



COMAT

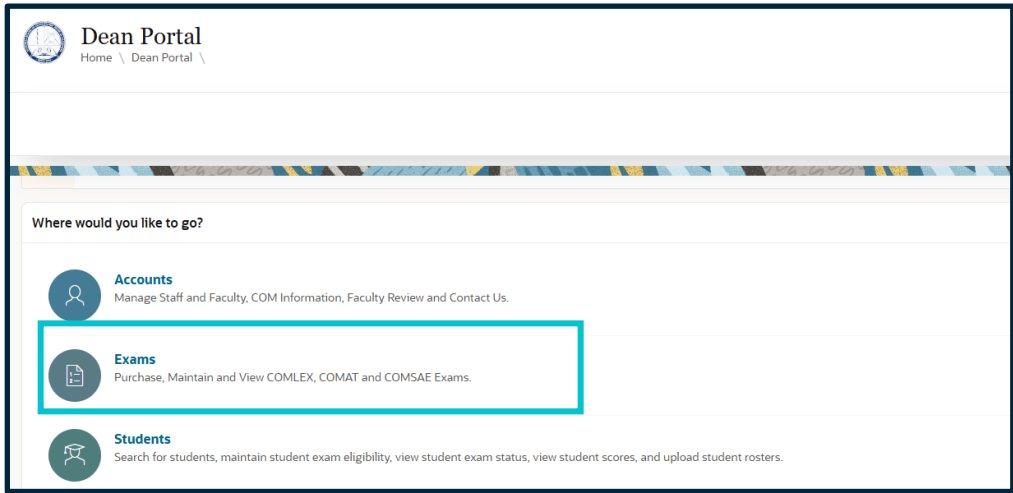
REMOTE PROCTOR GUIDE

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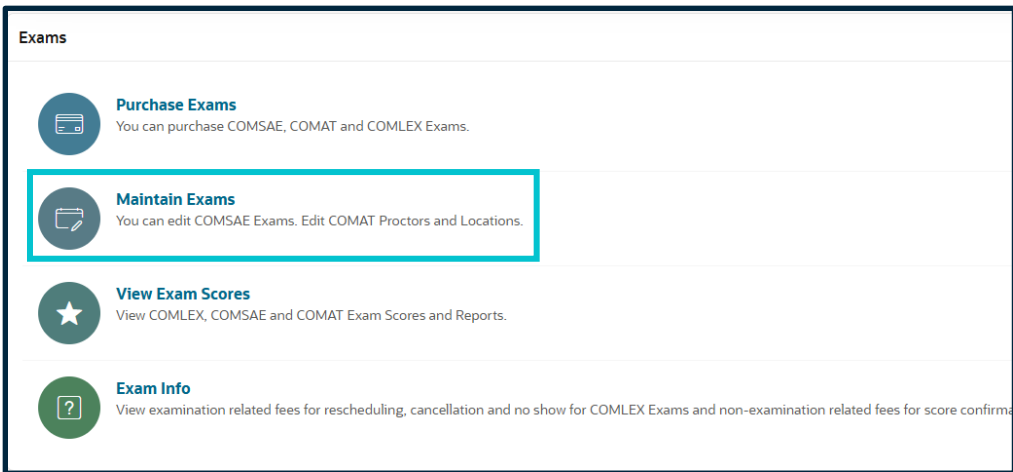
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Establishing Online Proctor Location – Information for Portal COM Administrators

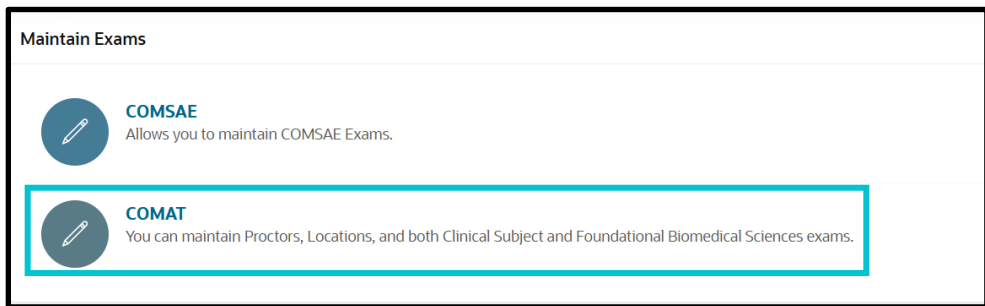
1. Prior to scheduling any remote proctoring administration, COMs will need to make sure there is an active location created specifically for remote proctoring. A Portal COM Administrator will need to log into the Dean Portal. After logging into the Dean Portal, click on “Exams.”



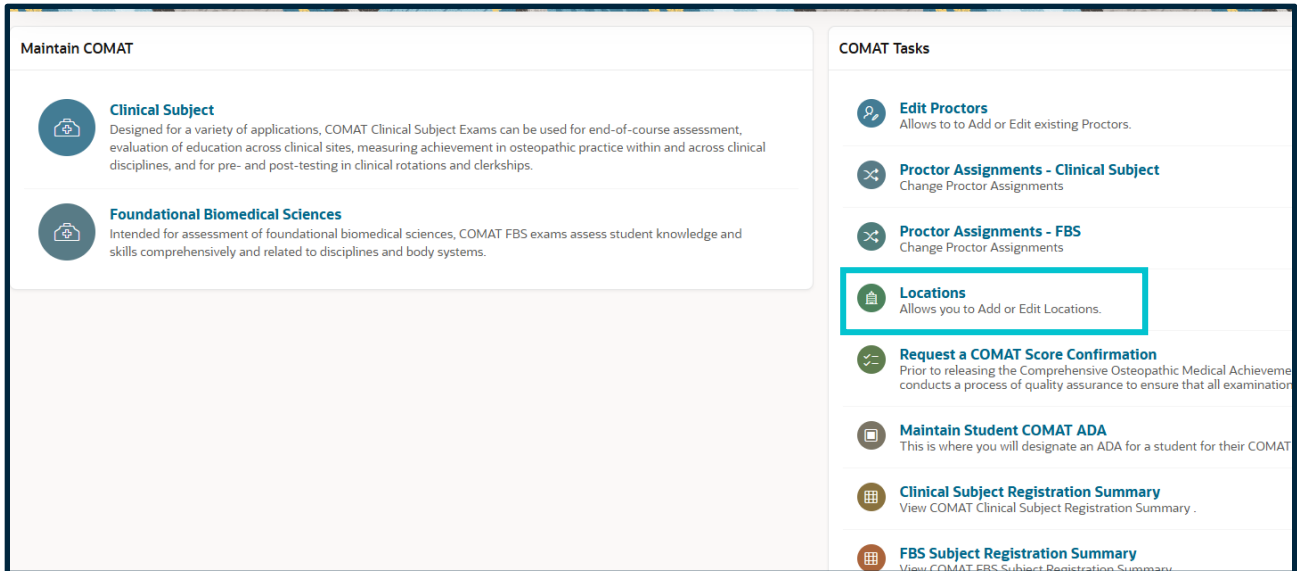
2. Next, click on “Maintain Exams.”



