

# **Association for Healthcare Documentation Integrity (AHDI)**

## **Exam Scheduling and Rescheduling Manual**

## TABLE OF CONTENTS

|  |           |
|--|-----------|
|  <b>Schedule Exam</b>   | <b>1</b>  |
|  <b>Reschedule Exam</b> | <b>7</b>  |
|  <b>Support</b>         | <b>15</b> |

On exam day, log in and click **Start Exam** at least (10 minutes) before your exam is scheduled to begin.

Your login credentials were emailed to you from [no-reply@examroom.ai](mailto:no-reply@examroom.ai). If you experience any issues logging in,

**please contact us at:**

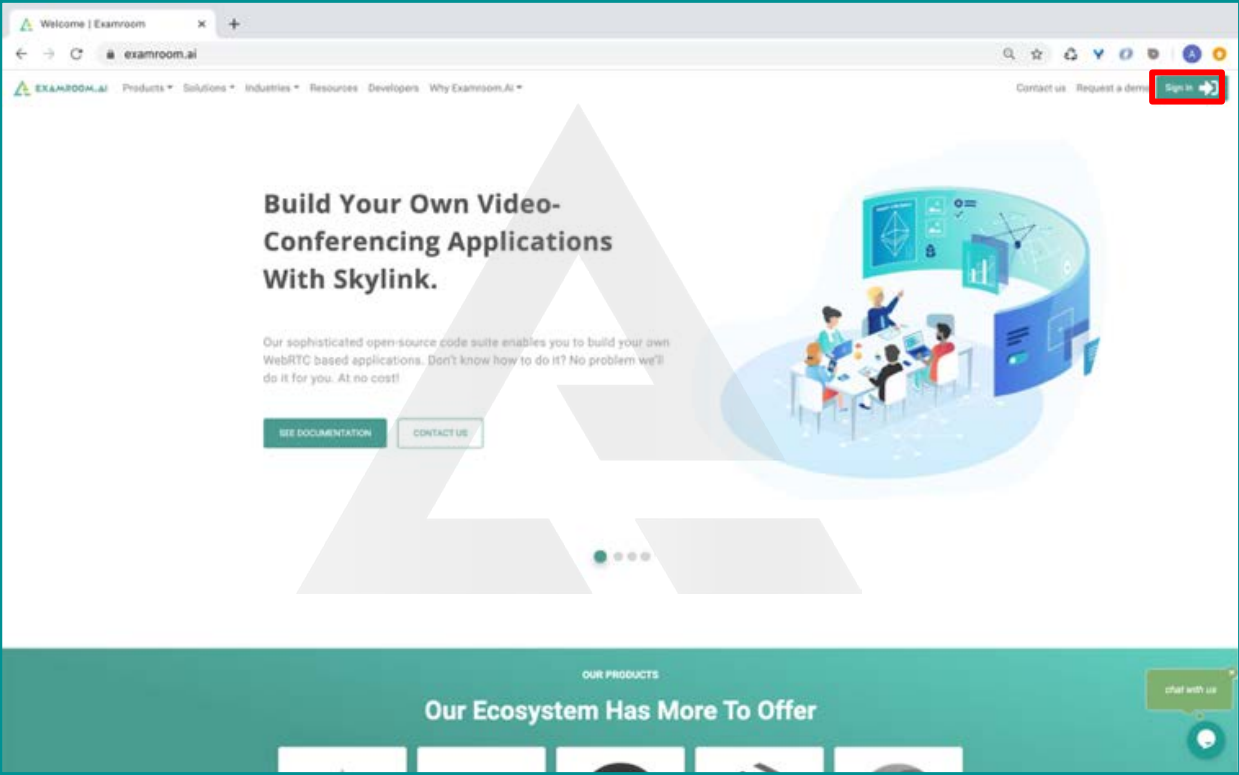
877-848-EXAM (3926)

[support@examroom.ai](mailto:support@examroom.ai)

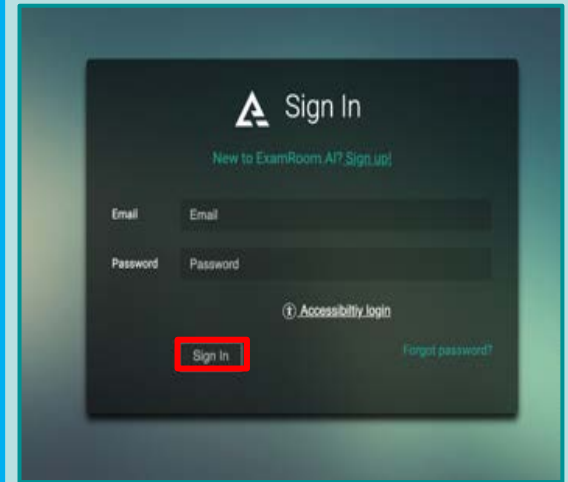
<https://www.examroom.ai/chat box>

## Schedule Exam

- ❑ Visit <https://www.examroom.ai/> and click **Sign In** in the top right corner, then log in to your account.



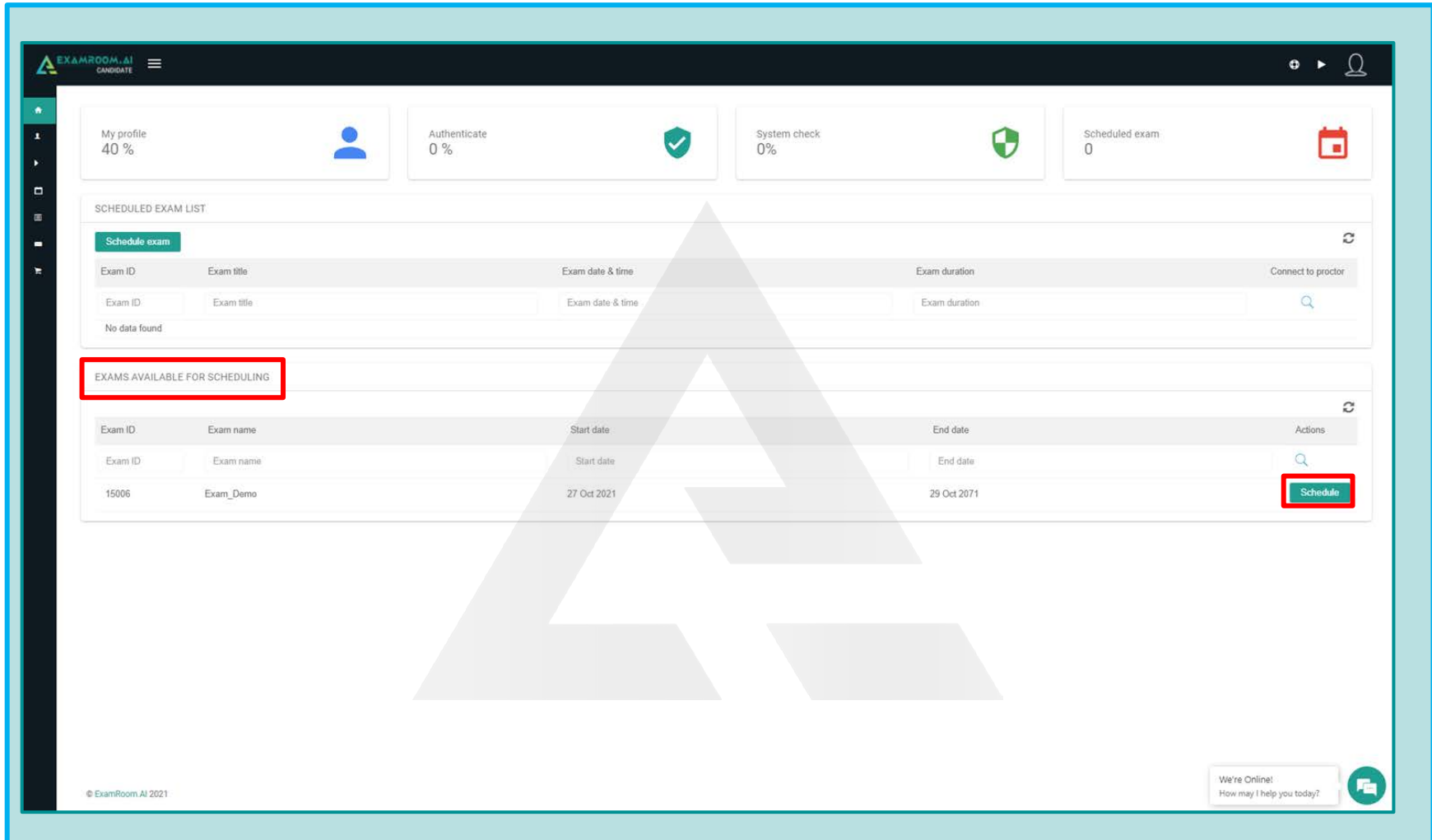
The screenshot shows the ExamRoom.AI website homepage. The main heading is "Build Your Own Video-Conferencing Applications With Skylink." Below this, there is a sub-heading and a paragraph of text. There are two buttons: "SEE DOCUMENTATION" and "CONTACT US". In the top right corner, there is a "Sign In" button highlighted with a red box. At the bottom, there is a section titled "OUR PRODUCTS" and "Our Ecosystem Has More To Offer".



