



NC Code Officials Qualification Board

OSFM QUEST

Candidate Information Bulletin (CIB)

9/1/2026

Remote, Proctored, Online tests

Building Inspector I, II, III
Electrical Inspector I, II, III
Fire Inspector I, II, III
Mechanical Inspector I, II, III
Plumbing Inspector I, II, III
Residential Changeout Inspector

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READ ME FIRST

The Candidate Information Bulletin (CIB) has been prepared to provide test-takers with the information and resources necessary to prepare for and take an OSFM QUEST test. The CIB contains step-by-step procedures for navigating through the testing process. The checklist presented on the next few pages has been provided to assist you in the process. Please use it.

The CIB is divided into seven (7) Parts so that you don't have to read it all at once. Each part covers a different phase of the QUEST testing process. Please read each section as you progress through the testing process.

PART 1 - GENERAL INFORMATION
PART 2 - PURCHASING & SCHEDULING A TEST
PART 3 - REFERENCES & CONTENT OUTLINES
PART 4 - TESTING REQUIREMENTS
PART 5 - RULES OF CONDUCT
PART 6 - TEST DAY AND AFTER THE TEST
PART 7 - APPENDICES



WARNING! Candidates are responsible for all content within the CIB. Failure to comply with the CIB may result in test failure, forfeiture of test fees, up to and including civil penalties and possible criminal charges. Be prepared by reading the Candidate Information Bulletin!

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OSFM QUEST Online Remote Proctored Tests

- QUEST Test Accommodation: Submit through osfm.quest@ncdoi.gov
- Purchasing, Scheduling, & Rescheduling Tests: osfmexamssupport@questionmark.com
- Technical Issues: osfmexamssupport@questionmark.com
- Refunds: Must be requested through osfm.quest@ncdoi.gov.
- Erroneous transactions, (accidental charges or paying twice) osfmexamssupport@questionmark.com
- Unresolved testing issues: osfm.quest@ncdoi.gov



WARNING! You MUST “Test Your Equipment” prior to your test. If you do not download and test the Guardian Browser prior to the test, you may not be able to take the test at your scheduled time. If using a business computer (state, AHJ), work with your IT department if necessary to overcome any security issues. If you cannot use a business computer, you will need to use a personal computer. See Section XII, TEST EQUIPMENT REQUIREMENTS.

COQB CANDIDATE TEST PREPARATION CHECKLIST

The checklist presented on the next few pages has been provided to assist you in the process.
Please use it.

Step	Checklist Item	X
1	Read “READ ME FIRST”	☐
2	Review this Checklist	☐
3	Read through the Table of Contents	☐
PART 1 – GENERAL INFORMATION		
1	Is your database profile information correct?	☐
2	Has your application been approved?	☐
3	Have you received an Examination Eligibility Notice?	☐
4	Have you selected to test with PSI or Quest?	☐
5	Read the section on OSFM QUEST Tests	☐
6	Read “TEST ACCOMMODATION”	☐
7	Have you received signed and dated written authorization from a medical professional, school, or institution?	☐
8	Have you requested the accommodation through osfm.quest@ncdoi.gov for each Trade/Level test attempt?	☐
9	Have you received OSFM Staff approval for the accommodation prior to scheduling a test?	☐
Note	You must notify OSFM Staff of your scheduled test date.	
Note	On test day, verified that the proctor has your accommodation information.	
10	Have you verified that your email can receive noreply@questionmark.com” and/or no-reply@questionmark.com ?	☐
11	Are you fully ready to take the test?	☐
PART 2 – PURCHASING & SCHEDULING A TEST		
1	Have you completed steps 1-13?	☐
2	Have you received a “Purchase Exam” email stating your application was approved and you are eligible?	☐
3	Have you received and completed the purchase form?	☐
4	Have you received the “Thank you for your order” email/ Check spam & trash.	☐
5	Have you received an “Now that you have purchased” email with step-by-step instructions?	☐
6	Have you completed the scheduling steps?	☐
7	Have you received a “Reservation Confirmation” email.	☐
8	Have you received a Final Reservation Reminder” email	☐
9	Have you notified OSFM Staff of your scheduled test date?	
10	Read CANCELED OR MISSED APPOINTMENTS AND REFUNDS	☐
11	Read “WHAT DO I DO IF I FORGOT MY TEST DATE AND TIME?”	☐

Continued next page.

PART 3 – REFERENCES & CONTENT OUTLINES		
1	Read “REFERENCE MATERIALS”	☐
2	Is your code book tabbed properly?	☐
3	Are all pages contained inside the binder (No loose pages)	☐
4	Read “TEST CONTENT OUTLINES”	☐
5	Verify the references permitted for your test.	☐
PART 4 – TESTING REQUIREMENTS		
1	Read “TEST EQUIPMENT REQUIREMENTS”	☐
2	Does your computer meet ALL system requirements?	☐
3	Read “Prohibited Computer Applications”	☐
4	View the Prohibited Computer Applications list	☐
5	View “How can I check what apps are on my computer”?	☐
6	If not sure, did you check with your IT department or a computer specialist.	☐
7	READ “GUARDIAN BROWSER AND TESTING YOUR COMPUTER”	☐
8	Did you download the Guardian Browser to your computer?	☐
9	If unsure have you checked with your IT department or a computer specialist?	☐
10	Did you run the “Test-it-Out” application? Note: The “Test-it-Out” APPLICATION DOES NOT check for prohibited applications.	☐
11	Read “TEST AREA”	☐
12	Review and implement the list of test area requirements?	☐
13	Conduct operational test of external camera (if applicable).	☐
14	Verify criteria for dry-erase board (if used)	☐
15	Is the external monitor connected to a closed laptop?	☐
16	Ensure you are not using a docking station.	☐
17	Read “PHYSICAL ENVIRONMENT CHECK”	☐
18	Review the requirements listed.	☐
19	Read “DAY BEFORE TEST”	☐
20	Does your desk area meet all requirements.	☐
21	Check your camera set-up. Make sure your head, chin to forehead is visible from your camera.	☐
22	Review the Candidate Information Bulletin including the ID policy.	☐
23	Have you notified OSFM Staff of your scheduled test date?	☐
24	Preview the test screen shots in Appendix A.	☐
25	Read “IDENTIFICATION REQUIREMENTS”	☐
26	Do you have available one (1) form of original, valid (non-expired), signature-bearing government-issued identification with photo?	☐
PART 5 – RULES OF CONDUCT		
1	Read “WHAT AM I ALLOWED AND NOT ALLOWED TO DO DURING MY TEST?”	☐
2	You have read and understand the restroom break policy.	☐
3	You have read and understand the “Other Considerations” section.	☐
4	You have read and understand the “What is not allowed” section.	☐
5	You have read and understand the :Proctor Intervention” sections.	☐
PART 6 – TEST DAY AND AFTER THE TEST		

1	Read “WHAT TO EXPECT ON TEST DAY”		☐
2	Is your codebook bound and tabbed in accordance with the CIB?		☐
3	Is your testing area as clear as possible.		☐
4	Test to make sure your camera view meets the Eye/head parameters.		☐
5	Be sure to verify that the proctor has your accommodation information?		☐
6	Read “TECHNICAL ISSUES DURING THE TEST” section		☐
7	Follow the “Logging into the Test” procedure.		☐
8	Read “AFTER THE TEST”		☐
9	Take the OSFM survey.		☐
10	Review the “Coaching Report “ section.		☐



LEGAL WARNING!

All examination materials, including test questions and test items, are the sole property of the North Carolina Code Officials Qualification Board and are confidential. No test items or examination content may be copied, reproduced, retained, disclosed, transmitted, or shared during or after the examination. Any examinee who is found or suspected to have harvested, copied, shared, disclosed, or otherwise misappropriated examination content; released confidential examination materials; or engaged in fraudulent or improper testing practices may be reported to the Board for investigation. Such conduct may result in disciplinary action, including denial of an application, suspension or revocation of a license, civil penalties as authorized by law, and referral to appropriate authorities for criminal investigation or prosecution.

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Click on the topics below to follow links to its page (e.g., [REFERENCE MATERIALS](#)).

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PART 1 – GENERAL INFORMATION

I. COQB DATABASE REQUIREMENTS

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Candidate information in the COQB database profile **MUST** be kept up to date.

- QUEST requires two unique identifiers: 1) **CEOID** and 2) **Primary email**.
- If for any reason your email changes (e.g., changing jurisdictions) you **MUST** update the COQB database.

The screenshot shows the 'Inspector Profile' form. A green box highlights the 'Inspector #' field with the value '12345'. A red box highlights the 'Primary Email' field with the value 'rich_hall45@yahoo.com'. A green arrow points from the 'CEOID' text in the list above to the 'Inspector #' field. A red arrow points from the 'Primary email' text in the list above to the 'Primary Email' field. The form includes tabs for 'Home', 'Your Profile', 'Courses Taken', 'Renewals', 'Documents', and 'Payments'. The 'Inspector Profile' section includes fields for 'Inspector #', 'NCBELS Lic#', 'Salutation', 'First Name', 'Middle Name', 'Last Name', 'Suffix', 'Primary Email', and 'Secondary Email'. A note indicates that fields with an asterisk are required.

IMPORTANT COQB INSTRUCTORS: Your INSPECTOR PROFILE primary email address cannot match your INSTRUCTOR PROFILE primary email address. If it does, you will continually receive error messages and you will not receive purchase or scheduling emails. You must use separate email addresses for each.

II. TEST WITH PSI OR QUEST

[Back](#)

Candidates who have already taken their first COQB test attempt through PSI must take their second attempt through PSI as well. Candidates who are on their first attempt, and until 6/15/2027, can choose their testing method (PSI or QUEST). Candidates may select to test through PSI until 4/30/2027. However, you **MUST** take any retests through PSI prior to 6/15/2027. The information below can be found on the “This is a Pre-Qualification Application” page.

The screenshot shows the 'Select a Testing Method' form. The 'Exam Method' field has two radio button options: 'QUEST - Take exam through QUEST (Remote, Online, Live-Proctored)' and 'PSI - Take exam at PSI Testing Center'. The 'QUEST' option is selected. The entire form is enclosed in a red border.

IMPORTANT: Once you choose a testing method and your application is submitted, you will NOT be able to change methods (PSI or QUEST).

III. OSFM QUEST TESTS

[Back](#)

The NC Code Officials Qualification Board (COQB) has contracted with Questionmark to manage the Office of State Fire Marshal QUEST testing process. This process is remote, on-line, and live-proctored.

Remote includes a secure, stable internet connection. A private room which may be in your home if it meets the requirements in Part 4 of the CIB. Online includes either a desktop or laptop computer. Notice that tablets, iPads, Chromebooks, phones and any other electronic device may not be used.

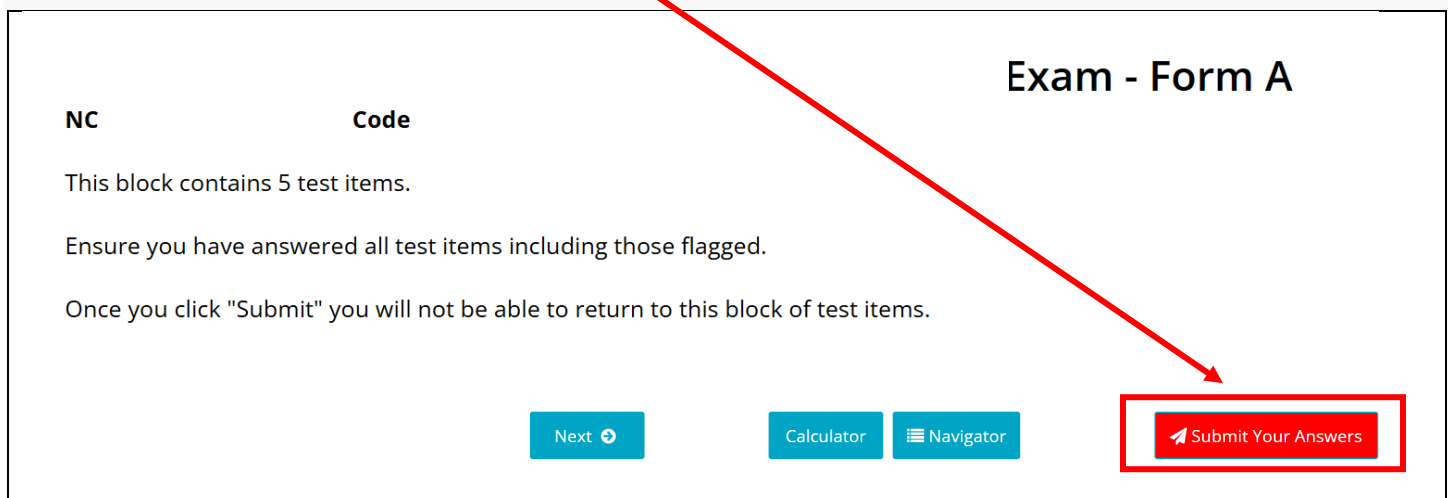
A live proctor will check your ID, be sure the registered name and the ID are the same. If you have an accommodation, you will be notified by the proctor. You will follow directions on the screen and then the proctor will provide some additional instructions through the integrated chat feature. The proctor will observe you throughout the test. These procedures will be used for all COQB tests (BLDG, ELEC, FIRE, MECH, PLBG, RCI).

NOTE: A *Frequently Asked Question Candidate Library* is available at <https://support.proctoru.com/hc/en-us/categories/115001818507>. This library has articles that will explain the various processes used during your test process.

Test Blocks

The COQB test is divided into blocks. The first few blocks provide general information about the test. The remaining blocks contain test questions (test items). You can navigate within a block of questions, change answers, flag a question, etc. To move to the next block, you must click on the "Submit Your Answer" button at the bottom right corner of the screen. If you do not answer all test questions within a block, you will not be allowed to proceed to the next block.

IMPORTANT: Clicking "Submit Your Answer" means you are finished with a block of questions. Once you click on the submit button you cannot go back to that block. Do not submit a block of questions unless you have finished reviewing and making final changes.



Exam - Form A

NC **Code**

This block contains 5 test items.

Ensure you have answered all test items including those flagged.

Once you click "Submit" you will not be able to return to this block of test items.

Next  Calculator  Navigator **Submit Your Answers**

NOTE: For screenshots of how the test will appear, see Appendix A, TEST SCREENSHOTS.

IV. TEST ACCOMMODATION**

[Back](#)

Test accommodation is provided in accordance the Americans with Disabilities Act (ADA) and the candidate's needs. You must provide **signed and dated** written authorization from a medical professional, school, or institution.

Accommodations requiring prior approval include, but are not limited to, magnifying glasses, hearing aids, diagnoses necessitating extended time, etc.

IMPORTANT: Reading test items aloud during the test is not permitted unless you have accommodation.

A candidate with a disability or a candidate who would otherwise have difficulty taking the test may qualify for an accommodation. If you have a previously approved accommodation from another testing organization, you may use that paperwork (**signed and dated by provider**). The accommodation process and required forms can be found on the COQB website. Please submit all documentation to osfm.quest@ncdoi.gov for review and approval.

IMPORTANT: You MUST request the accommodation through osfm.quest@ncdoi.gov for each Trade/Level test attempt. You do NOT need to resend paperwork.

IMPORTANT: Make sure you have received OSFM Staff approval for the accommodation prior to scheduling a test.

IMPORTANT: On test day, verify that the proctor has your accommodation information. If they cannot verify and allow you the accommodation, let them know you want to reschedule the test and send an email explaining the issue to osfm.quest@ncdoi.gov.

WARNING: Once you are scheduled for a test attempt, you must notify osfm.quest@ncdoi.gov so staff can add the accommodation. If you do not, the accommodation will not be available, and you must reschedule and pay another test fee.

PART 2 - PURCHASING & SCHEDULING A TEST

IMPORTANT: Candidates are responsible for purchasing and scheduling their test. We recommend that you not pay and schedule your test until you are fully ready to take the test. This will preclude you from potentially missing a test date and having to repay and/or continually having to reschedule after you pay if you decide you are not fully prepared.

IMPORTANT: You will be sent emails from “noreply@questionmark.com” and/or “no-reply@questionmark.com”. Verify with your agency’s cybersecurity department and/or email settings so that you can receive these emails. Otherwise, you will not receive the emails necessary to purchase and schedule your test. Check your spam and junk folders for these emails.

V. BEFORE SCHEDULING A TEST

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Make sure that you have reviewed ALL the following information.

- You must be authorized by the NC Code Officials Qualification Board (the Board) to take a test.
- To apply for accommodation, please refer to Section IV. TEST ACCOMMODATION.
- Upon approval from the Board, you will receive an Examination Eligibility Notice, along with instructions for paying, and scheduling the test.

IMPORTANT: Eligibilities are valid for 5 years; however, at the time you test, you will test on the NC Code in effect at that time, not the code that was in effect at the time of your eligibility.

- Each eligibility is valid for two (2) attempts. If you fail both test attempts, you must resubmit your standard application to the Board.