3. Select “COMAT.”



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



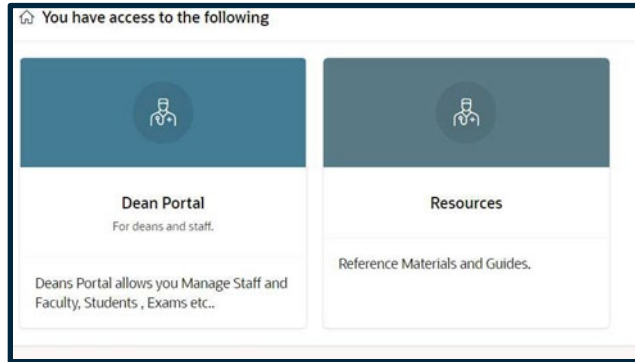
- This list will show all active locations for your COM. If your COM does not have an “Online Proctor Location” that is active, you must click “Add Location” at the top right of the screen.

Edit	Org Name Short	Location Desc	Online Proctor Location	Active
✎	NBOME_TESTING	Remote	Y	Y
✎	NBOME_TESTING	Remote Location 2	Y	Y

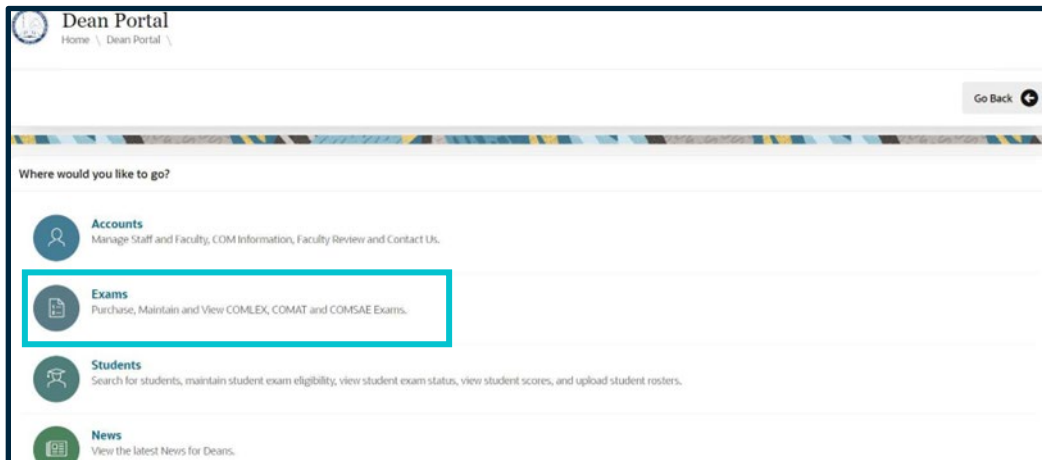
- To add a new online proctor location, select the campus from the drop-down menu on the left and then add a location name in the “Location” box on the right. You must make sure that “Active” has “Yes” selected and “Online Proctor Location” also has “Yes” selected. Then click on “Create” at the top right.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

Registering and Scheduling Students for Remote Proctoring – Information for Portal COM Administrators

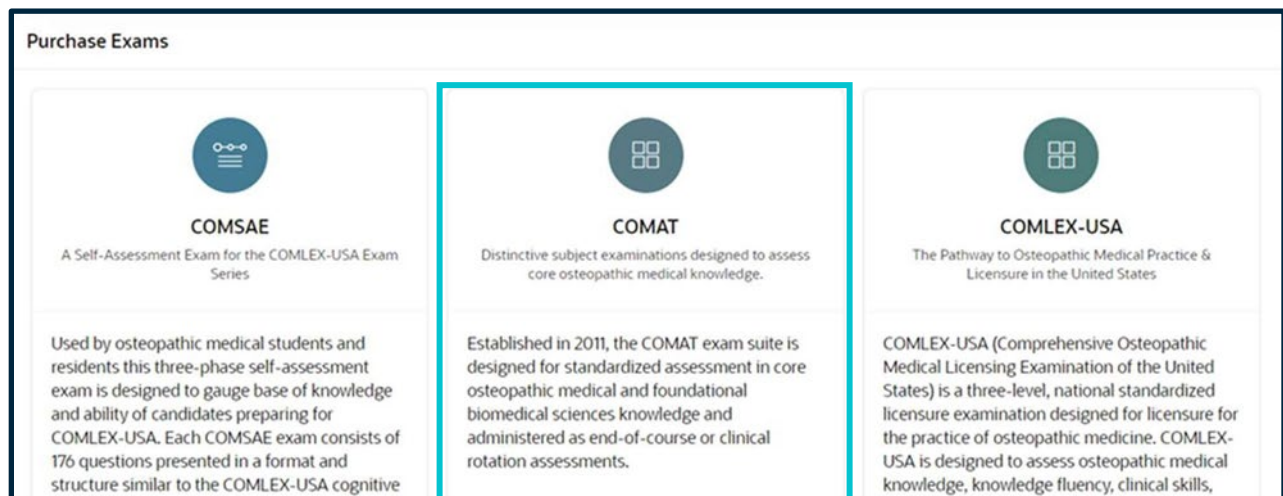
1. The Portal COM Administrator/Portal Dean must log into Portal to schedule a COMAT exam. Click on the “Dean Portal” tile.



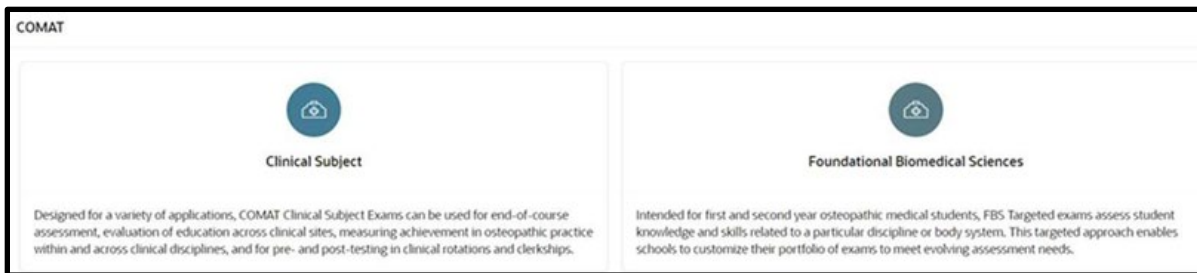
2. Then click on “Exams.”



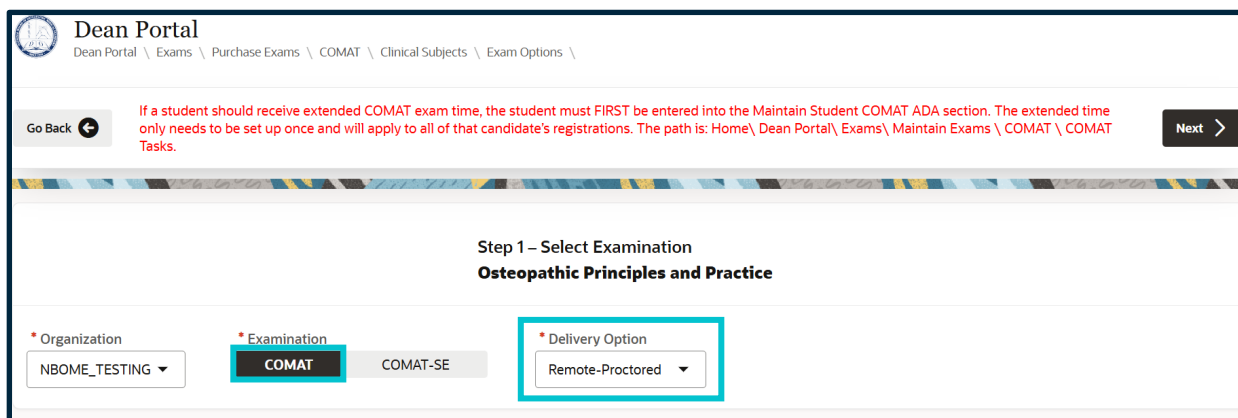
3. After clicking “Exams,” select “Purchase Exams,” which will show the following screen. Select the “COMAT” tile.