The screenshot shows the ExamRoom.AI Sign In page. The heading is "Sign In" with the ExamRoom.AI logo. Below the heading, there is a link for "New to ExamRoom.AI? Sign Up!". There are two input fields: "Email" and "Password". Below the input fields, there is a link for "Accessibility login" and a "Sign In" button highlighted with a red box. There is also a "Forgot password?" link.

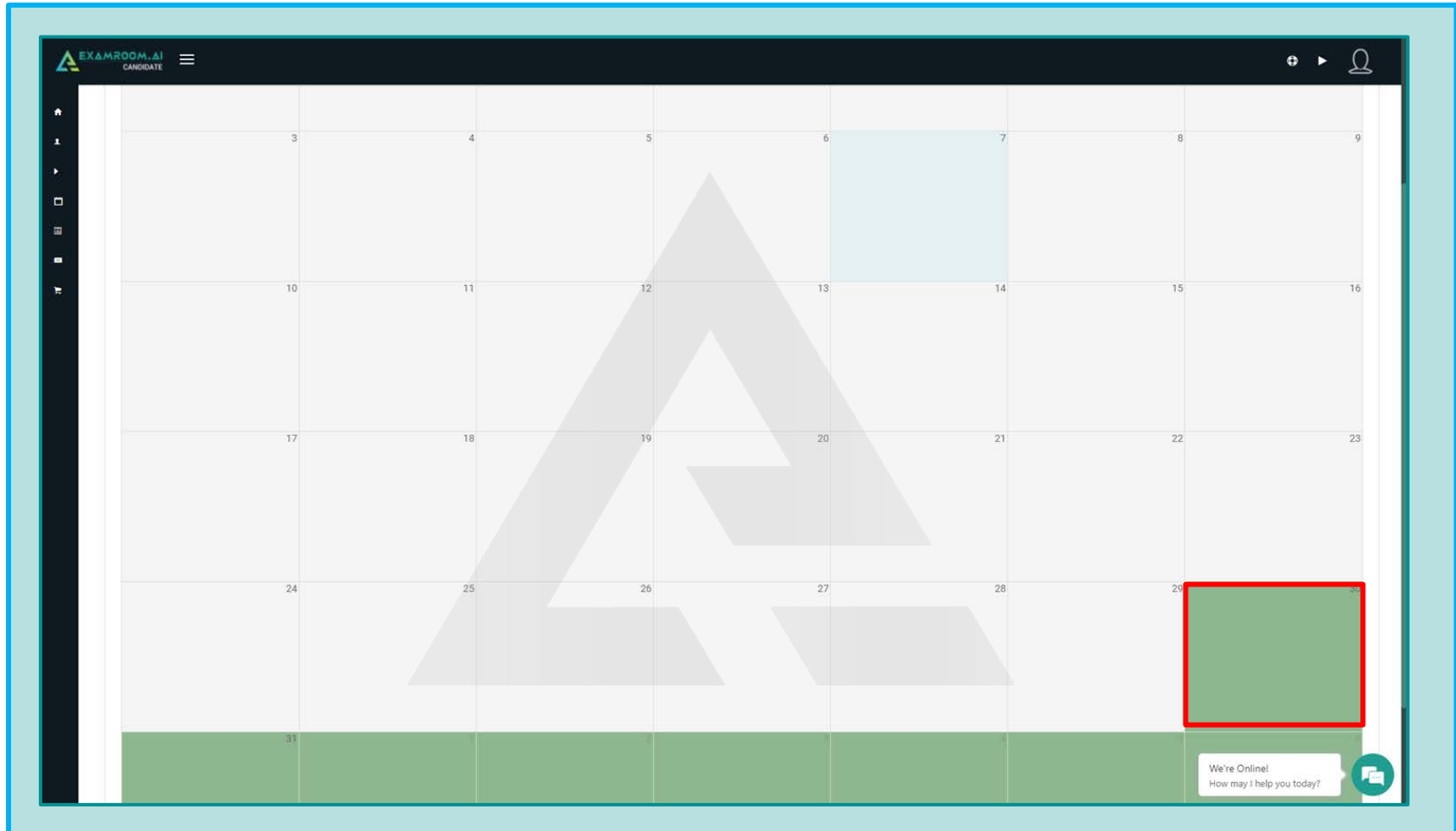
If you have any questions, contact us at 877-848-EXAM (3926), [support@examroom.ai](mailto:support@examroom.ai), or <https://examroom.ai> chat box.

- ❑ On the Candidate Dashboard under **Exams Available for Scheduling**, click on the **Schedule** button next to the chosen exam.

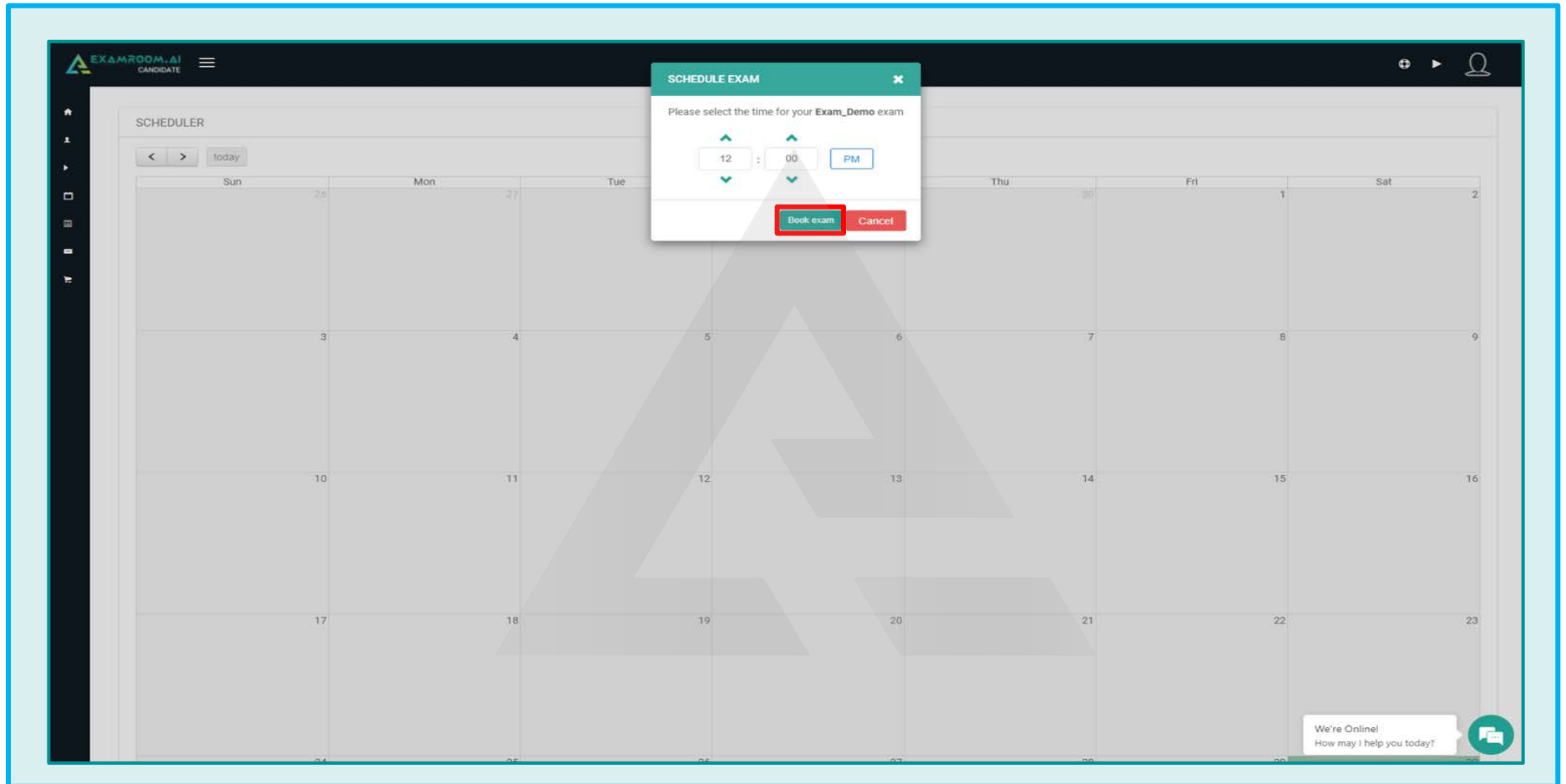


The screenshot displays the ExamRoom.AI Candidate Dashboard. At the top, there are four status cards: 'My profile 40%', 'Authenticate 0%', 'System check 0%', and 'Scheduled exam 0'. Below these is a 'SCHEDULED EXAM LIST' section with a 'Schedule exam' button and a table with columns for Exam ID, Exam title, Exam date & time, Exam duration, and Connect to proctor. The table is currently empty. Below that is the 'EXAMS AVAILABLE FOR SCHEDULING' section, which is highlighted with a red box. It contains a table with columns for Exam ID, Exam name, Start date, End date, and Actions. The table has one row with Exam ID '15006', Exam name 'Exam\_Demo', Start date '27 Oct 2021', and End date '29 Oct 2021'. A 'Schedule' button in the Actions column is also highlighted with a red box. The dashboard footer includes the copyright notice '© ExamRoom.AI 2021' and a chatbot icon with the text 'We're Online! How may I help you today?'.

