



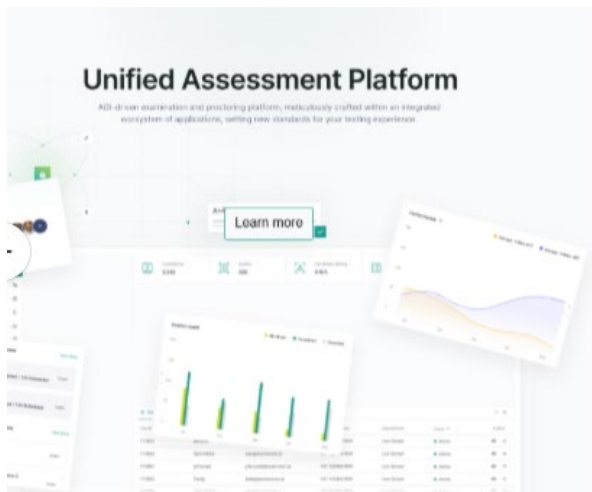
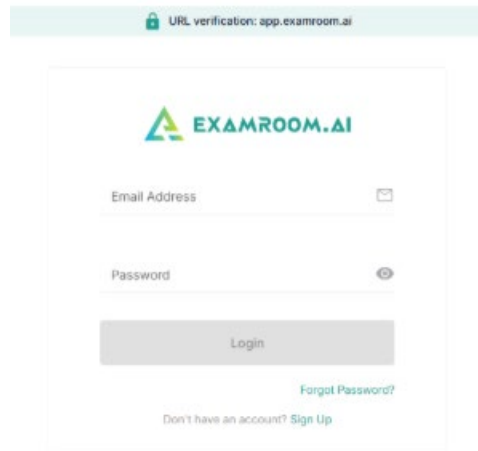
Facial Scan Instructions

Prov requires candidates to complete a facial scan for exam security reasons. The following provides instructions to assist with this process.

Troubleshooting information is provided on pages 1-3 followed by facial scanning instructions on pages 4-8.

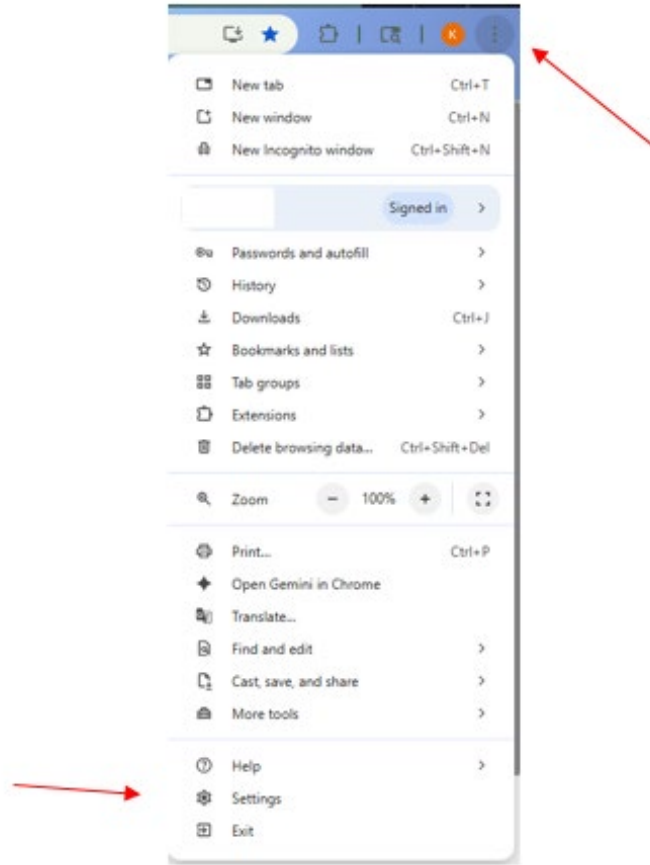
Troubleshooting

- ✓ **BLANK PAGE ISSUE:** Once you click to complete the facial scan if a blank page appears or if any of the ExamRoom.AI pages indicated below populate, please proceed to the instructions on page 2.