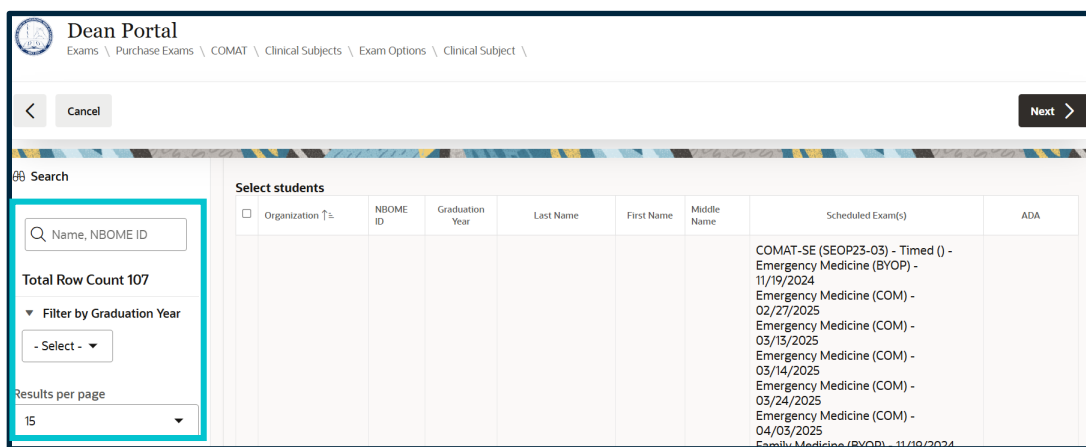
- Then select either “Clinical Subject” or “Foundational Biomedical Sciences” from the following options.



- 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.”

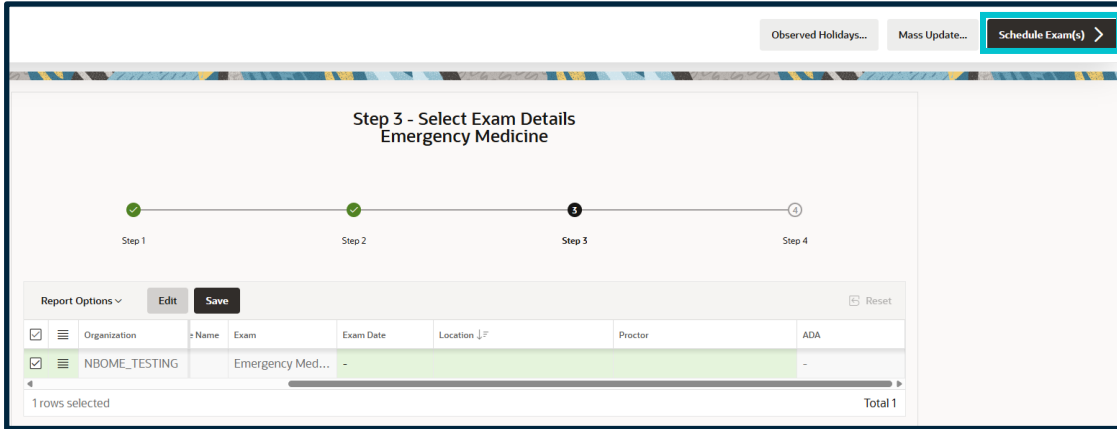


- The Portal COM Administrator must then select all the students to register for the exams. Once you have finished selecting the examination and the students, click “Next” again. **Please note: On the left-hand side, you can filter by graduation year and set a higher number of records to be displayed if you would prefer to mass schedule a cohort.**

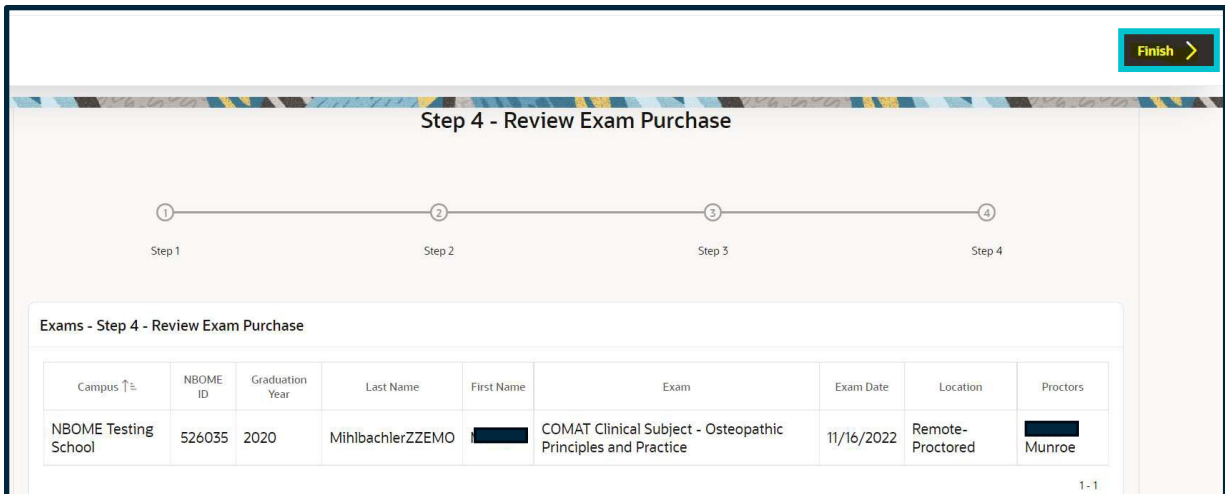


- On the next screen, you will see your selected students with a few blank tiles. Click “Edit” to select your exam date, your location, and your proctor. Once you have selected all three options, select “Save.” Once the changes have been saved, you will click on “Schedule Exams” at the top right,

which will display a reminder to save changes if you have not yet done so. Then proceed with clicking “Schedule Exam(s).”



- On the final screen, you may review the exams purchased. **Please note: The Program Registration ID and session code will automatically be emailed to the student taking the exam.** The proctors assigned to the exam may pull the roster information with the program registration IDs and session codes. Once all information is correct, select “Finish” at the top of the screen.



Maintaining Examinations after Scheduling

After you have scheduled the student examinations, administrators can easily make changes to dates if anything needs to be altered 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” or “Foundational Biomedical Sciences” 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.

To delete or change dates of scheduled exams, click on the line icon to the right of the check box. If you need to delete a record, select “Delete Row” and then click “Save.” To change the date, double-click on the date you want to change, select the new date, and click “Save.”