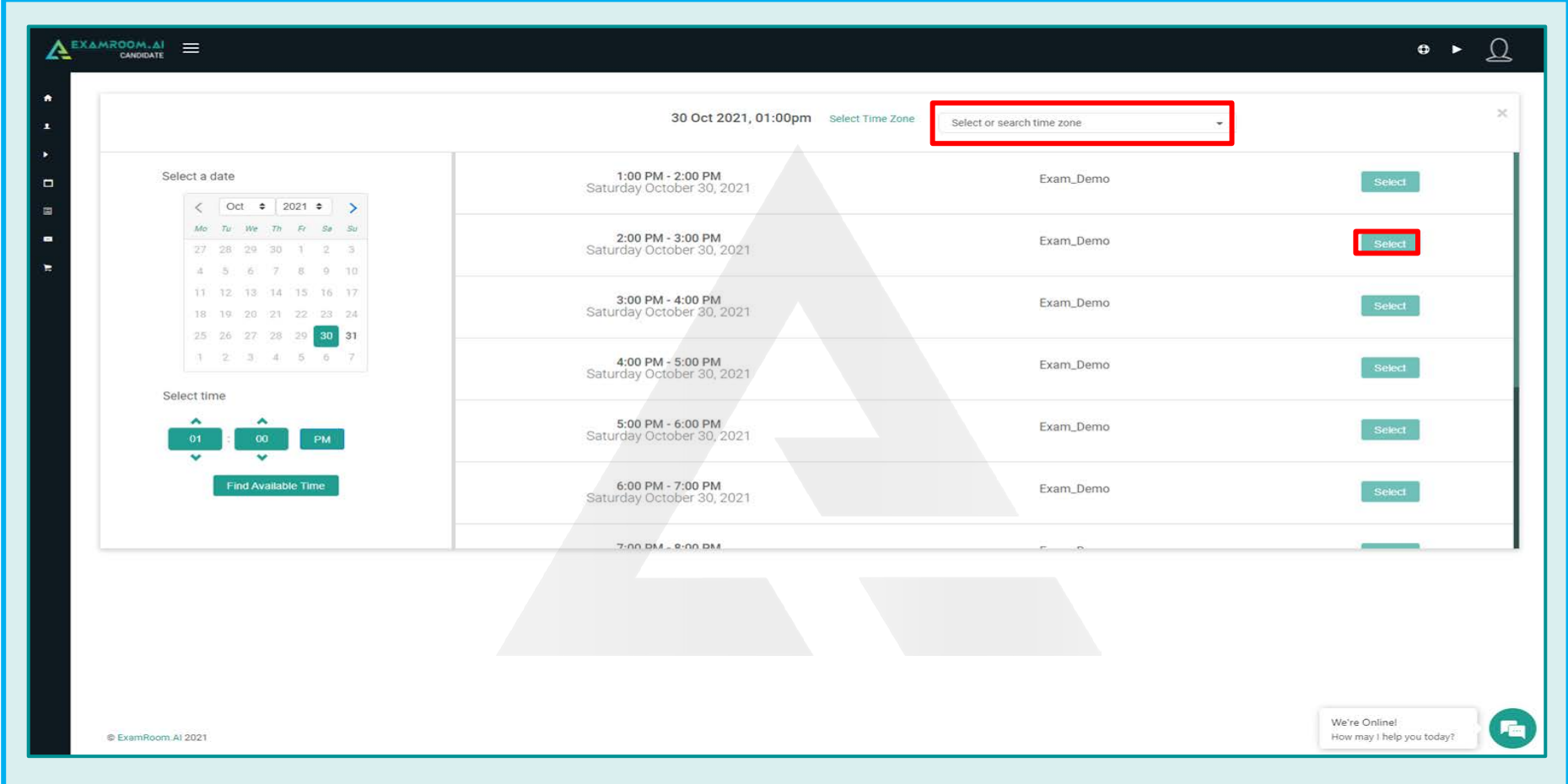
- ❑ After clicking **Schedule**, the scheduler/calendar will appear. Click on the available green slot.



- ❑ Select your preferred day and select your preferred time.



- Once you have chosen your preferred day and time, select the **time zone you are in** and pick from the available time slots based on the length of your exam. *Candidates have up to 3 hours maximum to take their exam.*



The screenshot displays the ExamRoom.AI candidate interface. At the top, it shows the date and time: "30 Oct 2021, 01:00pm". A "Select Time Zone" dropdown menu is highlighted with a red box, containing the text "Select or search time zone".

On the left side, there is a "Select a date" calendar for October 2021, with the 30th highlighted. Below the calendar is a "Select time" section with input fields for "01", "00", and "PM", and a "Find Available Time" button.

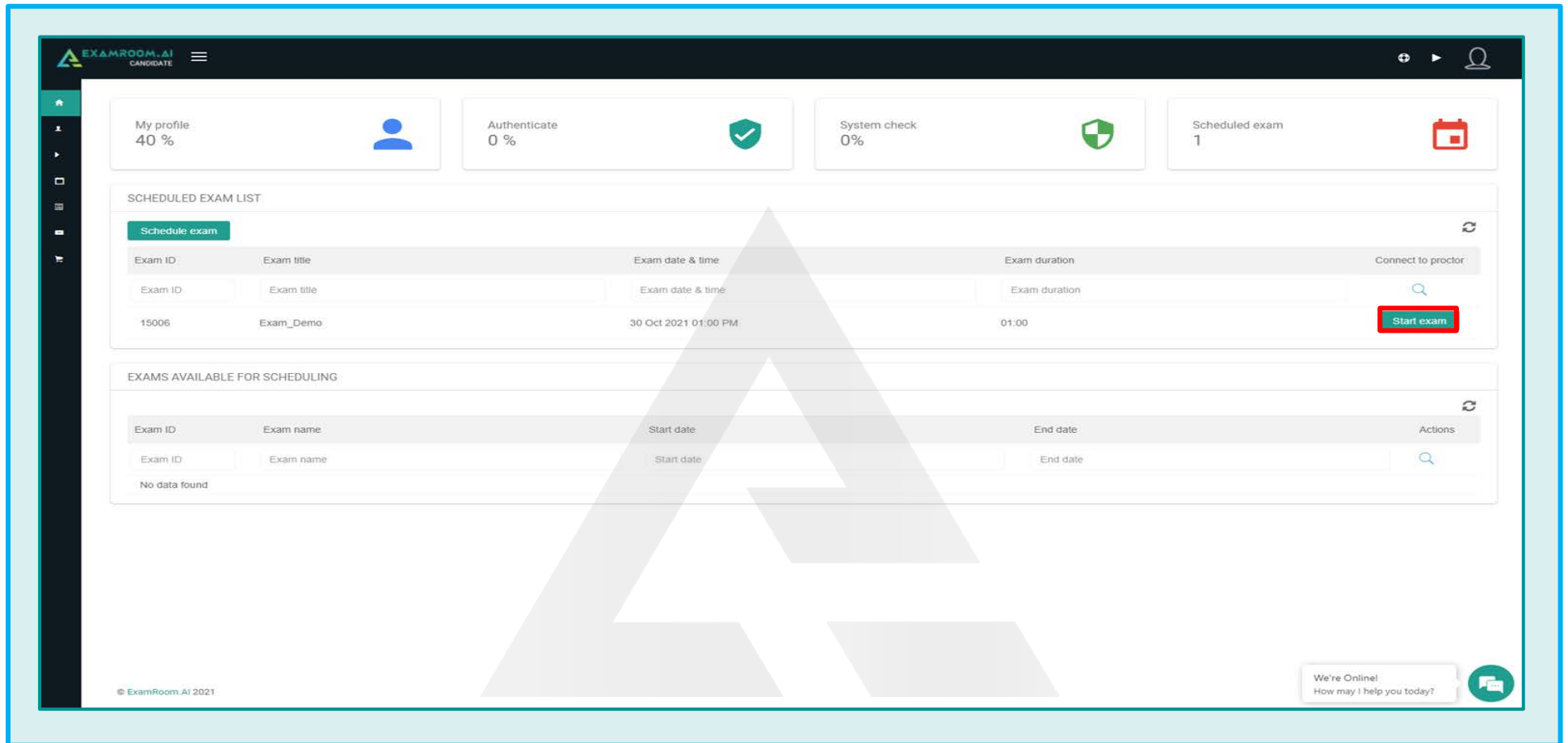
The main area displays a list of available time slots for "Exam\_Demo" on Saturday, October 30, 2021:

| Time Slot         | Exam Name | Action |
|-------------------|-----------|--------|
| 1:00 PM - 2:00 PM | Exam_Demo | Select |
| 2:00 PM - 3:00 PM | Exam_Demo | Select |
| 3:00 PM - 4:00 PM | Exam_Demo | Select |
| 4:00 PM - 5:00 PM | Exam_Demo | Select |
| 5:00 PM - 6:00 PM | Exam_Demo | Select |
| 6:00 PM - 7:00 PM | Exam_Demo | Select |
| 7:00 PM - 8:00 PM | Exam_Demo | Select |

The "Select" button for the 2:00 PM - 3:00 PM slot is highlighted with a red box. A large watermark "A" is visible in the background of the interface.

