NC Home Inspector Licensure Board (HILB)

OSFM QUEST

Candidate Information Bulletin (CIB)

03/12/2026

TABLE OF CONTENTS

WARNING! Candidates are responsible for all content within this QUEST CIB. Failure to comply with this document may result in exam failure, forfeiture of eligibility, and/or exam fees.

PART 1 – GENERAL INFORMATION

I. OSFM QUEST TESTS   **Back**

The NC Home Inspector Licensure Board has contracted with Questionmark (QM) and Meazure Learning (ML) to manage the OSFM QUEST testing process. These tests are provided through remote proctoring. NC OSFM offers two types of tests through the OSFM QUEST testing process:

1. **Remote, proctored, online tests** are secure proctored tests allowing candidates to take a test at their chosen location on their own device (laptop). We will use this method for the HILB exam.

2. **Record and review remote testing** is a method of non-proctored online testing where candidates complete tasks in their own environment. The testing session (including screen activity, audio, and webcam video) is recorded for later analysis.

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 QUEST test is divided into blocks. The first block provides 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 items within a block, you will not be allowed to proceed to the next block.

IMPORTANT: Once you click on the submit button you cannot go back to a previous block. In ALL cases, clicking SUBMIT means you are finished with a block of questions and cannot go back to the block you have submitted. Do not submit a block of questions unless you are finished reviewing your questions and making your final changes.

Near the end of the exam you will be required to show the proctor your erased whiteboard. Do not proceed to the next block until your proctor has seen verified the blank whiteboard.

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

HILB Support

Pre-Licensing
Rodney Daughtry, rodney.daughtry@ncdoi.gov

Applying for A License/License Renewal
Sarah Shannon, sarah.shannon@ncdoi.gov

Insurance
Rodney Daughtry, rodney.daughtry@ncdoi.gov

OSFM QUEST Online Remote Proctored Exams

- QUEST Test Accommodation: Submit through osfm.quest@ncdoi.gov

- Purchasing, Scheduling, & Rescheduling Tests: osfmexamsupport@questionmark.com

- Technical Issues: osfmexamsupport@questionmark.com

- Refunds: Must be requested through osfm.quest@ncdoi.gov.

- Erroneous transactions, such as a candidate being accidentally charged or paying twice. Contact osfmexamsupport@questionmark.com

- Unresolved testing issues: osfm.quest@ncdoi.gov

NC HILB Training Sponsors

A list of HILB training Sponsors can be found at **https://apps.ncdoi.net/f?p=135%3A123**

WARNING – Buyer Beware

- Exam preparation is your responsibility.

- You may not use the training class or Pass-the-Exam course as a reason for NOT passing the exam, nor does it exempt you from additional exam fees.

- Information contained in this exam is not provided to any HILB Sponsor.

II. TEST ACCOMMODATION**   *Back*

Test accommodations will be provided in accordance with the Americans with Disabilities Act (ADA) and the candidate's needs. Please be prepared to provide written authorization from a medical professional, school, or institution. Accommodations needing prior approval include, but are not limited to, magnifying glasses, hearing aids, diagnoses necessitating extended time, etc. A candidate with a disability or a candidate who would otherwise have difficulty taking the test please follow the instructions below. If you have previously approved accommodation from another testing organization (e.g., PSI), you may use that same paperwork. Please submit through osfm.quest@ncdoi.gov for review and approval. The accommodation process and required forms can be found on the HILB website.

IMPORTANT: You MUST request accommodation for each sitting of a HILB test. You do NOT need to resend paperwork.

IMPORTANT: Make sure you are approved for the accommodation prior to scheduling a test.

IMPORTANT: Once you are scheduled for a test attempt, you must notify osfm.quest@ncdoi.gov so staff can adjust your time. If you do not, you will not be provided the accommodation, and you may need to reschedule and pay additional fees.

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 exam and send an email explaining the issue to osfm.quest@ncdoi.gov.

III. MILITARY TIME   **Back**

When scheduling tests, all times are displayed in military (24-hour) times. Military time uses a 24-hour clock instead of the 12-hour clock we usually use.
- It starts at 0000 (midnight) and goes up to 2359 (11:59 PM).
- There's no AM or PM—each hour has a unique number.

For more information on Military time see Appendix A.

Regular Time	Military Time	Regular Time	Military Time
Midnight	0000	Noon	1200
1:00 a.m.	0100	1:00 p.m.	1300
2:00 a.m.	0200	2:00 p.m.	1400
3:00 a.m.	0300	3:00 p.m.	1500
4:00 a.m.	0400	4:00 p.m.	1600
5:00 a.m.	0500	5:00 p.m.	1700
6:00 a.m.	0600	6:00 p.m.	1800
7:00 a.m.	0700	7:00 p.m.	1900
8:00 a.m.	0800	8:00 p.m.	2000
9:00 a.m.	0900	9:00 p.m.	2100
10:00 a.m.	1000	10:00 p.m.	2200
11:00 a.m.	1100	11:00 p.m.	2300

PART 2 - PURCHASING & SCHEDULING A TEST

IMPORTANT: Candidates must have an approved application to receive score credit for a test. If a candidate does not have an approved application they must not schedule or attempt a test. If a candidate schedules and takes a test with an expired application, their test results will be forfeited for that test. You will then need to wait until you have an approved application, wait 90 days to take the test, and repay test fees. Please ensure that before you schedule and sit for a test that you have an approved application.

IMPORTANT: You will be sent emails from "noreply" and/or "no-reply" @questionmark.com. Verify with your agency's cyber-security department to ensure you receive this type of email. Otherwise you will not receive the information emails you need to purchase and schedule your exams. Also, check your spam folders for emails.

IV. BEFORE SCHEDULING A TEST   **Back**

Make sure that you have reviewed ALL the following information.
- You must be authorized by the NC Home Inspector Licensure Board (the Board) to take a test.
- To apply for accommodation, please refer to Section II. TEST ACCOMMODATION.
- Upon approval from the Board, you will receive emails with instructions for paying and scheduling the test.
- Each eligibility is valid for one (1) attempt. If you fail in the attempt, you must wait 90 days to retake the test.
- TEST FEES (FOR EACH ATTEMPT) ARE NOT REFUNDABLE NOR TRANSFERABLE.

