



COMAT

REMOTE PROCTORING ADMINISTRATION GUIDE

Table of Contents

Establishing Online Proctor Location (Portal COM Administrators/Dean Roles) 3

Registering and Scheduling Students for Remote Proctoring – Information for those with Portal COM
Administrator/Dean Roles 5

 Maintaining Examinations after Scheduling 8

 Maintaining COMAT Examinations – Viewing Proctor Assignments/Activating Backup Proctors 8

Day of Examination Procedures – Information for those with Proctor Roles 9

What Students See on Screen13

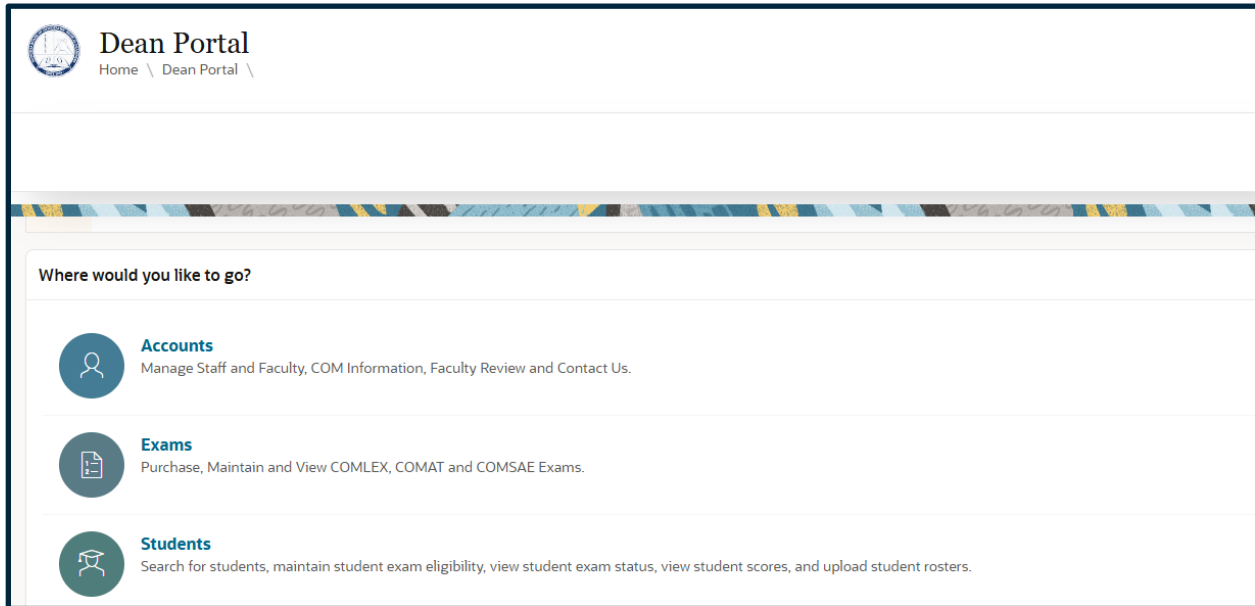
Troubleshooting for Common Remote Proctoring Issues17

Contact Information for Issues17

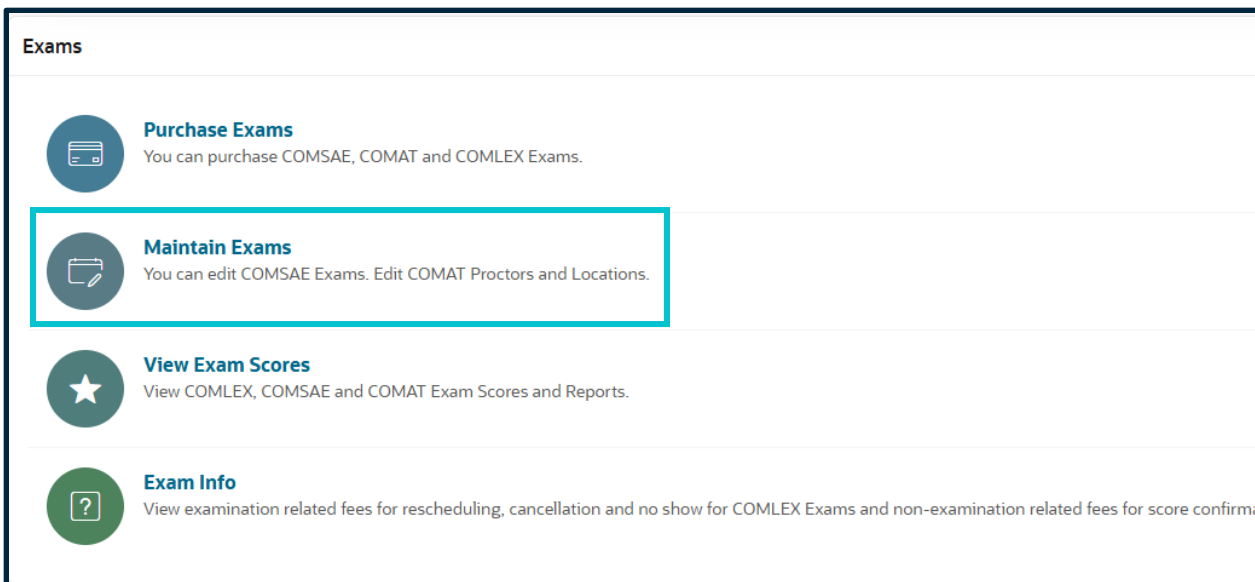
System Requirements18

Establishing Online Proctor Location (Portal COM Administrators/Dean Roles)

1. Prior to scheduling any remote proctoring administration, those designated “Portal COM Administrator” in the NBOME Portal must create a location for remote proctoring. After logging into the Dean’s Portal, click on “Exams.”



2. Then, click on “Maintain Exams.”



3. Select “COMAT.”

- On the following screen, click “Locations” under the “COMAT Tasks” column to the right of the screen.



Maintain COMAT



Clinical Subject

Designed for a variety of applications, COMAT Clinical Subject Exams can be used for end-of-course assessment, evaluation of education across clinical sites, measuring achievement in osteopathic practice within and across clinical disciplines, and for pre- and post-testing in clinical rotations and clerkships.



Foundational Biomedical Sciences

Intended for assessment of foundational biomedical sciences, COMAT FBS exams assess student knowledge and skills comprehensively and related to disciplines and body systems.