At the bottom left, there is a copyright notice: "© ExamRoom.AI 2021". At the bottom right, there is a chat bubble that says "We're Online! How may I help you today?" with a chat icon.

- ❑ You will be directed back to your dashboard, and your exam will be available to start on the scheduled date/time.

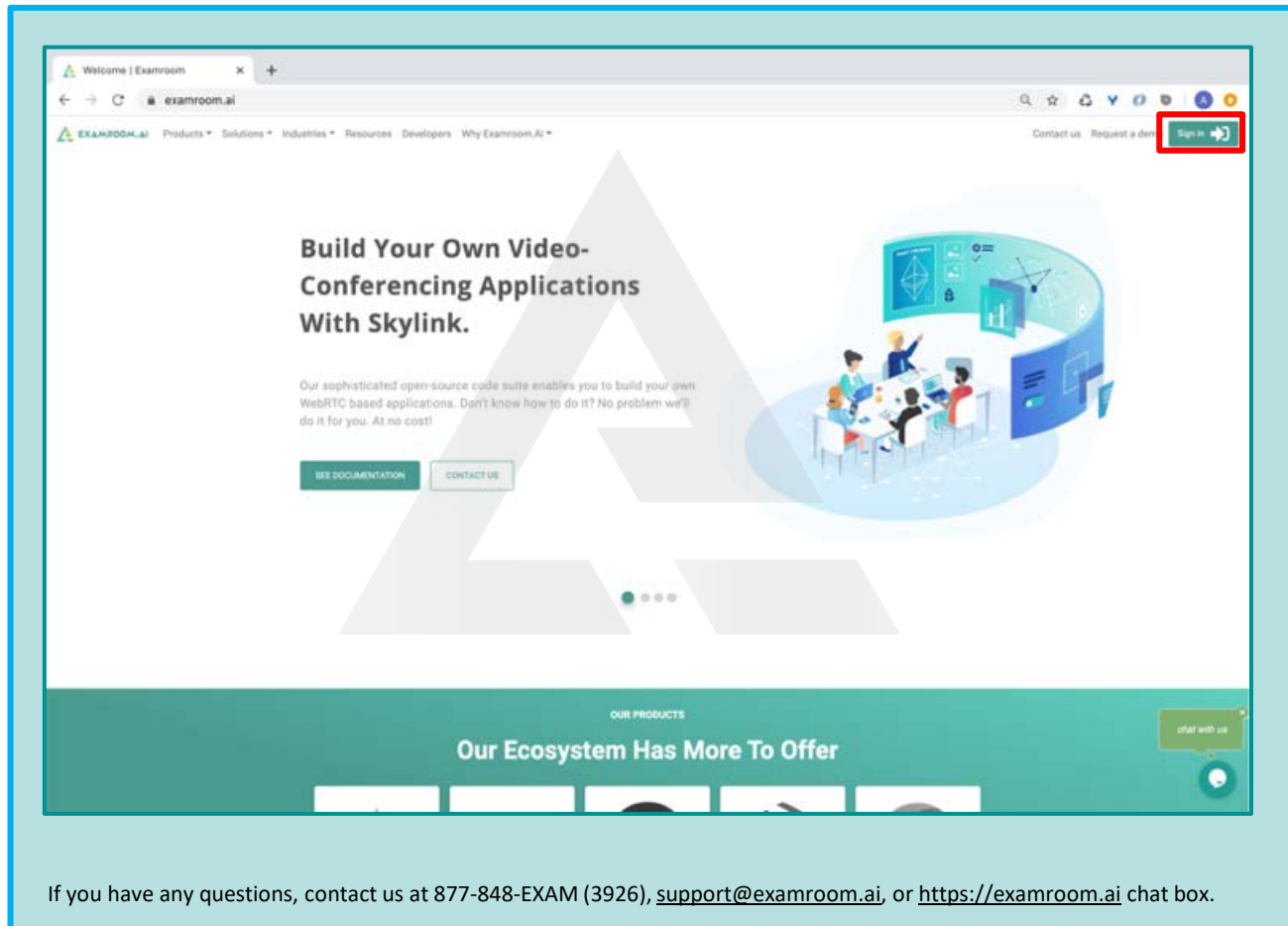


The screenshot shows the ExamRoom.AI Candidate Dashboard. At the top, there are four status cards: 'My profile 40%' with a person icon, 'Authenticate 0%' with a checkmark icon, 'System check 0%' with a shield icon, and 'Scheduled exam 1' with a calendar icon. Below these is a 'SCHEDULED EXAM LIST' section with a 'Schedule exam' button and a refresh icon. The table below has columns for Exam ID, Exam title, Exam date & time, Exam duration, and Connect to proctor. A single row is visible with Exam ID 15006, Exam title Exam\_Demo, Exam date & time 30 Oct 2021 01:00 PM, Exam duration 01:00, and a 'Start exam' button highlighted in red. Below this is an 'EXAMS AVAILABLE FOR SCHEDULING' section with a refresh icon and a table with columns for Exam ID, Exam name, Start date, End date, and Actions. The table is currently empty, showing 'No data found'. At the bottom left, there is a copyright notice '© ExamRoom AI 2021'. At the bottom right, there is a chat bubble that says 'We're Online! How may I help you today?' with a chat icon.

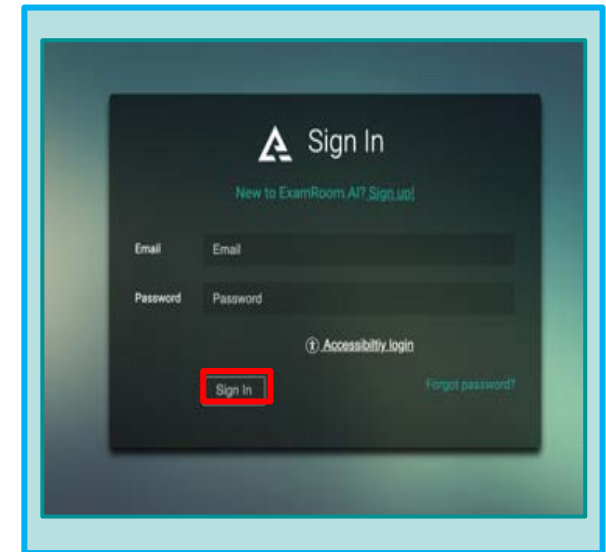


## Reschedule Exam

- ❑ If you need to reschedule your exam, visit <https://www.examroom.ai/> and click **Sign In** on the top right corner to log in to your account. *The earliest time available to take a rescheduled exam is 72 hours.*