V. TEST PURCHASING AND SCHEDULING/RESCHEDULING   **Back**

IMPORTANT: Candidates are responsible for purchasing and scheduling their test.

To purchase an exam, you start by navigating to the HILB webpage and clicking on "login" and entering your login information..
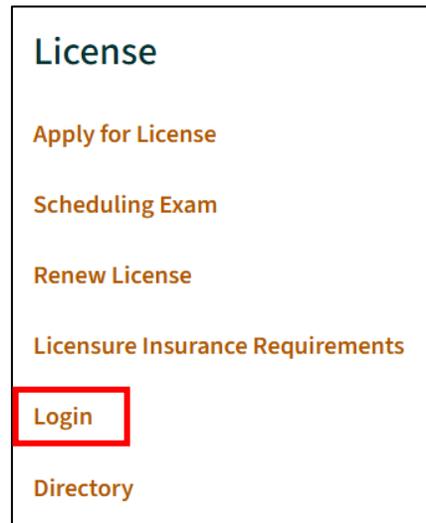
North Carolina Home Inspector Licensure Board Login

Username

Forgot your username?

Password

Forgot your password?

Login

Users who are unsuccessful in their initial login attempts due to wrong/incorrect passwords are advised that repeated unsuccessful attempts will result in being locked out of the system and denied access. Users are encouraged to select the "Forgot Your Password" link to avoid this result.

Click on "Schedule Exam".

Home Inspector Licensure Board

Welcome to your Home Page -

Inspector Home

Application for License

Return to Application

Application Status Approved

Schedule Exam

Get Exam Results

Current Photo

Inspector Actions

Click on the action you wish to perform...

Update Profile

Send Link to Validate Email

Click the "Schedule Exam" button, you will receive an email as shown next.

Be sure to check your SPAM or JUNK email.

North Carolina Email Flow

Emails from Questionmark

First Email

OFFICE OF STATE FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

SAMPLE

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 an email with instructions regarding how to schedule and to prepare for this remote, online, and live-proctored exam. Please review this information for your responsibilities and what to expect.

If you submitted a request for accommodation(s), do **NOT** schedule your exam without approved accommodation from Office of State Fire Marshal (OSFM) Staff.

*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.

Click the green Purchase Exam button and Screen #1 appears.

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.

Screen #1

IMPORTANT: Candidates are responsible for purchasing and scheduling their test. Once you click the green Purchase Exam button this screen appears. Complete the form and click "**Place Order**".

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.**

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

OFFICE OF STATE FIRE MARSHAL
NC DEPARTMENT OF INSURANCE

SAMPLE

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:

***NOTE: *All time is in military time. Please see military time conversion chart.*

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 **(military time)** 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.

Regular Time	Military Time	Regular Time	Military Time
Midnight	0000	Noon	1200
1:00 a.m.	0100	1:00 p.m.	1300
2:00 a.m.	0200	2:00 p.m.	1400
3:00 a.m.	0300	3:00 p.m.	1500
4:00 a.m.	0400	4:00 p.m.	1600
5:00 a.m.	0500	5:00 p.m.	1700
6:00 a.m.	0600	6:00 p.m.	1800
7:00 a.m.	0700	7:00 p.m.	1900
8:00 a.m.	0800	8:00 p.m.	2000
9:00 a.m.	0900	9:00 p.m.	2100
10:00 a.m.	1000	10:00 p.m.	2200
11:00 a.m.	1100	11:00 p.m.	2300

Steps listed in email above (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.
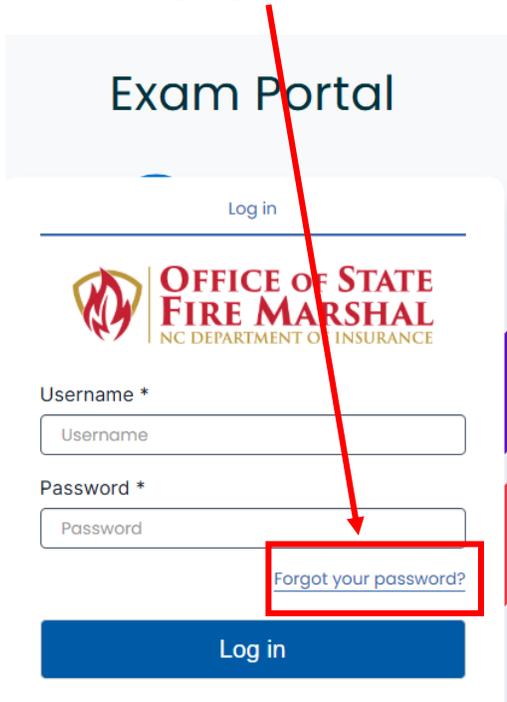
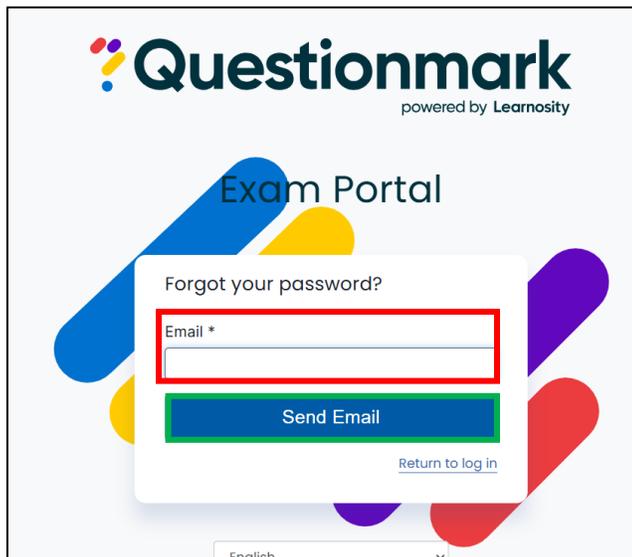**Step 2b.**
Enter your **email address**. Be sure to use the email to which this message was sent.