WEBSITE

NCOSFM.gov

NCOSFM.gov/licensing-certification



Code Officials Qualification Board (COQB)

Code Officials Qualification Board (COQB)

Certification

- Prequalify & Military
- Apply for Certification
- Scheduling Exam**
- Annual Renewal
- CEO Login
- Directory
- Marketplace and Jurisdiction Jobs

Education

- Board Courses
- CE Courses
- Sponsors
- Code Book Sales
- Fire Marshal 101

Complaints

- File a Complaint Against a Code Official

Board

- Members
- Meetings
- CEO Job Board
- Staff Contacts
- Statutes & Rules

VI. TEST PURCHASING AND SCHEDULING

[Back](#)

Once you are approved to take a test, you will receive an email as shown below:

1st Email

Be sure to check your SPAM or JUNK email.

First Email



**OFFICE OF STATE
FIRE MARSHAL**
NC DEPARTMENT OF INSURANCE

Dear,

Your application is approved, and you are eligible to take the [Exam]. Please use the green "Purchase Exam" Button provided below to purchase your exam.

All major credit cards: Visa, Mastercard, American Express, and Discover are accepted. PayPal may also be used.

After purchasing your exam, you will receive instructions on how to schedule and to prepare for the exam. Please review this information for your response.

If you submitted a request for an approved accommodation, please contact the Office of State Fire Marshal without delay.

Because this exam is live-proctored, you will schedule an appointment before taking the exam. The total time for the exam may include up to 20 minutes of Preparation Time. The Preparation Time **does not** have any effect on your exam time. When scheduling your exam, please keep in mind the additional 20 minutes of Preparation Time.

Total Time = Preparation Time (20 min) + Exam Time

For test security, you will be directed to install the Guardian Browser to take the exam.

[Purchase Exam](#)

If you need assistance, please reach out to support@questionmark.com.

WARNING!

Proxy testing is a violation of the Rules of Conduct. Candidates who participate in proxy testing may be permanently banned from testing and subject to legal action.

Click the green Purchase Exam button and Screen #1 appears. Complete the form and click **"Place Order"**.

Screen #1

1 Billing Information ————— 2 Confirmation and Payment ————— 3 Finish

Ordered Products/Services

Show price in:

\$ USD - United States ...

Product/Service name

Quantity

Unit price*

Value

Exam (testing purposes only)

1

\$

\$

The billing currency is USD (\$)

Total price: \$

* The total price inclusive of applicable taxes will be displayed before the order is transmitted.

SAMPLE

Secure Checkout

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Billing Information

Licensed to:

☒ Person

☐ Company

First name*:

Last name*:

Address*:

City*:

Zip or postal code:

Country*:

Please select...

State or province:

Email*:

Confirm email*:

Payment Options

Card number*:

Card expiration date*:

Month

Year

Security code*:

Card holder name*:

You will be charged \$

Order placed for testing purposes

By placing this order you agree to the [Terms and Conditions](#).

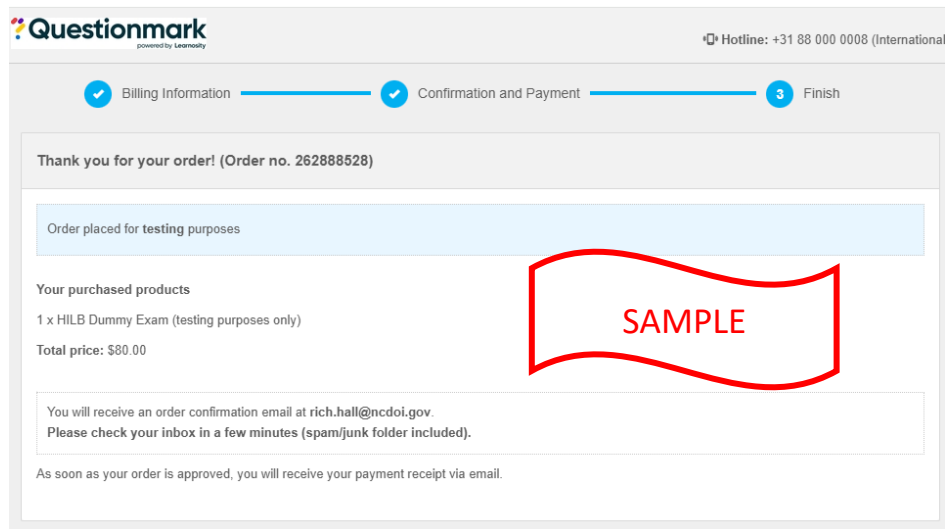
Place order

Additional Information

☐ I accept these terms and conditions.*

Screen # 2

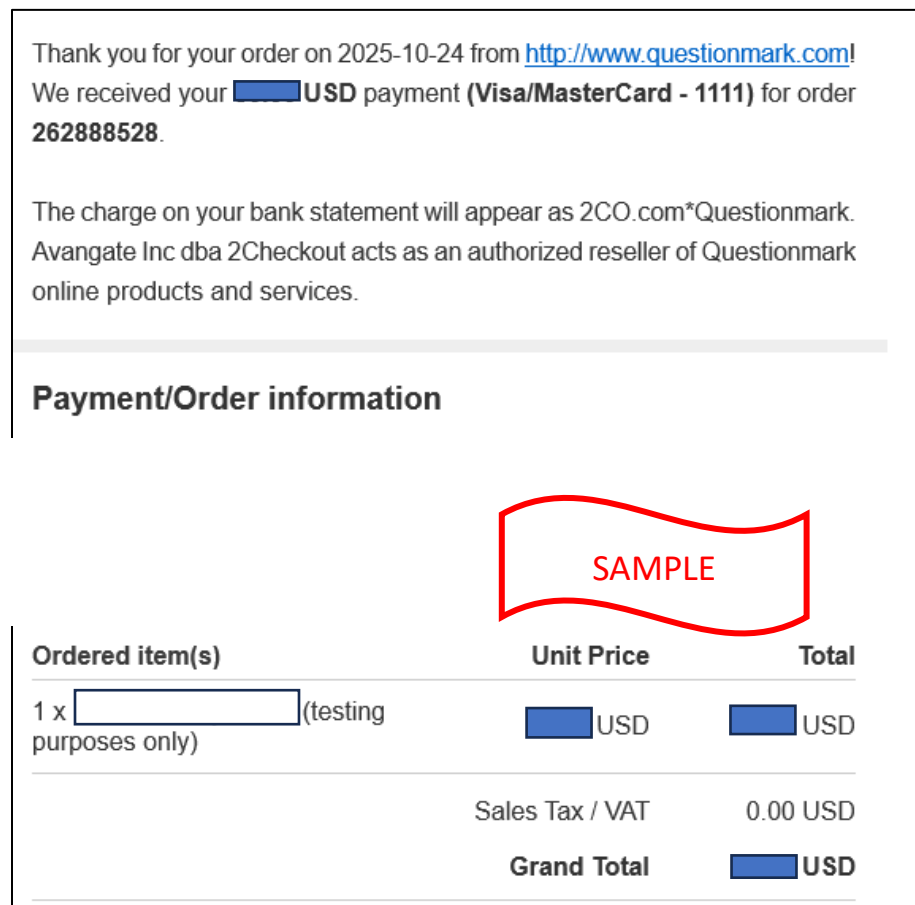
Once you purchase, the following screenshot appears



Shortly thereafter, you will receive the following email.

2nd Email

Be sure to check your SPAM or JUNK email.



3rd Email

Be sure to check your SPAM or JUNK email.

Once you have purchased your test you will receive the following email. The step-by-step instructions from this letter are shown on the following pages. Read carefully and follow the instructions.



Dear [participant: first-name] [participant: last-name],

Now that you have purchased the [schedule: name] exam, it is time to schedule your proctoring appointment. Please follow these steps to schedule the appointment:

1. Browse to [area: login-url]. (We strongly recommend that you bookmark this URL.)
2. Click the "Forgot your password" link and enter your email address. Be sure to use the email to which this message was sent.
3. Click "Send Email".
4. You will receive an email with a login link. Use the link to login and reset your password. (We recommend that you save your password.)
5. After saving your new password, browse to "My Assessments" and find your exam attempt.
6. Proctored assessments may require up to 20 minutes of preparation time to connect with your proctor and identity verification. The preparation time begins at your appointment starting time and does not count toward the time limit of your assessment. Make sure you are aware of the overall duration of your appointment before scheduling.
7. Under the "Actions" column, click the calendar icon. A dialog will appear. **Set the time zone**, select the date, and select the time slot . . . for your appointment, then click "Book Appointment". A message will appear to confirm your appointment has been scheduled, and a confirmation email will be sent to the email address on file.
8. Carefully follow the instructions in the appointment confirmation email. For this proctored exam, you will need to install a special browser and to test that your Internet connectivity is sufficient.

If you have any questions, please reach out to support@questionmark.com.

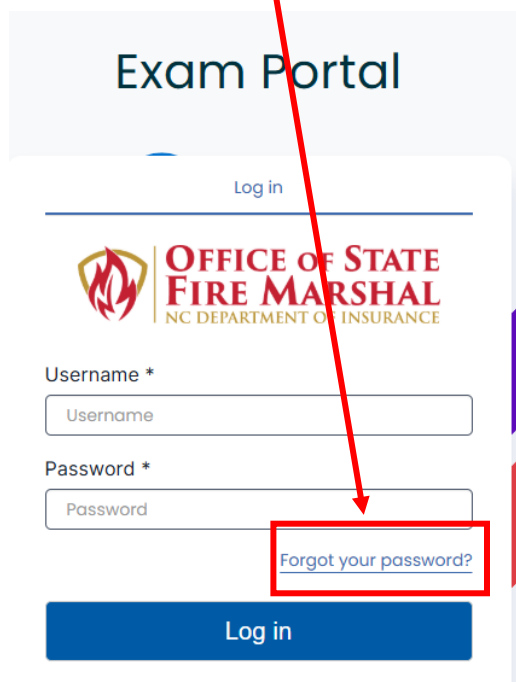
Steps listed in 3rd Email)

Step 1.

Browse to <https://ondemand.questionmark.com/home/406615/user/login>. (We strongly recommend that you bookmark this URL.)

Step 2a.

Click the "**Forgot your password**" link.

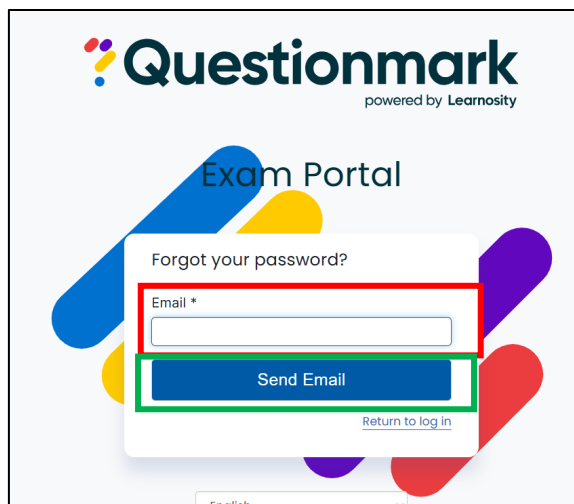


Step 2b.

Enter your email address. **IMPORTANT:** Be sure to use the email to which this message was sent.

Step 3a.

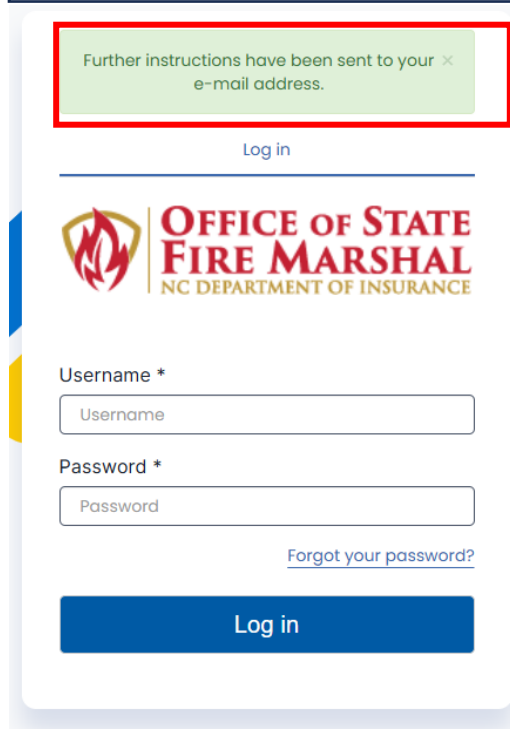
Click "**Send Email**".



Step 3b.

You will see this screen telling you to check your email for the next step.

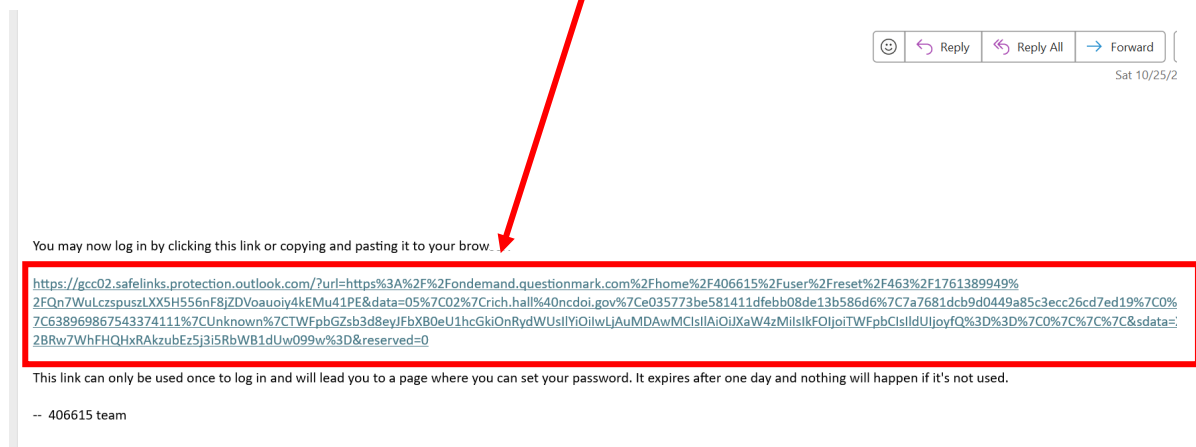
Be sure to check your SPAM or JUNK email.



Step 4a.

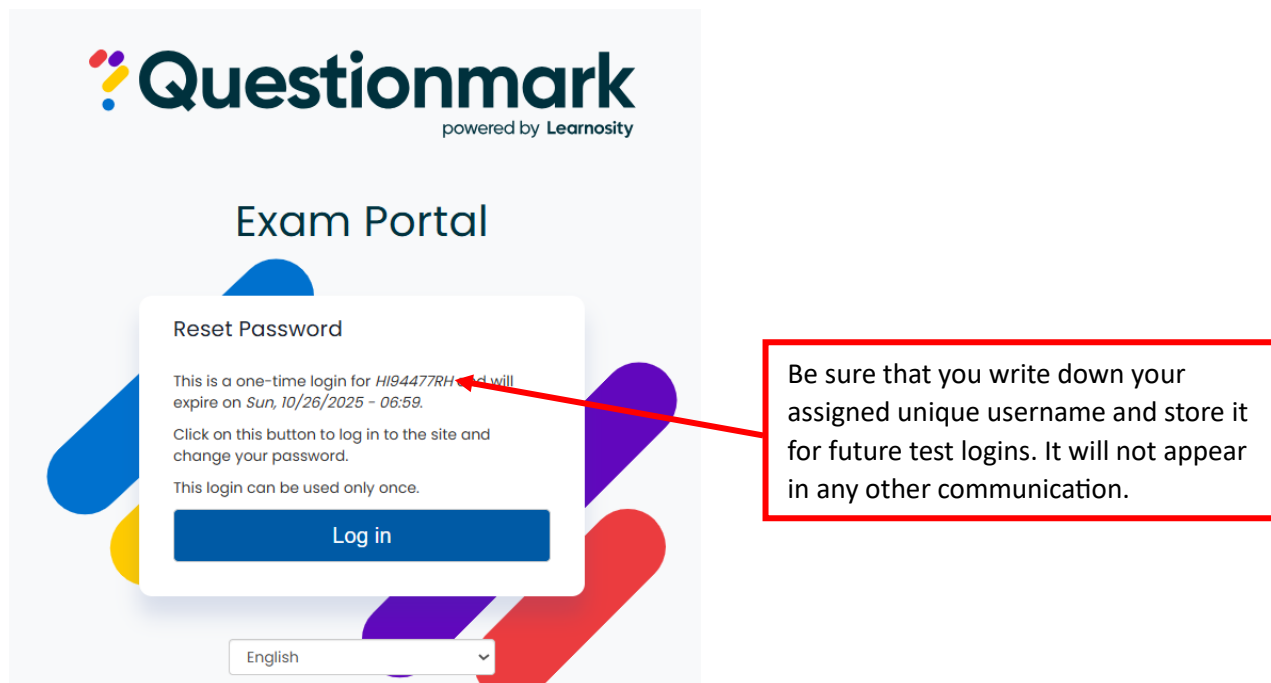
You will receive an email with a user **login link**. Use that link to login and reset your password. (We recommend that you save your password.)

(We recommend that you save your password.)



Step 4b.

Reset Your password



Questionmark
powered by Learnosity

Exam Portal

Reset Password

This is a one-time login for **HI94477RH** and will expire on **Sun, 10/26/2025 - 06:59**.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

English

Be sure that you write down your assigned unique username and store it for future test logins. It will not appear in any other communication.

Step 4c.

Enter and confirm your new password and click save at the bottom left corner of the screen.