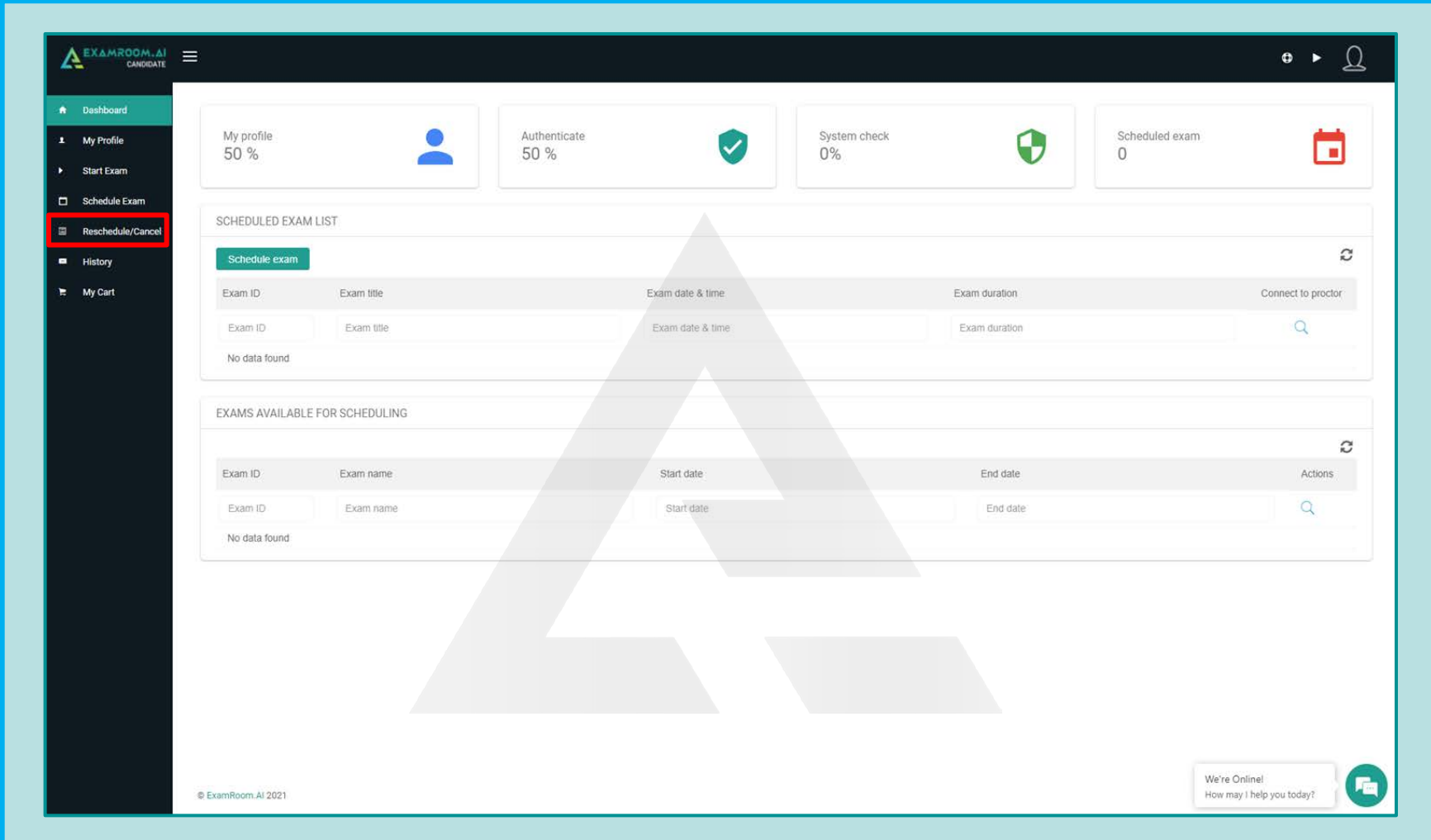
The screenshot shows the ExamRoom.AI website homepage. The browser address bar displays "examroom.ai". The top navigation menu includes "Products", "Solutions", "Industries", "Resources", "Developers", and "Why ExamRoom.AI". A "Sign In" button with a right-pointing arrow is highlighted with a red box in the top right corner. The main content area features a large illustration of a meeting room with people around a table and a large screen displaying a 3D model. The text reads: "Build Your Own Video-Conferencing Applications With Skylink." Below this, it states: "Our sophisticated open-source code suite enables you to build your own WebRTC based applications. Don't know how to do it? No problem we'll do it for you. At no cost!" There are two buttons: "SEE DOCUMENTATION" and "CONTACT US". At the bottom, there is a section titled "OUR PRODUCTS" and "Our Ecosystem Has More To Offer" with a "chat with us" button.



The screenshot shows the "Sign In" page. The title is "Sign In" with the ExamRoom.AI logo. Below the title, it says "New to ExamRoom.AI? Sign up!". There are two input fields: "Email" and "Password". Below the "Password" field, there is a link for "Accessibility login" and a "Sign In" button highlighted with a red box. A "Forgot password?" link is also visible.

If you have any questions, contact us at 877-848-EXAM (3926), [support@examroom.ai](mailto:support@examroom.ai), or <https://examroom.ai> chat box.

- ❑ Go to the **Reschedule/Cancel** option on the left side menu of the Dashboard.



EXAMROOM.AI CANDIDATE

- Dashboard
- My Profile
- Start Exam
- Schedule Exam
- Reschedule/Cancel**
- History
- My Cart

My profile 50%

Authenticate 50%

System check 0%

Scheduled exam 0

SCHEDULED EXAM LIST

Schedule exam

| Exam ID | Exam title | Exam date & time | Exam duration | Connect to proctor |
|---------|------------|------------------|---------------|--------------------|
| Exam ID | Exam title | Exam date & time | Exam duration |                    |

No data found

EXAMS AVAILABLE FOR SCHEDULING

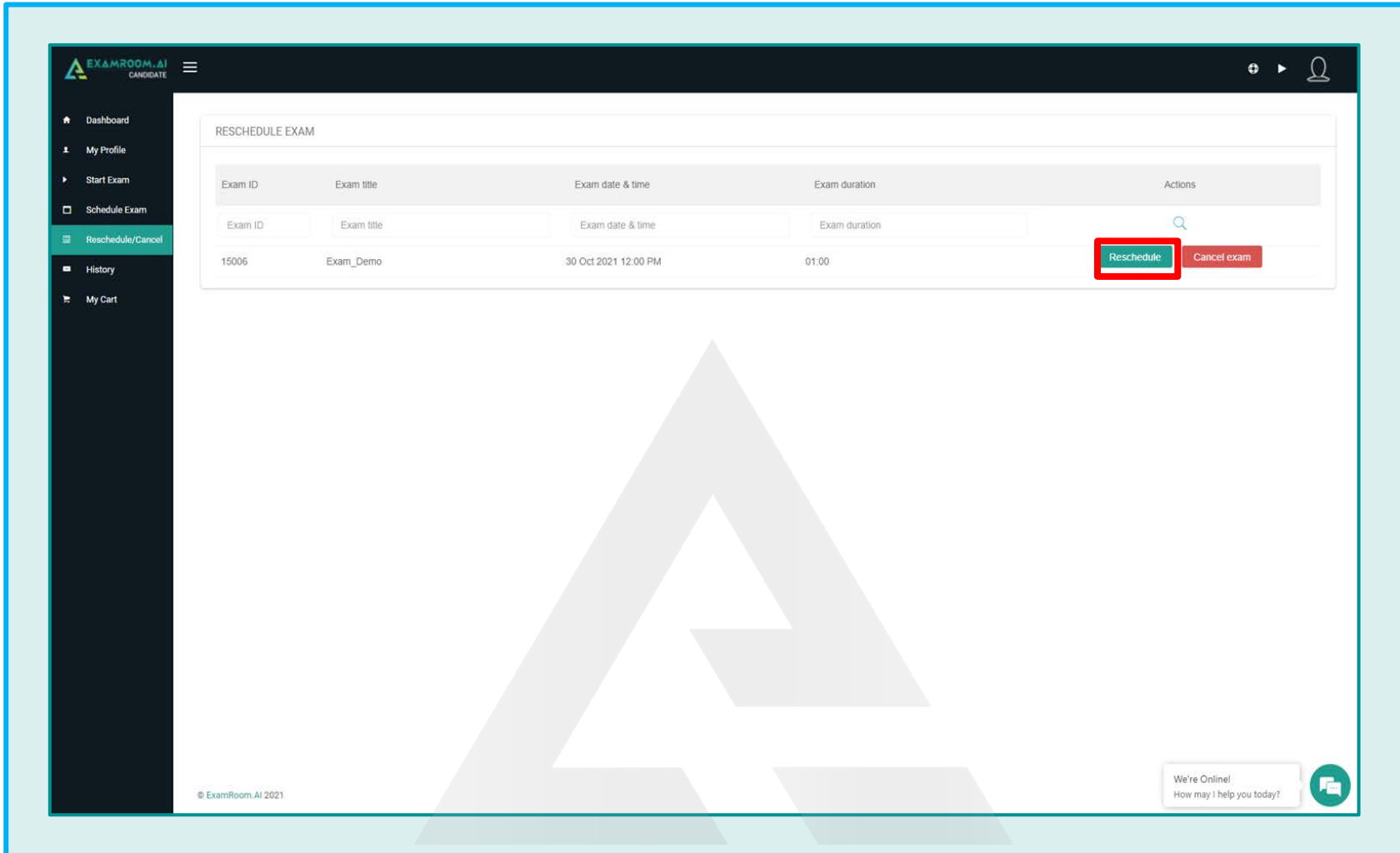
| Exam ID | Exam name | Start date | End date | Actions |
|---------|-----------|------------|----------|---------|
| Exam ID | Exam name | Start date | End date |         |

No data found

© ExamRoom.AI 2021

We're Online!  
How may I help you today?

