacker: Marketing & Communicating with the Aging In Place Client (CAPS I)	
Quantity: 1	
<a href="#">View purchased item now</a>	
Sub total	\$0.00
Total discount	\$0.00
Shipping	\$0.00
Taxes	\$0.00
<b>Checkout Total</b>	<b>\$0.00</b>

Thank you for your order! Please note your order confirmation number.  
To access your purchase on [nahb.org](http://nahb.org) website, go to My Purchases & Billing under My Profile.

“View purchased Item now” will take you to the following page. Once you have purchased the exam, click on “View Purchased Item now.” This will take you to the Learning Management System. Please agree to terms and then go to the “Instructions for taking the Exam” tab and follow the directions carefully.



This is what the “Instructions for taking the exam” tab will look like. Please read the entire page carefully.



## Scheduling Your Exam

**For the best user experience, please use Chrome.**

1. Then schedule your exam using the instructions provided for you on the “Instructions for taking your Exam” tab. Please note exams may not be scheduled for same day; there must be 24-hours between when an exam is scheduled and taken or you will incur a \$5 convenience fee that is your responsibility to pay prior to scheduling the exam.
2. As an FYI, at the start of the exam, confirming your ID and checking room surroundings with the live proctor should take approximately 5 minutes. **Please note your time does not start until you are logged into the test.**
3. If for any reason, you cannot make the scheduled exam time, please log into Examiity dashboard and reschedule your exam for another day at no cost. You may reschedule up to the exam scheduled time. Please note there is a \$5 fee for rescheduling within 24 hours. If you no-show at the exam time, you will have to pay the full amount to schedule your exam again.
4. Please note you will agree to terms and conditions of taking the online exam as part of taking the exam. Please understand that if you engage in what is as identified as cheating, you may be subject to a penalty which could include restricted access to taking the HCCP exam for a set amount of time, including possibly a lifetime ban.
5. Proctor confirms ID, performs a security check, and examines room surroundings. Please note your time does not start until you have entered the exam.
6. The proctor will then provide access to the exam for you by entering the verification code. Please note you may have to log in using your nahb.org credentials, if you have not already. If the verification code field is greyed out, you may need to “Read First” and agree to terms.

The screenshot shows a web browser window with the URL [elearning.nahb.org/products/hccp-exam#tab-product\\_tab\\_contents\\_3](https://elearning.nahb.org/products/hccp-exam#tab-product_tab_contents_3). The page title is "HCCP Exam" and it includes a green status bar that says "You are registered!". There are three tabs: "Instructions for Taking the Exam", "User Documentation", and "Contents (3)", with the "Contents (3)" tab highlighted by a red circle. Below the tabs is a list of exam steps with a legend: Complete (green check), Next (blue arrow), Failed (red X), Available (orange square), and Locked (grey square). The steps are: "Read first!" (Complete), "Verification Code" (Complete), and "CAPS I Test" (Complete). The "Verification Code" step includes a greyed-out input field and a yellow "Verification Successful" message, both highlighted by a red circle. The Windows taskbar at the bottom shows the time as 2:46 PM on 02/05/2021.

7. Once you have finished the exam, click submit. Show scrap paper to the proctor and then tear it up in front of camera. The proctor will prompt you to do this. Then close out of the test.
8. Please note you will receive your test score after submitting; but it is not verified or accurate until you receive an official email from NAHB.
9. Please complete the evaluation after you take the exam. It will be helpful for NAHB to know how you felt about the online exam process.

### **Standard Instructions**

- You must be alone in the room.
- You must have a clear desk and area.
- You must be connected to a power source.
- You cannot have a phone with you or be wearing headphones.
- You cannot have dual monitors.
- You cannot leave seat or room during the exam period.
- There is no talking.
- Your Webcam, speakers, and microphone must remain on throughout the test.
- You may have a handheld calculator.
- You cannot wear a smart watch during the exam.
- You are allowed a writing utensil.
- You may have scrap paper with you which you will show to the proctor at the beginning and end of the exam session. It must be blank at the start of the exam. After the exam, you will need to show the proctor your scrap paper and then tear it up in front of your webcam.
- Once finished the exam, close out the window. The proctor will be online with you the entire time you are completing the exam and you are being recorded.