You have just used your one-time login link. It is no longer necessary to use this link to log in

[View](#) [Edit](#)

[Account](#) [Main](#) [Organization](#) [Primary Address](#) [Secondary Address](#) [Details](#)

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made

Password

Confirm password

Password quality: Bad

Step 5a.

Return to the login screen using your bookmarked URL from Step 1.

Step 5b.

Enter your username and password, Click Log In.

The screenshot shows the login page for the Office of State Fire Marshal, NC Department of Insurance. At the top, there is a "Log in" link. Below it is the official logo. The page is titled "EXAM PORTAL". There are two input fields: "Username *" and "Password *". Below the password field is a link that says "Forgot your password?". At the bottom is a large blue button labeled "Log in".

Step 5c.

The screen below will appear. Go to "My Assessments" and click on "Go to My Assessments page"

This screenshot shows the "My Assessments" section of the user interface. A green box highlights the "My Assessments" tab in the top navigation bar. Below the tab, there is a table with the heading "My Assessments". The table has a column labeled "Name" and contains one entry: "HILB 905 (2018 ed.)".

This screenshot shows the "Proctoring Online" page. In the top right corner, the user's name "Rich Hall" is displayed. The main content area has a table with "Delivery" and "Actions" columns. Under "Delivery", it says "Proctoring Online". Under "Actions", there is a calendar icon and a button labeled "Go to My Assessments page", which is highlighted with a red box.

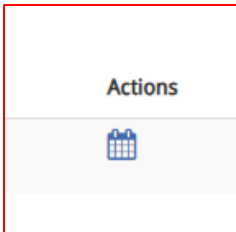
Step 6.

Proctored assessments may require up to 20 minutes of preparation time to connect with your proctor for identity verification and to secure the room. The preparation time begins at your appointment

starting time and does not count toward the time limit of your assessment. Make sure you are aware of the overall duration of your appointment before scheduling.

Step 7a.

Find your Test attempt. Click the "**Actions**" button.

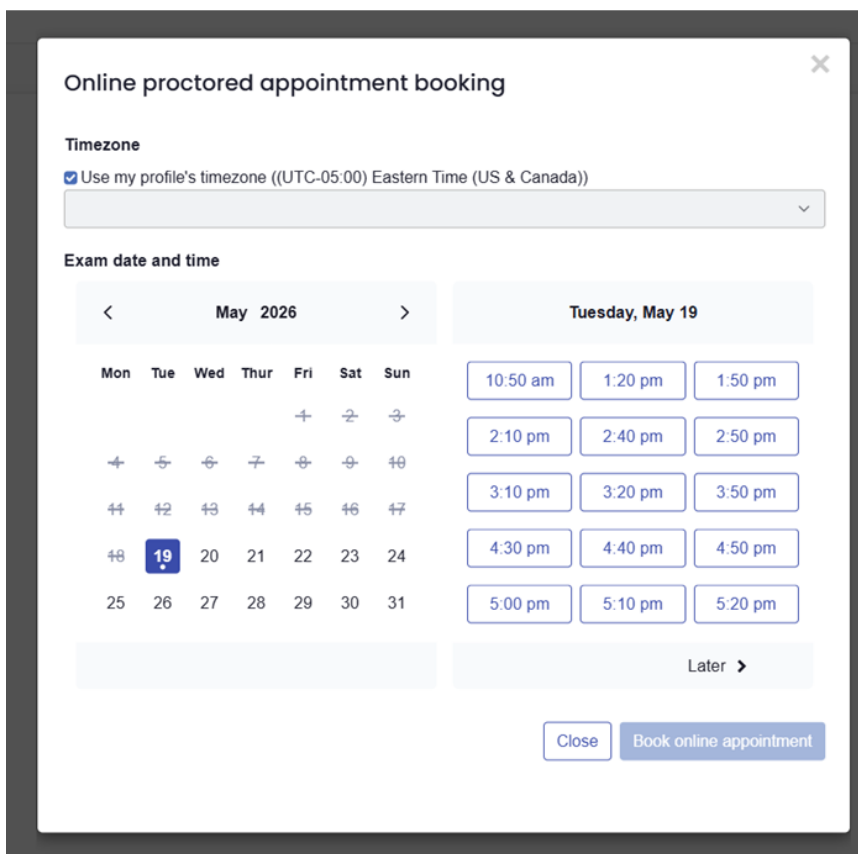


Step 7b.

Click the calendar icon. The following dialog box will appear.

Step 7c (Left screen shot).

1. Set the time zone,
2. Select the date
3. Select the time slot for your appointment
4. Click "Book Online Appointment".

A screenshot of a dialog box titled "Online proctored appointment booking". It contains a "Timezone" section with a checked option "Use my profile's timezone ((UTC-05:00) Eastern Time (US & Canada))" and a dropdown menu. Below is the "Exam date and time" section, which includes a calendar for May 2026 with the 19th selected, and a list of time slots for Tuesday, May 19. The time slots are: 10:50 am, 1:20 pm, 1:50 pm, 2:10 pm, 2:40 pm, 2:50 pm, 3:10 pm, 3:20 pm, 3:50 pm, 4:30 pm, 4:40 pm, 4:50 pm, 5:00 pm, 5:10 pm, and 5:20 pm. At the bottom, there are "Close" and "Book online appointment" buttons, and a "Later >" link.

Step 8a.

You will then receive a reservation confirmation email. A confirmation email will be sent to the email address on file. Carefully follow the instructions in the appointment confirmation email.

4th Email

Be sure to check your SPAM or JUNK email.

Reservation Confirmation Email

STOP WARNING! You MUST “Test Your Equipment” prior to your test. If you do not download and test the Guardian Browser prior to the test, you may not be able to take the test at your scheduled time. If using a business computer (state, AHJ), work with your IT department if necessary to overcome any security issues. If you cannot use a business computer, you will need to use a personal computer. See Section XII, TEST EQUIPMENT REQUIREMENTS.

Hello, ■

You have an upcoming exam(s) with OSFM Quest (supported by Proctor U and Questionmark)!

Exam Name:

Exam Date: (**Note: Date format is yyyy-mm-dd)

Exam Start Time:

To prepare for your OSFM Quest exam appointment please complete the following steps:

1. [Download the Guardian Browser.](#)
2. Install the Guardian Browser on your computer.
3. To ensure you meet system requirements please click [test your equipment](#). You may be asked to “Open Guardian Browser”. Please click “Open Guardian Browser” and follow the prompts.
4. Watch the video to ensure you are fully prepared for your exam session.
5. Authorize your computer for the exam session.
 - a. Follow the prompts to authorize reference materials.
 - b. Follow the prompts to authorize your specific exam.

Please see [Rules of Conduct](#) for all exam sessions. Violations may result in exam termination and possible failure.

On the day of the exam, please follow these steps to access your exam:

1. Click on the [login page](#) link. (We strongly recommend bookmarking this [URL](#) for easy access.)
2. Log in using your registered email and password.
3. Navigate to “My Assessments”.
4. Start the exam by clicking the “Play” button. (A circle with a triangle inside)

If you need to reschedule or cancel your exam, please follow these steps:

1. Click on the [login page](#) link.
2. Log in using your registered email and password.
3. Navigate to “My Assessments”.
4. Click the calendar icon under “Actions”
5. Click to cancel your exam.
6. To reschedule, select a new date and time.

If you have any questions, please visit our [support page](#) for help. If you require further assistance, please find the chat function in the bottom right-hand corner of the screen.  (Ctrl) ▾

See Note below

NOTE to Step 4. The “Play” button for the assessment will appear approximately five minutes before the scheduled start time. Until this time, the icon appears as a calendar. Five minutes before the assessment time, the calendar icon will change to the “Start” button. You may need to refresh your screen to see the icon update.

NOTE: If the Play Button does not appear 5 minutes prior to the test start time, do not panic. Sometimes it doesn’t appear until the test time. This delay does not impact your test time.

IMPORTANT: If you have an accommodation, make sure you have an accommodation approval from OSFM. If you do not, you will not be provided the accommodation, you must reschedule and pay additional fees.

**Final Reservation Reminder Email
5th Email**

Be sure to check your SPAM or JUNK email.

Hello,

To prepare for your OSFM Quest exam appointment please complete the following steps:

1. [Download the Guardian Browser.](#)
2. Install the Guardian Browser on your computer.
3. To ensure you meet system requirements please click [test your equipment](#). You may be asked to "Open Guardian Browser". Please click "Open Guardian Browser" and follow the prompts.
4. Watch the [test your equipment](#) video to ensure you are fully prepared for your exam session.
5. Authorized Reference Materials:
 - a. For CLEP exams, reference materials are permitted to use authorized reference materials. (See the [Candidacy Requirements](#) section of the Candidate Information Bulletin/Rules of Conduct for your specific exam).
 - b. For HILB Exams, no reference materials are permitted.

Please see [Rules of Conduct](#) for all exam rules. Failure to follow directions may result in exam termination and possible failure.

On the day of the exam, please follow these steps to access your exam:

1. Click on the [login page](#) link. (We strongly recommend bookmarking this [URL](#) for easy access.)
2. Log in using your registered email and password.
3. Navigate to "My Assessments".
4. Start the exam by clicking the "Play" button. (A circle with a triangle inside)

If you need to reschedule or cancel your exam, please follow these steps:

1. Click on the [login page](#) link.
2. Log in using your registered email and password.
3. Navigate to "My Assessments".
4. Click the calendar icon under "Actions"
5. Click to cancel your exam.
6. To reschedule, select a new date and time.

If you have any questions, please visit our [support page](#) for help. If you require further assistance, please find the chat function in the bottom right-hand corner of the screen.

VII. CANCELED OR MISSED APPOINTMENTS AND REFUNDS

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Canceling a Test Appointment

Candidates can reschedule their test 24 hours prior to the test start time. If they do not show up to the test within 60 minutes of the appointment time, the session will be marked as “No Show”.

To cancel an appointment, follow steps 5a-c, 7a in the previous section.

Click on “Cancel Appointment”.

Your Appointment

Timezone	(UTC-04:00) Eastern Time (US & Canada)
Date	Oct 29, 2025
Time	2:10 PM

Cancel Appointment

Cancellation Notice Email

Your **exam appointment** reservation has been successfully cancelled.

Here are the details of the appointment that was cancelled:

Exam Name: {{exam_name}}

Cancelled Exam Date and Time: {{reservation_startdate}} {{reservation_starttime}}

If you would like to reschedule, please [click here](#) and login with your email address and password.

Thank you!

OSFM & ProctorU
[Privacy](#) | [Compliance](#) | [Test-Taker Support](#)

Missed Appointment

IMPORTANT: If you miss your appointment, you will not be able to take the test as scheduled, you will forfeit your test fee, if you:

- do not cancel your appointment.
- do not log on within (1) one hour after your scheduled test start time.
- do not present proper identification when you log on for the test.

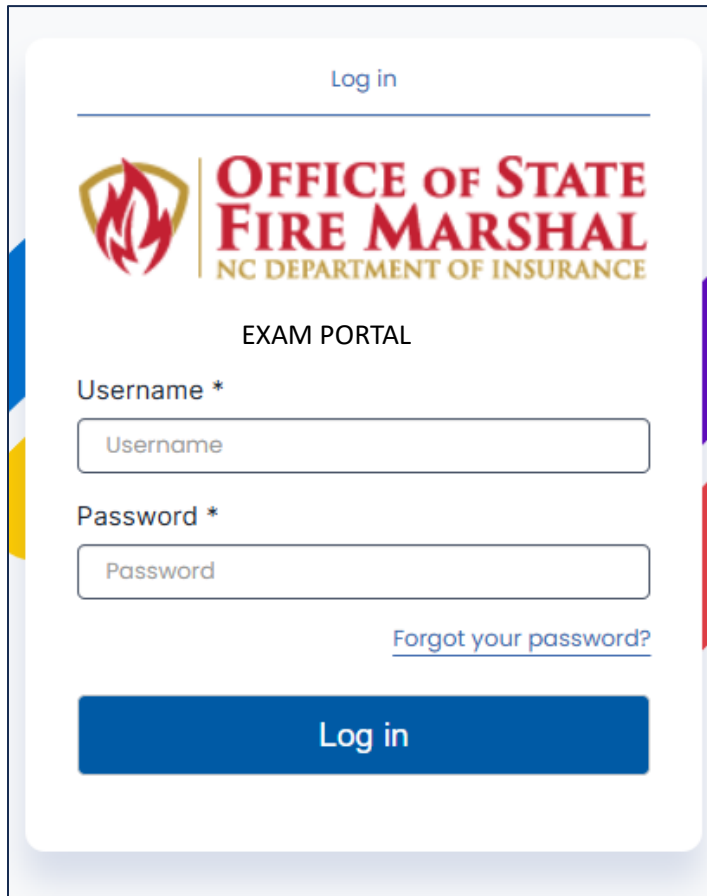
Refunds

- Refunds for general circumstances (e.g., illness, change in life circumstances, or no longer needing the license, etc.,) must be requested through OSFM.quest@ncdoi.gov. OSFM Staff will review the claim. If approved, OSFM Staff will direct QuestionMark to process the refund.
- Questionmark can process a refund for an accidental charge or paying twice. Contact osfmexamsupport@questionmark.com.

VIII. WHAT DO I DO IF I FORGOT MY TEST DATE AND TIME?

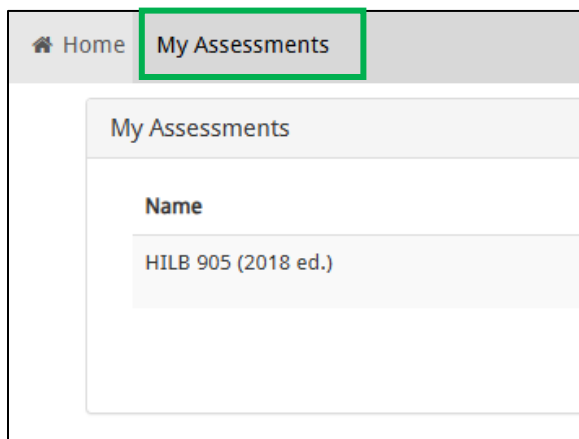
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Log in to the Exam Portal.

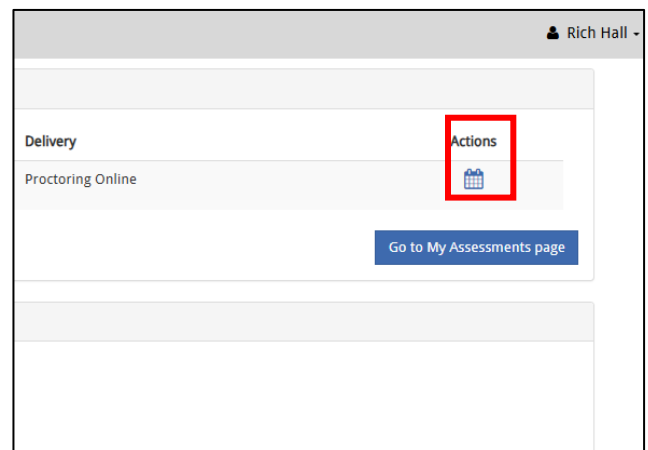


The screenshot shows the login page for the Exam Portal. At the top, it says "Log in". Below that is the logo for the "OFFICE OF STATE FIRE MARSHAL" and "NC DEPARTMENT OF INSURANCE". The page is titled "EXAM PORTAL". There are two input fields: "Username *" and "Password *". Below the password field is a link that says "Forgot your password?". At the bottom is a large blue button labeled "Log in".

The screen below will appear. Go to "**My Assessments**" and click the calendar icon on the right side of the screen.



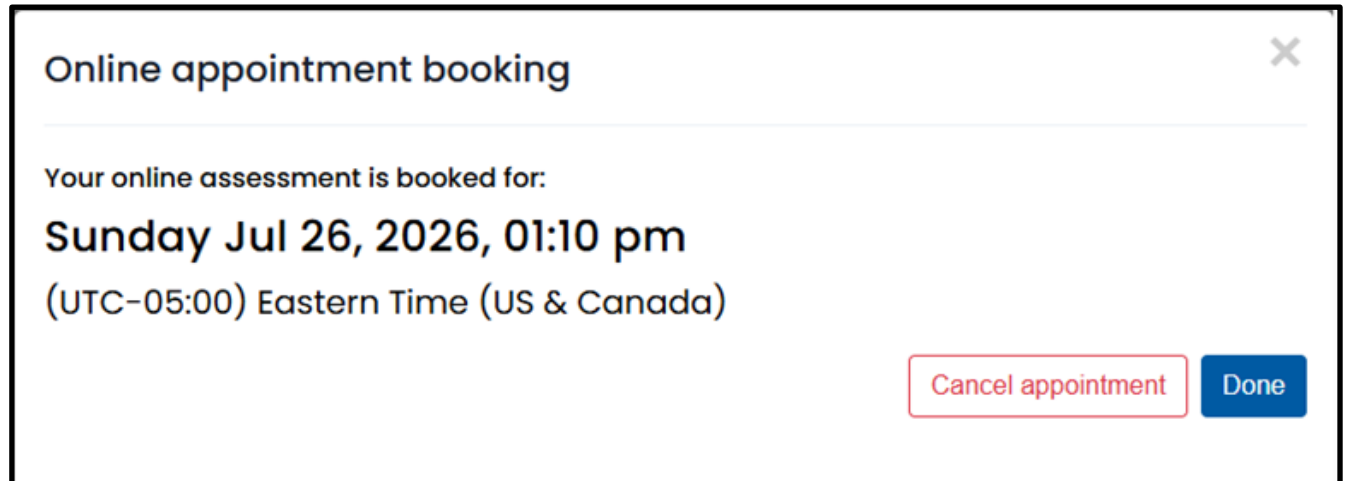
The screenshot shows the "My Assessments" page. At the top, there are two tabs: "Home" and "My Assessments", with "My Assessments" being the active tab. Below the tabs is a section titled "My Assessments". Under this section, there is a table with one row. The table has a header "Name" and a value "HILB 905 (2018 ed.)".