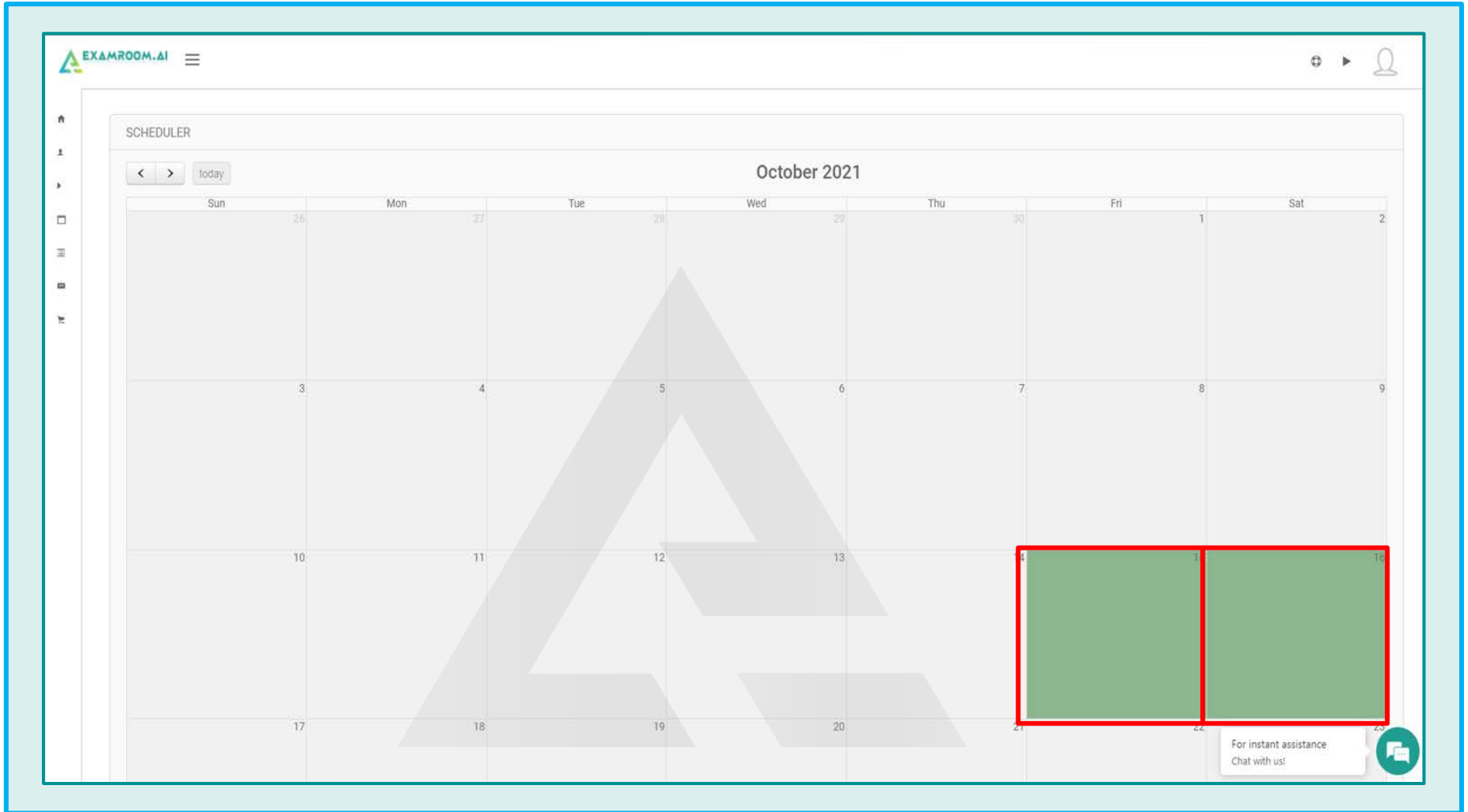
- ❑ Once on the Reschedule screen, click **Reschedule** next to the exam you wish to reschedule.



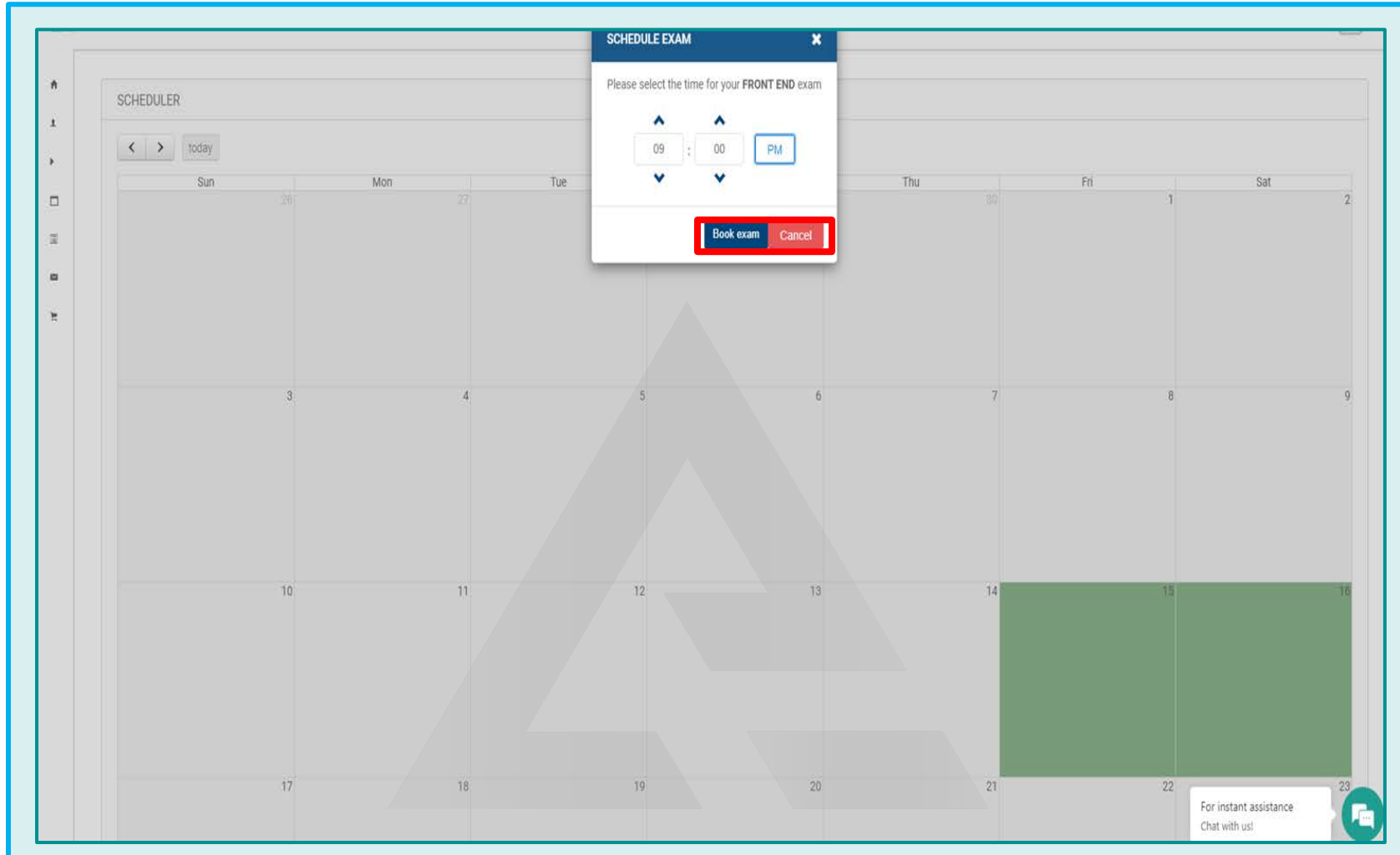
The screenshot shows the 'RESCHEDULE EXAM' interface in the ExamRoom.AI candidate portal. On the left is a dark sidebar with navigation options: Dashboard, My Profile, Start Exam, Schedule Exam, Reschedule/Cancel (highlighted), History, and My Cart. The main content area features a table with columns for Exam ID, Exam title, Exam date & time, Exam duration, and Actions. A search bar is located above the table. The table contains one entry with Exam ID 15006, Exam title Exam\_Demo, Exam date & time 30 Oct 2021 12:00 PM, and Exam duration 01:00. The 'Reschedule' button in the Actions column is highlighted with a red box. A 'Cancel exam' button is also present. At the bottom right, there is a chat widget with the text 'We're Online! How may I help you today?' and a chat icon. The footer includes the copyright notice '© ExamRoom.AI 2021'.

| Exam ID | Exam title | Exam date & time     | Exam duration | Actions  |
|---------|------------|----------------------|---------------|--|
| 15006   | Exam_Demo  | 30 Oct 2021 12:00 PM | 01:00         | <a href="#">Reschedule</a> <a href="#">Cancel exam</a> |

- ❑ After clicking **Reschedule**, the **SCHEDULER** will appear.