Search: All Text Columns Go Report Options Edit Save Reset

Exam Date equals 06/03/2026

NBOME ID	Last Name	First Name	Graduation Year	Exam	Exam Date	COM Location	Proctored By	Session Code	Proctor Display Name	Proctor Link
000102	ZZDEMO	Student	2016	Psychiatry	06/03/2026	NBOME_TESTING - X-Mansion	COM (In-Person-Proctored)		Proctor-Test	
526044	ZZDEMO	Student		Family Medicine	06/03/2026	NBOME_TESTING - Remote	Online (Remote-Proctored)	22701762244945...	Proctor-Test	

Maintaining COMAT Examinations – Viewing Proctor Assignments/Activating Backup Proctors

The Portal COM administrator can change proctor assignments as needed under the “COMAT Tasks” bar on the right side of the page.

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

Go Back

Maintain COMAT

- Clinical Subject**
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COMAT Tasks

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Change Proctor Assignments
- Proctor Assignments - FBS**
Change Proctor Assignments
- Locations**
Allows you to Add or Edit Locations.

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,” then select the date and the pencil icon to edit.

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 [REDACTED]	Remote-Proctored

On the next screen, you will see the available proctors and the proctor currently assigned. Click on the list to select the proctor you want assigned to this cohort. After selecting the correct proctor, click “Save” at the top right of the page.

Proctor Assignments

Exam Date: 06/02/2026
Exam Location: NBOME_TESTING - Remote

Proctors: Charles Xavier Test

Q 🔍 Go Report Options ▾

Edit	NBOME ID	Last Name ↑	First Name	Grad Year	Organization	Exam	Launch Code	ADA
	526044	ZZDEMO	Student		NBOME_TESTING	Psychiatry	PS4784475SZ	Double Time

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 to the left of the record and click “Activate Session” at the top right. This will give you a proctor admin link to provide to the backup proctor so they can log into the session.

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

Mass Update... Go Back ↩

Activate Session

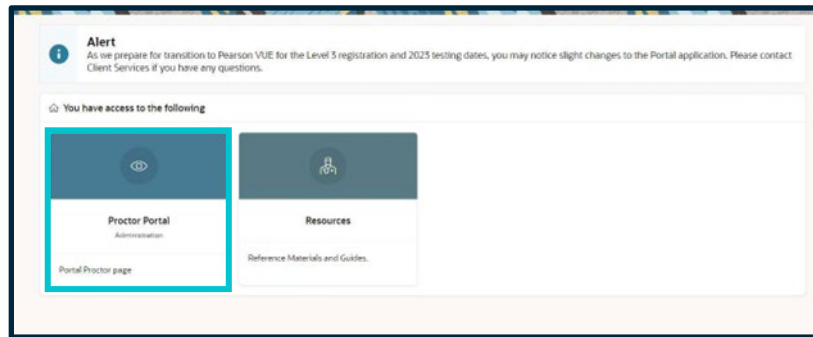
Q 🔍 Search: All Text Columns Go Report Options ▾ Edit Save Reset

Exam Date equals 10/17/2025

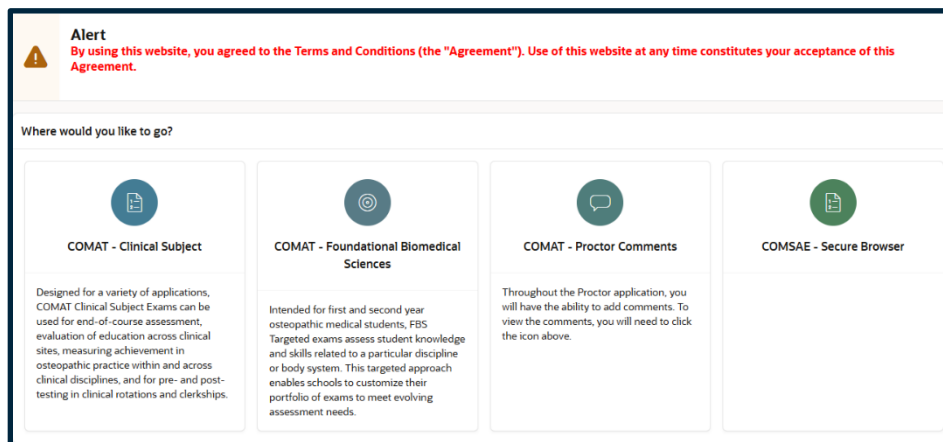
<input type="checkbox"/>	NBOME ID ↑	Last Name	First Name	Graduation Year	Exam	Exam Date ↑	COM Location	Proctored By	Session Code	Proctor Display Name	Proctor Link
<input checked="" type="checkbox"/>	600703	[REDACTED]	[REDACTED]	2028	Psychiatry	10/17/2025	NBOME_TE... - Remote	Online (Remote-Proctored)	2270176224...	Charles [REDACTED]	https://staging...programID=114...d076-4ea0-9fc0-8b383fefbe71

Day of Examination Procedures – Information for Proctors

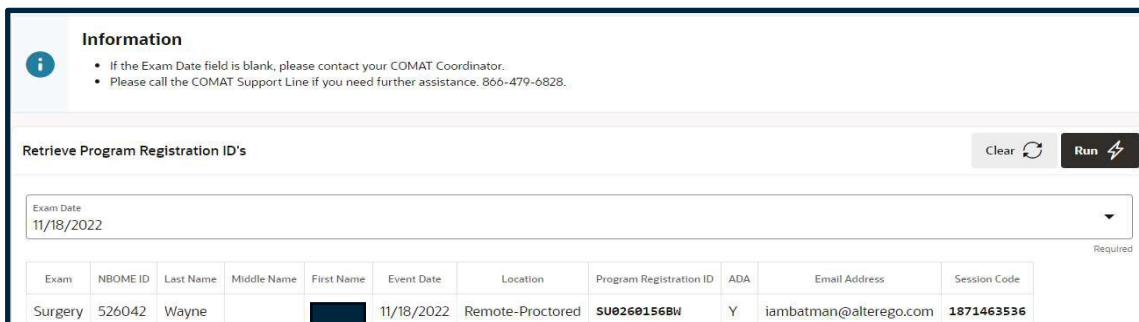
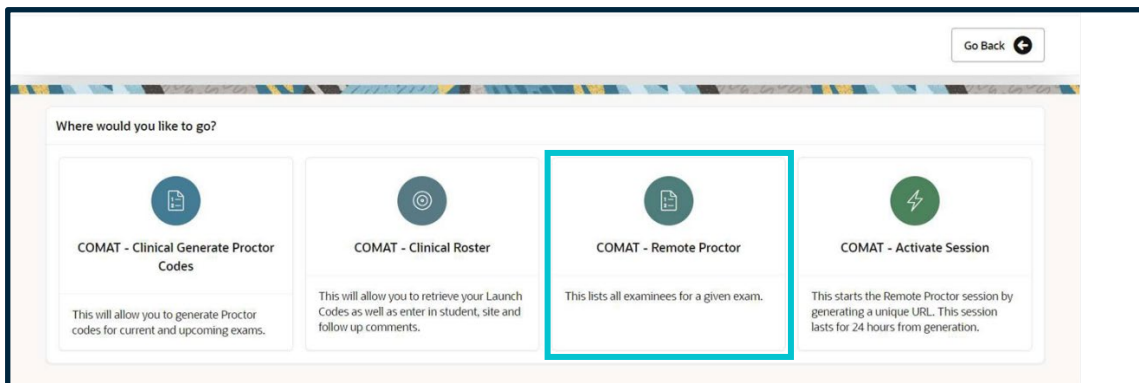
1. On the day of administration of a remote exam, log into the NBOME Portal and click on the “Proctor Portal” tile.