COMAT Tasks



Edit Proctors

Allows to Add or Edit existing Proctors.



Proctor Assignments - Clinical Subject

Change Proctor Assignments



Proctor Assignments - FBS

Change Proctor Assignments



Locations

Allows you to Add or Edit Locations.



Request a COMAT Score Confirmation

Prior to releasing the Comprehensive Osteopathic Medical Achievement Exam results, the COMAT team conducts a process of quality assurance to ensure that all examination scores are accurate.



Maintain Student COMAT ADA

This is where you will designate an ADA for a student for their COMAT exam.



Clinical Subject Registration Summary

View COMAT Clinical Subject Registration Summary .



FBS Subject Registration Summary

View COMAT FBS Subject Registration Summary .

- It then shows all active locations for your COM. If your COM does not have an “Online Proctor Location” that is active, you must click “Add Location” at the top right of the screen.

Add Location Go Back				
Locations				
Edit	Org Name Short	Location Desc	Online Proctor Location	Active
	NBOME_TESTING	Remote	Y	Y
	NBOME_TESTING	Remote Location 2	Y	Y

- To add a new online proctor location, select the campus on the left and then add a location name in the “Location” box. You must make sure that “Active” has “Yes” selected and “Online Proctor Location” also has “Yes” selected. Then click on “Create” at the top right. This will create the online remote proctoring location for your COM available in the scheduling process.

Create

Go Back

Location

Campus

NBOME_TESTING

Location

Enter location description

Required

Required

Active

Yes

No

Online Proctor Location

Yes

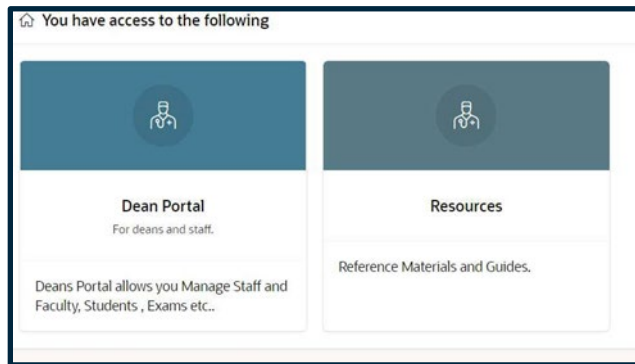
No

Required

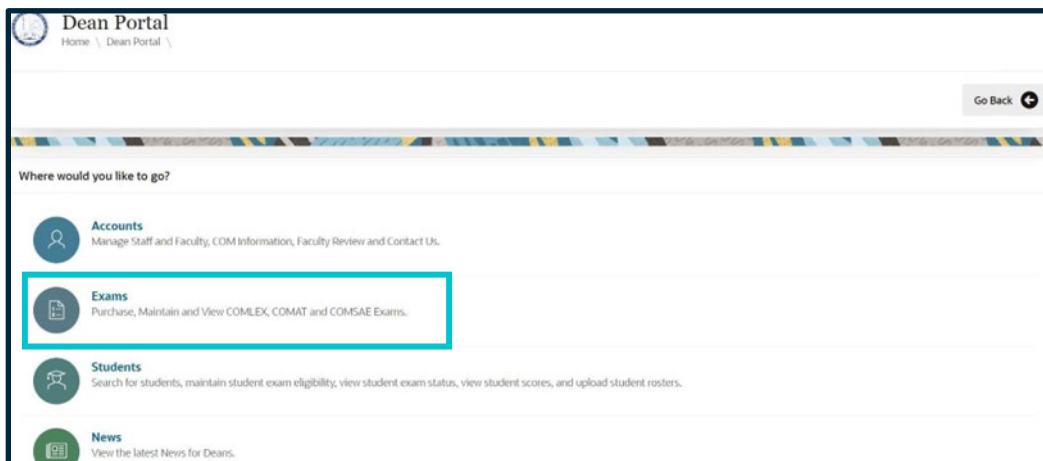
Required

Registering and Scheduling Students for Remote Proctoring – Information for those with Portal COM Administrator/Dean Roles

1. The Portal COM Administrator/Portal Dean must log into Portal to schedule a COMAT exam. Click on the “Dean Portal” tile.



2. Then click on “Exams.”



3. After clicking “Exams,” select “Purchase Exams” which will show the following screen. Choose the “COMAT” tile.

Purchase Exams

COMSAE
A Self-Assessment Exam for the COMLEX-USA Exam Series

Used by osteopathic medical students and residents this three-phase self-assessment exam is designed to gauge base of knowledge and ability of candidates preparing for COMLEX-USA. Each COMSAE exam consists of 176 questions presented in a format and structure similar to the COMLEX-USA cognitive

COMAT
Distinctive subject examinations designed to assess core osteopathic medical knowledge.

Established in 2011, the COMAT exam suite is designed for standardized assessment in core osteopathic medical and foundational biomedical sciences knowledge and administered as end-of-course or clinical rotation assessments.

COMLEX-USA
The Pathway to Osteopathic Medical Practice & Licensure in the United States

COMLEX-USA (Comprehensive Osteopathic Medical Licensing Examination of the United States) is a three-level, national standardized licensure examination designed for licensure for the practice of osteopathic medicine. COMLEX-USA is designed to assess osteopathic medical knowledge, knowledge fluency, clinical skills,

4. Then choose your desired examination from the following options.

Clinical Subject

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Foundational Biomedical Sciences

Intended for first and second year osteopathic medical students, FBS Targeted exams assess student knowledge and skills related to a particular discipline or body system. This targeted approach enables schools to customize their portfolio of exams to meet evolving assessment needs.

5. After clicking “Clinical Subject,” or “Foundational Biomedical Sciences,” select the examination location. Choose the subject examination to be ordered. If you are purchasing a classic COMAT Clinical, you should select “COMAT” instead of “COMAT-SE.” Select “Remote-Proctored” under the Delivery Options. Once all the information looks correct, click “Next.”

Dean Portal

Dean Portal \ Exams \ Purchase Exams \ COMAT \ Clinical Subjects \ Exam Options \

Go Back

If a student should receive extended COMAT exam time, the student must FIRST be entered into the Maintain Student COMAT ADA section. The extended time only needs to be set up once and will apply to all of that candidate's registrations. The path is: Home \ Dean Portal \ Exams \ Maintain Exams \ COMAT \ COMAT Tasks.