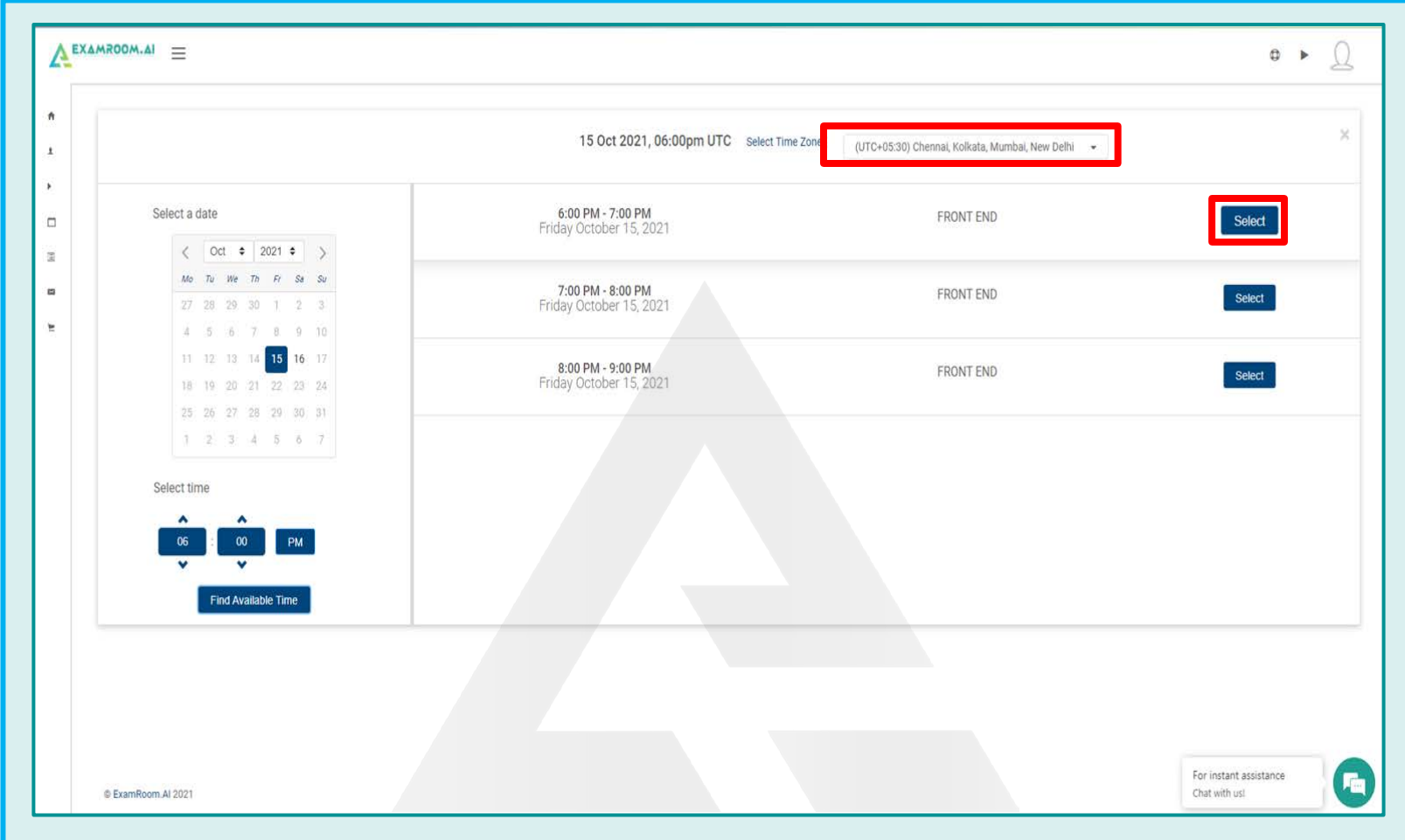


- ❑ Click on the available green slot for your preferred day, then select your preferred time.



The screenshot displays the 'SCHEDULER' interface. At the top, there are navigation arrows and a 'today' button. The calendar grid shows days from Sunday to Saturday. A large green rectangular slot is highlighted on Friday, the 15th, and Saturday, the 16th. A modal window titled 'SCHEDULE EXAM' is open, prompting the user to 'Please select the time for your FRONT END exam'. The modal contains a time selection interface with two spinners for hours (09) and minutes (00), and a 'PM' button. At the bottom of the modal are two buttons: 'Book exam' (highlighted with a red border) and 'Cancel'. In the bottom right corner of the scheduler interface, there is a chat icon and a text box that says 'For instant assistance Chat with us!'.

- Once you have chosen your preferred day and time, select from the available time slots based on the length of your exam. *Candidates have up to 3 hours maximum to take their exam.*



The screenshot displays the ExamRoom.AI interface for scheduling an exam. The top navigation bar includes the logo, a menu icon, and user profile icons. The main content area is titled "15 Oct 2021, 06:00pm UTC" and features a "Select Time Zone" dropdown menu currently set to "(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi".

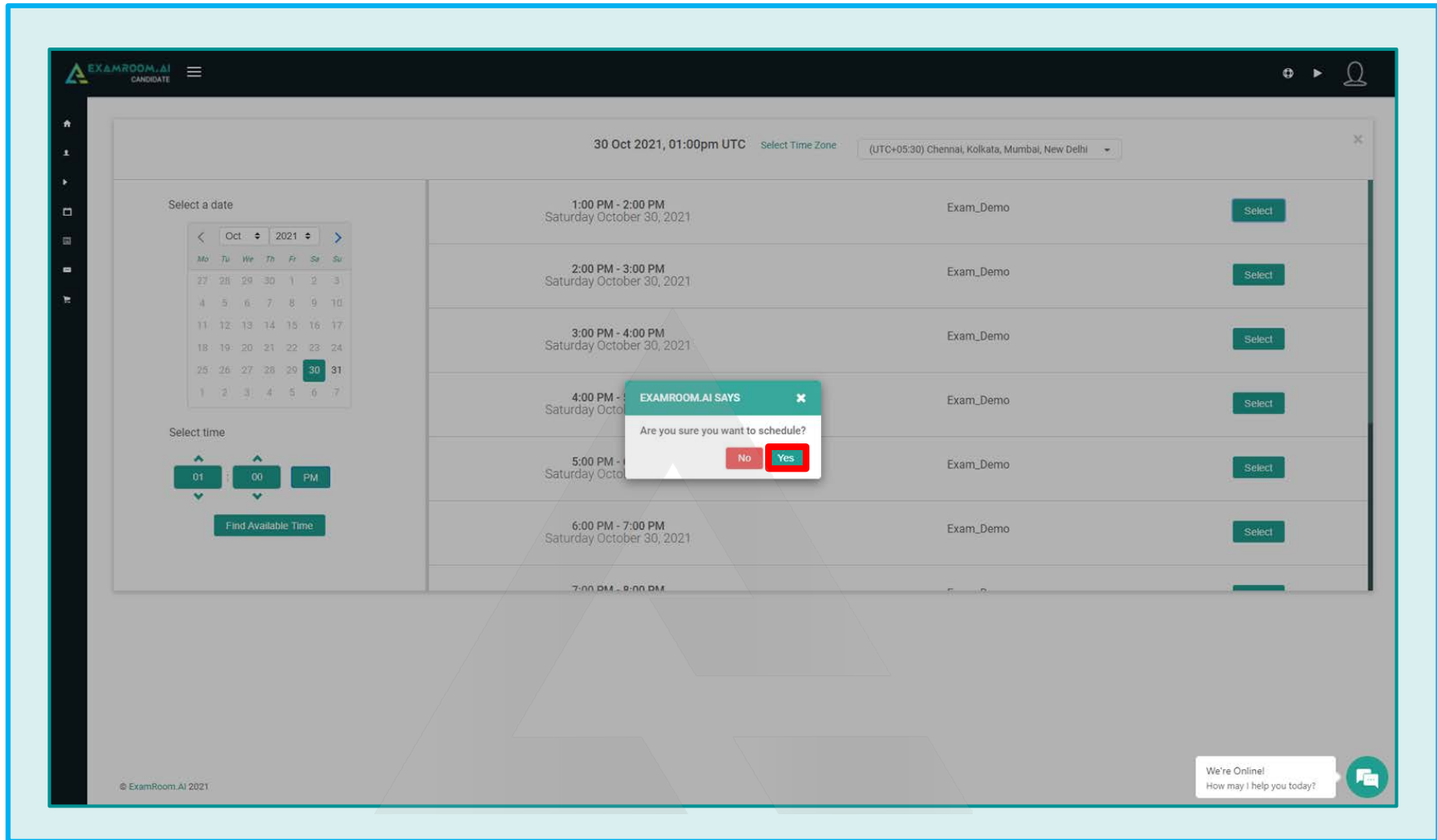
On the left, there is a "Select a date" calendar for October 2021, with the 15th highlighted. Below it is a "Select time" section with input fields for "06", "00", and "PM", and a "Find Available Time" button.

The main scheduling table lists three available time slots for "FRONT END" on Friday, October 15, 2021:

| Time Slot         | Exam Type | Action |
|-------------------|-----------|--------|
| 6:00 PM - 7:00 PM | FRONT END | Select |
| 7:00 PM - 8:00 PM | FRONT END | Select |
| 8:00 PM - 9:00 PM | FRONT END | Select |

The interface also includes a copyright notice "© ExamRoom.AI 2021" at the bottom left and a chat support button at the bottom right labeled "For instant assistance Chat with us!".

- ❑ After selecting the preferred date and time, it will ask you to confirm. Click on the **Yes** button.



The screenshot displays the ExamRoom.AI candidate interface. At the top, the current date and time are shown as "30 Oct 2021, 01:00pm UTC" with a "Select Time Zone" dropdown menu set to "(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi".

On the left side, there are two sections for selection:

- Select a date:** A calendar view for October 2021, with the 30th highlighted.
- Select time:** A digital clock interface showing "01 : 00 PM" and a "Find Available Time" button.