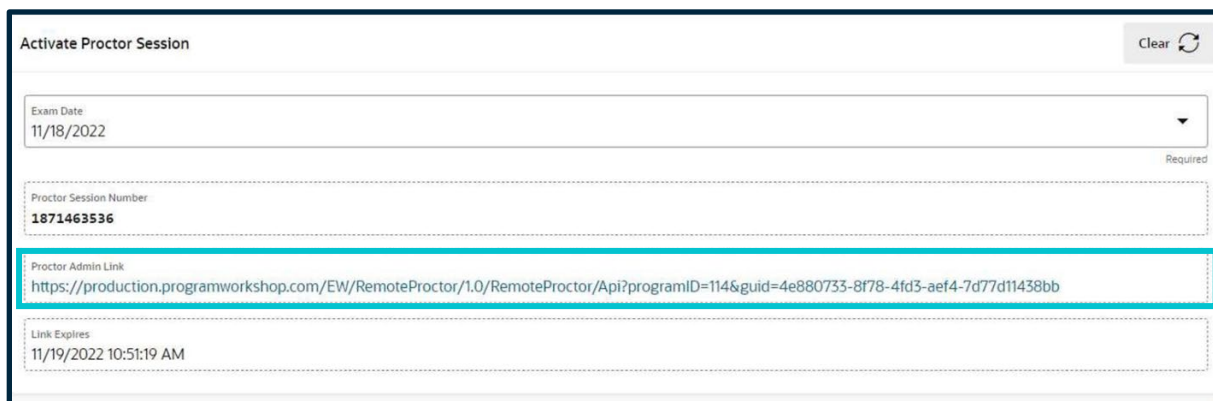
2. On the next screen, review and agree to the “Declaration Agreement” before viewing any of the examinations you are assigned to proctor. The screen below will appear. Click on the COMAT subject you will be administering (either COMAT – Clinical Subject or COMAT – Foundational Biomedical Sciences).



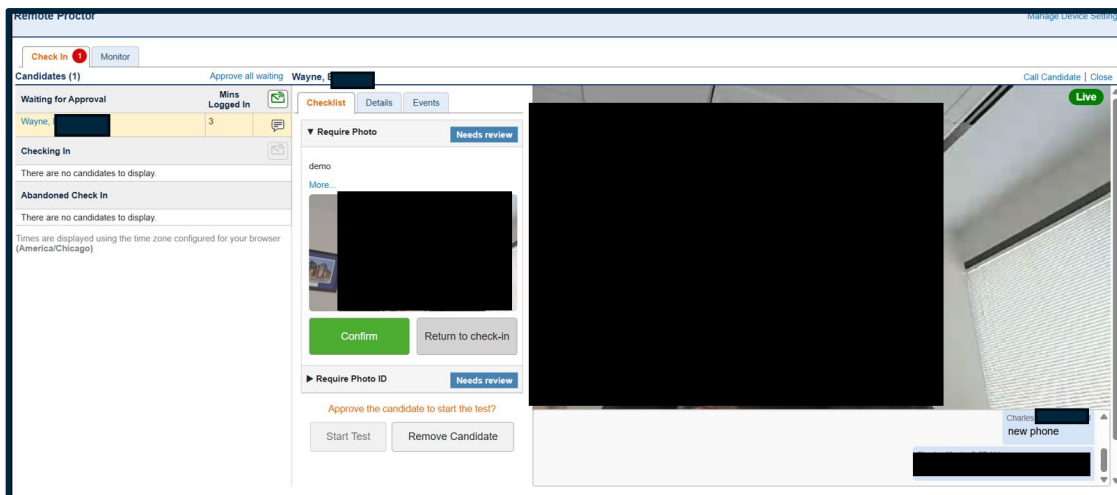
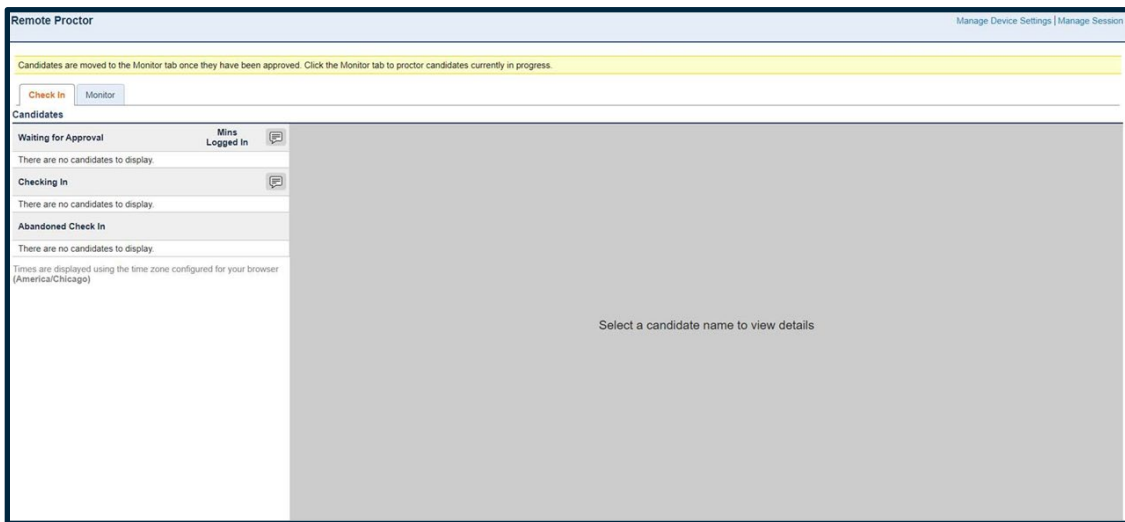
3. Click on the “COMAT – Remote Proctor” tile to view the roster of students scheduled for the remote-proctored exam. This roster will also list the session code and the Program Registration ID for each student. **Please note: When students are scheduled, emails are automatically sent to these students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



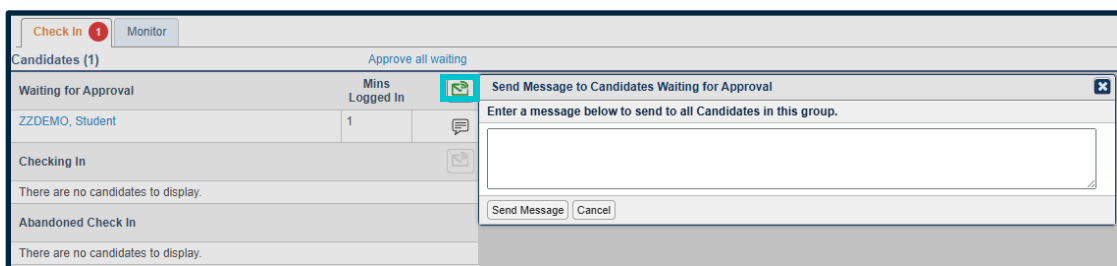
- After obtaining the session code and the Program Registration ID, return to the previous screen and click “COMAT – Activate Session.” This is the tile that will start the remote proctor session by generating a unique URL that lasts for 24 hours. This link will launch the proctor page to begin the student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



