PROMETRIC

WELCOME TO



Proctor

Powered by Best-in-Class Proctors

User Guide 3.0

Prometric V3.0 : 05/2019

GUIDING YOU THROUGH THE PROCESS



Welcome to ProProctor™! With Prometric's ProProctor online proctoring, we have two goals. One is to bring you a reliable, and valid way to test that is also convenient. The other is to make your testing experience as stress free as possible.

- ProProctor gives you greater flexibility to choose where to test, when to test and how to test. It is a reliable, convenient – yet secure – testing experience.

- ProProctor support tools, such as this User Guide, show you how to prepare for your test day so that you'll be less nervous when the time comes. We believe that the more you know about what to expect in advance, the more comfortable you will feel testing remotely.

ProProctor System Requirements

Laptop/PC Power Source
Please plug your device directly into a power source, unattached from a docking station.

Screen Resolution
1024 x 768

Operating System
Windows 7 or higher

Web Browser
Current version of Google Chrome

Internet Connection Speed
0.5 mbps or greater

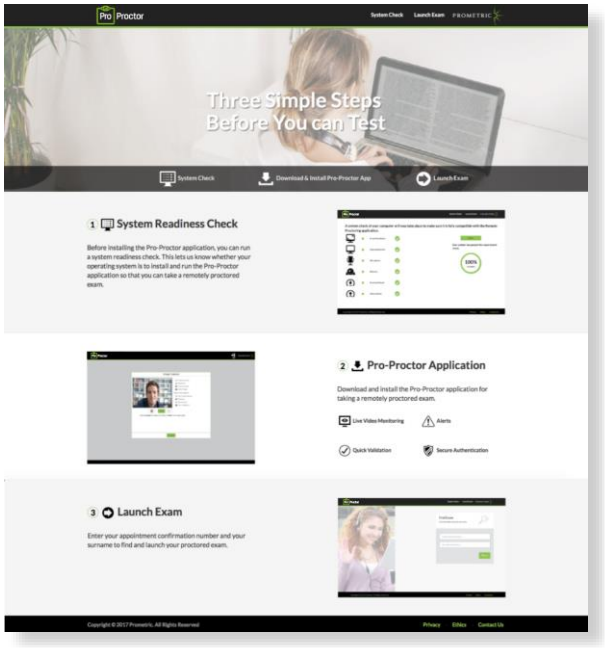
Wi-Fi Connection
Please position your device where you can receive the strongest signal. For the best experience, please use an Ethernet cable to connect directly to the router.

IMPORTANT: To ensure a seamless security check-in process, we require that you take your test using an undocked computer with a movable web-camera.

BE ADVISED: You must be using only a laptop or desktop computer for your exam. No dual-monitor configurations are permitted for testing (i.e.: a desktop with two monitors or a laptop with a separate monitor).

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Follow Three Simple Steps



1 System Check

Before installing the ProProctor application, you must run a system readiness check. This check confirms whether your operating system is able to install and run the ProProctor application so that you can take your exam.

2 Download & Install ProProctor Application

Once your system has been validated, you are ready to download and install the ProProctor application that delivers your exam.

3 Launch Exam

To launch your exam, please enter your appointment confirmation number and the first four (4) letters of your last name/surname (Example: John Summers). Remember to check into ProProctor 15 minutes before the start of your exam so that you can complete the inspection of your testing environment.

Checking In

On the day of your exam, please make sure you allow 10 minutes to prepare your testing environment. When you are comfortably sitting at your workstation go to the Prometric ProProctor site at https://rpcandidate.prometric.com/ and launch your exam. Our easy-to-follow, self-serve check-in process will guide through the final preparations before you are greeted by a Prometric Readiness Agent.

1 Image Capture

Simply position your face using the guides on the screen and click the CAPTURE button. Make sure you check that the image clearly shows your face and is not blurry. Click PROCEED.

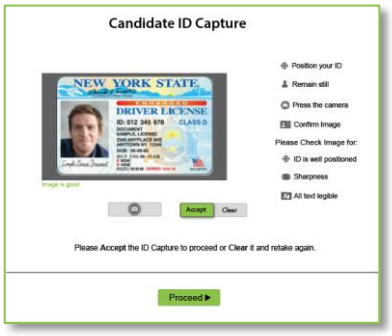


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2 ID Capture

Position your ID card using the guides on the screen and click the CAPTURE button. Make sure you check that all text is readable. Then click PROCEED. Be sure to use only a government-issued, non-expired ID.



