



COMAT

PROCTOR GUIDE

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COMAT Portal Administrator and Proctor Responsibilities

Each College of Osteopathic Medicine's (COM) portal administrator and proctor are responsible for administering examinations in strict compliance with the NBOME testing regulations specified in this guide and for maintaining test security. This document includes the following information:

- Proctor responsibilities
- Examination administration preparation
- Proctor portal use
- Exam administration
- In-person proctoring
- Remote proctoring

Proctor Responsibilities

For each location, a primary proctor should be appointed to provide coordination and serve as a single point of contact with the NBOME when there are multiple proctors. Proctor duties and responsibilities include the following:

- Maintain a secure testing environment for test administration
- Become familiar with the guidelines for COMAT administration and follow the specified procedures
- Run required system checks to confirm adequate bandwidth and internet connectivity at the testing site for remote or in-person proctoring
- Ensure the NBOME browser is downloaded to all on-site testing workstations (including laptops)
- Plan the admission and dismissal of all examinees
- Minimize any disturbances to examinees during test administration
- Ensure that examinees are monitored throughout the examination and maintain the security and integrity of the examination
- Become familiar with the site's emergency and evacuation procedures

Best Practices for Proctoring COMAT

While some procedures may vary between COMs for proctoring COMATs based on how COMs use COMAT, the below is suggested when developing your specific COM's procedure for administering COMAT.

Exam Policies

- All applicable COM testing policies should be enforced, including policies related to food and drinks, personal belongings, electronic devices, dress expectations, and testing-room conduct.
- The examination may not be paused except in the event of an emergency. If a restroom break is absolutely necessary, the exam timer will continue running. Please keep breaks to a minimum. A sign-out/sign-in sheet will be maintained, and only one student may leave the room at a time.
- During the examination session, students are not permitted to access any camera device.
- During the examination session, students are not permitted to access information or data, including but not limited to any access to a cellular phone, smart watch, smart glasses, electronic devices, AI devices, text, notes, or other materials.
- Students may not communicate with anyone other than COM staff, in any manner.

- COMATs are the property of NBOME. Any possible irregularities in examination administration, student behavior, breach of test security, or confidentiality will be investigated and reported.

Device Requirements

Students should use the device approved by their COM for COMAT administration. COMAT may be delivered through a secure browser on a PC or Mac, or on an iPad using the eCOMAT app. COMs should confirm local device expectations, availability of school-issued devices, and any required technology checks prior to exam day. Please refer to the [ITS Network Security Readiness Guidelines](#) for more information related to device and Wi-Fi requirements.

- **If students are using a laptop, they should complete the system readiness check** at least 24 hours prior to the exam to confirm compatibility and ensure the secure browser can be downloaded successfully. On the day of the exam, they should complete the system readiness check once more.
- **If students are using an iPad, they must download the eCOMAT app** and follow the steps outlined in the app quick start or setup instructions provided by the COM.

Exam Day Logistics

- Unless students have approved testing accommodations or have received alternate instructions, they should report to their assigned testing location.
- Students with approved testing accommodations should report to the location assigned by the COM or testing accommodations office.
- Students should arrive 15 minutes prior to the exam. Entry to the testing room should begin at this time, and exam instructions should be read shortly before the exam time.
- Students should test only at their assigned location unless an exception has been approved in advance by the COM. Seating charts or check-in rosters may be used to support orderly administration.

Upon entering the classroom, the student will receive:

- One piece of scratch paper (please instruct them to write their name and seat number at the top)
- One pencil
- Earplugs (optional)
- A launch code and proctor code are required to start the exam. If individual launch-code slips are distributed, students should confirm they receive the slip with their own name before beginning the exam.

Exam Structure

- The COMAT begins with a tutorial, after which the exam will commence.
- No audiovisual questions are included, so headphones are neither required nor permitted.
- COMAT questions do not require the use of a calculator, and no calculator is provided.
- When pertinent laboratory values are included, reference ranges are provided within the body of the question.