Next

Step 1 – Select Examination
Osteopathic Principles and Practice

* Organization

NBOME_TESTING

* Examination

COMAT

COMAT-SE

* Delivery Option

Remote-Proctored

6. The administrator must then select all the students to register for the exams. Once you have finished selecting the examination and the students, click “Next” again. Please note: On the left-hand side, you can filter by graduation year and set a higher number of records to be displayed.

Dean Portal
 Exams \ Purchase Exams \ COMAT \ Clinical Subjects \ Exam Options \ Clinical Subject \

[Cancel](#) [Next >](#)

Search

Q Name, NBOME ID

Total Row Count 107

Filter by Graduation Year
 - Select -

Results per page
 15

Select students

Organization ↑	NBOME ID	Graduation Year	Last Name	First Name	Middle Name	Scheduled Exam(s)	ADA
						COMAT-SE (SEOP23-03) - Timed () - Emergency Medicine (BYOP) - 11/19/2024 Emergency Medicine (COM) - 02/27/2025 Emergency Medicine (COM) - 05/13/2025 Emergency Medicine (COM) - 03/14/2025 Emergency Medicine (COM) - 03/24/2025 Emergency Medicine (COM) - 04/03/2025 Family Medicine (BYOP) - 11/19/2024	

- On the next screen, you will see your student with a few blank tiles. Click “Edit” to edit the tiles and select the examination date, the location (which will be remote), and then the remote proctor. Once you have selected all three options, select “Save.” Once the changes have been saved, you will click on “Schedule Exams” at the top right, which will display a reminder to save changes if you haven’t already. Then, proceed with clicking “Schedule.”

[Observed Holidays...](#) [Mass Update...](#) [Schedule Exam\(s\) >](#)

Step 3 - Select Exam Details
Emergency Medicine

Step 1 ✓ Step 2 ✓ Step 3 1 Step 4 3

Report Options [Edit](#) [Save](#) [Reset](#)

Organization	Name	Exam	Exam Date	Location ↓↑	Proctor	ADA
NBOME_TESTING		Emergency Med...	-			-

1 rows selected Total 1

- On the final screen, review the exams purchased. Please note: The Program Registration ID and session code will automatically be emailed to the student taking the exam. You do not need to download separate launch codes or proctor codes. Students should write their codes down, as COMAT Secure Browser will lock their computers down on the day of the examination. Once all information is correct, select “Finish” at the top of the screen.

[Finish >](#)

Step 4 - Review Exam Purchase

Step 1 1 Step 2 2 Step 3 3 Step 4 4

Exams - Step 4 - Review Exam Purchase

Campus ↑	NBOME ID	Graduation Year	Last Name	First Name	Exam	Exam Date	Location	Proctors
NBOME Testing School	526035	2020	MihlbachlerZZEMO	Matthew	COMAT Clinical Subject - Osteopathic Principles and Practice	11/16/2022	Remote-Proctored	Ororo Munroe

1-1

Maintaining Examinations after Scheduling

After you have scheduled the student examinations, administrators can easily make changes to dates if anything needs to be changed on the next screen. Administrators can also activate sessions and obtain proctor admin links to activate a session for a proctor who is not present. To access these options, click on “Clinical Subject” under “Maintain COMAT.”

Dean Portal
Home \ Dean Portal \ Exams \ Maintain Exams \ COMAT \

Go Back

Maintain COMAT

Clinical Subject
Designed for a variety of applications, COMAT Clinical Subject Exams can be used for end-of-course assessment, evaluation of education across clinical sites, measuring achievement in osteopathic practice within and across clinical disciplines, and for pre- and post-testing in clinical rotations and clerkships.

Foundational Biomedical Sciences
Intended for assessment of foundational biomedical sciences, COMAT FBS exams assess student knowledge and skills comprehensively and related to disciplines and body systems.

COMAT Tasks

- Edit Proctors**
Allows to Add or Edit existing Proctors.
- Proctor Assignments - Clinical Subject**
Change Proctor Assignments
- Proctor Assignments - FBS**
Change Proctor Assignments
- Locations**
Allows you to Add or Edit Locations.

Maintaining COMAT Examinations – Viewing Proctor Assignments/Activating Backup Proctors

After clicking on “Maintain COMAT” and “Clinical Subject,” an administrator can change the dates of current registrations or proctor assignments as needed under the “COMAT Tasks” bar on the right side.

To view the correct registration and session, the correct proctor must be assigned to the cohort to be proctored. To view which students are assigned to which proctor, click “Proctor Assignments” and then select the date and the pencil icon to edit. On the next screen, you will see the available proctors and the proctor currently assigned. Use the arrows to move proctors from one list to the other. After selecting the correct proctor, click “Save” at the top right of the page.

Dean Portal
Home \ Dean Portal \ Exams \ Maintain Exams \ COMAT \ Proctor Assignments \

Go Back

Proctor Assignments - Upcoming Exams

Review/Edit	Exam Date ↑	Organization	Exam Location	Proctors	Delivery Option
	04/17/2025	NBOME_TESTING	NBOME_TESTING - Remote-Proctored	Jean Grey	Remote-Proctored

If there is ever a situation where you need to involve a backup proctor, click on “Maintain Exams” and proceed to the proctor session you want to activate. Check the box at the left and click “Activate” at the top right. This will give you a proctor admin link to provide to the backup proctor so they can log into their session.