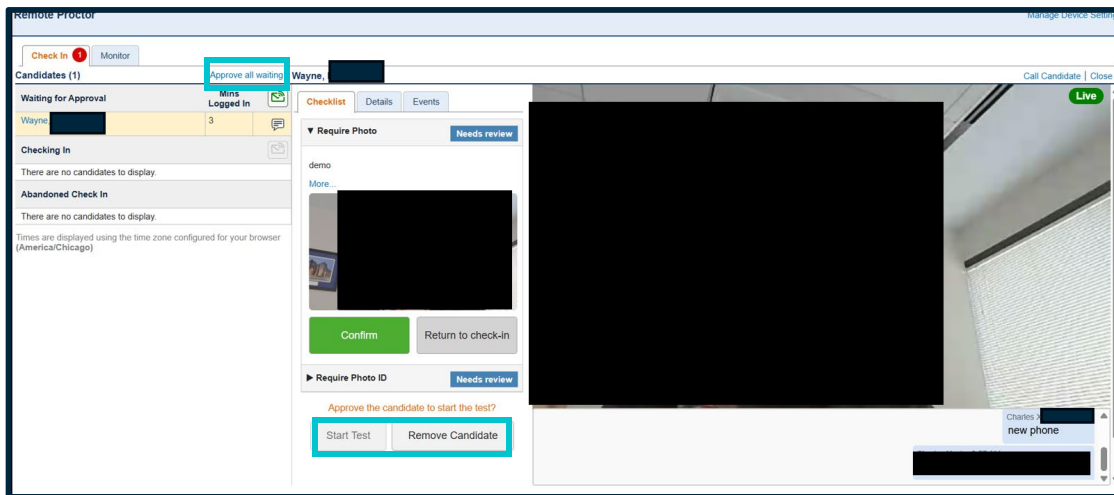
- After clicking the unique session link, you will see the following screen. Now you must wait for candidates to download the secure browser, run their system check, and log in with their session codes/program registration IDs. Candidates will show up in the “Check In” tab on the left of the screen. When a student is ready to begin, they will show up under the “Waiting for Approval” section.



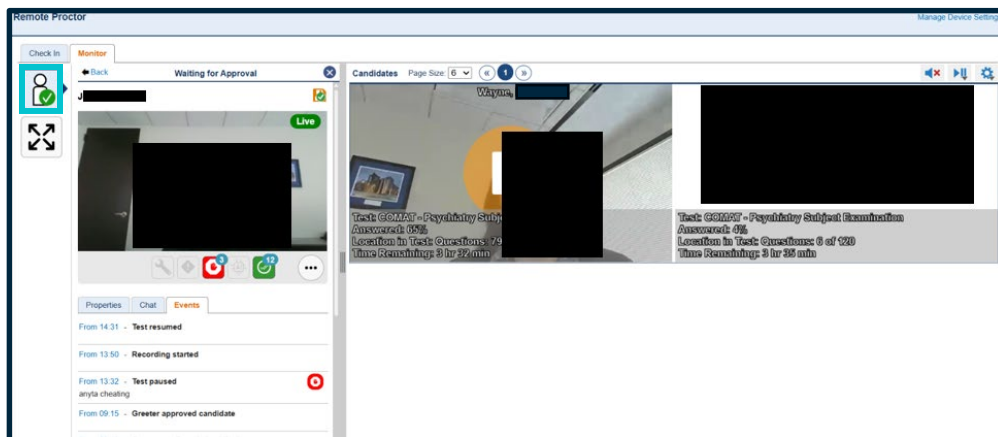
- During the check-in process, you will notice a green envelope icon to the right of “Mins Logged In.” If you click on this icon, you may broadcast a message to the entire cohort of students that are currently checking in. Students are unable to hear you or see you, but they will receive the message.



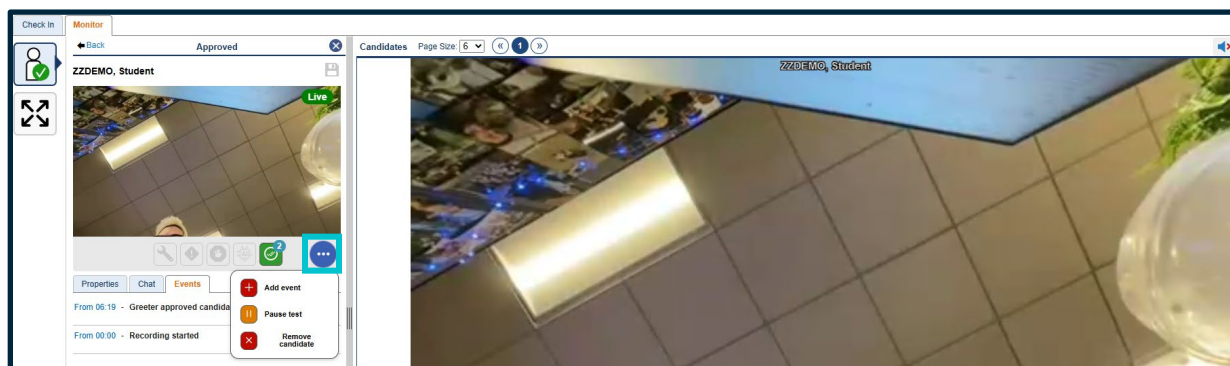
- Upon reviewing and confirming the candidate’s photo and photo ID, you will then select “Start Test” for the student to begin the exam. This will move the student to the “Monitor” screen, where you will monitor them for the duration of the exam. **Please note: If you want to approve all of the students at once, click on the “Approve all waiting” link at the top of the page.**



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

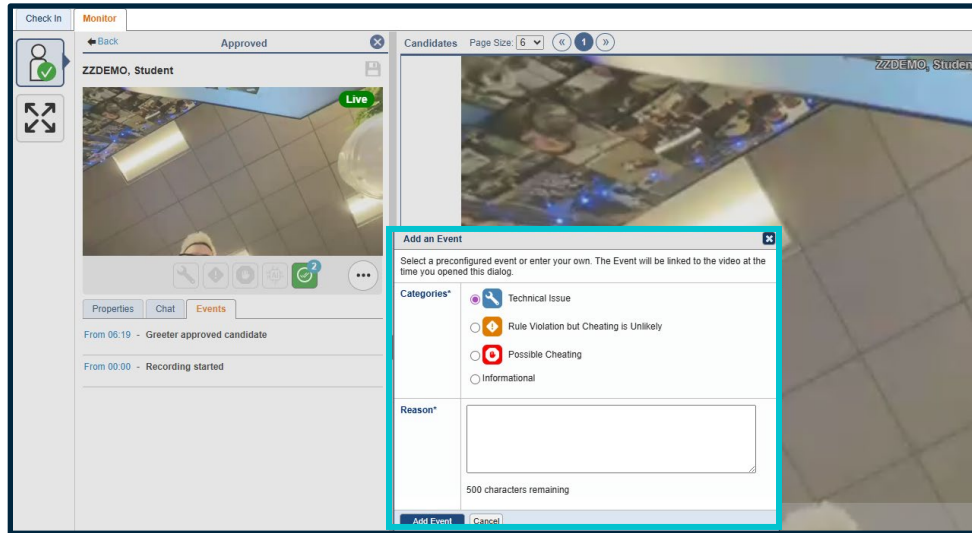


- In the monitor screen, proctors will be able to monitor the examination administration. Proctors can also directly chat with students and add any necessary events. To add an event, click on the bubble with the ellipsis. A menu will appear beneath with the options “Add event,” “Pause test,” or “Remove candidate.”