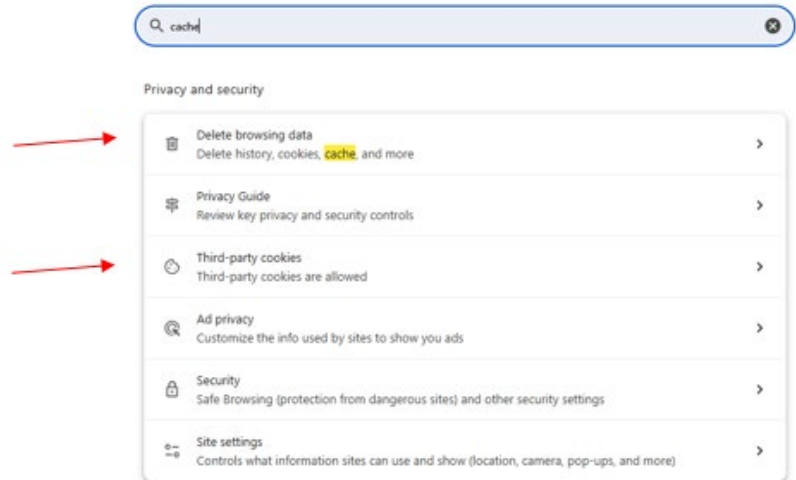


Facial Scan Instructions

- ✓ Ensure your PC or laptop browser is Google Chrome or Microsoft Edge. Mobile devices cannot be used to complete the facial scan.
- ✓ The browser will show 3 dots in the top right corner, select “settings” at the bottom. Type “CACHE” in the search bar.

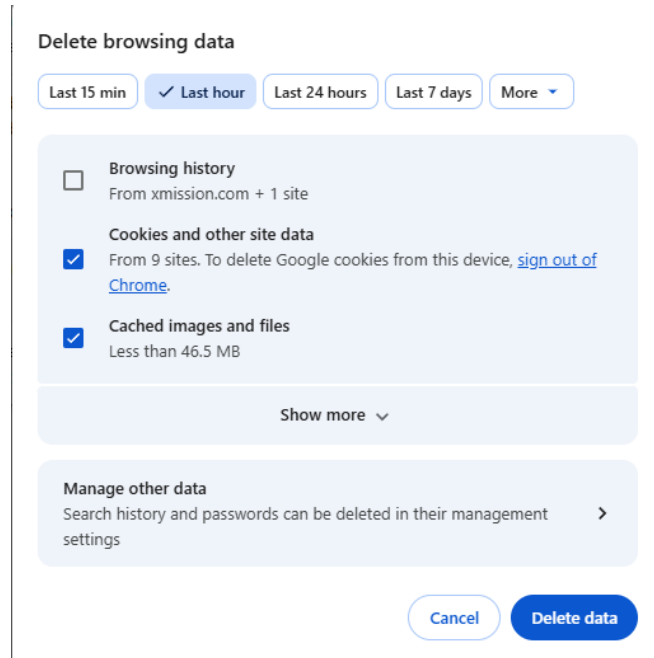


- ✓ Select “Privacy and Security”
- ✓ Allow “Third Party Cookies”



Facial Scan Instructions

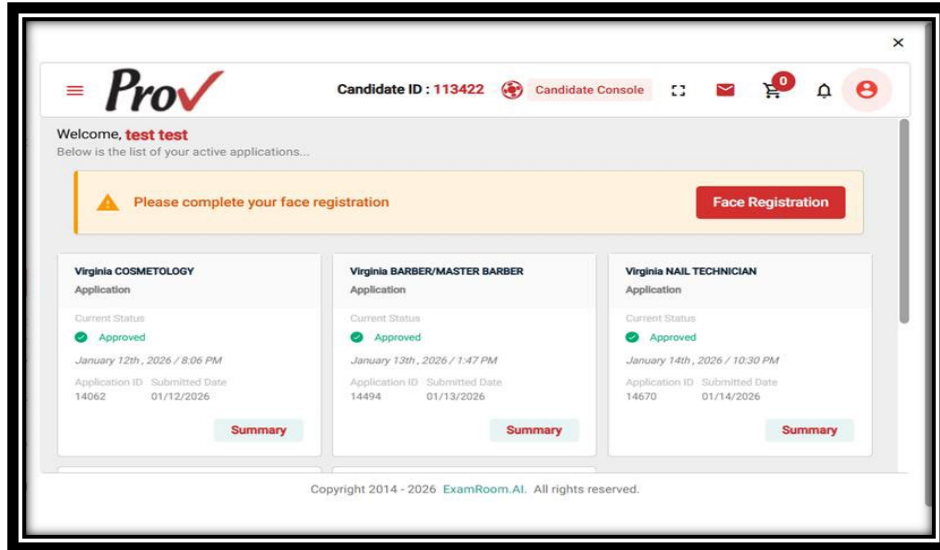
- ✓ Select “Delete Browsing Data”
- ✓ Check the box “Delete Cookies and other site data”, along with “Cached” images and files.
- ✓ Select “Delete Data”.