The screenshot shows the "Actions" menu. At the top right, it says "Rich Hall". Below that is a section titled "Delivery". Under this section, there is a table with one row. The table has a header "Proctoring Online" and a value "Actions". To the right of the "Actions" value is a calendar icon. Below the table is a blue button labeled "Go to My Assessments page".

See next page

The following dialog box with your appointment appears.



Online appointment booking

Your online assessment is booked for:

Sunday Jul 26, 2026, 01:10 pm
(UTC-05:00) Eastern Time (US & Canada)

Cancel appointment Done

If all else fails, do not panic. Send an email to OSFM.Quest@ncdoi.gov.

PART 3 – REFERENCES & CONTENT OUTLINES

IX. REFERENCE MATERIALS

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Approved references are allowed for COQB tests. Each test is formatted in order by Code (e.g., (NCRC, NCBC, NCECC). Content Areas are based on the arrangement and formats outlined in the applicable code(s). The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. You cannot jump between blocks. Once the answers to a block have been submitted, you may not return to the block.

Standard Board Tests available through QUEST.

Building I, II, III	130 MC items	3.5 hours	Remote, proctored, online test
Electrical I, II, III	130 MC items	3.5 hours	Remote, proctored, online test
Fire I, II, III	130 MC items	3.5 hours	Remote, proctored, online test
Mechanical I, II, III	130 MC items	3.5 hours	Remote, proctored, online test
Plumbing I, II, III	130 MC items	3.5 hours	Remote, proctored, online test
Residential Changeout Inspector	130 MC items	3.5 hours	Remote, proctored, online test

NOTE: For screenshots of how the test will appear, see APPENDIX A.

Tests are OPEN BOOK unless otherwise designated. The references listed in the tables found in Section X. TEST CONTENT OUTLINES are the ONLY references allowed during the test. Candidates are responsible for having their own references.

Reference materials may be highlighted, underlined, and/or annotated prior to the test session. Notes on the pages of the reference materials are allowed. However, if written in pencil, they **MUST** be highlighted; if written in pen, they **DO NOT** need to be highlighted. No partial references will be allowed as acceptable reference materials for tests.

You may **NOT** write any notes in the references during the test session. Furthermore, candidates are not permitted to have any additional papers (loose or attached) within their approved references. All additional materials must be removed from the references prior to the test session.

WARNING! DO NOT use copies of or remove the codebook index or table of contents. All pages must be contained inside the binder.

Tabbing Your Code Book

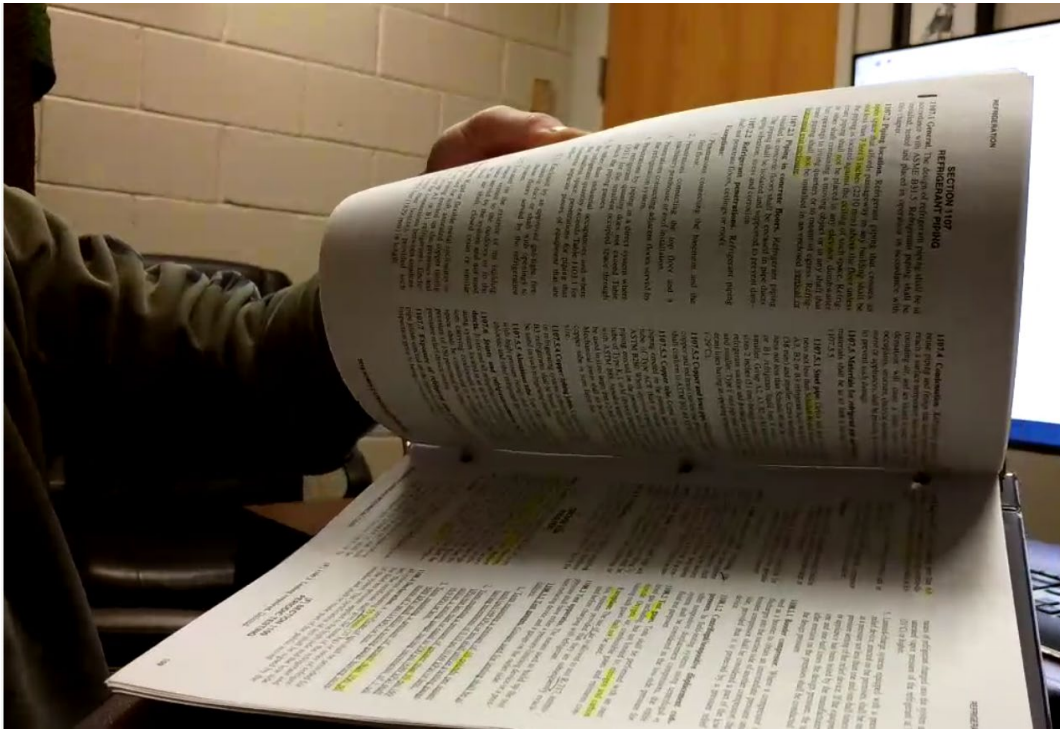
IMPORTANT: All tabs must be permanent and non-removable

Temporary tabs, such as Post-it Notes or stapled tabs, are not allowed and must be removed from the reference before the test session. Divider tabs are also not allowed. See Section XI. TABBING THE CODE BOOK for more information.

Reference materials must be properly bound and accessible. Candidates are not permitted to have any additional papers (loose or attached) within their approved references. Any additional materials **MUST** be removed from the references.

WARNING: On test day you will be required to present reference materials during the room scan. You must show them to the proctor before the test begins. You will be required to **SLOWLY** flip through the

pages of your reference materials to allow the proctor to determine consistency throughout the text. Using unauthorized materials is a serious violation that can lead to the forfeiture of your eligibility and pay additional fees.



WARNING! All pages must be contained inside the binder.

Test Security

WARNING! All tests and test items are the sole property of NC Code Officials Qualification Board. No test items shall be copied, saved, or shared during or following the test. Any candidate caught or suspected of harvesting, sharing test items or test content, releasing confidential test materials, or participating in fraudulent test-taking practices will be reported to the Board and disciplinary actions taken, up to and including permanent revocation of your license, civil penalties, and criminal charges.

WARNING! The following violations or variations thereof will cause your test to be terminated immediately and will be reported to the Board.

- Candidate writing in the references during the test.
- Candidate who tries to use unapproved additional papers (loose or attached) within their approved references. This includes but is not limited to partial references, notes pages, indexes, code reference sheets, class handouts, scratch paper, sticky (Post-IT) notes, stapled tabs, divider tabs, etc.
- Candidate who copies, saves, or shares test items during or following the test.
- Candidate caught or suspected of harvesting or sharing test items or test content.

X. TEST CONTENT OUTLINES

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Each test is laid out in order by Code (e.g., NCECC, NCRC, NCBC). Content Areas are based on the arrangement and formats outlined in the applicable code(s). The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Candidate cannot jump between any previous block of items.

BUILDING INSPECTOR I – II - III CONTENT OUTLINES & REFERENCES

Building Inspector I (2018 ed.) Exam		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code	1, 2, 3	5	
NC Residential Code (NCRC)				
2	Scope and Application	1, 2	3	2018 NC Residential Code
3 – Sec 1	Building Planning and Construction	3-7	52	2018 NC Building Code
4 – Sec 2	Building Planning and Construction	8-10	16	
5	High Wind Zones	45	7	
6	Coastal and Flood Plain Construction	46	3	Content Areas The exam is laid out in order by Code (NCECC, NCRC, NCBC)
7	Appendices	AK, AM, AV, AW	16	
NC Building Code (NCBC)				
8	Administration and Definitions	1, 2	4	Content Areas are based on the arrangement and formats of the NC Residential and Building Codes.
9	Use and Occupancy Classification	3	1	
10	Special Requirements for Special Occupancies or Elements	4, 31	4	
11	Height and Area Limitations	5, 6	3	The exam is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.
12	Fire Resistance and Protection Requirements	7	2	
13	Requirements for Evacuation	10	4	
14	Building Systems	12, 27	2	Example Block 3-B1 – Items within chapters 3-7 are shuffled.
15	Structural Components	15, 18, 21, 24	4	
16	Safeguards During Construction	33	1	
17	Appendices	D, G, H	3	

Building Inspector II (2018 ed.) Exam		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code	2, 4	5	
NC Building Code (NCBC)				
2	Administration and Definitions	1, 2	6	2018 NC Residential Code
3	Use and Occupancy Classification	3	2	2018 NC Building Code
4	Special Requirements for Special Occupancies or Elements	4, 31	11	
5	Height and Area Limitations	5, 6	5	
				Content Areas
6	Fire Resistance and Protection Requirements	7, 8, 9	17	The exam is laid out in order by Code (NCECC, NCRC, NCBC)
7	Requirements for Evacuation	10	17	
8	Specific requirements to allow use and access to a building for <u>persons with disabilities</u>	11	4	
9	Building Systems	12, 27, 30	7	Content Areas are based on the arrangement and formats of the NC Residential and Building Codes.
10	Structural Components	14-19, 21-26	27	
11	Encroachment outside of property lines	32	1	
12	Safeguards During Construction	33	2	The exam is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.
13	Appendices	D, F, G, H	4	
NC Residential Code (NCRC)				
14	Scope and Application	2	1	Example Block 5 – Items within chapters 5 & 6 are shuffled.
15	Building Planning and Construction	3-10	15	
16	High Wind Zones	45	1	
17	Coastal and Flood Plain Construction	46	1	
18	Appendices	M, V, W	4	

Building Inspector III (2018 ed.) Exam		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code	1, 2, 3	5	
NC Building Code (NCBC)				2018 NC Residential Code
2	Administration and Definitions	1, 2	5	
3	Use and Occupancy Classification	3	2	2018 NC Building Code
4	Special Requirements for Special Occupancies or Elements	4	8	
5	Height and Area Limitations	5, 6	6	Content Areas
6	Fire Resistance and Protection Requirements	7, 8, 9	14	The exam is laid out in order by Code (NCECC, NCRC, NCBC)
7	Requirements for Evacuation	10	16	
8	Specific requirements to allow use and access to a building for <u>persons</u> with disabilities	11	3	Content Areas are based on the arrangement and formats of the NC Residential and Building Codes.
9	Building Systems	12, 27, 30	7	
10	Structural Components	14-19, 21, 23, 25, 26	28	The exam is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.
11	Encroachment outside of property lines	32	1	
12	Safeguards During Construction	33	2	
13	Appendices	D, F, H	3	
NC Residential Code (NCRC)				Example Block 5 – Items within chapters 5 & 6 are shuffled.
14	Scope and Application	2	2	
15	Building Planning and Construction	3-10	20	
16	High Wind Zones	45	1	
17	Coastal and Flood Plain Construction	46	1	
18	Appendices	AK, AM, AV	6	

FIRE INSPECTOR I – II - III CONTENT OUTLINES & REFERENCES

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Fire Inspector I (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
1	NCFC - 1 - Administrative and Definitions	1, 2	18	2018 NC Fire Code
2	NCFC - 2 - General Safety Provisions	3, 4	16	
3	NCFC - 3 - Building and Equipment Design Features	5-10	64	
4	NCFC - 4 - Special Occupancies and Operations	23, 28, 31, 32, 36	19	Content Areas Content Areas are based on the arrangement and formats of the NC Fire Code. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Example Block 1- Items within chapters 1 & 2 are shuffled.
5	NCFC - 5 - Hazardous Materials	50, 57, 61	13	
6	NCFC - Referenced Standards	80	0	

Fire Inspector II (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
1	NCFC - 1 - Administrative and Definitions	1, 2	18	2018 NC Fire Code
2	NCFC - 2 - General Safety Provisions	3, 4	5	
3	NCFC - 3 - Building and Equipment Design Features	5-10	41	
4	NCFC - 4 - Special Occupancies and Operations	20, 21, 23, 26, 28, 30-37	40	Content Areas Content Areas are based on the arrangement and formats of the NC Fire Code. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Example Block 1- Items within chapters 1 & 2 are shuffled.
5	NCFC - 5 - Hazardous Materials	50, 51, 53, 55, 57, 61	24	
6	NCFC - Referenced Standards	80	2	

Fire Inspector III (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
1	NCFC - 1 - Administrative and Definitions	1, 2	15	2018 NC Fire Code
2	NCFC - 2 - General Safety Provisions	3, 4	6	
3	NCFC - 3 - Building and Equipment Design Features	5-10	37	
4	NCFC - 4 - Special Occupancies and Operations	20-37	23	Content Areas Content Areas are based on the arrangement and formats of the NC Fire Code. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Example Block 1- Items within chapters 1 & 2 are shuffled.
5	NCFC - 5 - Hazardous Materials	50, 51, 53-67	47	
6	NCFC - Referenced Standards	80	2	

ELECTRICAL INSPECTOR I – II - III CONTENT OUTLINES & REFERENCES

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Electrical Inspector I (2020 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code 2020 NFPA 70, National Electrical Code (NEC)
1	NC Energy Conservation Code		6	
NC Electrical Code (NCELECC)				Content Areas Content Areas are based on the arrangement and formats of the NC Energy Conservation Code and the 2020 NFPA 70, National Electrical Code The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 2 – Items in chapter 1 are shuffled. Block 8- Items within chapters 8 & 9 are shuffled.
2	General	1	10	
3	Wiring and Protection	2	43	
4	Wiring Methods and Materials	3	13	
5	Equipment for General Use	4	21	
6	Special Occupancies	5	19	
7	Special Equipment	6	13	
8	Communication Systems	8	5	
	Tables – Informative Annex A	9		

Electrical Inspector II (2020 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code		6	2020 NFPA 70, National Electrical Code (NEC)
NC Electrical Code (NCELECC)				Content Areas
2	General	1	10	Content Areas are based on the arrangement and formats of the NC Energy Conservation Code and the 2020 NFPA 70, National Electrical Code
3	Wiring and Protection	2	43	
4	Wiring Methods and Materials	3	13	
5	Equipment for General Use	4	21	
6	Special Occupancies	5	19	The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.
7	Special Equipment	6	13	
8	Communication Systems	8	5	
	Tables – Informative Annex A	9		
				Examples Block 2 – Items in chapter 1 are shuffled. Block 8- Items within chapters 8 & 9 are shuffled.