If you pause the examination, an orange circle will show up on the examinee’s screen, which indicates that their examination has been paused. If a proctor has any concerns during the

administration, they may click on the bubble with the ellipsis and add that concern that to the “Events” log. By adding an event, the video recording will be retained if you need to review it.

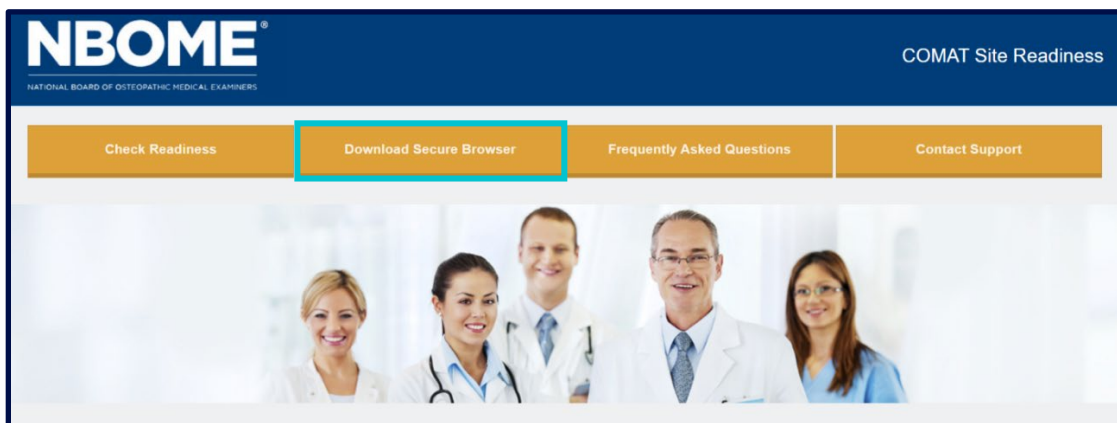


This process will automatically retain the video on the NBOME servers for a longer period so that the COM may request a recording link to review and determine whether there are academic integrity concerns. Proctors can also watch segments of the recordings throughout the remote proctoring session. Once 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.

Return Contact Support

System Check

Run the System Check to identify potential issues with this device or Internet connection. This check also verifies this device meets the minimum system requirements needed to run the test.

[Run System Check](#)

Evaluate Network

Launch the Test Simulation on multiple devices at the same time to simulate the network traffic of several test takers at your institution. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

[Run Test Simulation](#)

Advanced Readiness and Troubleshooting

[Test Delivery Check](#)

Run the Test Delivery Check to take a test. This test includes samples of each question type to verify this device will deliver the test.

[Bandwidth Check](#)

Run the Bandwidth Check to sample your Internet connection speeds over a period of time to see how your available bandwidth fluctuates throughout the day.

[Support Tools](#)

This page will assist a technical person in identifying and eliminating issues that may be occurring at your institution. This includes downloading tools to run local network diagnostics.

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.”

COMAT Comprehensive Osteopathic Medical Achievement Test (COMAT) Series

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.

Start My In-Person Proctored Test

Start My Remote-Proctored Test

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

Remote Test

Prior to Test Day

Practice Check-In Process

Test your audio, video, and internet connection, and practice the check-in process to prepare for test day.

Start a Practice Session

On Test Day

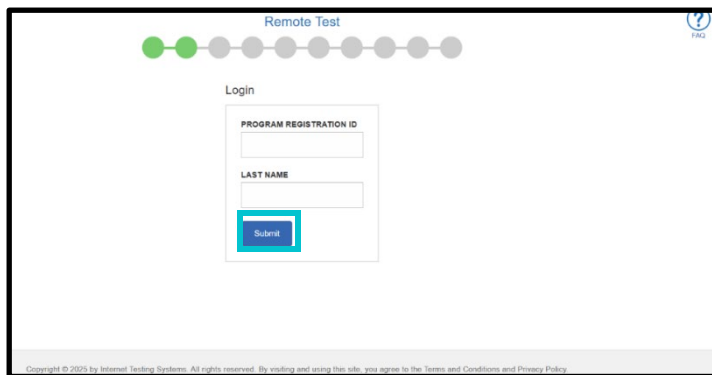
Start Check-In Process

Enter the session number provided by your proctor to sign in for your Remote Proctored session.

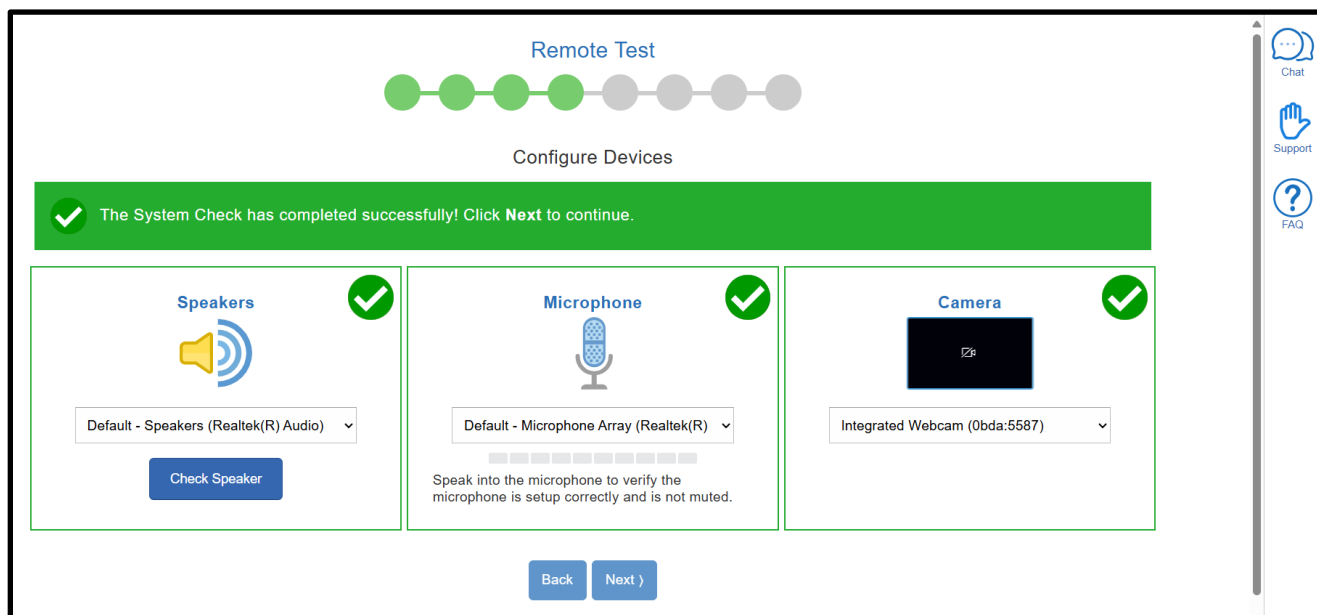
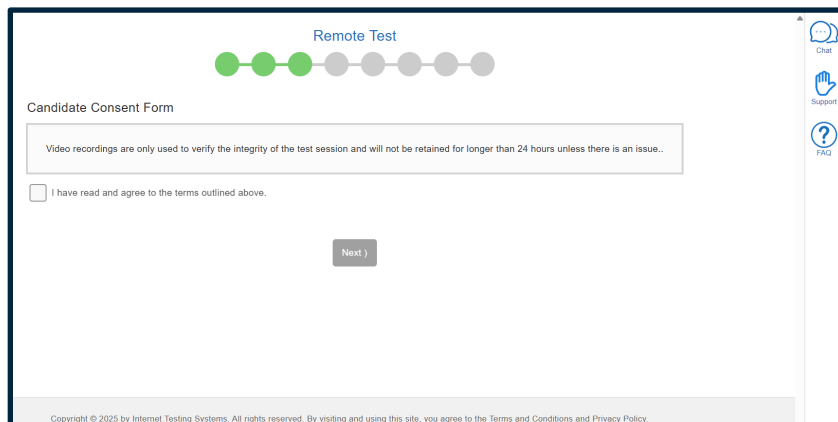
SESSION NUMBER