Examination Administration Preparation

The COMAT administrator and proctors should establish the administration process, including the distribution of examinee launch codes and, for in-person administrations, the proctor code. They should also confirm that the portal administrator's roster of examinees and assigned subjects for each administration matches the proctor roster generated before the test administration. This review should include identifying any examinees who have been granted special accommodations.

Before any COMAT administration, the COMAT administrator should instruct proctors on how to respond to specific irregular behaviors, such as copying answers, permitting others to copy answers, possessing notes, providing or receiving unauthorized information about examination content, or engaging in disruptive behavior. Each COM is responsible for determining its response to inappropriate conduct.

The COMAT administrator and proctor should agree on an emergency protocol for situations such as fire, dangerous weather, or prolonged power outages and be prepared to communicate the protocol to examinees before each examination begins.

In-Person Proctor Recommended Testing Room Arrangements

A testing room should have the following characteristics:

- Barrier-free design in which proctors have an unobstructed view of and unimpeded access to every examinee
- Adequate lighting, comfortable temperature and ventilation, and a low noise level
- Adequate space for seating all examinees, with reasonable separation between them so that they can neither communicate with nor observe the responses of other examinees
- A wall clock that keeps accurate time
- Designated areas where examinees can store personal belongings during the examination

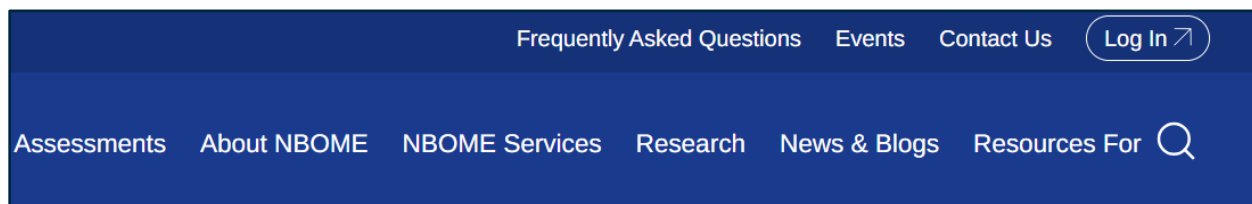
Remote Proctor Recommended Arrangements

Remote monitoring should include the following arrangements:

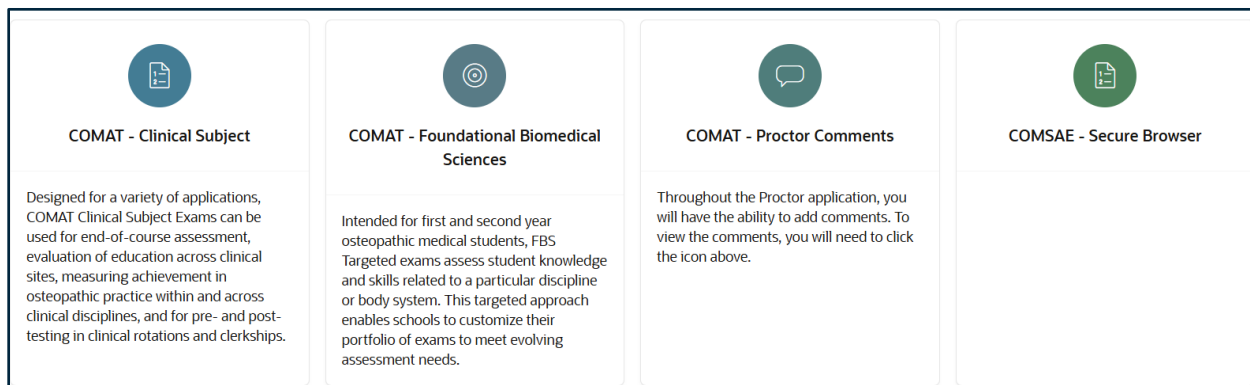
- Appropriate technical infrastructure to support prolonged streaming
- Student should be facing the camera so the proctor can view the student with ease
- Adequate lighting and a low noise level
- If a student uses an iPad, the device must be positioned to allow the proctor to clearly observe the student and their testing environment