Dean Portal
 Home \ Dean Portal \ Exams \ Maintain Exams \ COMAT \ Maintain Clinical Registration \

Mass Update... Go Back

Activate Session

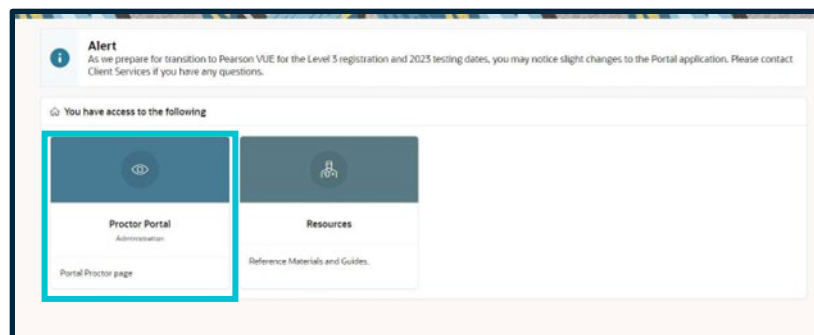
Search: All Text Columns Go Report Options Edit Save Reset

Exam Date equals 10/17/2025

	NBOME ID	Last Name	First Name	Graduation Year	Exam	Exam Date	COM Location	Proctored By	Session Code	Proctor Display Name	Proctor Link
☒	600703	Attack	Heart	2028	Psychiatry	10/17/2025	NBOME_TE... - Remote	Online (Remote- Proctored)	2270176224...	Charles Xavier	https://staging....programID=114...d076-4ea0-9fc0-8b383fefbe71

Day of Examination Procedures – Information for those with Proctor Roles

1. On the day of administration of a remote exam, log into the NBOME Portal and click on the “Proctor Portal” tile.



2. On the next screen, review and agree to the Declaration Agreement before viewing any of the examinations you are assigned to proctor. To review, click “Agree to Declaration” to complete, then the screen below will appear. Click on the Clinical or Foundational Biomedical Sciences tile, depending on the examination that is scheduled.

Alert
By using this website, you agreed to the Terms and Conditions (the "Agreement"). Use of this website at any time constitutes your acceptance of this Agreement.

Where would you like to go?



COMAT - Clinical Subject

Designed for a variety of applications, COMAT Clinical Subject Exams can be used for end-of-course assessment, evaluation of education across clinical sites, measuring achievement in osteopathic practice within and across clinical disciplines, and for pre- and post-testing in clinical rotations and clerkships.



COMAT - Foundational Biomedical Sciences

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COMAT - Proctor Comments

Throughout the Proctor application, you will have the ability to add comments. To view the comments, you will need to click the icon above.



COMSAE - Secure Browser

- Click on the “COMAT – Remote Proctor” tab to see the list of students scheduled for a given exam. This tile will also list the session code and the Program Registration ID for each student. Please note: When students are scheduled, emails are automatically sent to these students with these codes.

Go Back 

Where would you like to go?



COMAT - Clinical Generate Proctor Codes

This will allow you to generate Proctor codes for current and upcoming exams.



COMAT - Clinical Roster

This will allow you to retrieve your Launch Codes as well as enter in student, site and follow up comments.



COMAT - Remote Proctor

This lists all examinees for a given exam.



COMAT - Activate Session

This starts the Remote Proctor session by generating a unique URL. This session lasts for 24 hours from generation.

Information

- If the Exam Date field is blank, please contact your COMAT Coordinator.
- Please call the COMAT Support Line if you need further assistance. 866-479-6828.

Retrieve Program Registration ID's

Clear  Run 

Exam Date
11/18/2022

Exam	NBOME ID	Last Name	Middle Name	First Name	Event Date	Location	Program Registration ID	ADA	Email Address	Session Code
Surgery	526042	Wayne		Bruce	11/18/2022	Remote-Proctored	SU0260156BW	Y	iambatman@alterego.com	1871463536

Required

- After obtaining the session code and the Program Registration ID, return to the previous screen and click the “COMAT – Activate Session.” This is the tile that will start the remote proctor session by generating a unique URL that lasts for 24 hours. This link will launch the proctor page student check-in for the exam.

Activate Proctor Session

Clear

Exam Date

11/18/2022

Required

Proctor Session Number

1871463536

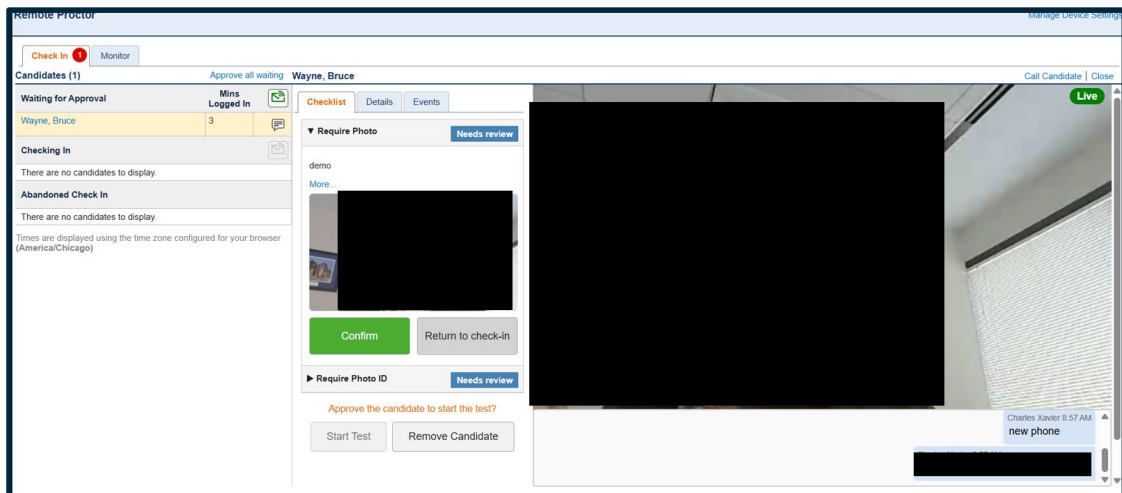
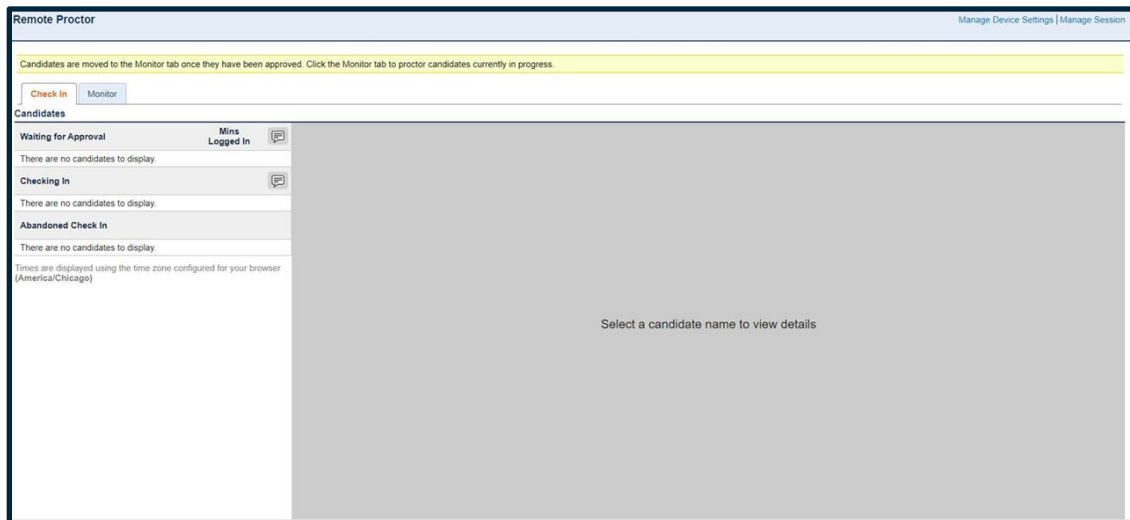
Proctor Admin Link