Step 3a.
Click "Send Email".

Step 3b.
You will see this screen telling you to check your email for the next step.

Step 4a.

You will receive an email with a use **login link.** Use that link to login and reset your password.

(We recommend that you save your password.)

Step 4b.
Reset Your password

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.
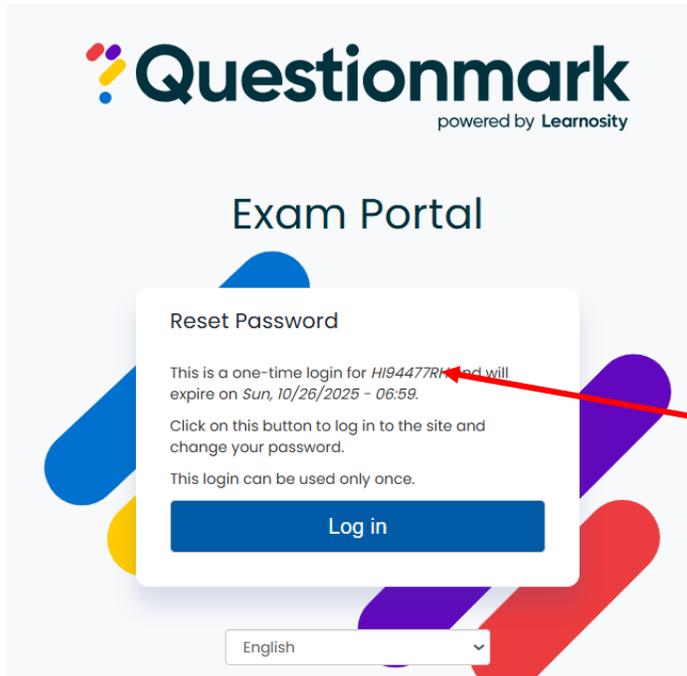
Log in

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 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 *

rich.hall@ncdoi.gov

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

Password quality: **Bad**

Confirm password

Step 5a.
Return to the login screen using your bookmarked URL from Step 1.

Step 5b.
Enter your username and password, Click Log In.

Step 5c.
The screen below will appear. Go to "**My Assessments**" and click on "**Go to My Assessments page**"

Step 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.

Step 7a.
Find your Test attempt. Click the "**Actions**" button.
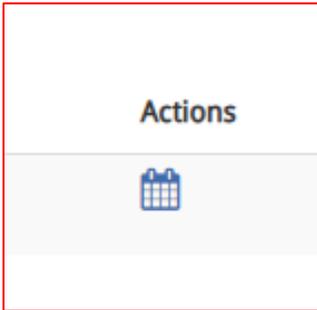
Step 7b.
Click the calendar icon. A dialog will appear

Step 7c (Left screen shot).
Set the time zone,
Select the date
Select the time slot **(military time)** for your appointment
Click "Book Appointment".

Step 8a. (Right Screenshot).
A message will appear to confirm your appointment has been scheduled.
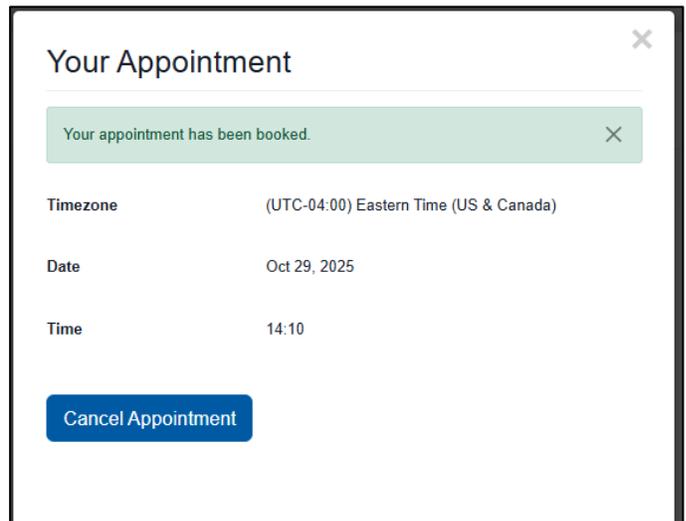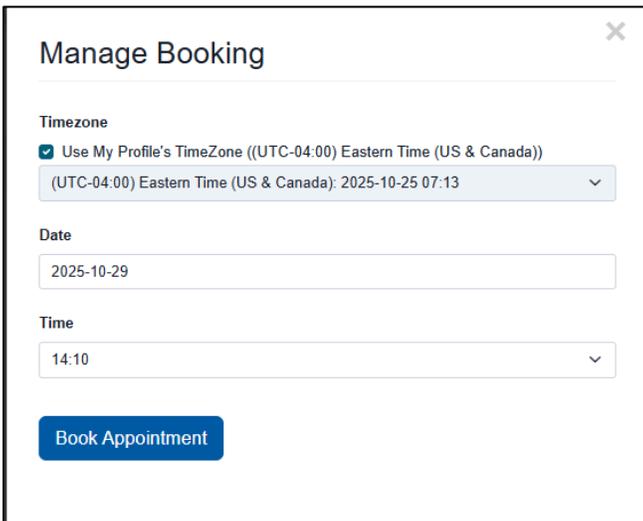
Step 8b.

Candidate 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
NOTE: When you receive this email, 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 commercial computer (state, AHJ), work with your IT department if necessary to overcome any security issues. If you cannot use a commercial computer, you will need to use a personal computer. See Section IX. 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:

SAMPLE

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

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-taker experience video so you are fully prepared for your exam session.
5. Authorized Reference Materials
   a. For COQB Trade Exams you are permitted to use authorized reference materials. (See the CONTENT OUTLINES WITH REFERENCE MATERIALS 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) | **See Note below** |

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) ▾

NOTE to Step 4. The "Play" button for the assessment will appear 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. 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 test time. This does not shorten your test time.