The main area displays a list of available time slots for "Exam\_Demo" on Saturday, October 30, 2021:

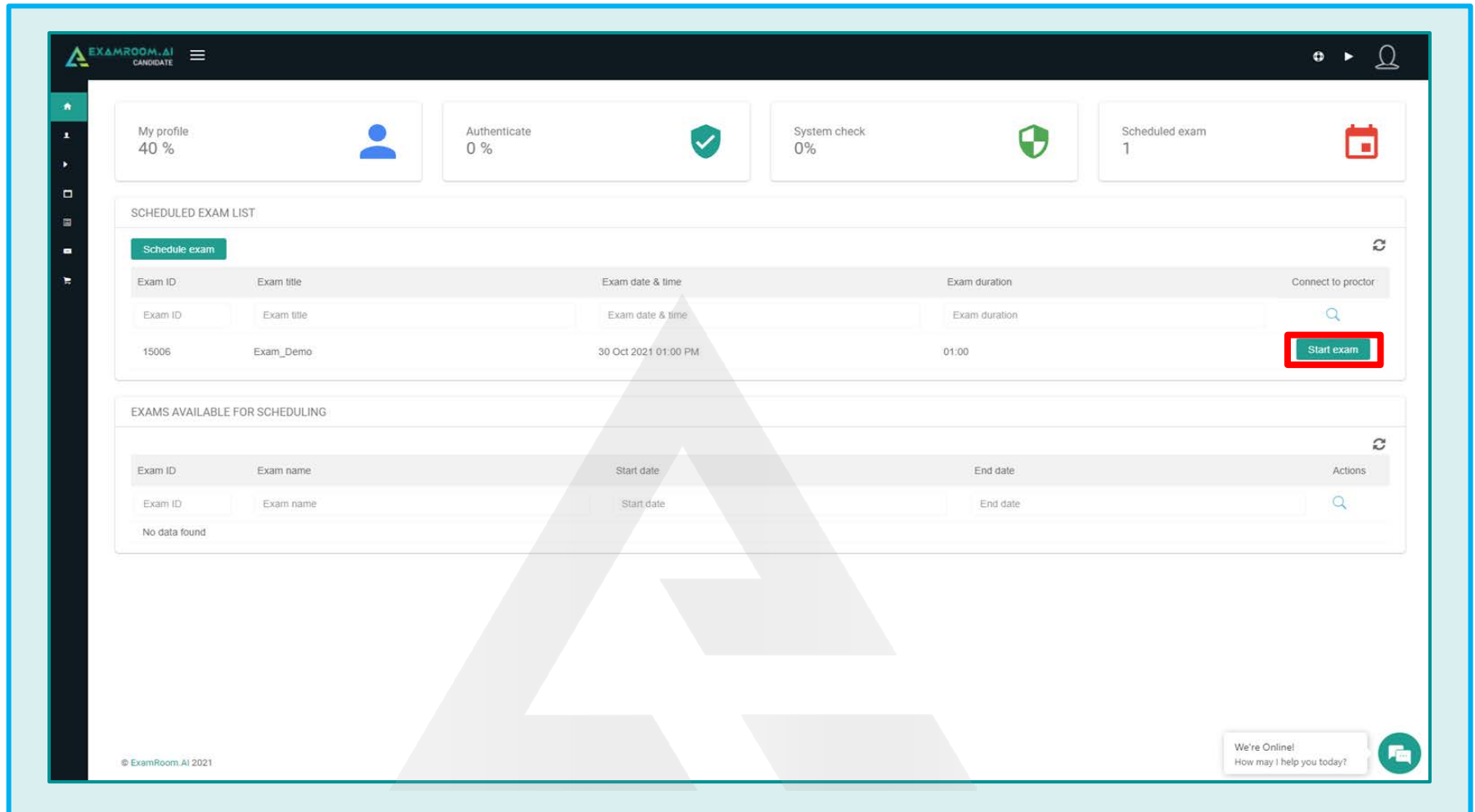
| Time Slot         | Exam Name | Action |
|-------------------|-----------|--------|
| 1:00 PM - 2:00 PM | Exam_Demo | Select |
| 2:00 PM - 3:00 PM | Exam_Demo | Select |
| 3:00 PM - 4:00 PM | Exam_Demo | Select |
| 4:00 PM - 5:00 PM | Exam_Demo | Select |
| 5:00 PM - 6:00 PM | Exam_Demo | Select |
| 6:00 PM - 7:00 PM | Exam_Demo | Select |
| 7:00 PM - 8:00 PM | Exam_Demo | Select |

A confirmation dialog box is overlaid on the screen, titled "EXAMROOM.AI SAYS". It contains the text "Are you sure you want to schedule?" and two buttons: "No" and "Yes". The "Yes" button is highlighted with a red border.

At the bottom right, there is a chatbot icon with the text "We're Online! How may I help you today?".

© ExamRoom.AI 2021

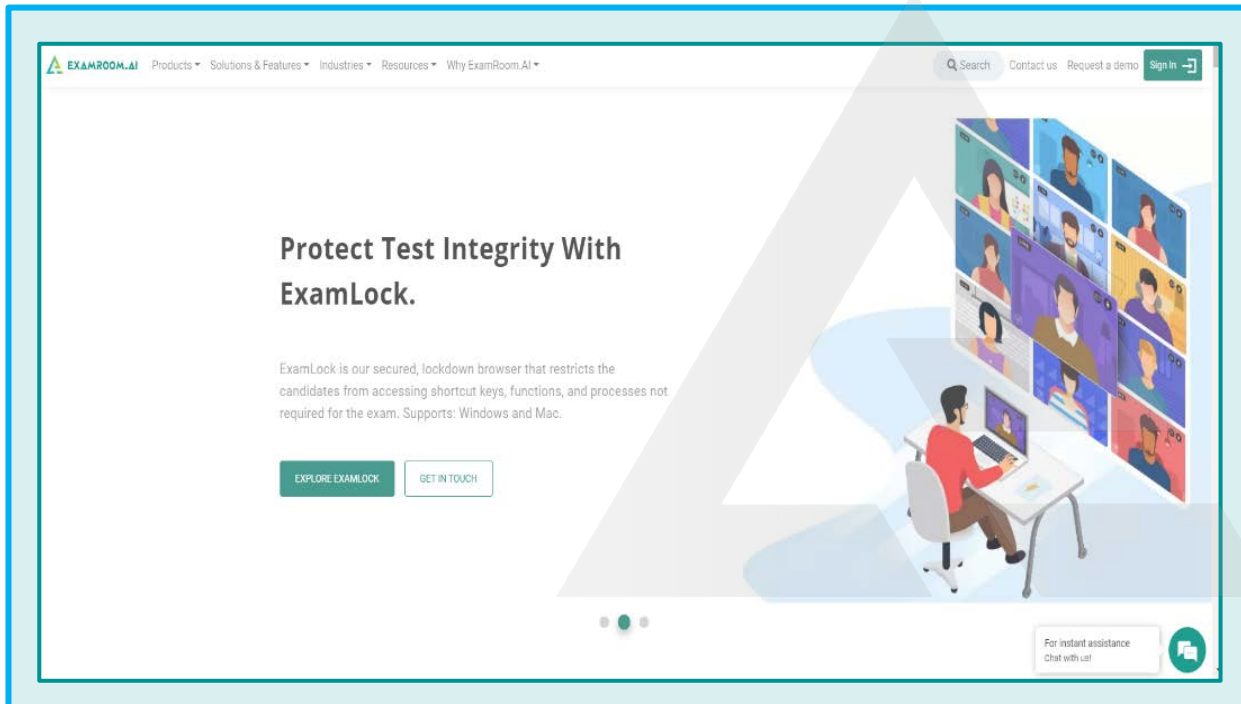
- Your exam is now rescheduled. You can log back in on your scheduled date and time to take your exam.



The screenshot shows the ExamRoom.AI candidate dashboard. At the top, there are four status cards: 'My profile 40%' with a person icon, 'Authenticate 0%' with a shield icon, 'System check 0%' with a shield icon, and 'Scheduled exam 1' with a calendar icon. Below these is a 'SCHEDULED EXAM LIST' section with a 'Schedule exam' button and a refresh icon. The table below has columns for Exam ID, Exam title, Exam date & time, Exam duration, and Connect to proctor. A row shows Exam ID 15006, Exam title Exam\_Demo, Exam date & time 30 Oct 2021 01:00 PM, Exam duration 01:00, and a 'Start exam' button highlighted with a red box. Below this is an 'EXAMS AVAILABLE FOR SCHEDULING' section with a table that currently shows 'No data found'. At the bottom right, there is a chat bubble that says 'We're Online! How may I help you today?' and a copyright notice '© ExamRoom.AI 2021' at the bottom left.



- If you have any questions or concerns, please contact us using one of the following methods:



## CONTACT INFORMATION

**Phone:** 877-848-EXAM (3926)

**Website:** [support@examroom.ai](mailto:support@examroom.ai)

**Chat box:** <https://examroom.ai/>

Provide the agent with your name, email, and callback number so they can assist you in scheduling your exam.