https://production.programworkshop.com/EW/RemoteProctor/1.0/RemoteProctor/Api?programID=114&guid=4e880733-8f78-4fd3-aef4-7d77d11438bb

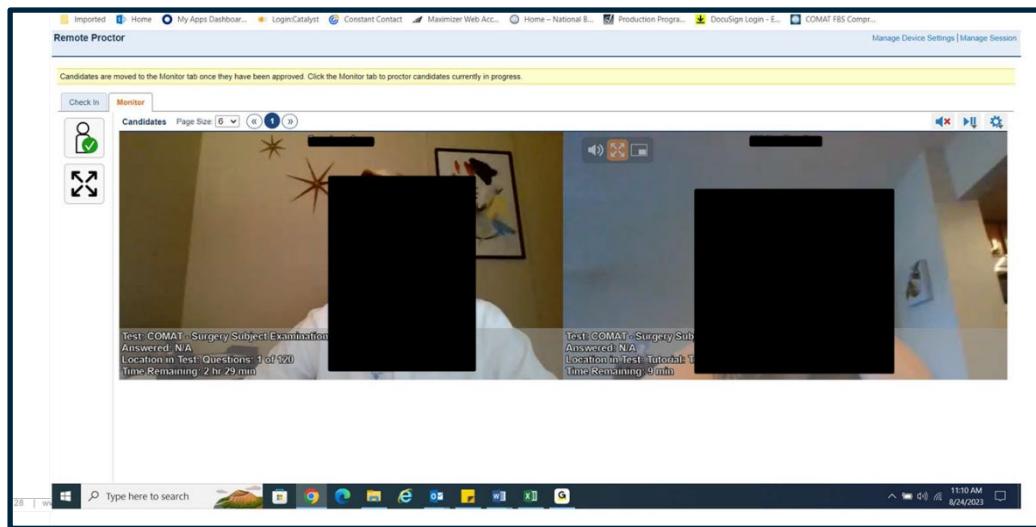
Link Expires

11/19/2022 10:51:19 AM

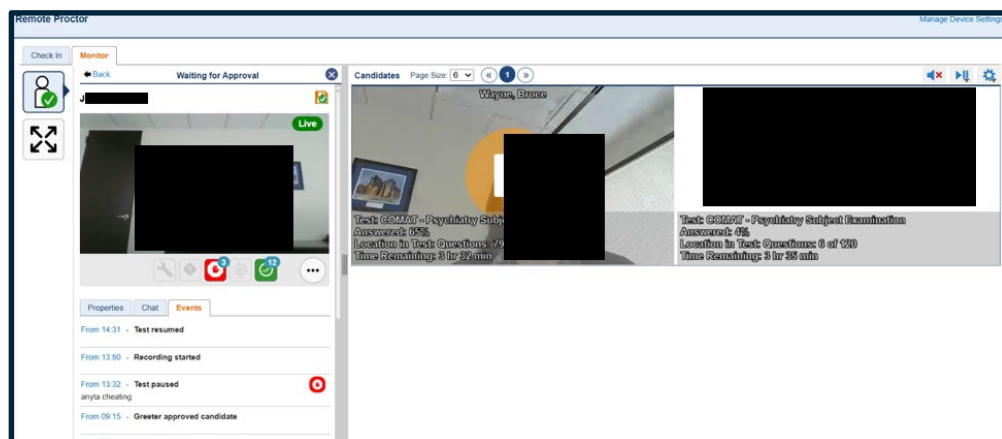
- After clicking the unique session link, you will see the following screen. Now you must wait for candidates to download the secure browser, run their system check, and login with their session code/program registration ID. Candidates will show up in the “Check In” list on the left of the screen.



- Upon approving the candidate's photo and photo ID, you can approve the them to begin the exam. This will move the candidate to the "Monitor" screen.



- The monitor screen can be maximized, and each individual candidate can be unmuted. Below "Check In" is a button with a figure and green checkmark. Clicking on that button will display individual student options on the left-hand side. You can send examinees chat messages, flag them for review, pause the exam, and end the exam.

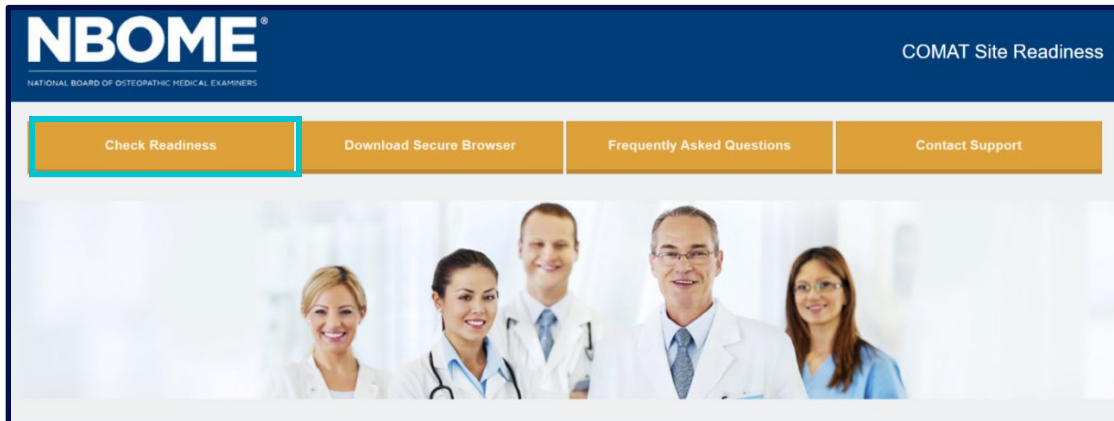


- Additionally, clicking on an examinee's name will show a live video of them. You can also chat with them and add events. For example, if you pause the examination, an orange circle will show up on the examinee's screen which indicates their examination has been paused. Under the "Events" tab, you can see when the test is paused and when it is resumed. If you are concerned about cheating of any kind, add that to the "Events" log. This process will automatically retain the video on the NBOME servers for a longer period of time so that the COM can request a copy of the video to review and to determine whether there are academic dishonesty concerns. You can also watch segments of the recordings throughout the remote proctoring session. Once a student is finished, a "Completed" screen will show for the student and the secure browser will shut down automatically.