IMPORTANT: If you have an accommodation, have you notified osfm.quest@ncdoi.gov so staff can adjust your time. If you do not, you will not be provided the accommodation, and you may need to 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 m̲a̲y̲ ̲b̲e̲ asked to "Open Guardian Browser". Please click "Open Guardian Browser" and follow the prompts.
4. Watch the test-taker experience video so you are fully prepared for your exam session.
5. Authorized Reference Materials
   a. For COQB Trade Exams you are permitted to use authorized reference materials. (See the CONTENT OUTLINES WITH REFERENCE M ATERIALS 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) **See Note below**

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.

SAMPLE

NOTE to Step 4. The "Play" button for the assessment will appear 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. 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 test time. This does not shorten your test time.

Canceling A Test Appointment

Candidates can reschedule their test 24 hours prior to their 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 and Fulfilled**.**

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

Click on "Cancel Appointment".

Cancellation Notice Email

Missed Appointment

IMPORTANT: If you miss your appointment, you will not be able to take the test as scheduled and you will forfeit your test fee, if you:
- do not cancel your appointment.
- log on after your scheduled test start time.
- do not present proper identification when you log on for the test.

Refunds

NC OSFM does not issue refunds directly to candidates.
- Questionmark requires a formal request from OSFM to validate the refund approval. 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, and if approved will process through Questionmark.

- Questionmark can process a refund in cases of an erroneous transaction, such as a candidate being accidentally charged or paying twice. Contact support@questionmark.com

PART 3 – REFERENCES & CONTENT AREAS

VII. REFERENCE MATERIALS

The HILB test is a 200 question, multiple choice test. No references are allowed for this test. The time allowed for this test is 4 hours. The test is divided into Blocks as shown below. Each block contains test items from the specified content areas; however, they are shuffled within those content areas.
Block 1 - Standards of Practice
Block 2 - Building
Block 3 - Electrical
Block 4 - Mechanical
Block 5 – Plumbing

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 examinee caught or suspected of harvesting, sharing test items or test content, releasing confidential exam materials, or participating in fraudulent test-taking practices will be reported to the Board and disciplinary actions taken, up to and including revocation of your license/certification indefinitely.

VIII. CONTENT AREAS

Home Inspector Content Areas can be
Found in the Home Inspector Standards of
Practice at:

https://www.ncosfm.gov/licensing-cert/home-inspector-licensure-board-hilb/hilb-statutes-and-rules

NOTE: For screenshots of how the test will appear, see Section XX. TEST SCREENSHOTS.

SOP
(.1100-.1105, .1116)
Building
(.1106-.1108, .1113, .1115)
Mechanical
(.1114)
Plumbing
(.1109, .1111, .1112)
Electrical
(.1110)

WARNING! 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. Candidate writing in the references during the test.

2. 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 notes, stapled tabs, divider tabs, etc.

3. Candidate who copies, saves, or shares test items during or following the test.

4. Candidate caught or suspected of harvesting or sharing test items or test content.

PART 4 – TESTING REQUIREMENTS

IX. TEST EQUIPMENT REQUIREMENTS _**Back**_

IMPORTANT: You must have a working internal or external webcam, microphone, and speaker..

WARNING! You MUST "Test Your Equipment" equipment before exam day in an environment that is identical to or close to the location where you are planning to take your exam.

WARNING! 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 commercial computer (e.g., state, AHJ), work with your IT department if necessary to overcome any security issues. If you cannot use a commercial computer, you will need to use a personal computer.

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

When taking a QUEST 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

X. Prohibited Computer Applications (3rd party applications)

WARNING: **Screenshot applications**, including, but not limited to Greenshot, ShareX, Lightshot, Snagit and Flameshot, 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 exam, candidates will be asked to uninstall them. You may need to reschedule and repay for a follow-up test. If found during the exam, this will be considered cheating and cheating rules apply.

IMPORTANT: 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. You will be required to reconnect using your host operating system to take your test.

Other prohibited applications:
- This restriction includes applications such as TeamViewer, GoToMyPC, AnyDesk, etc.
- You will not be permitted to use Apple Bootcamp to take your test.
- Third party applications - Test takers will not be permitted to access third party applications during the test.

Important caveats and limitations:
- 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.
- 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 Fullscreen during the test. Test takers will not be able to change their browser size.

XI. GUARDIAN BROWSER AND TESTING YOUR COMPUTER

QUEST exams require the ProctorU Guardian Browser.

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 osfmexamsupport@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.

WARNING! If you do not test your equipment, and if your computer disconnects during the exam, you will forfeit that attempt. If this is your second attempt, you will need to repay the exam fees. We highly recommend you test your equipment again on test day and take a screenshot of the results.

You can download the ProctorU Guardian Browser here. You must use the **test-it-out feature** to check the computer you will be using on exam day.