Submit

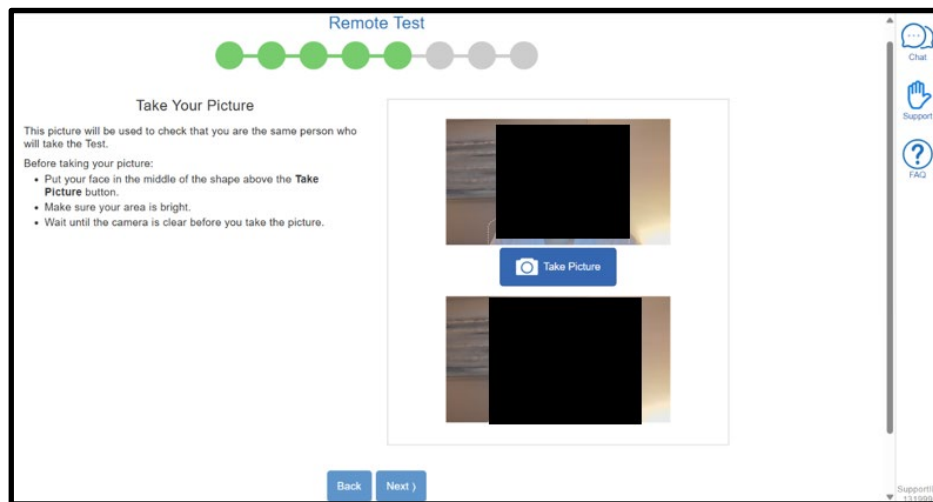
6. After the examinee completes the “Practice Check-In Process,” they will need to enter their program registration ID and last name, then click “Submit.”



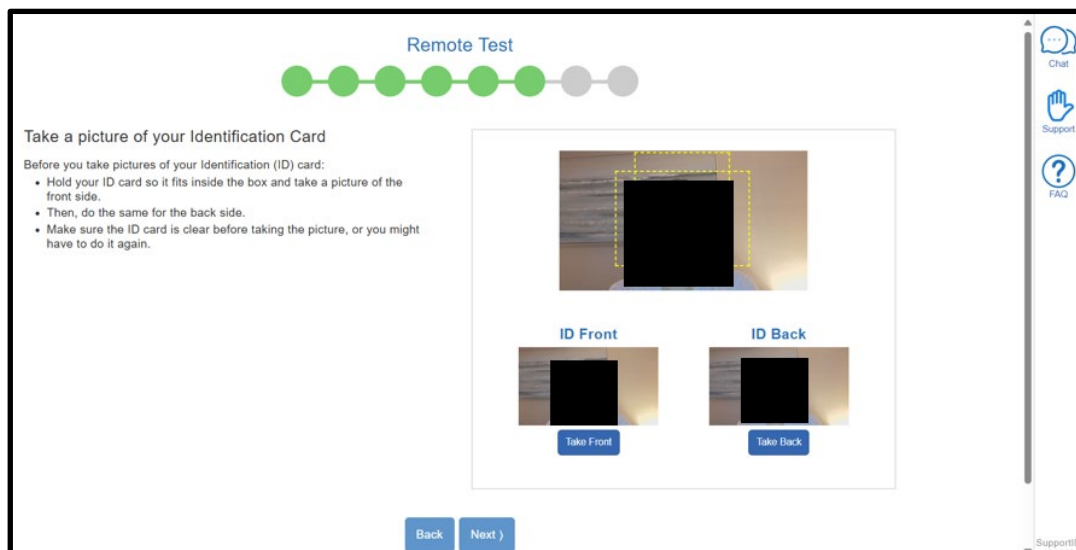
7. After clicking “Submit,” the examinee will see the following screen with a consent form that they must agree to for recording during the examination. They will click the box to agree and then click “Next.” They will then see a screen for a sound, microphone, and camera system check. Once all arrows turn green, students may select “Next.”



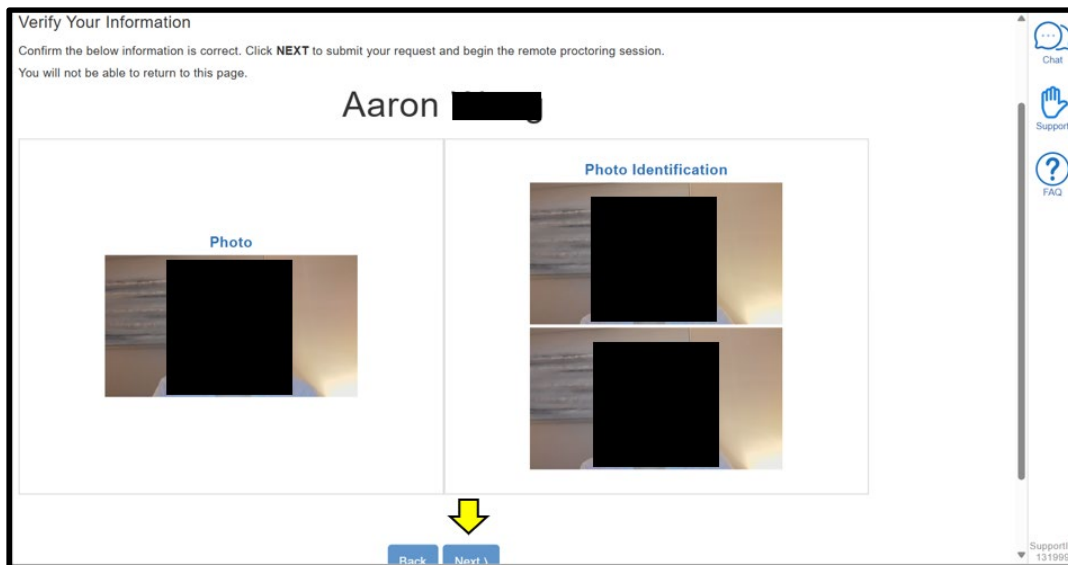
8. The examinee will then proceed to the next screen to take two photos of themselves to validate their identity.






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 COM-approved photo ID.



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 the 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 the “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 statuses: Completed, Paused, or Incomplete.

Complete	Paused	Incomplete/Disconnected
		
<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 on 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 are required. 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, or iPad Pro are required (retiring support for iOS 15).