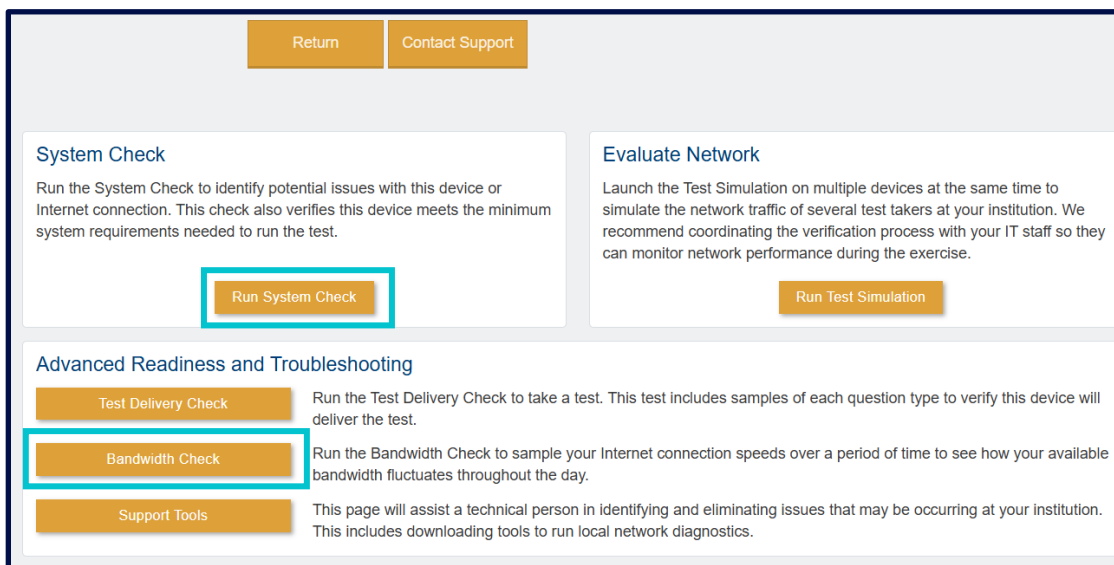
What Students See on Screen

This section is designed to familiarize COMAT proctors with the login process for examinees, and with what examinees will see as they move through the testing process. Proctors who have a better understanding of this process are better prepared to aid their examinees during an examination session.

1. To download the secure COMAT browser and ensure their system meets all technical requirements, examinees must visit <http://comat.starttest.com>.



2. To run a system check, the examinee must click “Check Readiness,” then “Run System Check” and complete the system check. They can also check their system bandwidth to ensure a seamless testing experience.



3. Once the system check is complete, the secure browser can be downloaded to launch the examination.

4. Once launched, the examinee will click on “Start My Remote-Proctored Test.”

The screenshot shows the COMAT (Comprehensive Osteopathic Medical Achievement Test) Series landing page. At the top, there is a blue header with the COMAT logo and the text "COMAT Comprehensive Osteopathic Medical Achievement Test (COMAT) Series". Below the header, a light blue box contains the text: "Welcome to the COMAT examination series. Test administration for COMAT is offered in two modes: **in-person proctoring** or **remote proctoring**. Please select the proctoring method approved by your COM and choose the option displayed on the right to begin required readiness checks and testing login." To the right of this box are two buttons: "Start My In-Person Proctored Test" and "Start My Remote-Proctored Test". The "Start My Remote-Proctored Test" button is highlighted with a red border. At the bottom of the page, a small copyright notice reads: "Copyright © 2017-2021 National Board of Osteopathic Medical Examiners, Inc. 8765 West Higgins Road, Suite 200, Chicago, IL 60631. Terms and Conditions - Privacy Policy. This website is copyright © 2000-2025 Internet Testing Systems, LLC. All rights reserved."

5. Examinees begin by clicking the “Practice Check-in Process” as another check to ensure their computer system meets the requirements for examination administration.