Download Screenshot   **Test-it-Out Screenshot**
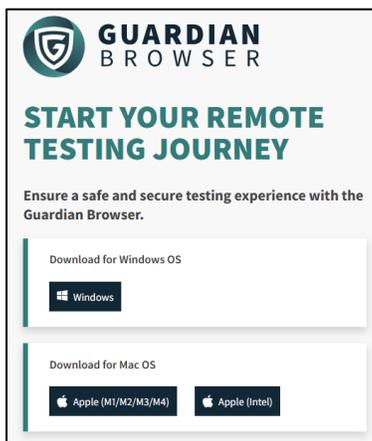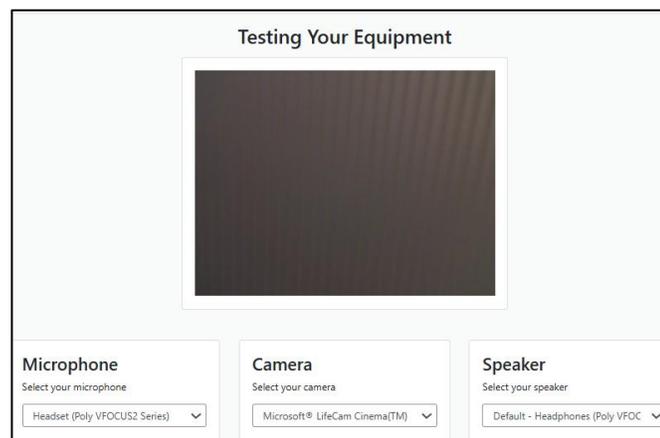
The online testing environment should mimic "in-class" testing and **<u>MUST</u>** conform to the following:
- Room with a door, preferably a private room with restricted access.
- Windows tinted or shaded to prevent onlookers.
- Wall-mounted dry-erase boards and/or flip charts are prohibited.
- No other person except the test-taker is permitted to enter the room during testing.
- No pets or children are allowed in the room or where they will be a distraction. If anyone enters, your results may be cancelled.
- There shall be 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.
- Clean desk or table that is cleared of all other materials. The removal of all books, papers, notebooks, phones, headphones, tablets, etc. is necessary unless specifically permitted in guidelines posted for your specific test.
- 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 should be visible on the desk or walls.
- No dual monitors.
- Screenshots of test information are prohibited.
- The proctor must be able to see you for the duration of the test

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 an exam or on exam day. Here is an article on setting this 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 exam.
- 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.
- The candidate must show the board is clear before the exam starts and erase all notes at the end, confirmed by the proctor.

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.

XIII. PHYSICAL ENVIRONMENT CHECK **Back**

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).
- Candidates will be asked to remove everything from their desk that is not permanently affixed or approved for the test. If it needs to stay, it will be checked under to ensure no unpermitted materials are present
- 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 and no additional cables are leaving the computer outside of the mouse, keyboard, ethernet, and power cables.
- 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 else 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, even if they are already put away or in another room.
- If a disconnection occurs an additional camera pan will be performed.
- Proctors will notate 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 ProctorU do NOT approve testing rooms ahead of the exam. The closer your testing area looks like the one below, the better your chances of having no issues when test time starts. Anything in the room that could possibly lead to test security or cheating issues must be covered or removed (e.g., bookshelves with code books, posters relating to codes, wall-mounted dry-erase boards with writing, flipcharts, etc.). The proctor will grant final approval at the time of the exam.

Tinted window

XIV. DAY BEFORE TEST **Back**

- Desk area - meets requirements.
- Prepare any "Do Not Disturb" signs to be posted on test day.
  IMPORTANT: People entering the test area may result in score cancellation.
- Check your set-up – is your head (chin to forehead) visible from your camera? Your computer screen should not be visible.
- **IMPORTANT:** If you are not ready for your test due to lack of preparation, you will not be allowed to take the test and will forfeit your test payment.
- 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, have you notified osfm.quest@ncdoi.gov so staff can adjust your time? If you do not, you will not be provided the accommodation, and you may need to reschedule and pay additional fees.

- Due to this being live proctored, if there is a system failure such as a power outage, loss of network connectivity, software failure, or a candidate simply closes their browser window, the candidate will need to completely reschedule the exam. Answered items will not be retained.
  - 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 side, a rescheduling fee may be required.
  - As suggested in the Reservation Conservation and Reservation Reminder emails, be sure to test your system prior to test day.

XV. IDENTIFICATION REQUIREMENTS (Candidate Authentication) **Back**

WARNING: If the candidate fails to present proper identification or the candidate's names do not match, the candidates 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)
State issued driver's license
State issued identification card
US Government Issued Passport
US Government Issued Military Identification Card
US Government Issued Alien Registration Card
Canadian Government Issued ID

IDs explicitly not accepted:
- ● Social Security Card
- ● Birth Certificate
- ● Debit/credit cards/checks
- ● Any IDs containing sensitive Personally Identifiable Information (PII) that are not listed above

PART 5 - RULES OF CONDUCT

This section describes the rules of conduct adhered to and enforced by the proctoring service. Any deviations need to be explicitly spelled out in advance so they can be added to the proctoring system and proctors can be trained appropriately.

 WARNING! Candidates are responsible for all content within the QUEST CIB. Failure to comply with this document may result in exam failure and forfeiture of exam fees.

XVI. WHAT AM I ALLOWED AND NOT ALLOWED TO DO DURING MY TEST?   **Back**

What is Allowed?

Restroom Breaks During the Test

- Candidates may take a restroom break once any test block is completed and before a new one is started.

2 Hour tests	One (1) restroom break during the test
3.5- & 4-hour tests	No more than two (2) restroom breaks

- 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 from a break the physical environment will be resecured. Another room scan must be performed with the proctor.

Other Considerations
- Drinks are permitted without accommodation and must be shown during the room scan.
- Candidate is required to be clothed and not dressed in only undergarments.
- Jewelry and clothing will not be requested to be removed.
- Sleeve, pocket, or glasses checks will not be performed.

What is NOT Allowed?

- 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.
- Food will not be permitted during testing without accommodation
- Smoking/vaping/dipping/chewing or any form of tobacco may not be used during testing.
- Any kind of writing instruments (except dry-erase marker), writing paper, or briefcases
- Personal items (e.g. purses, wallets, sunglasses, watches, etc.) must be removed and out of sight.
- Non-religious head coverings that obstruct the eyes will be adjusted or removed and head coverings that obstruct the ears will be temporarily inspected
- No headphones, earbuds, or earplugs are permitted. Ears (including hearing aids as allowed by accommodation) will be inspected by the proctor.

- No calculators
- No copying, recording, photo devices, or other additional electronic devices other than the computer may be used for or during the test.
- No radio, television, or sound device may be operating in the background.
- No watches (any type) are allowed to be worn during the test period or in the test environment.
- No leaving your seat unless authorized by your proctor.