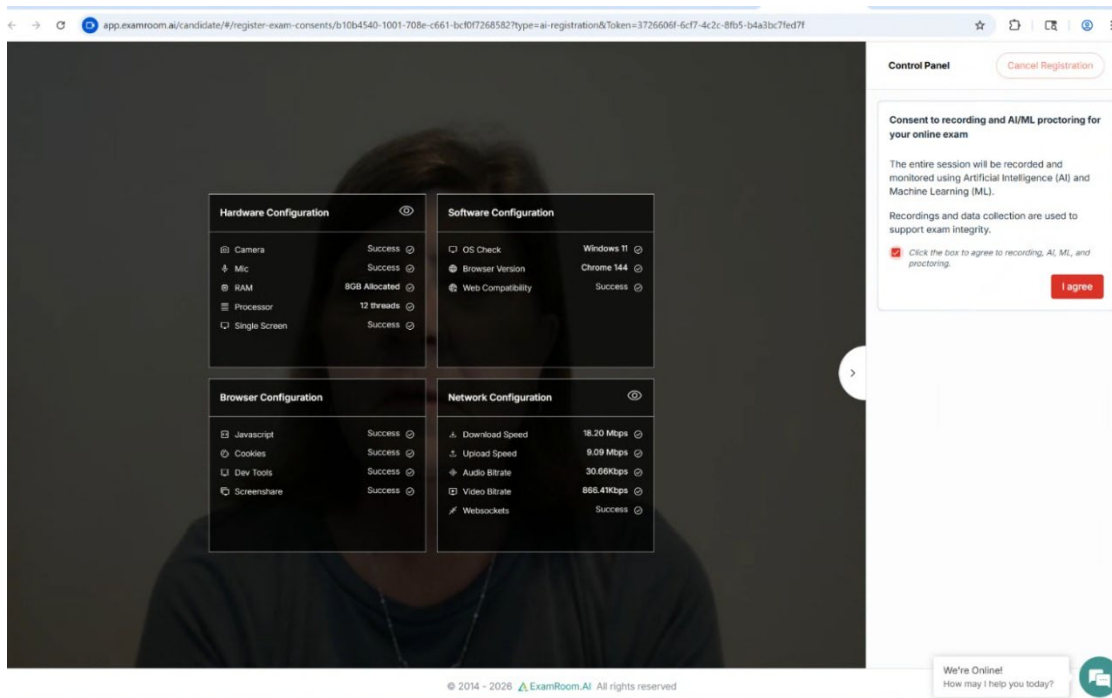
- ✓ Confirm and close out all tabs.
- ✓ Sign back in and proceed with the facial scan.
- ✓ Proceed to page 4 for facial scan instructions.

Facial Scan Instructions

- ✓ Candidate logs into their account.
- ✓ Click on Face Registration:

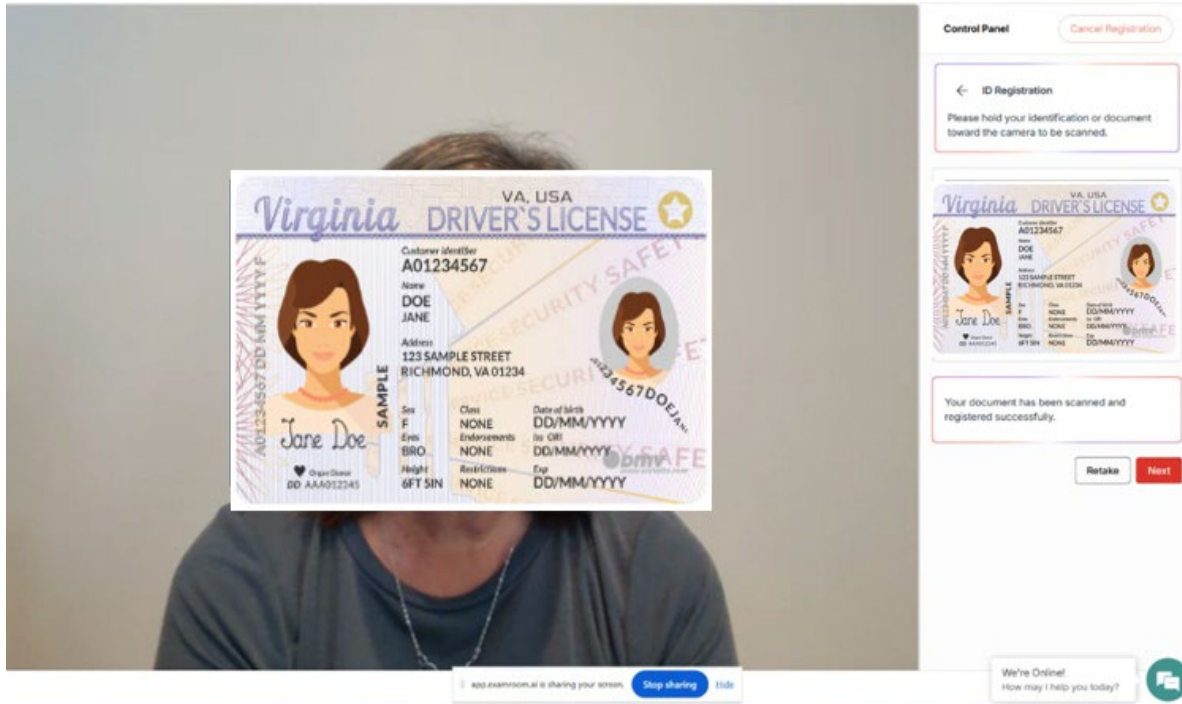


- ✓ Candidate will be directed to v2 console for system check of hardware, software, browser and network configurations.
- ✓ Candidate checks box to agree to recording to AI, ML and proctoring.
- ✓ Candidate will be instructed to share the screen.
- ✓ Candidate clicks on entire screen in the window and then clicks share.

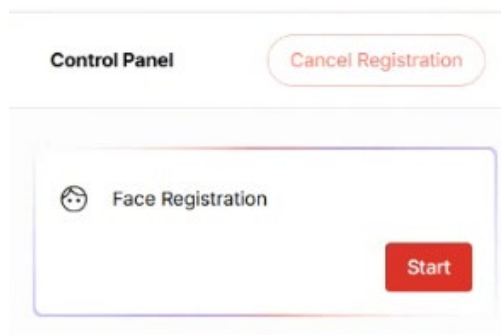


Facial Scan Instructions

- ✓ Candidate clicks on Start for ID registration.
- ✓ Candidate clicks to agree.
- ✓ Candidate will show identification for the system to capture the candidate's identification and clicks "Next".

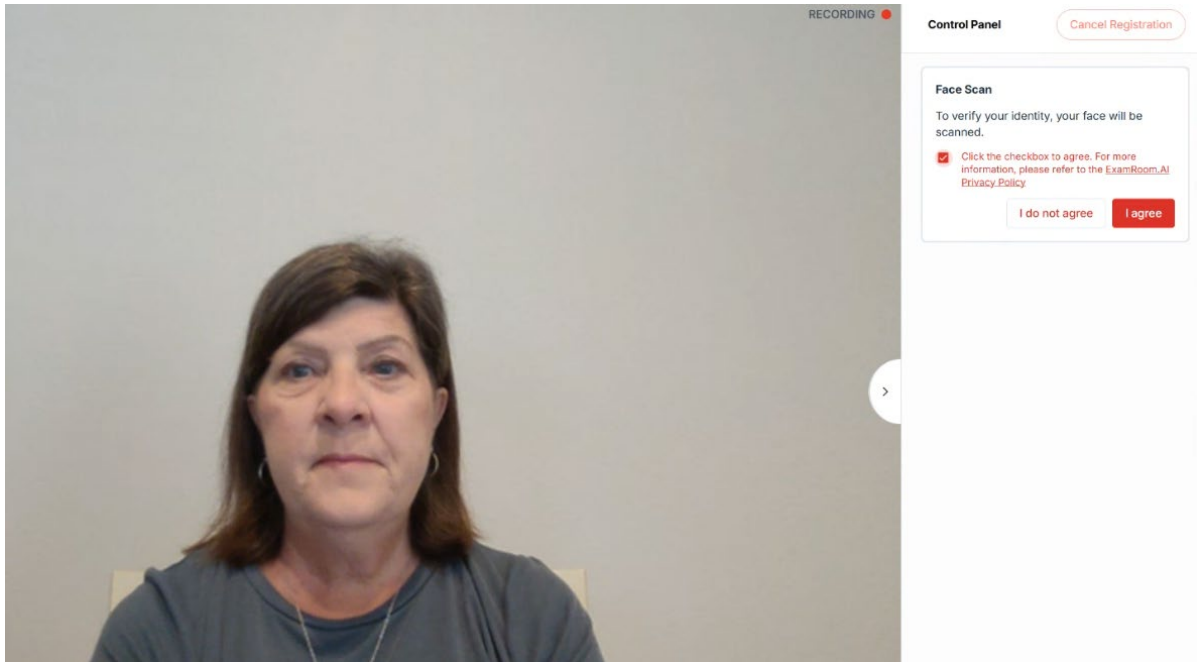


- ✓ Candidate clicks "Start" and "I agree" to perform the facial scan.