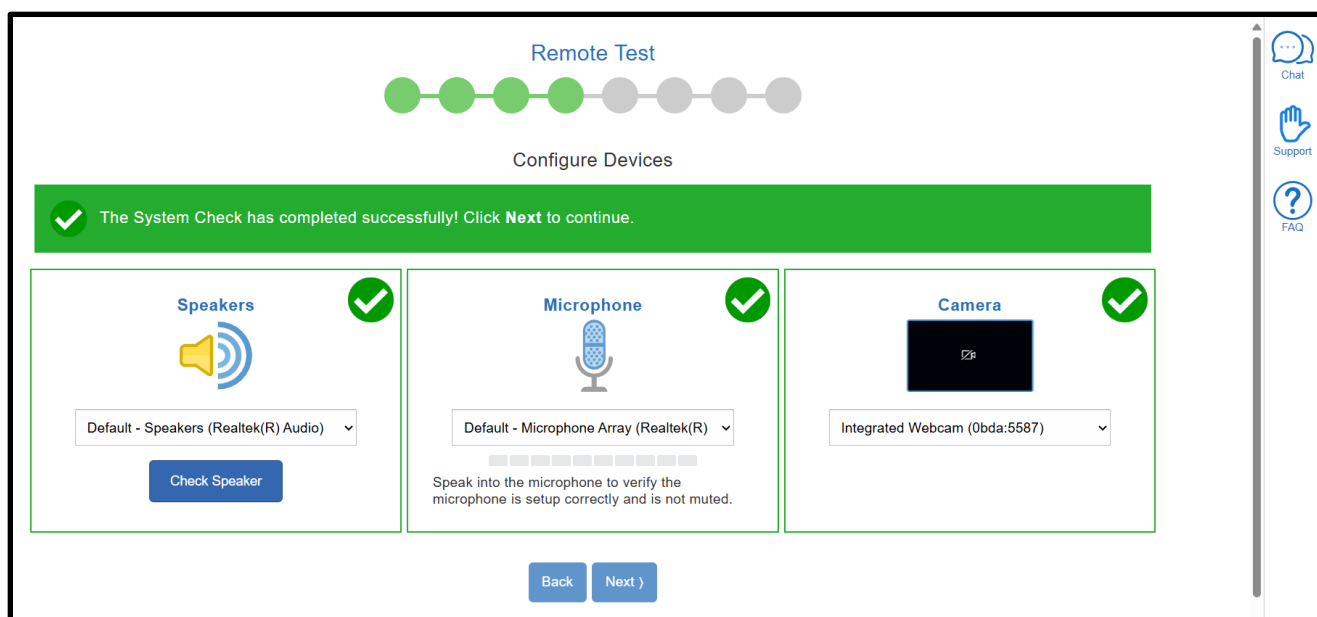
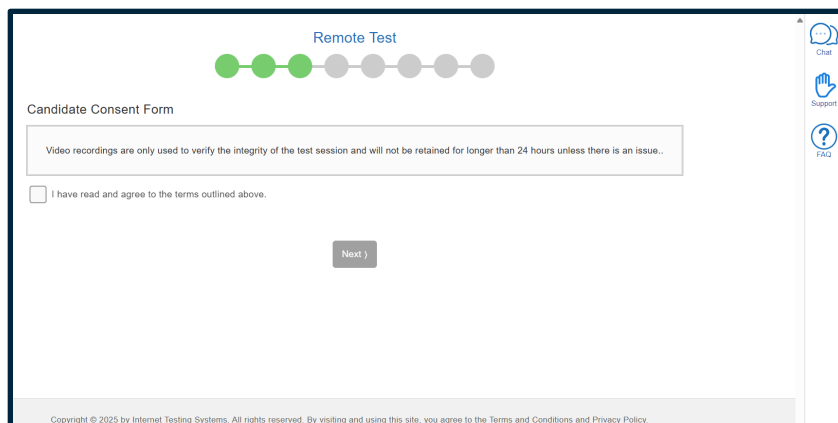
The screenshot shows the "Remote Test" interface. At the top, there is a progress bar with 10 circles, the first of which is green. To the right of the progress bar is a question mark icon and the text "FAQ". Below the progress bar, there are two main sections: "Prior to Test Day" and "On Test Day". The "Prior to Test Day" section contains a monitor icon with a green checkmark, the text "Practice Check-In Process", and a subtext: "Test your audio, video, and internet connection, and practice the check-in process to prepare for test day." Below this is a button labeled "Start a Practice Session". The "On Test Day" section contains a multiple-choice question icon, the text "Start Check-In Process", and a subtext: "Enter the session number provided by your proctor to sign in for your Remote Proctored session." Below this is a text input field labeled "SESSION NUMBER" and a "Submit" button.

6. After the examinee completes the “Practice Check-In Process,” they must enter the Program Registration ID and last Name and click “Submit.”

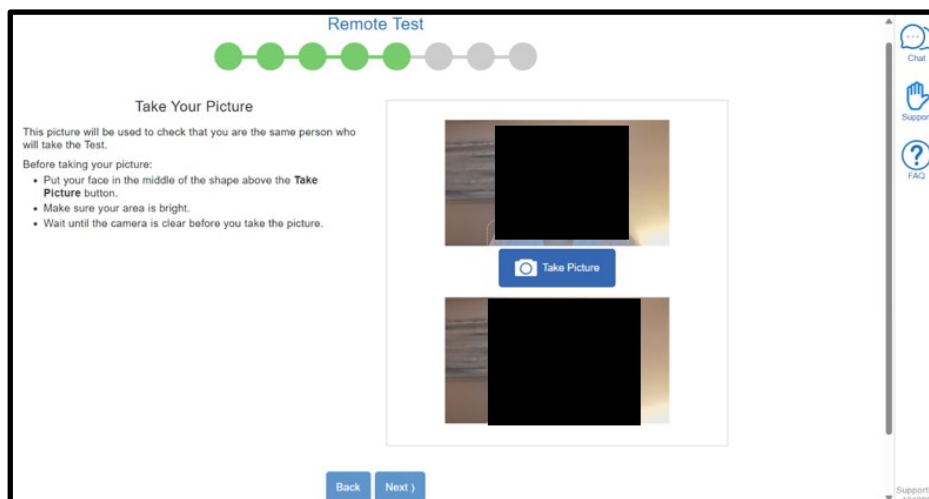
The screenshot shows the "Remote Test" interface, specifically the "Login" section. At the top, there is a progress bar with 10 circles, the first two of which are green. To the right of the progress bar is a question mark icon and the text "FAQ". Below the progress bar, there is a "Login" section with two text input fields: "PROGRAM REGISTRATION ID" and "LAST NAME". Below these fields is a "Submit" button. At the bottom of the page, a small copyright notice reads: "Copyright © 2025 by Internet Testing Systems. All rights reserved. By visiting and using this site, you agree to the Terms and Conditions and Privacy Policy."

7. After hitting “Submit,” the examinee will see the following screen with a consent form that they must agree to in order to be recorded during the examination. They will click the box to agree, and then