Electrical Inspector III (2020 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours	
Block #	Block Title (Content Area)	Chapters	# Items	Approved References	
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code	
1	NC Energy Code		6	2020 NFPA 70, National Electrical Code	
NC Electrical Code (NCELECC)				Content Areas	
2	General	1	10	Content Areas are based on the arrangement and formats of the NC Energy Conservation Code and the 2020 NFPA 70, National Electrical Code The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 2 – Items in chapter 1 are shuffled. Block 8- Items within chapters 8 & 9 are shuffled.	
3	Wiring and Protection	2	43		
4	Wiring Methods and Materials	3	13		
5	Equipment for General Use	4	21		
6	Special Occupancies	5	19		
7	Special Equipment	6	13		
8	Communication Systems	8	5		
	Tables – Informative Annex A	9			

MECHANICAL INSPECTOR I–II-III CONTENT OUTLINES & REFERENCES

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Mechanical Inspector I (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code 2018 NC Mechanical Code 2018 NC Fuel Gas Code 2018 North Carolina Residential Code
1	NC Energy Code	3, 4	9	
NC Fuel Gas Code (NCFGC)				
2	Scope and Administration	1	21	
	Definitions	2		
	General Regulations	3		
3	Gas Piping Installations	4	21	
	Chimneys and Vents	5		
	Specific Appliances	6		
NC Mechanical Code (NCMC)				The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 2 – Items within chapters 1, 2 & 3 are shuffled. Block 5- Items within chapters 5 & 6 are shuffled.
4	Scope and Administration	1	25	
	Definitions	2		
	General Regulations	3		
	Ventilation	4		
5	Exhaust Systems	5	28	
	Duct Systems	6		
6	Chimneys and Vents	8	16	
	Boilers-Water Heaters-Pressure Vessels	10		
7	Refrigeration	11	10	
	Fuel Oil Piping and Storage	13		
	Solar Systems	14		

Mechanical Inspector II (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code 2018 NC Mechanical Code 2018 NC Fuel Gas Code 2018 North Carolina Residential Code
1	NC Energy Conservation Code	3, 4	8	
NC Fuel Gas Code (NCFGC)				
2	Definitions	2	22	
	General Regulations	3		
3	Gas Piping Installations	4	23	Content Areas are based on the arrangement and formats of the NC Energy, Fuel Gas, and Mechanical Codes.
	Chimneys and Vents	5		
	Specific Appliances	6		
NC Mechanical Code (NCMC)				
4	Scope and Administration	1	13	
	Definitions	2		
	General Regulations	3		
5	Ventilation	4	20	
	Exhaust Systems	5		
6	Duct Systems	6	15	
	Combustion Air	7		
7	Chimneys and Vents	8	16	
	Specific Appliances	9		
	Boilers-Water Heaters-Pressure Vessels	10		
8	Refrigeration	11	13	
	Hydronic Piping	12		
	Fuel Oil Piping and Storage	13		
	Solar Systems	14		

Mechanical Inspector III (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours	
Block #	Block Title (Content Area)	Chapters	# Items	Approved References	
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code 2018 NC Mechanical Code 2018 NC Fuel Gas Code 2018 North Carolina Residential Code	
1	NC Energy Conservation Code		10		
NC Fuel Gas Code (NCFGC)					
2	General Regulations	3	15	Content Areas Content Areas are based on the arrangement and formats of the NC Energy, Fuel Gas, and Mechanical Codes.	
3	Gas Piping Installations	4	16		
4	Chimneys and Vents	5	9		
	Specific Appliances	6			
NC Mechanical Code (NCMC)					
5	Definitions	2	14	The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.	
	General Regulations	3			
	Ventilation	4			
6	Exhaust Systems	5	17		
7	Duct Systems	6	20		
8	Combustion Air	7	15		Examples Block 2 – Items within chapter 3 are shuffled.
	Chimneys and Vents	8			
	Specific Appliances	9			
9	Boilers-Water Heaters-Pressure Vessels	10	14		Block 5- Items within chapters 2, 3, & 4 are shuffled.
	Refrigeration	11			
	Hydronic Piping	12			
	Fuel Oil Piping and Storage	13			
	Solar Systems	14			

PLUMBING INSPECTOR I – II - III CONTENT OUTLINES & REFERENCES

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Plumbing Inspector I (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code	4	4	2018 NC Plumbing Code
NC Plumbing Code (NCPC)				2018 NC Residential Code
2	Administration & Definitions	1, 2	16	Content Areas Content Areas are based on the arrangement and formats of the NC Energy and Plumbing Codes. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 2 – Items within chapters 1, 2, & 3 are shuffled. Block 8- Items within chapters 10, 11, and the appendices are shuffled.
	General Regulations	3		
3	Fixtures-Faucets and Fixture Fittings	4	19	
4	Water Heaters	5	15	
5	Water Supply and Distribution	6	21	
6	Sanitary Drainage	7	16	
7	Indirect-Special Waste	8	23	
	Vents	9		
8	Traps, Interceptors and Separators	10	16	
	Storm Drainage	11		
	Appendices	App		

Plumbing Inspector II (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code
1	NC Energy Conservation Code	4	4	2018 NC Plumbing Code
NC Plumbing Code (NCPC)				2018 NC Residential Code
2	Administration & Definitions	1, 2	18	Content Areas Content Areas are based on the arrangement and formats of the NC Energy and Plumbing Codes. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 2 – Items within chapters 1, 2, & 3 are shuffled. Block 8- Items within chapters 10, 11, and the appendices are shuffled.
	General Regulations	3		
3	Fixtures-Faucets and Fixture Fittings	4	21	
4	Water Heaters	5	16	
5	Water Supply and Distribution	6	13	
6	Sanitary Drainage	7	21	
7	Indirect-Special Waste	8	24	
	Vents	9		
8	Traps, Interceptors and Separators	10	13	
	Storm Drainage	11		
	Appendices	App		

Plumbing Inspector III (2018 ed.) Test		# of Items – 130		Time Allowed – 3.5 hours
Block #	Block Title (Content Area)	Chapters	# Items	Approved References
NC Energy Conservation Code (NCECC)				2018 NC Energy Conservation Code 2018 NC Fuel Gas Code 2018 NC Plumbing Code 2018 NC Residential Code
1	NC Energy Conservation Code	4	4	
NC Fuel Gas Code (NCFGC)				Content Areas Content Areas are based on the arrangement and formats of the NC Energy Conservation, NC Fuel Gas, and NC Plumbing Codes. The test is divided into blocks containing test items from specified chapters. All test items within each block are shuffled. Examples Block 3 – Items within chapters 1, 2, & 3 are shuffled. Block 9- Items within chapters 10, 11, and the appendices are shuffled.
2	General Regulations	3	2	
NC Plumbing Code (NCPC)				
3	Administration & Definitions	1, 2	20	
	General Regulations	3		
4	Fixtures-Faucets and Fixture Fittings	4	18	
5	Water Heaters	5	15	
6	Water Supply and Distribution	6	16	
7	Sanitary Drainage	7	18	
8	Indirect-Special Waste	8	23	
	Vents	9		
9	Traps, Interceptors and Separators	10	14	
	Storm Drainage	11		
	Appendices	App		

APPENDIX A6. RESIDENTIAL CHANGEOUT INSPECTOR I – II - III CONTENT OUTLINES & REFERENCES

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XI. TABBING THE CODE BOOK

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Tabbing your codebook properly is necessary for successful testing. On test day, you will be required to present your codebook to the proctor. If the proctor misses an issue with your codebook (e.g., unapproved tabs, Post-It notes, sticky notes, etc.) and upon OSFM review of the check-in process, irregularities are identified, your results may be cancelled, eligibility forfeited, and additional fees applied. You may also be denied future testing.

WARNING! All unauthorized tabs must be removed prior to your appointment.

Affixing Tabs



The North Carolina Codes contain copyrighted material owned by the International Code Council (ICC). To find out more about ICC, please visit www.iccsafe.org.

ICC Permission to Use

Learning Objectives

In this lesson, we will focus on how to affix tabs within your code book(s)

By the end of the lesson students should be able to:

- identify the purpose for affixing tabs
- examine different types of tabs that can and cannot be used in code books
- identify where tabs can be purchased

Purpose of Affixing Tabs

- Tabs allow *ready access* to specific code sections throughout the code books.
- Tabs increase your speed, reduce time and improve accuracy to find code requirements.
- Tabs are used by inspectors, contractors, homebuilders, designers, etc.
- Tabs are a great way to help you navigate through your code books with ease.

BUT! It is important that you select the correct tabs.

For State exam purposes, the NC Code Officials Qualification Board staff has determined that better clarification is needed on which tabs are acceptable and there has been some confusion on the proper use of tabs.

By having the correct tabs, the proctor will not require the removal of tabs at the testing center right before the state exam.



NO Post-it notes!

"Post-it" type
removeable tabs
are NOT allowed.

All tabs must be *permanent* and *non-removable*

Showing up at the test site with *incorrect tabs* will result in the tabs being removed from your book prior to the exam.

- Full page tabs, also known as loose leaf or divider tabs, are NOT allowed.
- Additional sheets of paper inserted into your code book and loose leaf are NOT allowed.
- "Post-it" type removeable tabs are NOT allowed.

While there may be other tabs that meet the requirements of the State exam, the following have been approved by Board staff and are accepted by the testing centers proctored by PSI Services LLC. There are a variety of manufacturers who make tabs.

- ICC makes numerically preprinted tabs and also code book specific stick on tabs.
- If you purchase the ICC code specific tabs, *you MUST purchase the 2015 edition of the corresponding International code tabs*. Remember, our 2018 NC Codes are based on the 2015 ICC code. Make sure to purchase the Soft Cover.
- Tab colors are not restricted to white or clear, colors may be used.
 - For an example of using colored tabs, take a look at the NEC tab color coding utilized to group topics together by color.

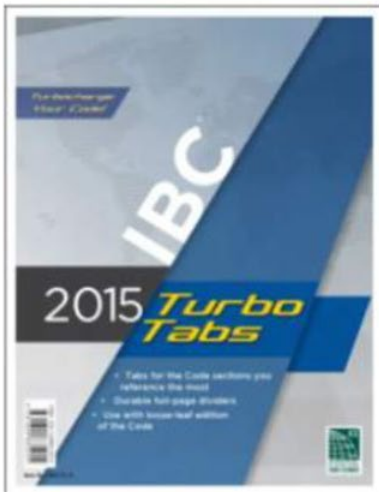
NFPA 70, National Electrical Code (NEC) or Handbook Self-Adhesive Index Tabs



> NFPA Members save an additional 10%.

Price:	\$0.00
Edition:	2020 ▾
Select:	☐ 2020 NEC Tabs - (\$21.50)
Quantity:	1 ▴ ▾

+ Add To Cart



2015 International Building Code Turbo Tabs

QTY	FORMAT	PRICE	MEMBER PRICE	MEMBER SAVINGS
0	Loose Leaf, Tabs Item #: 0001TL15	\$18.50 ⓘ	\$14.95 ⓘ	\$3.55
1	Soft Cover, Tabs Item #: 0001TS15	\$17.50 ⓘ	\$13.95 ⓘ	\$3.55



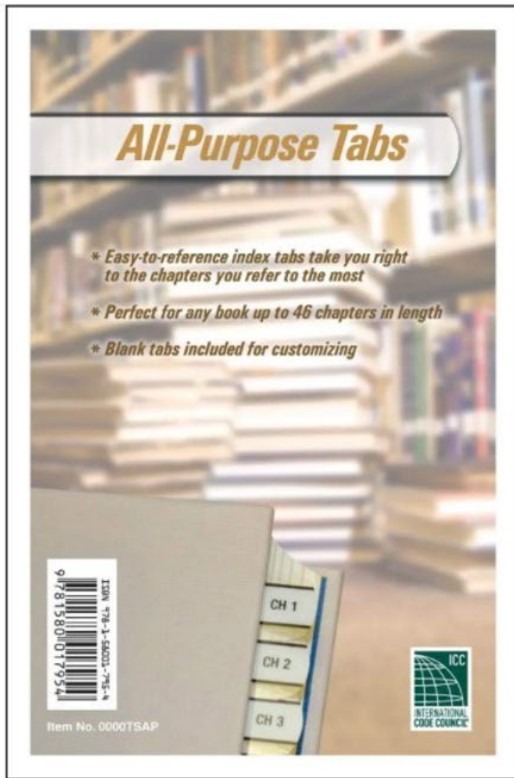
Add to Cart

Image Source: <https://shop.iccsafe.org/all-purpose-tabs.html>

Image Source: <https://shop.iccsafe.org/2015-turbo-tabs-complete-collection.html>



Image Source: <https://shop.iccsafe.org/all-purpose-tabs.html>



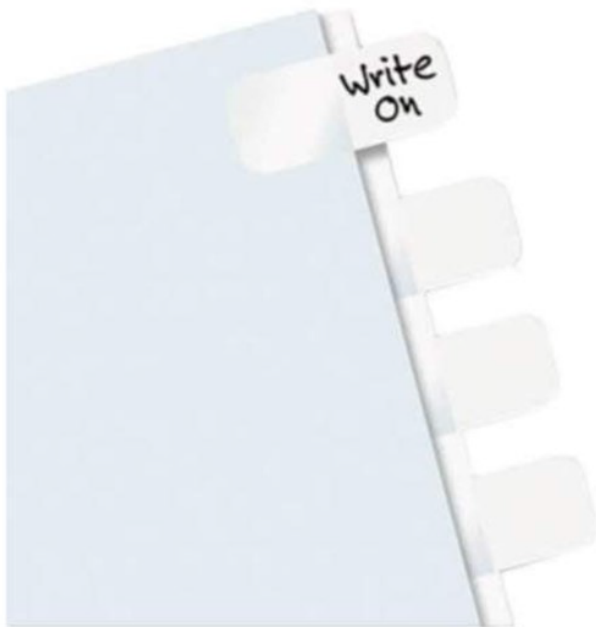
- When purchasing tabs from ICC they MUST be the "soft cover" vs. "loose leaf" type.
- "Loose leaf" type tabs are "full divider" sheets and are **NOT** allowed.
- A limited amount of these tabs are available at NC Department of Insurance for purchase. Because of the ability to have tabs and code books delivered to your home or work, purchasing [online](#) is preferred
- Redi-Tags also make several size varieties of permanent stick on tabs. These can be handwritten with chapter numbers and/or codes sections or computer printed.



Tabs allowed in PSI Candidate Information Bulletin

As you tab your book, think about frequent tables or sections that you use and add a tab!

- You don't only have to tab chapter numbers.
- Make use of all sides of the book.
- Some students find it helpful to tab tables at the top of the pages, and use the side of the pages for chapter numbers.



Write-on permanent tabs

These are permanent tabs and once they are applied to the page, they will not come off without tearing.

Please keep this in mind. One set of tabs is wider than the other, which may be easier to write words on.

We also have a limited amount of these tags here at the Department of Insurance for purchase.

We do encourage everyone to purchase these and the Code books online because of the ability to have them delivered to your home or work.

Source: <https://www.ncosfm.gov/approved-tabs-state-exam>

IMPORTANT: If your codebook is bound and tabbed in accordance with the CIB and the proctor insists you need to remove the tabs, you can refuse the exam and reschedule, no loss of eligibility and no additional fees.



WARNING – BUYER BEWARE

- Test preparation is your responsibility.
- You may not use any training class or Pass-the-Exam class as a reason for **NOT** passing the test, nor does it exempt you from additional test fees.
- Information contained in the test is not provided to any COQB Instructor.

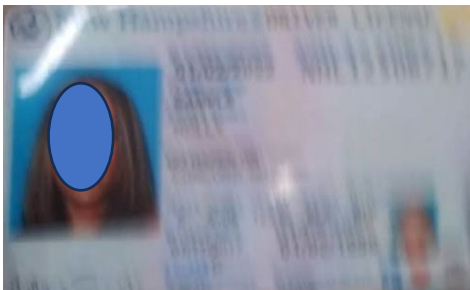
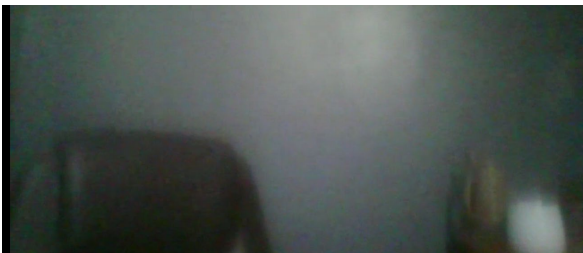
PART 4 – TESTING REQUIREMENTS

XII. TEST EQUIPMENT REQUIREMENTS

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- Neither OSFM, nor the testing service can provide a computer, set up, recommend specific testing sites/locations, or locate reliable internet service for you. Computer access for taking a test is solely the candidate's responsibility. The computer must be connected to a stable power source and reliable internet connection.
- You **MUST TEST YOUR COMPUTER BEFORE TEST DAY** in an environment that is identical to or close to the location where you plan to take your test. **DO NOT** wait until you log in to take your test to find out your computer does not meet the necessary equipment requirements.
- Screenshot and Remote Access applications that allow a candidate to capture, edit, share regions, windows, or full screens on the computer are prohibited.
- If you do not download and test the Guardian Browser prior to the test, you may not be able to take the test at your scheduled time. A personal computer may be used. However, if a business computer (e.g., state, AHJ), must be used, please work with your IT Department to overcome any issues.
- You must have a working internal or external webcam, microphone, and speaker.
- Test your camera prior to test day. The proctor must be able to clearly see you and the test environment. If your camera is out of focus or dirty, the proctor may not be able to properly verify your ID and your testing area. If this situation occurs, you will need to reschedule your exam and pay additional fees.



WARNING! You MUST TEST YOUR COMPUTER BEFORE TEST DAY in an area that is identical to or close to your testing location.

If the computer does not meet the minimum requirements, you will forfeit your test fee. Check ahead of time. DO NOT wait until you log in to take your test to find out your computer is not acceptable.

Equipment requirements can be found at <https://support.proctoru.com/hc/en-us/articles/24692181239309-Equipment-Requirements>.

When taking a COQB test, you will need a computer that fulfills the following system requirements.

	Minimum Requirements
Operating System	Windows 10 or later Mac OS 11.0 or later All recent compatible versions of ChromeOS (Extension workflow only)
Browser (extension workflow only)	Chrome
Connectivity	3 Mbps (3072 Kbps) Upload & Download Speed (mobile hotspots and tethering are discouraged)
Webcam	640x480 resolution
Microphone	All microphones other than those built into headphones are permitted.
Speakers	Built-in or external speakers are required.
RAM Capacity	8GB
CPU	4 cores at 2.4ghz
Monitor Resolution	1366x768
Ports	UDP/TCP 80 UDP/TCP 443

XIII. Prohibited Computer Applications (3rd party applications)

[Back](#)

Screenshot and Remote Access Applications that allow a candidate to capture, edit, share regions, windows, or full screens on the computer are prohibited. If these are found prior to the test, candidates will be asked to uninstall them. The time to uninstall prohibited applications may result in extended wait times prior to the test. You may need to reschedule and repay for another test. If a prohibited application is discovered during the test, it will be considered cheating and presented to the Board for disciplinary action. We recommend that you do not use a computer set up for gaming. These computers often have prohibited applications.

PROHIBITED COMPUTER APPLICATIONS*



Test takers have had to reschedule and repay to take their test due to prohibited computer applications. The “Test-it-Out” application DOES NOT check for prohibited applications. The list below is not intended to be a complete list as software is continually being created and released.