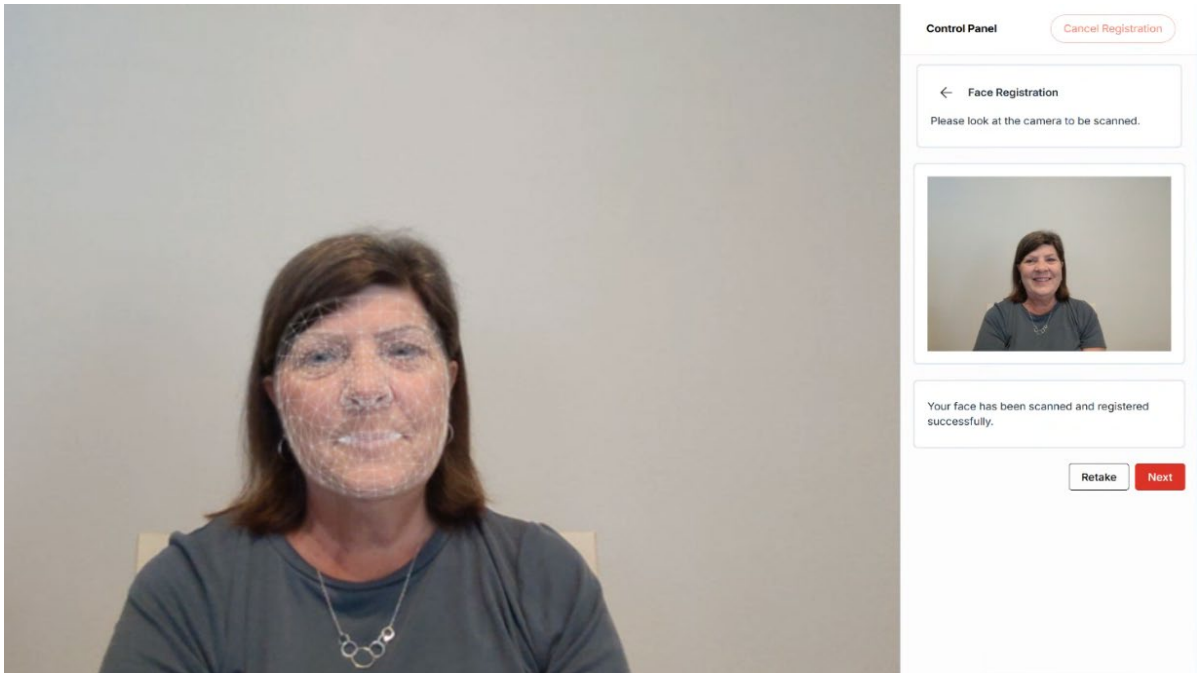


Facial Scan Instructions

- ✓ Facial scan will be captured.



- ✓ Once 3d facial scan is complete, candidate will click "Next".



Facial Scan Instructions

- ✓ Candidate's registration is complete. Proceed to Schedule Exam on the homepage!

Control Panel

Registration Complete
Your identity registration has been successfully completed.
On the day of your exam, please provide the same identification or documents for onboarding.

[Return to Dashboard](#)

Your application is approved and you may now register for the exam

[Schedule Exam](#)

The screenshot shows a web browser window with the URL <https://prov.examroom.ai/candidate/dashboard>. The page features the ProV logo and a candidate ID of 113422. A sidebar on the left contains navigation links: Dashboard, Application, Exam Schedule, Excused Absence, and Manage Profile. The main content area displays a welcome message and a list of active applications:

Application	Current Status	Submitted Date
Virginia COSMETOLOGY Application	Approved	January 12th, 2026 / 8:06 PM
Virginia BARBER/MASTER BARBER Application	Approved	January 13th, 2026 / 1:47 PM
Virginia NAIL TECHNICIAN Application	Approved	January 14th, 2026 / 10:30 PM

Each application card includes a 'Summary' button. A 'Start New Application' button is also visible. At the bottom of the dashboard, there is a 'Schedule Exam' button.

Please contact the ProV Team for assistance!