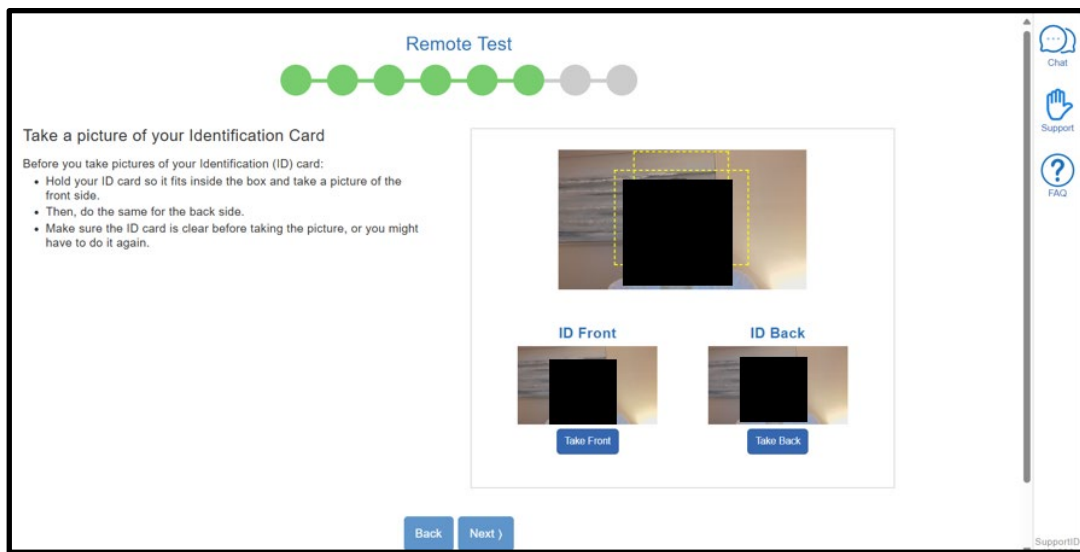
click “Next.” They will then see a screen for a sound, microphone, and camera system check. Once all arrows turn green, students may select “Next.”



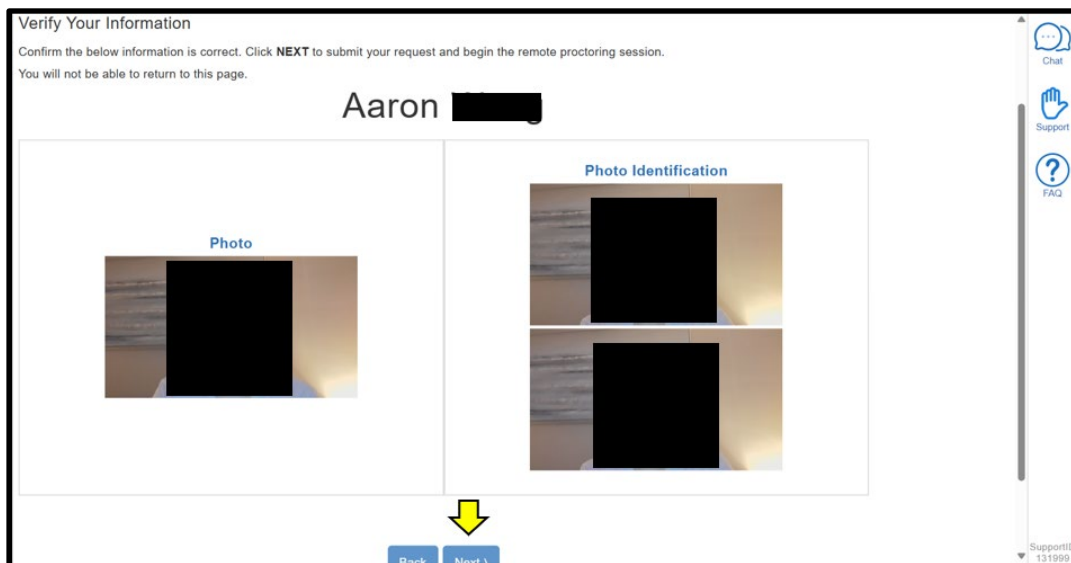
8. The examinee will then proceed to the next screen to take two photos of themselves to validate their identity.



9. The examinee must select “Next” after taking their photos. The next screen will ask them to take a photo of the front and back of their photo ID (school ID or state-issued ID etc.) determined by COM.



10. Once examinees have taken their photos and verified their accuracy, they will click “Next” to begin the remote proctoring session. As the proctor, you must approve the student on the Proctor Check-In screen to launch the examination.



FEATURES FOR EXAMINEES

- Clicking  closes the secure browser
- Clicking  alerts the Proctor that help/attention is needed
- Clicking  opens a text/chat screen and allows the examinee to chat with the proctor

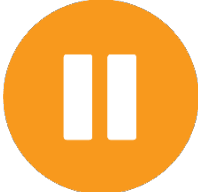
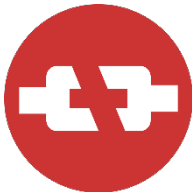
Please note the Session ID number at the bottom right corner of screen in case ITS Support is needed.

Troubleshooting for Common Remote Proctoring Issues

- If the proctor is unable to approve examinees to begin the examination, they should select “Enable all waiting” button to approve. Ensure all checkboxes are selected and the student has a stream that is playing.
- If there are no candidate streams playing, contact ITS Support as this most likely indicates traffic is not being allowed on the streaming servers.
- If a proctor cannot see one candidate but can see the others, this is likely due to a bandwidth issue. Refresh the stream at a lower resolution or try a different device. If problem persists, please contact ITS Support.
- If a proctor is unable to generate a session ID link, please reach out to [NBOME Client Services](#).
- If a student needs to force close the exam, they can use the “Control + Shift + Q” keys.
- For ITS Remote Proctoring FAQs, please [click here](#).

Status Banners Shown to Proctors

Banners are used to display the following candidate status: Completed, Paused, Incomplete.

<i>Complete</i>	<i>Paused</i>	<i>Incomplete/Disconnected</i>
		
<i>The test has been marked complete.</i>	<i>The test has been paused.</i>	<i>This icon will appear when the testtaker video has been disconnected from the browser. In this instance the video will appear to be frozen.</i>

Contact Information for Issues

If you have issues that arise the day of the exam, please use the table below to contact the appropriate number. For technical issues with secure browser on the day of the exam, please contact ITS directly so that they can replicate the issue and assist with resolution.

Who	Why	Contact Information	Hours
ITS	Technical issues that arise while launching and after the test	(800) 514-8494	8:00 am – 8:00 pm ET
NBOME Client Services	Issues that arise prior to launching the exam	(866) 479-6828	8:00 am – 5:00 pm CT

System Requirements

Windows

Windows 10+ and Microsoft Edge are required. The latest version of Windows products can be downloaded from the [Microsoft Download Center](#).

Mac

Mac OS Catalina 10.15.7 and Safari 15. Retiring support for Mac OS 10.14 and Safari 13 and 14. The latest version of Mac products can be downloaded from the [Mac Support site](#).

iPad

iOS 16 on iPad 5th generation or newer, iPad Air 3 or newer, iPad Pro (retiring support for iOS 15).