Proctor Intervention

A live proctor may intervene upon any actions or behaviors that are not allowed. Actions and behaviors that will be flagged during a test:

1. **Talking aloud:** Unless you have accommodation, talking or whispering aloud during the test is not permitted.

2. **Being out of camera view:** Your face, chin to forehead, must always be in the camera view.

3. **Anyone entering your testing area:** You may not have anyone else in your testing location with you.

4. **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.

5. **Looking off-screen:** Your eyes should always stay on the screen while testing.

6. **Utilizing materials that are not allowed:** No unauthorized materials are allowed for this test. (phones, recorders, loose papers, etc.).

7. **Taking pictures or screenshots of the test:** Taking pictures while in your test, including screenshots, is not permitted. If you're on a Mac and have a live human proctored launch, your proctor will turn off the ability to use your keyboard screenshot hotkeys.

8. **Copying and pasting any elements of the test:** In most cases, our system will not allow you to copy and paste any content from your test. Regardless of whether you can or cannot perform this function, our system will capture all events of copy and paste that occur.

9. **Utilizing a virtual machine:** Virtual machines can be detected through the pre-exam system check and are not permitted.

10. **Utilizing a secondary monitor:** You are only allowed to use one monitor attached to one computer during your test.

11. **Utilizing materials that are not allowed:** No unauthorized materials are allowed for this test. (phones, recorders, loose papers, etc.)

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 examinee caught or suspected of harvesting, sharing test items or test content, releasing confidential exam materials, or participating in fraudulent test-taking practices will be reported to the Board and disciplinary actions taken, up to and including revocation of your license/certification indefinitely.

PART 6 – TEST DAY AND AFTER THE TEST

XVII. WHAT TO EXPECT ON TEST DAY

WARNING! If you have not tested your equipment, and if your computer disconnects during the exam, you will forfeit that attempt. If this is your second attempt, you will need to repay the exam fees. We highly recommend you test your equipment again on test day and take a screenshot.

Please view the article 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
Please 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".

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 exam and send an email explaining the issue to osfm.quest@ncdoi.gov.

Logging into the Test
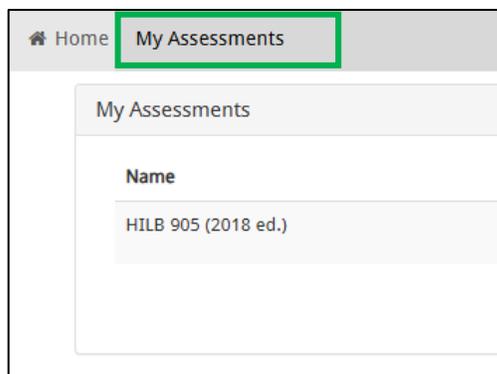
Step 1	**Step 2**	**Step 3**
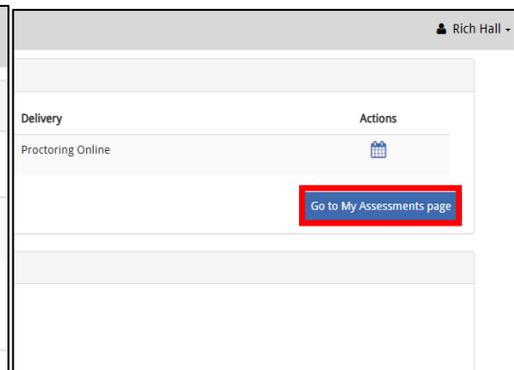
The "**Actions Calendar**" button will change to a blue **"Play"** button for the assessment approximately five minutes before the scheduled start time. Until this time, the button appears as a calendar. Once you are within five minutes of the assessment time, it will transform into the "Start" button.

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 does not shorten your test time.
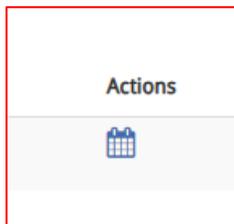
Step 4.
Click the **Play button** to enter the test process.

Eye/head Movement Parameters During the Test

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

Eye/head Movement Parameters During the Test

The red line in the images indicate eye/head movement parameters. You may:

Look down at your keyboard or whiteboard   **Look at your computer monitor**
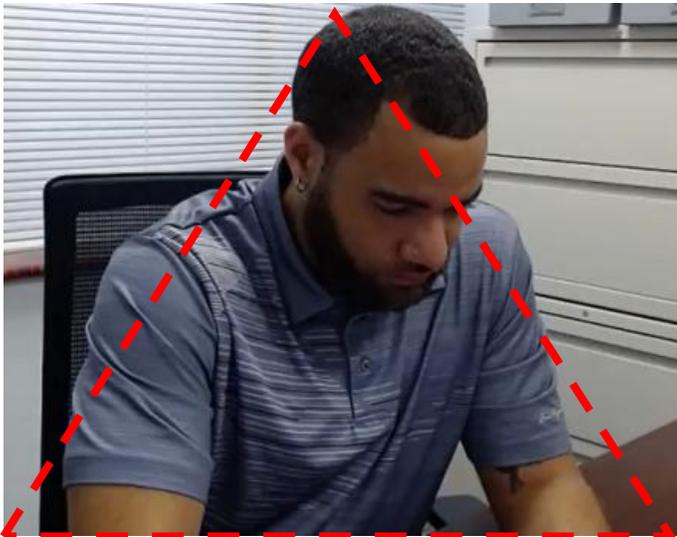
Any other movement will be flagged. If continuous, the proctor may stop the test.

XVIII. TECHNICAL ISSUES DURING THE TEST Back

Students aware of technical issues prior to taking the assessment, these issues must be resolved before test day.

Important: Do not wait until the day of the assessment to resolve hardware and software issues.

- The proctor or technician will not uninstall any programs outside of the ProctorU extension and LogMeInRescue applet.

- 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 and 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 reconnect with a different computer or reschedule the test.

- The technician will be the one to inform the candidate that no more troubleshooting can be performed.