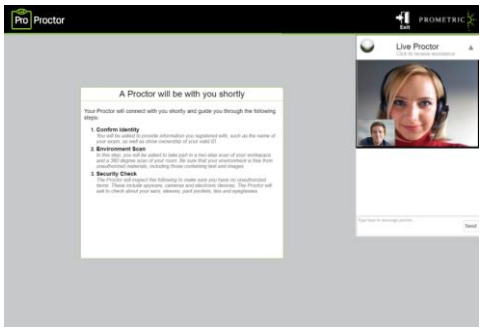
3 Checklist

Read the checklist to ensure you have everything required to take your exam. When you are ready, click PROCEED to alert the Prometric Readiness Agent who will appear on-screen in a few moments.



Meeting Your Prometric Readiness Agent

Your Prometric Readiness Agent will guide you through three security checks before launching your exam.



1 Candidate Detail Confirmation

Your Readiness Agent will confirm your name, address and exam details with you via video chat.



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2 360º Environmental Check

Your Readiness Agent will ask you to provide a 360º view of your environment using your webcam. Your agent also will ask you to scan your work surface using your webcam. We strongly recommend having a medium-to- large mirror during your environmental check.



IMPORTANT: Do not have your laptop connected to a docking station anytime during the setup of your exam. This can cause connectivity issues. Make sure to clear your workspace and put away all personal items.

3 Candidate Person Check

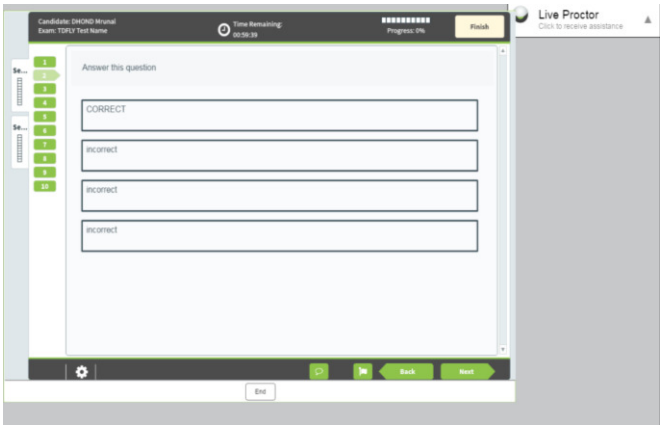
Your Readiness Agent will ask you to stand up to do a scan of your person. This scan will include – but is not limited to – conducting a sleeve, pocket and glasses check. Additionally, you will be asked to turn all pockets inside out.



IMPORTANT: In order to expedite the check-in process, please remember to empty your pockets prior to the visual check.

Taking The Test

Now you are ready to take your online proctored exam. Although you will not see your Prometric Proctor, he/she will monitor you throughout the testing process and will be available to provide assistance at any point during your exam. Using the LIVE PROCTOR feature on the right of your screen, you can speak with or send a message to your Proctor when you need help.



With this support function, you will be able to complete your exam with peace of mind, knowing that your Proctor is virtually there with you at all times.

REMOTE PROCTORING REGULATIONS

1 CONFIDENTIALITY OF EXAM CONTENT/SYSTEMS

The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of Prometric and/or your test sponsor.

Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is strictly prohibited.

ANY reproduction or disclosure will result in immediate notification to your test sponsor and potential filing of administrative, civil and/or criminal charges against you and anyone directing or conspiring with you.

2 ENVIRONMENTAL REQUIREMENTS

Your office or home setting must meet the following requirements:

- Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.
- Your workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, **should** be present during your exam session.
- Two tissues are permitted at workstation, but must be inspected by the Proctor prior to start of exam.

3 TEST CENTER PROCESSES

Check-In Procedures/Breaks

Original, valid (unexpired), government issued photo & signature bearing identification is required in order to take an exam. Validity and the number of acceptable IDs are predetermined by your test sponsor.

You will be required to show your workstation and surrounding area.

You will be required to raise your pants legs above your ankles, empty and turn all pockets inside-out and raise shirt sleeves above your wrists prior to every entry into the online test. If you are wearing eyeglasses you will be required to remove them for visual inspection to ensure they don't contain a recording device.

Large jewelry items must be removed from your person prior to and throughout the duration of the exam.
If you have long hair that covers your ears, you will be asked to pull your hair back to ensure nothing is attached to your ear that could provide an unfair advantage (such as a Bluetooth earpiece).

Leaving the camera view while the exam is in progress is strictly prohibited.