Proctor Portal Use

1. To access the proctor portal, enter www.nbome.org into the browser address bar and log in.



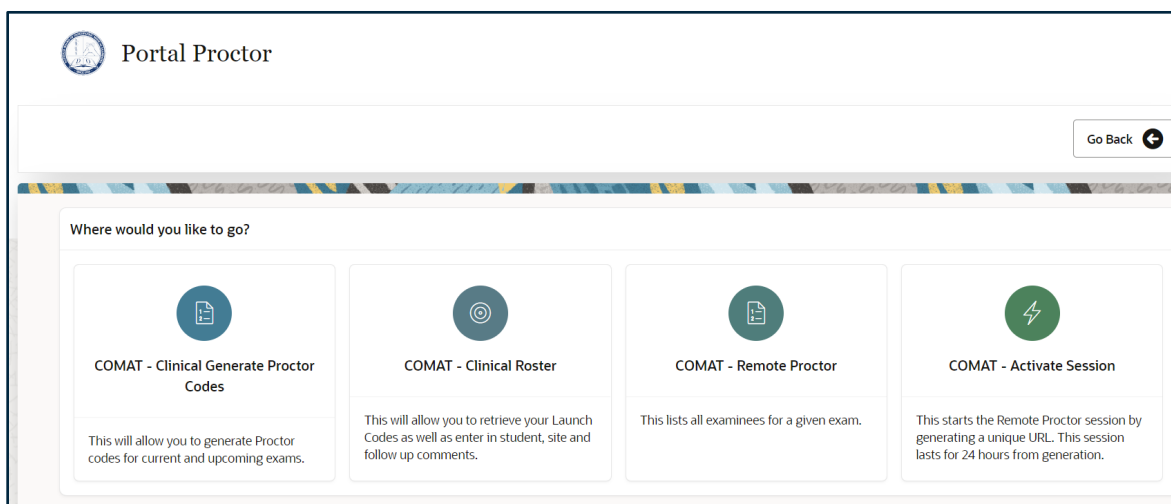
2. In the proctor portal, you can choose between the COMAT Clinical Subject, COMAT Foundational Biomedical Sciences, COMSAE, and COMAT Proctor Comments tiles.



3. In the proctor portal, you can generate launch and proctor codes, view examinee lists, and activate a COMAT remote examination session. It is recommended that you become familiar with this site, as you will use it before and during each examination administration.

4. You have the following COMAT tiles:

- For in-person proctoring:
 - a. Generate Proctor Codes
 - b. COMAT Clinical Roster (which assists in retrieving launch codes)
- For remote proctoring: The full remote proctoring guide is available in the portal under Resources.
 - a. Remote Proctor tile, which lists all examinees along with registration IDs and session codes
 - b. Activate Session tile, which starts the remote proctoring examination session



Obtain Launch Code and Generate Proctor Code (In-person)

You will be able to retrieve two types of codes that allow examinations to be launched immediately after the examination is scheduled: a launch code for each examinee for a particular discipline examination and a proctor code.

An individual launch code is generated for each examinee for each COMAT discipline examination they take. The launch code is required for a successful launch. The code includes two alpha characters indicating the examination discipline, seven randomly assigned numeric characters, and two alpha characters representing the examinee's initials (e.g., SU9999999LL).

Launch codes and proctor codes should always be kept secure.

From this list, note whether any examinees have been granted special time accommodations. For example, time-and-a-half or double-time accommodations require proctors to be prepared to monitor for the extended length of time.

It is highly recommended that you confirm examinee names, examinations to be taken, and test dates against the COMAT administrator's roster. If there are discrepancies, contact the COMAT administrator.

Issues with Proctor Code

If there is a delay or interruption and the proctor code expires, you can generate a replacement code. If an examinee tries to log in to an examination after the proctor code has expired, a new proctor code can be generated at the examinee's request. You may generate a set of proctor codes with different start times as a backup, if needed. For questions regarding proctor codes, contact NBOME Client Services at (866) 479-6828.