Uninstall these applications before the appointment. If the Guardian Browser detects a prohibited application, you will be asked to uninstall the application. If you don’t know how to uninstall the applications, be sure to speak with someone who does before the test. Also, make sure the person tells you how to uninstall applications if you need to uninstall one during the test check-in process. The proctor will not uninstall any applications or programs.

AnyDesk	Loom
BeyondTrust (Bomgar)	Microsoft Quick Assist
Chrome Remote Desktop	OBS Studio
ConnectWise	Pulseway
Dameware	RealVNC
Dameware Remote Everywhere	RemotePC
Dualmon	RustDesk
Flameshot	ScreenConnect
Game Assist (Edge of Game Bar)	ShareX
Getscreen.me	Snagit
GoToMyPC	Splashtop
Greenshot	Supremo Remote Desktop
Gyazo	TeamViewer
Iperius Remote	TVNServer
Kaseya VSA	Zoho Assist
Lightshot	
LogMeIn	
Any other application that allows a candidate to capture, edit, share regions, windows, or full screens on the computer are prohibited.	

WARNING: DO NOT WAIT UNTIL TEST DAY. YOU MAY NOT BE AWARE IT IS ON YOUR COMPUTER.

If you are not sure if you have any of the listed or similar applications that allow remote control of your computer, please check with your IT department or a computer specialist. If a prohibited application is found on your computer on test day and it cannot be removed at that time, you will be required to reschedule and pay additional test fee.

The “Test-it-Out” application DOES NOT check for prohibited applications.

Virtual Machines: You will not be permitted to take your test from within a virtual machine. A virtual machine is a software-based emulation of a physical computer that runs on a host machine (a physical server, desktop, or laptop). It functions as a "computer within a computer," featuring its own virtual CPU, memory, storage, and operating system (OS), which are isolated from the host system. Virtual machines are used to run multiple independent operating systems on a single physical machine, optimizing hardware utilization, improving security, and enabling flexible software testing. Virtual machines can be detected through the pre-test system check and are not permitted.

How can I check what apps are on my computer?

NOTE: Due to various computer models and/or software versions, the procedures below may be different. If so, contact IT or a computer specialist.

WINDIOWS COMPUTERS

1. Open **Start**



2. Click on **Settings**

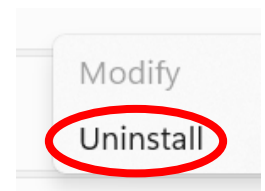
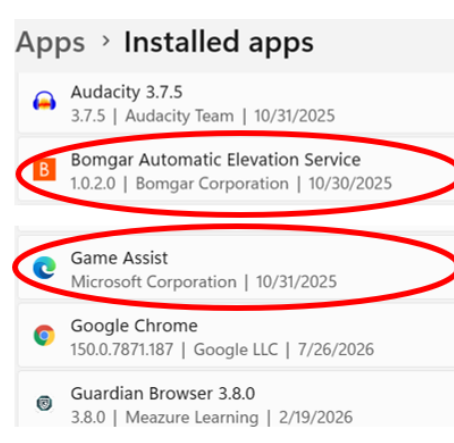
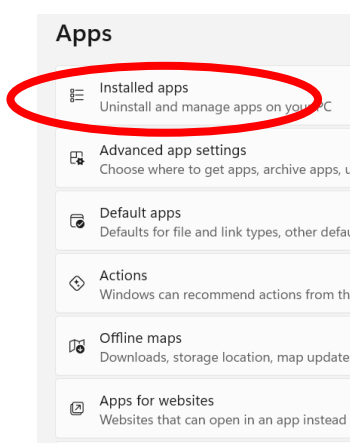
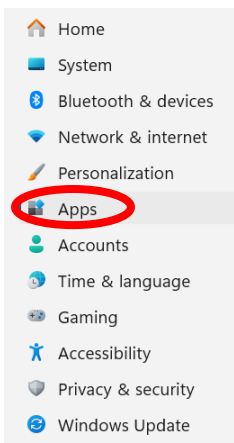


3. Click on **Apps**

4. Click on **Installed apps**

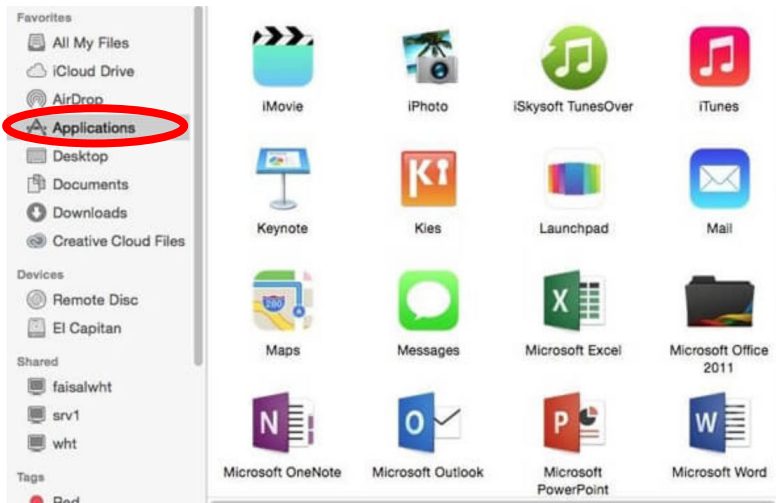
5. Click on **Prohibited Apps**

6. **Uninstall App**



MAC COMPUTERS

1. Open **Finder** app and click on **Applications** on the left pane. You can find the program you want to remove in this folder.



2. Scroll through the programs in the right window to locate the program that you want to uninstall.

3. Drag its icon to **Trash** to get rid of this app.

Other Considerations:

- Mobile devices, tablets, iPads, Chromebooks, cell phones, etc. may not be used.
- Headphones, earphones, earbuds, etc., are not permitted unless required by ADA accommodation.



- Only a single monitor may be used. All other monitors must be disconnected and covered.
- Unlicensed/inactive versions of Windows and Test Builds/Modes are not permitted.

Browser tabs, copy text and image, and window size.

- Browser tabs are restricted to prevent test takers from accessing additional tabs during their test.
- Text and image copying is disabled to prevent test takers from copying text and images during the test.
- Test window size - The test taker's browser tab will remain full screen during the test. Test takers may not change the browser size.

XIV. GUARDIAN BROWSER AND TESTING YOUR COMPUTER

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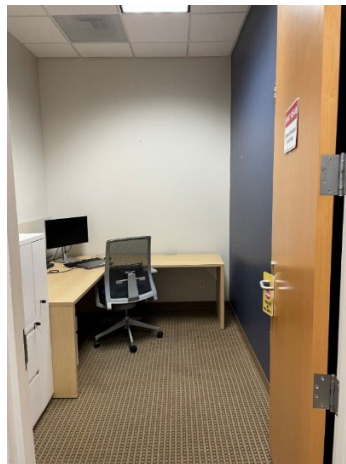
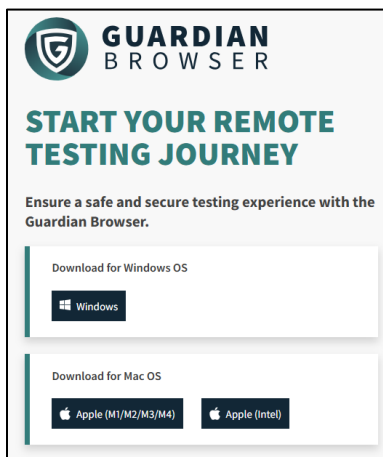
COQB testing requires the ProctorU Guardian Browser.

Before test day, download the Guardian Browser here <https://guardian.measurelearning.com> and use the [test-it-out feature](#) so you are ready on test day.

WARNING: The “Test-it-Out” feature DOES NOT check for prohibited applications.

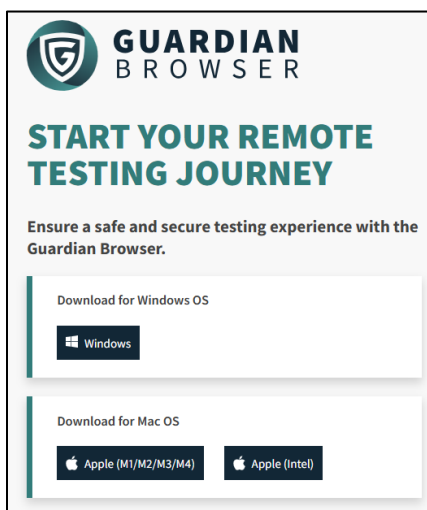
Agency Dedicated Room And Computer

Through beta-testing of remote proctoring, some agencies have determined it is easier and more practical to set up a dedicated computer within testing room with only the Guardian Browser software loaded on it, rather than loading the browser on individual employee computers.

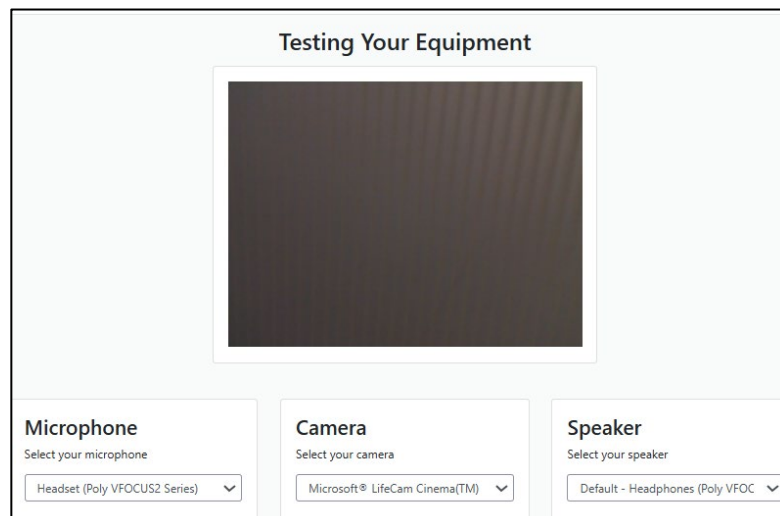


WARNING! If you do not test your equipment, and your computer disconnects during the test, you will forfeit that attempt and test fee. We highly recommend you test your equipment again on test day and take a screenshot of the results.

Download Screenshot



Test-it-Out Screenshot



IMPORTANT: Notice to County and Local Jurisdiction IT Teams,

This communication is to provide clarification regarding the use of the Guardian Browser for State-approved online assessments.

The State has reviewed and approved the Guardian Browser for use in conjunction with the state's online testing platform. Based on this review, the application is considered safe for installation and use solely for the purpose of administering authorized assessments.

Please note the following important points:

- The State's approval applies only to the use of the Guardian Browser as required for assessment delivery.
- The State does not assume responsibility for any technical, operational, or system-related issues that may arise from the installation or use of the Guardian Browser.
- All technical support, troubleshooting, and functionality-related questions should be directed to the testing provider at osfmexamssupport@questionmark.com.
- Installation and deployment decisions remain at the discretion of each county or local jurisdiction, in accordance with their internal IT policies and procedures.

This notice is intended to provide reassurance that the Guardian Browser has been reviewed and approved at the state level for its intended assessment-related use, while clearly defining support and responsibility boundaries. If you have any additional security related questions please forward them to osfmquest@ncdoi.gov.

The online testing area should mimic “in-class” testing and **MUST** conform to the following:

- Room, preferably a private room with a door and restricted access.
- Windows tinted or shaded to prevent onlookers. This restriction only applies if someone walking by a window can see the candidate’s monitor screen.
- Wall-mounted dry-erase boards must be fully erased. Flip charts are prohibited.
- No other person is permitted to enter the room during testing.
- No pets or children are allowed in the room or where they may be a distraction. If anyone enters the testing area, your results may be cancelled.
- No communication with others, by any means, during the test.
- Room lighting bright enough to be considered “daylight” quality.
- The computer is connected to a stable power source and internet connection.
- Workstation, desk, or table must be cleared of all materials.
- No lap-desk, chair, bed, couch, etc. is acceptable.
- Kitchen and dining room tables are allowed.
- The removal of all books, papers, notebooks, phones, headphones, tablets, etc. is required.
- Adjustable height (elevating) desks are authorized; however, the candidate must be within full view of the proctor while adjusting the height. The camera **MUST** travel with the desk. Candidate must inform the proctor prior to adjusting the desk.
- No writing on the desk or walls.
- No dual monitors.
- Screenshots of test information are prohibited.
- Your face, chin to forehead, must always be in the camera view.

External Cameras



Sample Only

Candidates can use an external camera if they don't want to use their internal device camera. External cameras can be chosen when testing equipment prior to a test or on test day. Here is an article on set-up and troubleshooting.

<https://support.proctoru.com/hc/en-us/articles/360035508792-Camera-Troubleshooting>

Dry-erase Whiteboard



- The maximum size allowed is 8.5x11 inches.
- Must remain on the desk or table throughout the entire test.
- Candidate should be able to write on and erase the board without significantly turning away from the camera, which can be flagged as a potential issue.
- The proctor will perform a room scan and require a clear view of the dry-erase board, potentially asking the candidate to adjust the position during the check-in process.
- You will be required to show the erased blank whiteboard prior to the test as well as no writing on the back of the whiteboard. Near the end of the test, you will be required to show the proctor your erased whiteboard (front and back) again.

Clamshell Set-up. (Closed Laptop and Single Monitor)

An external monitor connected to a closed laptop must be set to mirror display and connected directly to the computer. A docking station is not allowed.



XVI. PHYSICAL AREA CHECK

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To ensure that these requirements are met, candidates/proctors will take the following actions before unlocking the test:

- Six-point camera pans will be standard (four walls, desk, and view of under the desk (standing up away from the desk).
- Camera pans will include a view of the entire wall (floor to ceiling). PLEASE PAN SLOWLY AND SMOOTHLY.
- Candidates will be asked to remove everything from their desk that is not permanently affixed or approved for the test.
- Monitor checks will be conducted using a reflective surface (mirror or cellphone selfie camera view) or with an external webcam to ensure the physical computer is secure. No cables except the mouse, keyboard, ethernet, and power cables may be present.
- Testing from a hard surface will be required: no beds, couches or testing from the floor.
- Candidates will be asked to place their back to the door, if possible.
- Candidates will NOT be allowed to test in a room where a clear glass wall would allow someone to view the computer screen.
- Cell phones must be viewed by the proctor, and their location must be visually verified to be out of reach of the candidate.
- If a disconnection occurs an additional camera pan will be performed.
- Proctors note each time a camera pan is performed.
- Webcam, speakers, and microphone must remain on throughout the test
- Testing from a bathroom/restroom is not permitted.

Physical layout of testing room

OSFM, QuestionMark, and Meazure Learning do NOT approve testing rooms prior to a test.

The closer your testing area looks like the one below, the better your chances of having no issues when your test appointment begins. Anything in the room that could possibly lead to test security, or cheating issues must be covered or removed (e.g., bookshelves, posters relating to inspector topics, wall-mounted dry-erase boards with writing, flipcharts, etc.). The proctor will grant final approval at the time of the test.



Tinted window



These Set-Ups are NOT Acceptable!



XVII. DAY BEFORE TEST

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- Desk area - meets requirements.
- Prepare any “Do Not Disturb” signs to be posted on test day.
IMPORTANT: Anyone entering the test area may result in score cancellation and additional test fee.
- Check your camera set-up. Make sure your head, chin to forehead is visible from your camera.
- **IMPORTANT:** If due to lack of preparation you are not ready to test, reschedule to avoid paying another exam fee.
- Review the Candidate Information Bulletin including the ID policy. You will be required to agree to the terms outlined in this document to take your test; read them carefully.
- For screenshots of how the test will appear, see APPENDIX A.
- **IMPORTANT:** If you have an accommodation, it must be approved by OSFM Staff, and you must have shared your appointment information with OSFM Staff.
 - If you do not, you will not be provided the accommodation and may need to reschedule and pay an additional test fee.
- Preview the test screen shots in Appendix A.

WARNING: If you are not sure if you have any prohibited applications, please check with your IT department or a computer specialist. If a prohibited application is found on your computer on test day and it cannot be removed at that time, you must reschedule and pay an additional test fee.

WARNING: The “Test-it-Out” DOES NOT check for prohibited applications.

IMPORTANT: View the proctoring demo video located at https://support.proctoru.com/hc/en-us/articles/360043565051-What-to-expect-on-exam-day-Extension-Workflow#h_820d719c-e6c5-4051-b381-e1c1b4fd3d29 Scroll to the section titled **Candidates Testing for Certification or Professional Testing Organizations** View the video titled **“The Professional Testing Candidate Experience: What to Expect During Your Remote Proctored Test”**.

XVIII. IDENTIFICATION REQUIREMENTS (Candidate Authentication)

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WARNING! If the candidate fails to present proper identification or the names do not match, the candidate will not be allowed to test. The test fee will not be refunded.

Candidates must provide one (1) form of original, valid (non-expired), signature-bearing government-issued identification with photo. Candidates must register for the test with their LEGAL first and last name as it appears on their government-issued identification. All required identification below must match the first and last name under which the candidate is registered.

Primary Identification (With photo and signature)	IDs explicitly not accepted
State issued driver’s license	Social Security Card
State issued identification card	Birth Certificate
US Government Issued Passport	Debit/credit cards/checks
US Government Issued Military Identification Card	Any IDs containing sensitive Personally Identifiable Information (PII) that are not listed above
US Government Issued Alien Registration Card	
Canadian Government Issued ID.	