4 PROHIBITED ITEMS AND EXAMINEE CONDUCT IN THE VIRTUAL TEST CENTER

Unauthorized personal items may not be accessible while testing. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.

Eating, drinking, smoking, and chewing gum are prohibited during the exam.

Written notes, published materials and other testing aids are strictly prohibited.

Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee's chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, rain coats, etc., is not permitted in the immediate testing area.

Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.

Candidates are required to be professional, civil and respectful at all times while testing.

All exams are continuously monitored by video and audio recording.

The Remote Proctor (RP) and/or Security Agent (SA) is authorized to dismiss you from the test session for a violation of any of the Testing Regulations, including exhibiting abusive behavior towards the RP or SA. If you are found to have violated any of the regulations during your exam, the RP is required to notify Prometric and your test sponsor.

Prometric, alone or in conjunction with your test sponsor, shall then take any further action necessary to sanction your conduct, up to and including invalidation of your test score and/or pursuit of civil or criminal charges. You acknowledge that you have no right to privacy at your current location during exam delivery and that you waive any and all claims asserting a right to privacy.

If you do not wish to be recorded (either by video or audio), please notify the proctor immediately of your intent not to proceed with the exam.

Note**:** ***Client/test sponsor practice policies shall supersede these regulations if a conflict exists.***

REMOTE PROCTORING ENVIRONMENT: DOs & DON'Ts

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DO

Clear, orderly, and well-lit room or workspace.





DO

Sit in an upright position.





DO

Testing alone for the entire exam.





DO

Desktop/laptop must be on a table or desk.





REMOTE PROCTORING ENVIRONMENT: DOs & DON'Ts

DON'T

Sitting or reclining in a bed or couch with computer on your lap.





DON'T

Poorly lit room or workspace.





DON'T

Cluttered or crowded room or workspace.



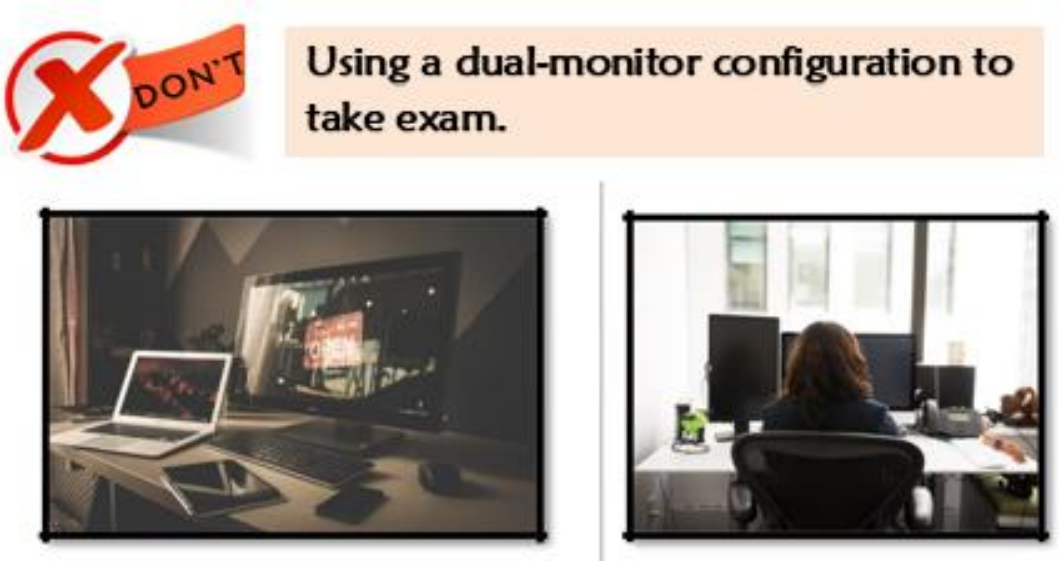


DON'T

Person(s) or pet(s) present at any time in testing room or area.







Contact Information

Pro Proctor
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Registration and Scheduling Department
If you need to schedule, reschedule or cancel an exam, contact ProProctor:
Toll Free – U.S., U.S. Territories and Canada: 1-800-813-6779
International: +1-443-455-6299 – *Note that any international charges may apply*
Email: mailto:pro-proctor@prometric.com

Testing Accommodations
If you require accommodations for any illness, learning or physical challenge, please contact Prometric Testing Accommodations at +1-800-789-9947, Option 3

Technical Support Link
If you require technical support with launching, please click on the link:
https://prometricsurveys.secure.force.com/ProProctor/