- Due to this being live proctored, if there is a system failure such as a power outage, loss of network connectivity, software failure, or a candidate simply closed their browser window, the candidate will need to reschedule the exam. Answered items will not be retained.
    - 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 side, a rescheduling fee may be required.
    - As suggested in the Reservation Conservation and Reservation Reminder emails, be sure to test your system prior to test day.
    - If a technician turns a candidate away, instructions will be provided with next steps.

XIX. AFTER THE TEST Back

- Candidates who pass the test:

    - Will receive notification of the passing status.
    - The passing notification will be the only information provided.
    - No specific score information will be available.
    - Your results will be transmitted to the Board.
    - Candidates may not retake a test for which they have already passed.

- Candidates who fail the test

    - Will receive their results and a coaching report (See Section XXI. COACHING REPORT).
    - Your results will be transmitted to the Board.
    - Each eligibility is valid for one (1) attempt.
    - You must wait 90 days between each attempt.
    - Please schedule the exam as you did for the original attempt. (See section V)

- ***Cancellation of Examination Results***

  Candidate examination results shall be denied for suspected irregularities during test administration.
    - Giving or receiving assistance with answers during a test
    - Candidate caught or suspected of harvesting or sharing test items or test content.
    - Using unauthorized materials during a test
    - Failing to abide by the rules presented or directions from the proctor(s), including causing a disturbance.
    - Documented evidence of inappropriate behavior

    Note: Individual candidate results will not be released unless approved by the Board.

XX. COACHING REPORT   **Back**

There is no test review/item challenge for this test. A coaching report will be sent to allow you to determine where you need further study. The coaching report shows the total number of questions per content area. Example: The candidate correctly answered 63 of 93 test items in the Building Content Area. The Standards of Practice "Building: sections are .1106-.1108, and .1113, and .1115.

SAMPLE COACHING REPORT | **Be sure to check your SPAM or JUNK email.**

Assessment name	HILB 905 (2018 ed.)
Participant ID	
First Name	
Last Name	

Topics

	Content Area
L...	Building (.1106-.1108, .1113, .1115)

	Correctly Answered / Total Questions
▼ Score	63/93

	Content Area
L...	Electrical (.1110)

	Correctly Answered / Total Questions
▼ Score	19/29

	Content Area
L...	Mechanical (.1114)

	Correctly Answered / Total Questions
▼ Score	22/42

	Content Area
L...	Plumbing (.1109, .1111, .1112)

	Correctly Answered / Total Questions
▼ Score	8/15

	Content Area
L...	SOP (.1100-.1105, .1116)

	Correctly Answered / Total Questions
▼ Score	16/21

XXI. LICENSURE INSURANCE REQUIREMENTS

§ 143-151.51. Requirements to be licensed as a home inspector.

(b) License. – Upon compliance with the conditions of licensure under subsection (a) of this section, to be eligible to be licensed as a home inspector, an applicant must meet all insurance requirements of this subsection.

(1) General liability insurance in the amount of two hundred fifty thousand dollars ($250,000), which insurance may be individual coverage or coverage under an employer policy, with coverage parameters established by the Board.

(2) One of the following:

a. Minimum net assets in an amount determined by the Board, which amount may not be less than five thousand dollars ($5,000) or more than ten thousand dollars ($10,000).

b. A bond in an amount determined by the Board, which amount may not be less than five thousand dollars ($5,000) or more than ten thousand dollars ($10,000).

c. Errors and omissions insurance in the amount of two hundred fifty thousand dollars ($250,000), which insurance may be individual coverage or coverage under an employer policy, with coverage parameters established by the Board.

PART 7 – APPENDICES

APPENDIX A TEST SCREENSHOTS [Back](#)

Once you begin the test, you will see the following screen. Please read the information provided.

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

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

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

Screen navigation is shown on the next page.

A progress slide shows your overall progress in the test.

ONLY click the "Submit Your Answers" Submit Your Answers **button once you have viewed and answered all test items. Once you click this button, you will not be able to return to this block of test items**.

Unanswered Questions
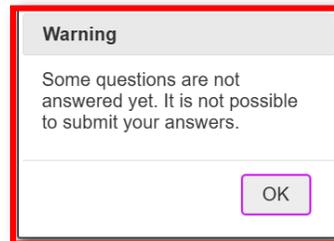
If you see the following screen, click "OK" then click on the "Navigation button" to see which item(s) was left unanswered.

In this case, questions 2 & 9 were unanswered. Click on each question, answer each, and click "Submit Your Answer".
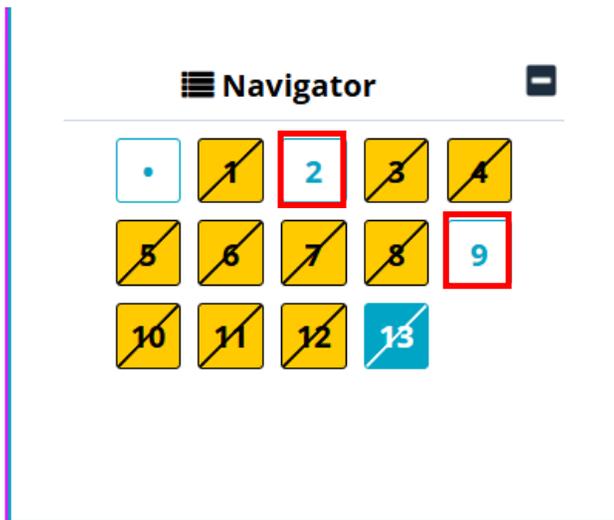
Clearing the Dry-Erase White Board

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.

Failed the Exam

Home Inspector Licensure Board

Inspector Home > Exam Review

Exam Score View

Dear

The NC Home Inspector Licensure Board regrets to inform you that you did not pass the Home Inspector Licensing Exam administered by the Board. Your grade does not meet the Board's requirement of 70% to pass. If you plan to retake the exam, NC General Statute 143-151.57 states that you can only take the examination once every 3 months (90 days).