PART 5 - RULES OF CONDUCT

This section describes the rules of conduct adhered to and enforced by the proctoring service.

WARNING! Candidates are responsible for all content within the COQB CIB. Failure to comply may result in test failure, eligibility forfeiture, and additional test fees.

XIX. WHAT AM I ALLOWED AND NOT ALLOWED TO DO DURING MY TEST?

[Back](#)

What is Allowed.

Restroom Breaks During the Test

- With proctor approval, candidates may take a restroom break.
- For this exam you are allowed no more than two (2) restroom breaks.
- **IMPORTANT:** Before taking a break, you must have completed and "Submitted" the current block of test items and not have opened the next block of items.
- You will not be able to return to any block already submitted.
- Breaks may not exceed 15 minutes.
- The test time clock never stops.
- When a candidate returns from a break, the physical environment will be resecured.
- Another room scan must be performed with the proctor.

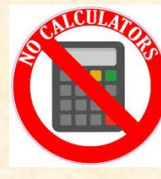
Other Considerations

- Drinks are permitted and must be shown during the room scan. There are no rules on drink containers (e.g., water bottles, thermoses, tumblers, travel mugs, etc.).
- Candidate is required to be clothed and not dressed in only undergarments.
- Jewelry is acceptable.

What is NOT Allowed?

- During breaks, candidates may not disrupt the virtual environment (e.g., browse the internet, check email, etc.).
- No communication with anyone.
- Candidates are expected to always remain professional and treat the proctors with respect. Aggressive behavior will not be tolerated including but not limited to verbal harassment, abusive or foul language, threats, failure to respond to proctor instructions. Incidents may result in test termination, additional fee and/or referral to the Board for disciplinary action.
- Food is not permitted during testing without an accommodation.
- Smoking/vaping/dipping/chewing or any form of tobacco may not be used during testing.
- No writing instruments or writing paper.
- Personal items (purses, wallets, sunglasses, watches, bracelets, arm bands, wrist bands, etc.) must be removed and out of sight.
- Non-religious head coverings that obstruct the eyes must be adjusted or removed.
- Religious Head Coverings – Candidate must attest that they do not have any recording or listening devices under the head covering.
- No headphones, earbuds, or earplugs are permitted. Ears will be inspected by the proctor. Use of hearing aids must be an approved accommodation.
- No calculators
- No copying, recording, photo devices, or other similar devices.
- No radio, television, or sound device may be operating in the background.
- Remain seated unless approved by your proctor.

WHAT IS NOT ALLOWED?



Proctor Intervention

The proctor may intervene to actions or behaviors that are not allowed. Actions and behaviors that will be flagged during a test:

- **Talking out loud:** Unless you have accommodation, talking or whispering aloud during the test is not permitted.
- **Being out of camera view:** Your face, chin to forehead, must always be in the camera view.
- **Anyone entering your testing area:** You may not have anyone else in your testing location with you.
- **Anyone talking to you while you are in your testing area:** Additional noises, including other people talking to you, while you are taking your test are not allowed.
- **Looking off-screen:** Your eyes must stay within the parameters outlined in this CIB.
- **Using materials that are not allowed:** No unauthorized materials are allowed for this test. Phones and recording devices are prohibited.
- **Taking pictures or screenshots of the test:** Taking pictures, including screenshots, is not permitted. If you are using a Mac, your proctor will disable the ability to use your keyboard screenshot hotkeys.
- **Copying and/or pasting any elements of the test:** The system will not allow you to copy and paste any content from your test. Regardless of whether you can or cannot perform this function, the system will capture all events of copy and paste that occur.
- **Using a virtual machine:** Virtual machines can be detected through the pre-test system check and are not permitted.
- **Using a secondary monitor:** You may only use one monitor connected to one computer during your test.

- **Leaving your seat:** You must have prior approval from the proctor.
- **Using tobacco:** Smoking/vaping/dipping/chewing or any form of tobacco is not permitted.

WARNING! REMINDER: All tests and test items are the sole property of NC Code Officials Qualification Board. No test items shall be copied, saved, or shared during or following the test. Any candidate caught or suspected of harvesting, sharing test items or test content, releasing confidential test materials, or participating in fraudulent test-taking practices will be reported to the Board and disciplinary actions taken, up to and including permanent revocation of your application, license, civil penalties, and criminal charges.

PART 6 – TEST DAY AND AFTER THE TEST

XX. WHAT TO EXPECT ON TEST DAY

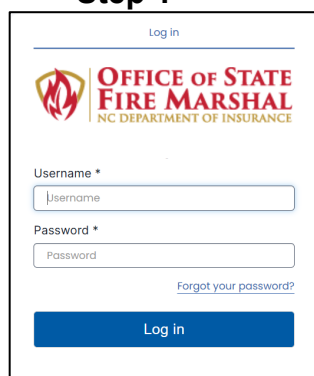
[Back](#)

IMPORTANT:

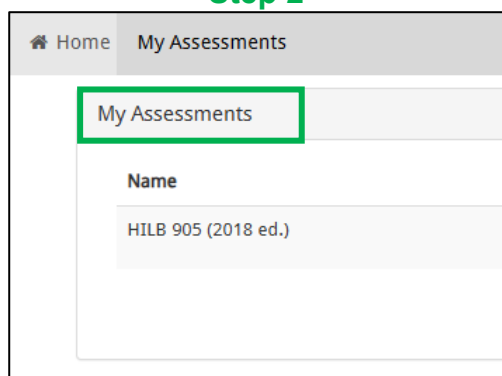
- If your codebook is bound and tabbed in accordance with the CIB and the proctor insists you need to remove the tabs, you can refuse the exam and reschedule, no loss of eligibility and no additional fees.
- To reduce stress from extended check-in time, have your testing area as clear as possible. See sections on TEST ENVIRONMENT and PHYSICAL ENVIRONMENT CHECK.
- The proctor will state the accommodation(s) on file. If they cannot verify and allow the accommodation(s), let them know you want to reschedule the test. Immediately, send an email explaining the issue to osfm.quest@ncdoi.gov.

Logging into the Test

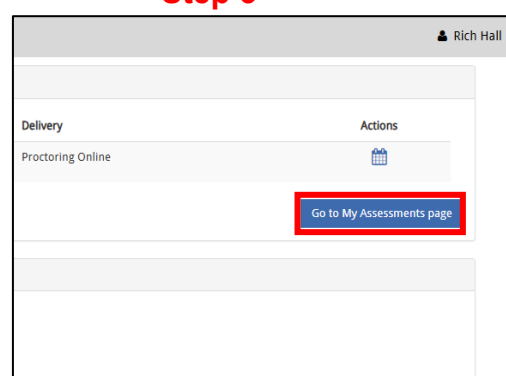
Step 1



Step 2

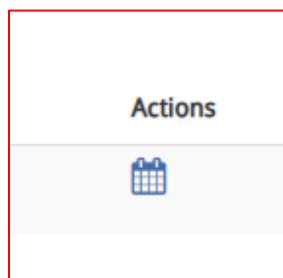


Step 3



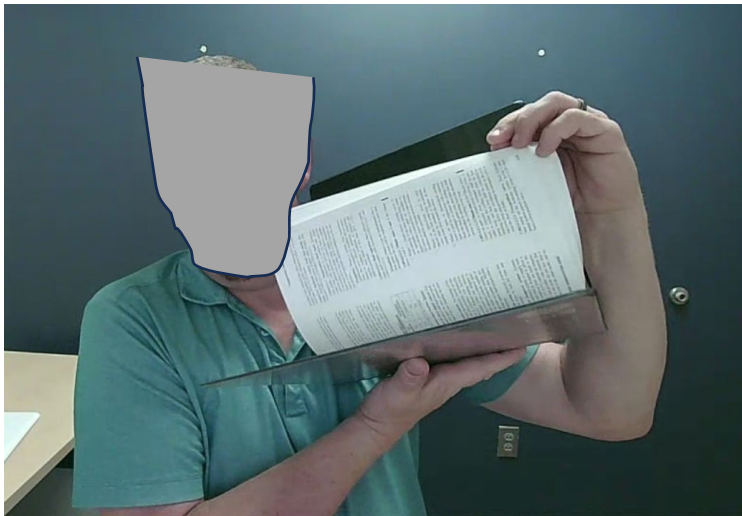
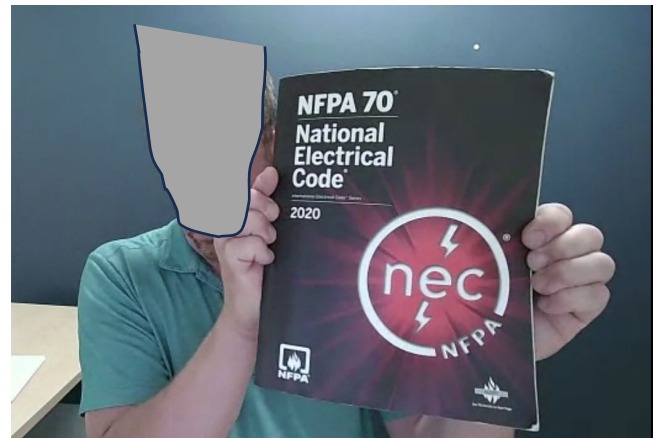
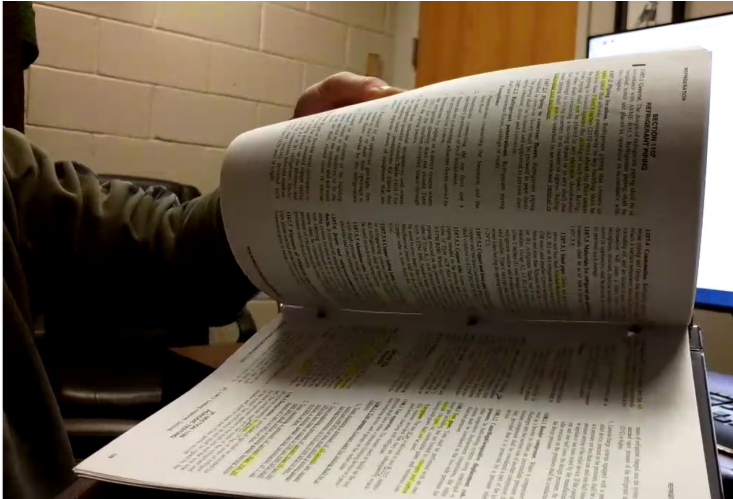
The “**Actions Calendar**” button will change to a blue “**Play**” button for the assessment approximately five minutes before the scheduled start time. Until this time, the button appears as a calendar. Once you are within five minutes of the assessment time, it will transform into the “Start” button.

NOTE: If the Play Button does not appear 5 minutes prior to the test start time, do not panic. Sometimes it doesn’t appear until test time. This delay will not impact your test time.



Step 4. Click the **Play button** to enter the test process.
Presenting Reference Materials

WARNING: On test day you will be required to present reference materials during the room scan. You must show them to the proctor before the test begins. You will be required to SLOWLY flip through the pages of your reference materials to allow the proctor to determine consistency throughout the text. Using unauthorized materials is a serious violation that can lead to a canceled score and the loss of an eligibility, and pay additional fees.



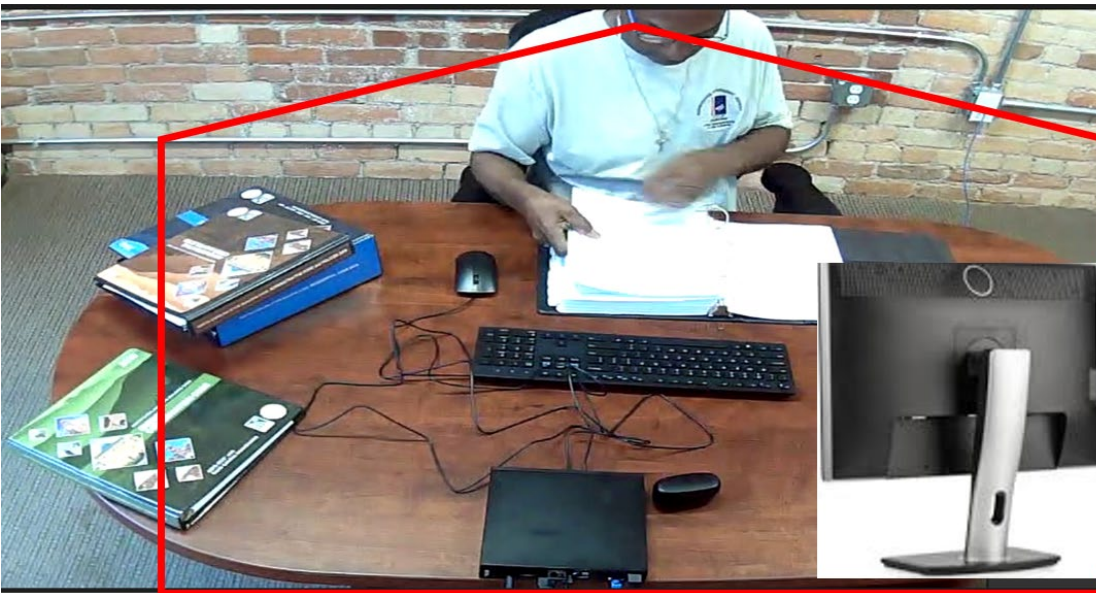
Eye/head Movement Parameters During the Test

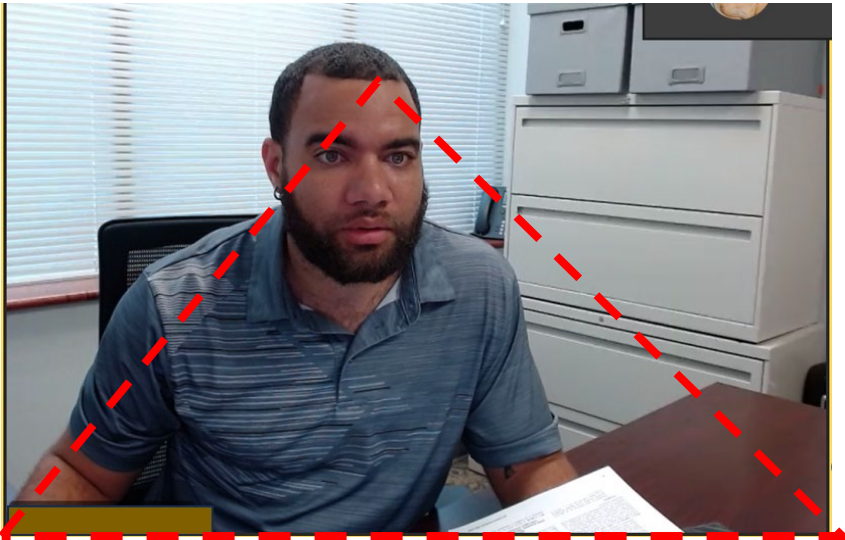
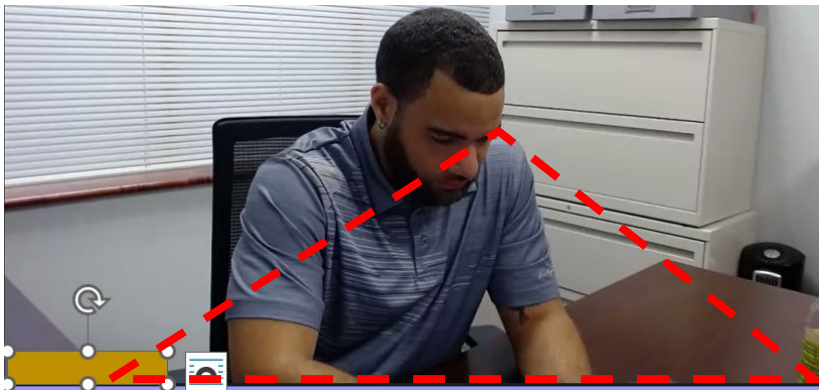
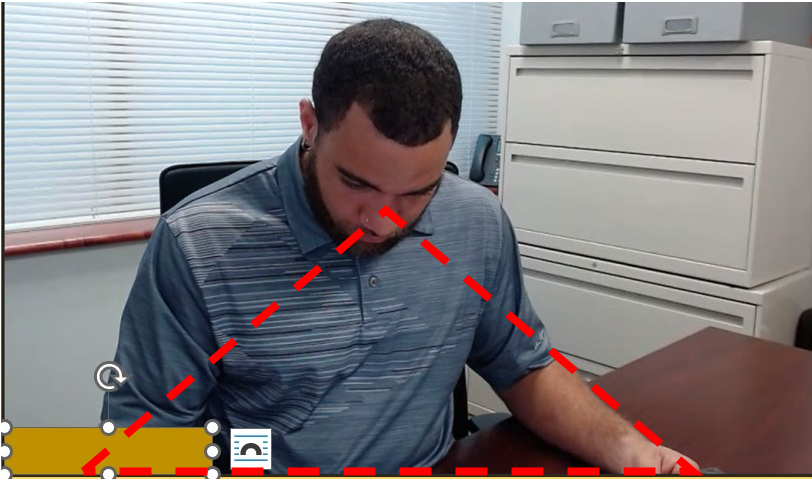
This image is a representation of the view the proctor will have during the test.



Your face, chin to forehead, must always be in the camera view.

