



ACCI Exam – Technical FAQ ***(Please read before taking the ACCI Exam)***

What are the minimum requirements for my PC in order to take the online exam?

The exam is optimized to run on Windows based computers and must be connected to the internet with...

- Internet Explorer 6 or later (default configuration)
- Pop-up blockers must be disabled! Cookies must be enabled!
- Pentium class computer
- 300+ MHz processor
- 128 MB RAM
- SVGA monitor capable of at least 16-bit color and 1024 x 768 screen resolution
- Adobe Flash 10 Player or later / Shockwave Player. Both players are downloadable for FREE.
- DSL or Cable access recommended

Newer Mac computers with a recent version of the Firefox browser will perform well. Older systems and the use of other Mac browsers are not supported. Unix and Unix-based operating systems such as Linux or FreeBSD are not supported; neither are tablets and smart phones.

What can I do during the exam to prevent being disconnected or experience technical difficulty?

Whenever the service can't communicate properly with your browser it will disconnect ("Time Out"). Here is a detailed list of why your browser may not connect properly with our exam hosting service:

- You left the service unattended for 20 minutes or more.
- You have lost your internet connection. The ACCI Exam is an online exam that can only be taken while connected to the Internet. If you lose your connection while you are signed into the exam, it will automatically sign you out of the platform and you will not be able to complete the exam. Ensure you have a strong and stable internet connection before attempting to take the ACCI Exam.
- You have set your browser security settings too tightly. The default settings are normally perfect to run our exam hosting service. If you (or your organization) have tightened them you may not be able to connect to Vubiz. These browser settings are in "Tools/Internet Options/Security" (actual location may vary with different versions).
- You clicked the "Back button" on your browser. It's best to NEVER use your browser back button to navigate the site!
- You have "cookies" disabled on your browser. Ensure you set your browser to enable cookies.
- You accessed our exam hosting site within a "pseudo" browser, such as Outlook. To access Vubiz you must open the Internet Explorer browser and access the service from there. Pseudo browsers do not maintain connectivity with servers.
- You right clicked on a link within the site which will open that page in a new window. Never right click on a link, as the service needs all the component frames to work properly.



- You launched the site from an invalid bookmark. You must start the service at the beginning where you signed in - you cannot bookmark the service and start from there.

Should you experience extreme technical difficulty during the exam that will not allow you to complete your exam, your exam may need to be reset (and all current progress lost). Please contact the CCI-N Office if this happens. All activities are logged - please do not try to "trick" the system; your exam activity will be reviewed by the exam provider before any reset will be approved. This process may take a few days.

How long do I have to write my ACCI Exam?

You will have 60 days from the date you are sent your ACCI Exam Approval email to write your exam. Should you have extenuating circumstances that will prevent you from writing the exam before your deadline, please contact the CCI-National Office before your deadline at 1-866-491-6216 (local Toronto callers should use 416-491-6216) ext. 114.

What is the format and timing for the exam?

The exam has precise starting instructions that are important for you to read. There is also a declaration to which you must agree before you are able to begin. The exam is made up of four sections consisting of multiple choice questions. When you have finished a section, your mark for that section will be displayed, and you can continue to the next section. The exam consists of (85) questions in total (see below for the breakdown).

You will have 2.5 hours to complete this timed exam, so please ensure you have a block of time set aside to write it. Once you have begun the exam, you **must** complete it; you cannot close your browser and resume the exam at a later time. The breakdown for each section is as follows:

- Section 1: Ethics - 30 minutes (10 questions)
- Section 2: General Condo (Generic/National) – 40 minutes (25 questions)
- Section 3: General Condo (Provincial) – 40 minutes (25 questions)
- Section 4: Profession Specific – 40 minutes (25 questions)

Exam setup:

- Once a section is started you must answer all questions; you cannot go back and forth between sections or questions, or view your mark before the end of a section
- Upon completion of each section of the exam, you will be positioned at the start of the following section
- upon successful completion of this exam you will be able to print out a copy of your certificate on your local printer - keep this certificate for your reference;
- all activities are logged - please do not try to "trick" the system;
- **DO NOT REFRESH ANY PAGE OR USE YOUR BACK ARROW AT ANY TIME!**

If you have any problems please contact the CCI-N office, detailing the issue. Remember to include the name of the examination (e.g., "Alberta Condominium Managers").

Is each section of the exam strictly timed?



Yes – the time limits noted above are strictly enforced for each section. If you do not complete a given section within the allotted time, the system will time out and you will be unable to answer any further questions in that section. You will have to go on to the next section.

I have time left on a section of the exam – what happens?

If you have time left, you can, if you wish, review your answers to that section’s questions. Alternately, you may prefer to proceed to the next section. Please note, however, that time does not accumulate – if you complete section 1 with 10 minutes to spare, that 10 minutes is not available to you for any other section.

What’s the difference between the “Next” and “Submit” buttons?

The “Next” button takes you to the next question on the exam; the “Submit” button submits your answers to all the questions in a section to the system. Once you have clicked “Submit”, you cannot change any answers and cannot answer any additional questions in that section – you will only be given the option to navigate to the next section. **DO NOT CLICK “SUBMIT” UNLESS YOU HAVE COMPLETED A SECTION TO YOUR SATISFACTION OR HAVE USED ALL THE ALLOTTED TIME FOR THAT SECTION!**

I inadvertently clicked the “Submit” button before completing the entire section of the exam I’m working on – what do I do now?

When this happens, please contact the CCI-N office to let us know – we will have to reset the exam and you will have to begin over again.

What are the passing requirements? What if I do not pass my ACCI Exam?

A minimum mark of 80% *in each section* is required to pass the exam. This must be achieved within the timeframe listed above.

If you do not pass your first attempt at the exam, you have up to 2 more chances per calendar year to write the exam. Contact the CCI National Office if you require information on re-writing your exam. If you still do not pass the exam after the 3 attempts, you will need wait until the next calendar year and re-submit an ACCI application to start the process anew.

Payment of \$200 will be required for each exam attempt, including re-writes.

How do I contact CCI National?

You can contact us as follows:

By phone: 1-866-491-6216 ext. 114 | Toronto 416-491-6216 ext. 114

By E-mail: cci.national@associationconcepts.ca