Please note that launch codes must be entered first, followed by the proctor code.

- For Clinical, proctor codes are valid for 2 hours and 20 minutes.
- For FBS-Comprehensive, proctor codes are valid for 4 hours and 20 minutes.
- For FBS-Targeted, proctor codes are valid for 2 hours and 20 minutes.

Examination Administration

Personal Items

Before examinees enter the test site, advise them that certain personal belongings are not permitted in the testing room. All materials must be deposited in an area designated for personal belongings. The following items are **not** permitted in the testing room:

- Smart glasses/AI devices
- Camera devices
- Smart phones
- Calculators
- Watches with alarms, computer capabilities, or memory capabilities
- Paging devices
- Cellular phones
- Recording or filming devices

- Radios
- Reference materials (books, notes, papers)
- Briefcases, luggage, or coats
- Beverages or food of any type, unless pre-approved by the COMAT portal administrator as an accommodation

As examinees enter the testing site:

- Provide them with their launch code and the proctor code
- Ask them to consider the impact their activity and noise may have on others
- Advise them regarding emergency protocols

Launching the Examination

Examinees will be provided with the launch code as they enter the test site. Alternatively, the launch code may be placed at each examinee's workstation (e.g., in an envelope at the desk). You may announce the proctor code or include it with the launch code. Entering the examinee's launch code and the proctor code will launch the correct discipline examination on that computer for that examinee. Each COM determines how to begin the examination administration.

Supervising the Examination

Observe the examinees to ensure that:

- No one has anything on their desk other than their computer. A COM may elect to allow a pen or pencil and blank pieces of paper.
- If the COM provides blank paper, collect it at the end of the examination for shredding or have the student shred it on camera in front of the proctor.
- No one is copying test content or using recording or filming devices during the examination
- All personal items are absent from the examination site
- No one is communicating with another examinee in any way

Proctors are required to dedicate their full attention to the supervision of the examination.

Answering Questions Regarding Test Items

You should **not** answer any questions regarding examination content. If an examinee believes a test item is misprinted or incorrect, instruct the examinee to answer the item to the best of their ability based on the information provided. Inform the examinee that they may provide an item-level comment before moving to the next item. Identify the item in the proctor log and record the examinee's issue under Examinee Comments.

Permitting Absence from the Testing Room

During the examination session, examinees should be allowed to leave the testing room only one at a time. Examinees should understand that the timer cannot be paused for breaks. All breaks are given at the proctor's discretion. Examinees who finish the examination early may be permitted to leave the room. Remind examinees to be considerate of those who are still working and to refrain from making noise.

If an examinee must withdraw permanently from the examination prior to completion, please document the incident in the proctor comments log.

Irregular Incidents

You are responsible for ensuring that the examination is conducted under standardized conditions for all examinees, handling incidents that disturb or deviate from these conditions, and documenting such incidents in the proctor log. Please email ClientServices@nbome.org if any irregularities occur during a test administration. Behaviors such as copying answers, permitting another examinee to copy answers, possessing or taking notes, providing or receiving unauthorized information about examination content, or engaging in disruptive behavior are strictly prohibited. You should address these behaviors according to school policy.

If your school policy indicates that an examinee should be removed from the testing room for an irregular incident, instruct the examinee to leave the room and shut down the computer. Please update the proctor log with any testing irregularities and email ClientServices@nbome.org. Include the following information in both the proctor log and the email to Client Services:

- Testing site
- Time the incident occurred
- Names and identification numbers of all involved examinees
- Description of the incident or behavior

Emergency and Evacuation

Follow your established plan for evacuating the testing room in the event of an emergency, such as fire, weather, or prolonged power failure. The plan should include securing examination content and results by shutting down computers, if time and circumstances permit, and providing instructions for exiting and returning to the testing room. If possible, the room should be locked during the evacuation. Proctors should monitor examinees during the evacuation to minimize communication among the group. Describe the incident in the proctor log. If the examination is interrupted, resume the examination at the point where examinees were interrupted. The launch code remains valid. If the proctor code has expired, generate a new code through the proctor page on the NBOME website.

