

NextGen UBE Candidate Portal

Frequently Asked Questions

1. What are the system requirements for the software I'll be using on exam day?

- The exam day platform is supported on the following operating systems:
 - Windows 10 or later
 - macOS 13 or later
- iPads and other tablet devices (including iPadOS) are not supported.
- Your device must be able to connect to Wi-Fi (wired connections are not supported).
- You must have administrator rights on your computer to install the secure browser required for the exam.
- **Assistive technology compatibility:** If you use assistive technology, the platform is compatible with the following:
 - Dragon NaturallySpeaking (Version 16)
 - JAWS (Version 2026.2602.49)
 - NVDA (Version 2025.3.3)
 - VoiceOver (built into macOS 13)

Before exam day:

We strongly recommend practicing with your assistive technology using the exam tutorial to make sure everything works as expected.

2. What type of laptop can I use for the exam?

For the best testing experience, NCBE recommends using a laptop with:

- A display size of at least 13 inches
- A minimum screen resolution of 1366 x 768

Laptops with displays larger than 18 inches (measured diagonally) are not permitted.

Your laptop must have a single integrated display.

3. Are external monitors permitted on exam day?

No. External monitors, docking stations, projectors, and additional displays are not permitted during the exam.

4. What are the requirements for using my laptop during the exam?

You must keep your laptop open and plugged into a power source throughout each testing session unless you are specifically instructed otherwise by testing staff. Closing your laptop or disconnecting it from power during the exam may interrupt your testing session and could affect your exam.

5. What should I do if I need to use a different laptop on exam day than the one I used to complete the exam tutorial?

You must complete the exam tutorial on the same laptop you will use to take the exam. If you need to switch laptops before exam day, you must reinstall the Secure Browser and complete the exam tutorial on the new laptop.

To do this:

- a. Log in to your NCBE Account.
- b. Navigate to the NextGen NCBE Requirements page.
- c. Select Reinstall Secure Browser.
- d. Follow the instructions to install the Secure Browser on your new laptop.
- e. Complete the exam tutorial on the new laptop.

Once you have completed the tutorial on your new laptop, you will be able to use that laptop on exam day.

6. How do I cancel my exam registration, and will I receive a refund of the tech fee?

If you need to cancel your exam registration, you must contact your jurisdiction and ask them to cancel your registration in the NCBE jurisdiction portal. NCBE cannot cancel registrations directly for candidates.

You are eligible for a full refund on the technology fee if you complete your cancellation at least 72 hours before 12:01 a.m. on your scheduled exam day. Cancellations completed after this deadline are not eligible for a technology fee refund.

Refunds of registration fees paid to your jurisdiction are determined by your jurisdiction's policies. Please contact your jurisdiction directly with questions about registration fee refunds.

7. Why doesn't my secure browser download show as complete?

Contact candidate services for assistance via the Contact NCBE form in your NCBE Account.

8. Do I need to complete the Exam Tutorial?

Yes. Once completed, you will see a checkmark next to that step in your NCBE Account.

9. Why isn't my exam tutorial showing as completed?

Contact candidate services for assistance via the Contact NCBE form in your NCBE Account.

10. What can I bring on test day?

You must bring:

- A laptop with the secure testing browser installed
- Your laptop power cord
- A valid, government-issued photo ID with a recent, recognizable photo and signature

Other items:

- Personal items (including water in a clear bottle with no wrapper) are subject to your jurisdiction's policies and may need to be stored in a designated area away from your seat during the test.

Please check your jurisdiction's policies for specific rules on allowed items for testing days.

11. What items are prohibited on test day?

You may not bring personal items to your workstation. The only items allowed are your laptop, power cord, and ID. Water is also permitted if it is in a clear bottle with no wrapper. All other personal items must be stored in the designated area away from your seat during the test.

12. Can I bring an external mouse or keyboard?

Candidates may use a wired, non-Bluetooth mouse and/or a wired external keyboard. Bluetooth and other wireless input devices are not permitted in the examination room.

13. Can I bring a Bluetooth device?

No. Bluetooth-enabled devices are not permitted in the examination room, unless approved as a secure accommodation by your jurisdiction and NCBE.

14. Will scratch paper and pencils be provided?

Yes. Your jurisdiction will provide scratch paper for the examination.

The amount of scratch paper distributed is determined by your jurisdiction.

All scratch paper will be collected at the end of each testing session.

Your jurisdiction will also provide one pencil. Whether additional pencils or pencil sharpeners are available is determined by your jurisdiction.

15. Can I use a highlighter during the exam?

Only examinees who have been approved for a paper accommodation may use highlighters.

Approved examinees may use up to three highlighters:

- One yellow
- One green
- One pink

Your jurisdiction will let you know whether these highlighters will be provided or whether you are expected to bring your own.

16. Do I need to follow a dress code for exam day?

Dress code requirements may differ by jurisdiction. If you are unsure about what to wear, please contact your jurisdiction directly to confirm any specific dress code expectations before your visit.

17. Can I bring food or drinks to the test?

Yes. You may bring food, but it must be stored with your personal items in the designated area and may only be accessed during breaks. Eating is not permitted during test sessions. Water is also permitted if it is in a clear bottle.

18. Can I keep my phone with me during the test?

No. Phones must be stored in the designated area with your personal items and may not be accessed during test sessions.

19. Can I take bathroom breaks during the test?

Yes. You may take a bathroom break if needed, but your testing time will continue and will not be paused during your absence.

20. How many times can I take the exam tutorial?

You may take the exam tutorial as many times as you'd like. There is no limit.

21. How soon before my exam do I need to finalize my NCBE Account information?

The exam roster is finalized several days before each administration. If you update your first name, last name, or date of birth within 72 hours of your exam, those changes will not appear on the official exam roster. To ensure accuracy, please review and confirm your NCBE Account information well in advance of your test date and update your jurisdiction.