Sincerely, Exam Administrator, NC Home Inspector Licensure Board

Exam List

Exam Series	Exam Format	Exam Type	Paper Based Exam Date	Exam Score	Computer Based Exam Date	Computer Based Exam Time	Exam Location
-	Computer Based	Home Inspector		63	01/10/2026		Proctored
-	Computer Based	Home Inspector		Exam not taken	04/10/2026		Proctored

1 - 2

Passed the Exam

Home Inspector Licensure Board

Inspector Home > Exam Review

Exam Score View

Dear

Sincerely

Licensing Administrator

NC Home Inspector Licensure Board

Exam List

Exam Series	Exam Format	Exam Type	Paper Based Exam Date	Exam Score	Computer Based Exam Date	Computer Based Exam Time	Exam Location
-	Computer Based	Home Inspector		Passed	03/03/2026		Proctored

1 - 1

The NC Home Inspector Licensure Board congratulates you for passing your examination for licensure as a Home Inspector. Your license must be issued by 00/00/2027 or you will need to retake the examination. You are NOT licensed until you have received confirmation of your license number. In order to be issued a license you must: 1. Log In to the Board website (https://apps.ncdoi.net/f?p=135%3A101). 2. Select the menu item 'License Fee '. 3. Answer the required insurance questions. 4. Pay the $160.00 license fee. You may complete this process online and pay by either credit card or e-check. You can print confirmation of your payment. N.C. GENERAL STATUTE 143-151.51(b)(1) REQUIREMENTS: Licensees must maintain General Liability insurance in the amount of $250,000 and ONE of the following: Minimum net assets of $5,000, or A Surety Bond in the amount of $5,000, or Errors and Omissions Insurance in the amount of $250,000. The policy may be individual coverage or coverage under the employer policy. The insurance policy must cover the licensee's activities performed during the course of a home inspection on the premises of the home inspection. You will receive a letter, a Certificate of Licensure, a Pocket ID card and printed copy of the current NCHILB Standards of Practice. If you have any questions, please contact Sarah Barcenas at (919) 647-0029.

APPENDIX C – MILITARY TIME WORKSHEET

When scheduling tests, all times are displayed in military (24-hour) times. Military time uses a 24-hour clock instead of the 12-hour clock we usually use.
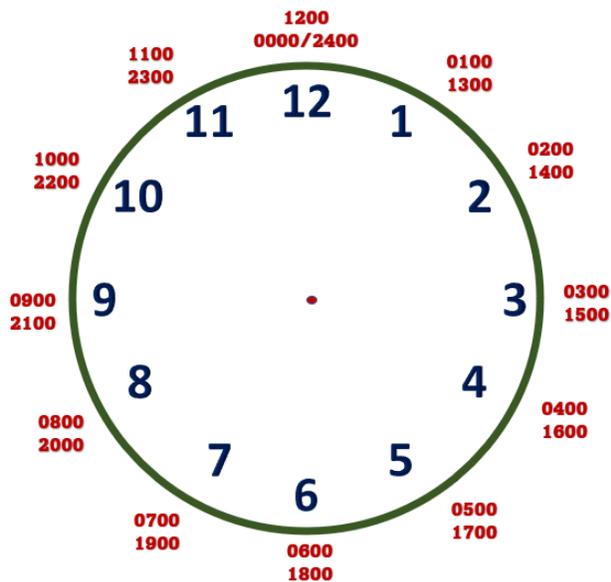- It starts at 0000 (midnight) and goes up to 2359 (11:59 PM).
- There's no AM or PM—each hour has a unique number.

Examples:
1:00 AM = 0100
12:00 PM (noon) = 1200
3:00 PM = 1500
5:30 PM = 1730
11:00 PM = 2300

- To convert PM times, just add 12 to the hour.
  (3 PM → 3 + 12 = 15, so 3 PM = 1500)

Standard Time	Military Time	Standard Time	Military Time
12:00 AM (Midnight)	0000 or 2400	12:00 PM (Noon)	1200
1:00 AM	0100	1:00 PM	1300
2:00 AM	0200	2:00 PM	1400
3:00 AM	0300	3:00 PM	1500
4:00 AM	0400	4:00 PM	1600
5:00 AM	0500	5:00 PM	1700
6:00 AM	0600	6:00 PM	1800
7:00 AM	0700	7:00 PM	1900
8:00 AM	0800	8:00 PM	2000
9:00 AM	0900	9:00 PM	2100
10:00 AM	1000	10:00 PM	2200
11:00 AM	1100	11:00 PM	2300

Name: _____ Date: _____

Military time is used in multiple fields apart from the military. It is used in the medical, airline, and fire communities to name a few.

You will need to know military time when you schedule your inspector test with QUEST (online, remote, live-proctored) test delivery.

Overview:

- Military time uses a **24-hour clock** instead of the 12-hour clock we usually use.
- It starts at **0000** (midnight) and goes up to **2359** (11:59 PM).
- There's **no AM or PM**—each hour has a unique number.

Examples:

- 3:00 AM = **0300**
- 12:00 PM (noon) = **1200**
- 2:15 PM = **1415**
- 5:30 PM = **1730**
- 11:00 PM = **2300**

To convert PM times, just **add 12** to the hour.
(3 PM → 3 + 12 = **15**, so 3 PM = **1500**)

What is the rule for AM times? _____

Convert between Civilian (AM or PM) and Military Time in the chart below.

Civilian	Military		Civilian	Military
8:00 AM				1830
	0500		9:20 AM	
	1315			1600
7:30 PM				2245
8:15 PM			5:00 PM	

Military Time Worksheet – **KEY**

03/12/2026 Rev. 6.0

What is the rule for AM times? **A zero is added to the front of the time**.

convert between Civilian (AM or PM) and Military Time in the chart below.

Civilian	Military		Civilian	Military
8:00 AM	**0800**		**6:30 PM**	1830
5:00 AM	0500		9:20 AM	**0920**
1:15 PM	1315		**4:00 PM**	1600
7:30 PM	**1930**		**10:45 PM**	2245
8:15 PM	**2015**		5:00 PM	**1700**