Force Closing Exam

In the event of an emergency requiring a student to close the exam, the student should be instructed to force close the secure browser by pressing “Control + Shift + Q.” This will cause an error message to appear on the screen, and the browser will then close. The student may reenter the examination by relaunching the browser. The student will need to reenter their launch code and proctor code.

End of Examination

At the end of the examination, a survey will be presented requesting feedback from the examinee.

Multiple Examinations

If an examinee is scheduled to take more than one COMAT examination in one sitting, a new launch code will be needed. A new proctor code may be needed if more than 2 hours and 20 minutes have passed since the start time specified for the original proctor code. Return to the proctor page on the NBOME website under the COMAT tab to generate a new code.

eCOMAT Start Instructions

The Apple iPad COMAT platform is designed to closely mirror the desktop and laptop experience after the examination launches. The iPad setup process differs from other web-based examinations. Follow the steps below to download the secure browser app and verify readiness before testing.

1. Open the Apple App Store on the iPad and search for eCOMAT.
2. Download the free app.

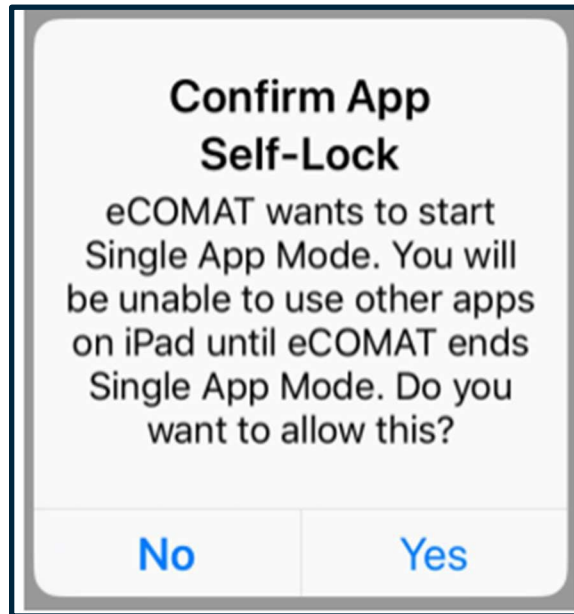


3. Launch the app and go to the Home page. Select “Verify Readiness” to confirm the iPad is ready for testing.



4. To begin the examination, select “Take a Proctored Test” from the app Home page. Proctored tests require Automatic Assessment Configuration to be enabled on the device.

- Note from Apple Support: Assessment Mode allows apps to disable certain hardware and software features to support a secure testing environment and prevent test takers from using other apps. Automatic Assessment Configuration is supported only on iPad 2 or newer.
5. When Automatic Assessment Configuration is enabled, a pop-up will confirm that the device is in Single App Mode. The screen will be locked in landscape orientation, and rotation will be disabled.



- Note: Users can still swipe left or right to move between questions, and the keyboard will remain available for text-entry fields. The battery icon is hidden during the examination, so the iPad should remain plugged in throughout testing.

Support

Who	Why	Contact Information	Hours
ITS	Technical issues that arise while launching or after launching the test	(800) 514-8494 support@testsystems.com	8:00 am – 8:00 pm ET
NBOME Client Services	Issues that arise before launching the exam	(866) 479-6828 ClientServices@nbome.org	8:00 am – 5:00 pm CT
COMAT Portal Administrator	Exam-day irregularities	Unique to each COM	

The minimum requirements are as follows:

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 (or higher) are required. Support for Mac OS 10.14 and Safari 13 and 14 will be retired. 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, or iPad Pro is required. Support for iOS 15 will be retired.

The system check for Windows and Mac users can be accessed at <https://comat.starttest.com/>.