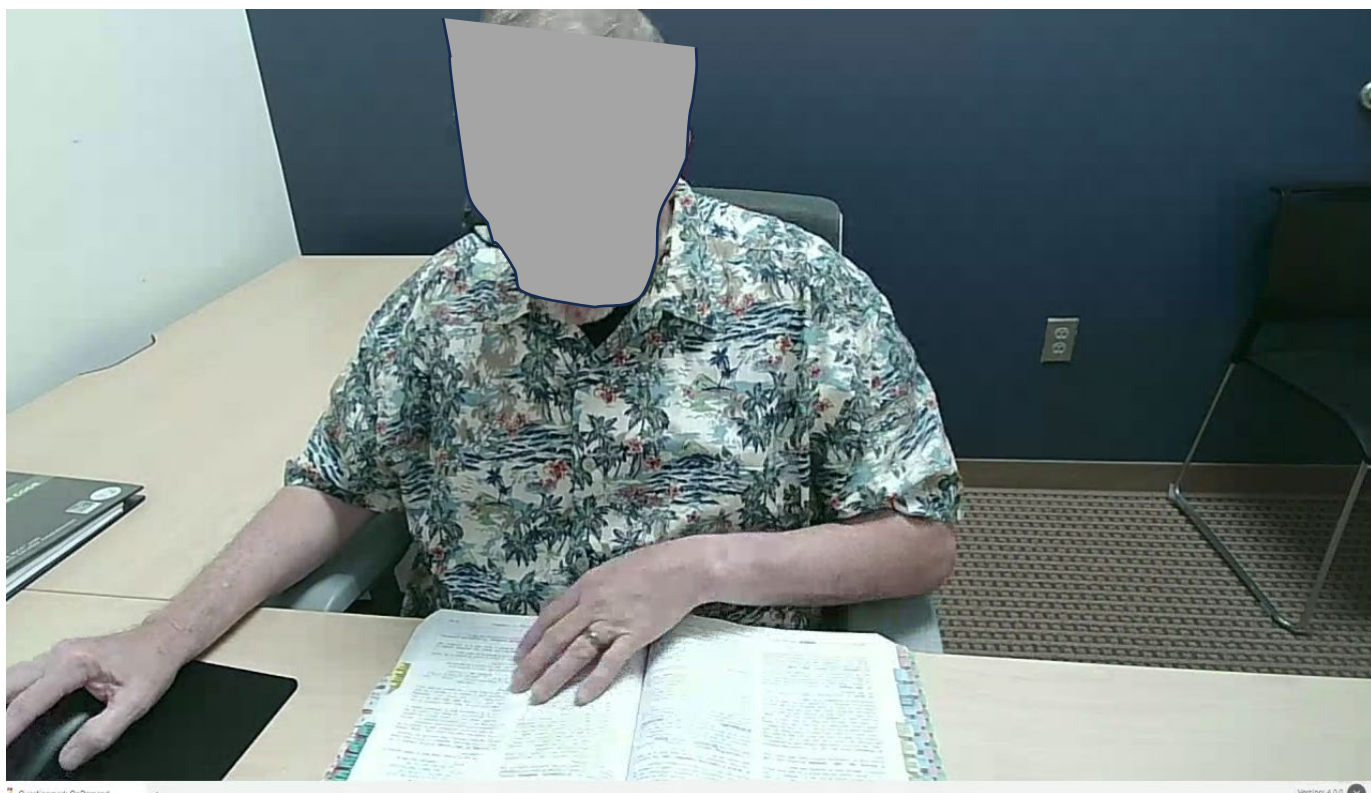
The red line in the following images indicate the allowable eye/head movement parameters.





Any other movement will be flagged. If continuous, the proctor may stop the test. If this occurs you will forfeit this attempt and may not be able to retest.

The image below is an appropriate set-up for taking the test.



Restroom Breaks During the Test

- With proctor approval, candidates may take a restroom break.
- For this exam you are allowed no more than two (2) restroom breaks.
- **IMPORTANT:** Before taking a break, you must "Submit Your Answers" for the current block of test items and not have opened the next block of test items.
- You will not be able to return to any submitted blocks.
- Breaks may not exceed 15 minutes.
- The test time clock never stops.
- During breaks, candidates are not allowed to disrupt the virtual environment (browse the internet, check email, chat, etc.).
- When a candidate returns from a break, the physical environment will be resecured.
- Another room scan will be performed with the proctor.
- Do not communicate with anyone.

Dry-erase Whiteboards

Dry-erase whiteboards are authorized for COQB tests. You will be required to show the erased blank whiteboard prior to the test as well as no writing on the back of the whiteboard. Near the end of the test, you will be required to show the proctor your erased whiteboard (front and back) again. Do not proceed to the next block until your proctor has verified the blank whiteboard.



XXI. TECHNICAL ISSUES DURING THE TEST

[Back](#)

Known computer issues must be resolved before test day.

Important: Waiting for a technician - If there are technical issues, there will be a waiting period for the proctor to connect to the technician. Be patient and do not panic! If the issue cannot be resolved, OSFM Staff will be notified. After a review, you will be notified regarding next steps.

- The proctor will perform basic troubleshooting for five minutes then transfer to technician if technical issues continue.
- Technicians will troubleshoot for up to an additional 20 minutes. If no resolution is achieved, the candidate will need to reschedule.
- If repeated technical issues occur during the test, technicians will ask the candidate to reschedule the test.
- The technician will be the one to inform the candidate that no more troubleshooting can be performed.
- If there is a system failure such as a power outage, loss of network connectivity, software failure, or a candidate closed their browser window, follow the “RESUME PROTOCOL”

Resuming a Test

The testing software provides support for disconnections by allowing both candidates and proctors to resume a test. If you lose your connection or if a proctor requests it, you can resume your test for a limited time. Log back into Questionmark and click the "Resume" button (see screenshot below).



The “Resume Button” relaunches the Guardian browser. You will be checked in and the room secured before you continue the assessment.

If this does not work, the candidate will need to reschedule the test.

If the technical issue is on the QUEST side, a fee will not be charged for rescheduling.

If the technical issue is on the candidate’s side, a new test fee may be required.

As stated in the “Reservation Confirmation” and “Reservation Reminder” emails”, test your system prior to test day.

If unable to reconnect to the test. Send a detailed email to osfmexamssupport@questionmark.com.

- **Candidates who pass the test:**
 - will receive notification of the passing status.
 - no score information will be available.
 - results will be transmitted to the COQB Database.
- **Candidates who fail the test:**
 - will receive their score and a coaching report.
 - results will be transmitted to the COQB Database.
 - each eligibility is valid for two (2) attempts.
 - you must wait 30 days between each attempt.
 - shortly after failing the test, you will receive an email stating that
“Your application is approved, and you are eligible to take the [Test]. Please use the green **Purchase Exam** Button provided below to purchase your test.”
 - when you schedule your test, the available dates will be 30+ days from your previous attempt. This process will allow you time to plan what works best for you. Save this email.
- **Cancellation of Test Results**

Candidate test results will be cancelled for suspected irregularities such as:

- giving or receiving assistance with answers during a test,
- harvesting or sharing test items or test content,
- using unauthorized materials,
- failing to abide by the rules presented or directions from the proctor, or
- inappropriate behavior.

Note: These irregularities may be presented to the Board for disciplinary action.

OSFM Survey

At the end of the exam, the proctoring service will ask you to complete a survey. The survey is optional.

In your PASS/FAIL email from OSFM, you will receive a link to the 2-minute OSFM survey. Please complete the survey. Your responses will help us improve our services.

XXIII. COACHING REPORT

[Back](#)

There are no test review/item challenges for this test. A Coaching Report link will be included in the email. Information in the report is provided to identify areas where you need further study. The Coaching Report shows the total number of questions per content area.

Example: This candidate correctly answered 6 of 18 test items in the NCFC – Administrative and Definitions block of the test.

SAMPLE COACHING REPORT

Be sure to check your SPAM or JUNK email.



Assessment name	Fire I (2018 ed.) Exam - Form A
Participant ID	C32736
First Name	
Last Name	

Topics

	Content Area
L...	NCFC - Administrative and Definitions
▼ Score	Correctly Answered / Total Questions 6/18
L...	NCFC - General Safety Provisions
▼ Score	Correctly Answered / Total Questions 1/16
L...	NCFC - Building and Equipment Design Features
▼ Score	Correctly Answered / Total Questions 22/64
L...	NCFC - Special Occupancies and Operations
▼ Score	Correctly Answered / Total Questions 4/19
L...	NCFC - Hazardous Materials
▼ Score	Correctly Answered / Total Questions 6/13

PART 7 – APPENDICES

APPENDIX A. TEST SCREENSHOTS

[Back](#)

Once you begin the test, you will see the following General Information screen. Please read the information carefully.

IMPORTANT: It is crucial that you read these screens. The time reading these screens does NOT reduce your testing time.

Screen 1

OFFICE OF STATE FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Feb 03 2026 | tryout

Assessment progress: Time remaining: 03 : 30 : 00

Building I (2018 ed.) Exam - Form A

This is a 130 question, multiple choice test, using ONLY Board approved reference(s). A calculator is provided within the exam software, and examinees may adjust the font size on the exam screen. The time allowed for this exam is 3 hours and 30 minutes. Examinees may flag exam items they wish to return to within each block. The exam is divided into blocks containing test items from specified chapters. All test items within each block are shuffled.

NOTE: Be sure to view and answer every question including flagged items. Once you click submit to move to the next block you WILL NOT be able to return to the previous block.

WARNING: All tests and test items are the sole property of NC Code Officials Qualification Board. The following violations or variations thereof will cause your test to be terminated immediately and will be reported to the Board. Disciplinary actions may be taken, up to and including no future testing and revocation of your license/certification indefinitely.

1. Candidates writing in the references during the test.
2. Candidates who try to use unapproved additional papers (loose or attached) within their approved references. This includes but is not limited to partial references, notes pages, indexes, code reference sheets, class handouts, scratch paper, sticky notes, stapled tabs, divider tabs, etc.
3. Candidates who copy, save, or share test items during or following the test.
4. Candidates caught or suspected of harvesting or sharing test items or test content.

Good luck with the exam.

Next Calculator Navigator Submit Your Answers

Clicking “NEXT” will display this screen. This screen is where you will affirm that you have prepared for the test, completed all tutorials, and tested your computer. If you wish to continue with the test, select the “Yes” radio button and click “Submit Your Answers”.

Screen 2

OFFICE OF STATE FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Jul 09 2026 | tryout

Assessment progress: Time remaining: 00:03:00

Building I (2018 ed.) Exam - Form A

1 of 1
I affirm that I have prepared for this exam, completed all tutorials and computer checks provided through the QUEST exam process, as well as read and understand the Candidate Information Bulletin.

Choose a response below and click the "Submit your answer" button in the lower right corner of this screen.

☒ Yes
☐ No

Previous Calculator Navigator Mark Question Submit Your Answers



OFFICE OF STATE
FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Jul 01 2026 | tryout

Assessment progress: Time remaining:: 04 : 00 : 00

A O ?

RESTROOM BREAKS

With proctor approval, candidates may take a restroom break.

For this exam you are allowed no more than two (2) restroom breaks.

Before taking a break, you must have completed and "Submitted" your current block of test items and not have opened the next block of items.

You will not be able to return to any block already submitted.

Breaks will not exceed 15 minutes.

The test time clock never stops.

During breaks, candidates are not allowed to disrupt the virtual environment (browse the internet, check email, chat, etc.).

When a candidate returns the physical environment will be resecured.

Another room scan must be performed with the proctor.

Next

Calculator

Navigator

Submit Your Answers



OFFICE OF STATE
FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Jul 01 2026 | tryout

Assessment progress: Time remaining:: 04 : 00 : 00

A O ?

1 of 1

By clicking yes below, I affirm that I have read and understand the restroom break policy.

☐ Yes

☐ No

Previous

Calculator

Navigator

Mark Question

Submit Your Answers

Building I (2018 ed.) Exam - Form A

Resuming an Assessment

The testing software contains a feature that provides redundancy against disconnections, allowing both candidates and proctors to resume an assessment. If you lose your connection or if a proctor requests it, you can resume your assessment for a limited time. To do this, please log back into Questionmark and click the "Resume" button (see screenshot below).

🔍 | 📄 | 📅 | 📌

Once complete, the Guardian Browser will launch, and you will be checked back in and the room secured before you continue the assessment.

If this does not work, the candidate will need to reschedule the test.

Next ➔

Calculator

☰ Navigator

🚀 Submit Your Answers

Building I (2018 ed.) Exam - Form A

1 of 1

By clicking yes below, I affirm that I have read and understand the RESUME EXAM policy.

☒	Yes
☐	No

⬅ Previous

Calculator

☰ Navigator

🔖 Mark Question

🚀 Submit Your Answers

You will then be shown this screen. Read the screen and click “NEXT”

**OFFICE OF STATE
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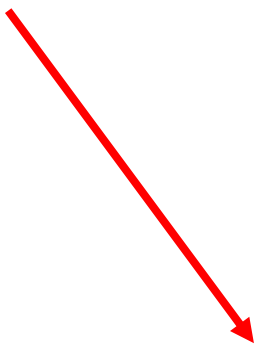
OSFM QUEST

Oct 23 2025 | tryout

Time remaining: 00 : 25 : 00

AO?

Block 1 - :
This block contains 21 test items.
Ensure you have VIEWED and ANSWERED all test items including those flagged.
Once you click "Submit Your Answers", you will not be able to return to this block of test items.



[Next](#) [Calculator](#) [Navigator](#)

Finally, you will see your first test item. Click your choice and click “Next”

**OFFICE OF STATE
FIRE MARSHAL**
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Nov 19 2025 | tryout

Time remaining: 04 : 00 : 00

AO?

5 of 93

Question Stem

☐ Choice A

☐ Choice B

☐ Choice C

☐ Choice D

Figures appear in this area

[Previous](#) [Next](#) [Calculator](#) [Navigator](#) [Mark Question](#) [Submit Your Answers](#)

A progress slide shows your overall progress in the test.

OSFM QUEST
Assessment progress: [Progress bar]
Oct 23 2025 | tryout

1 Time remaining: 00 : 25 : 00 2 AO ?

Test Name

Figures will appear here

1 of 21
ITEM Stem (Question, statement, etc.)
○ Choice A
○ Choice B
○ Choice C
○ Choice D

3 Previous 4 Next

5 Calculator 6 Navigator 7 Mark Question

Submit Your Answers

Screen Navigation

1. Clock timer shows remain time for exam
2. Adjust font, screen contrast, and help
3. Takes you to previous test item
4. Advances to next test item
5. Opens/closes calculator
6. Navigates to test item in this block
7. Used to flag and item

ONLY click the “Submit Your Answers” button after you have answered all test items. Once you click this button, you will not be able to return to this block.

NOTE: There are two screen contrasts: (Normal and High). If another candidate used the same computer, and they switched to high contrast (dark), your exam may default to that setting. Use the button labelled #2 above to change to normal contrast.

NORMAL CONTRAST (Light)

OSFM QUEST
Assessment progress: [Progress bar]
Jul 24 2026 | tryout

Electrical III (2020 ed.) Exam - Form A

NCEC
This block contains 6 test items.
Ensure you have answered all test items including those flagged.
Once you click “Submit” you will not be able to return to this block of test items.

Next Calculator Navigator Submit Your Answers

HIGH CONTRAST (Dark)

OSFM QUEST
Assessment progress: [Progress bar]
Jul 24 2026 | tryout

Electrical III (2020 ed.) Exam - Form A

NCEC
This block contains 6 test items.
Ensure you have answered all test items including those flagged.
Once you click “Submit” you will not be able to return to this block of test items.

Next Calculator Navigator Submit Your Answers

Unanswered Questions

The Warning references question not answered. Click “OK” then click on the “Navigator” button to see which questions were not answered.



**OFFICE OF STATE
FIRE MARSHAL**
NC DEPARTMENT OF INSURANCE

OSFM QUEST

Time remaining:: 03 : 30 : 00

Exam - Form A

Warning
Some questions are not answered yet. It is not possible to submit your answers.

OK

Previous

Calculator

Navigator

Mark Question

Submit Your Answers

In this case, questions 2 & 9 were left blank. Click on each question, select a choice, and click “Submit Your Answer”.

Navigator

.

1

2

3

4

5

6

7

8

9

10

11

12

13

Clearing the Dry-Erase White Board

Once you have completed all but the last block, you will see a screen requiring you to completely erase your whiteboard. When approved by the proctor, click “YES” to confirm the whiteboard is fully erased.” And click “Submit Your Answer”.

Once you complete this action, you can proceed to the final block.

**OFFICE OF STATE
FIRE MARSHAL**
NC DEPARTMENT OF INSURANCE

OSFM QUEST

📅: Feb 03 2026 | 👤: tryout

Assessment progress: 

Time remaining: 03 : 30 : 00

A O ?

Exam - Form A

1 of 1

Before progressing to the final block, completely erase the whiteboard and hold it up for the Proctor for ten (10) seconds showing both sides. When approved by the proctor, place it away from you and click YES.

Click "Submit your answer" in the bottom right corner of this screen.

☐ Yes

☐ No

Calculator

📄 Navigator

🚩 Mark Question

🚀 Submit Your Answers