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Online Proctored Exams

Candidate user guide Version 1.1—June 2020

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Overview and important information

Thank you for registering to your Online Exam provided in collaboration with the exam sponsor, Yardstick and ProctorU.

Please go through this entire Guide before your exam session. This will help you familiarize yourself with the examination interface and assist you to connect to your proctor on the day of your exam. Please note that the ProctorU platform is currently offered in English only. A French version of this Guide is available. Support in French (chat and help line) is available on request.

Test takers that do not follow the steps below, as well as the troubleshooting steps outlined in Appendix A in case of technical difficulties, will not be given any consideration with regard to exams reschedule or retakes.

Test takers late for their examination will not be given any consideration for exam retakes under any circumstances.

Before the exam day, please make sure you have completed the following:

- Download or print a copy of this Guide.
- Confirm to be able to log-in to your account. Keep your username and password in a safe location, readily available on the day of the exam.
- Test your microphone and webcam.
- Have the latest version of Google Chrome browser and Adobe Flash.
- Confirm your computer passes the Automated System Check. It is available on your exam portal, where exams are listed (see below).

- Confirm you are registered for your exam and review the date and time of your exam before the registration deadline.
- Use the exam tutorial to ensure you are comfortable with the platform. You can do this as many times as you want; the results are not taken into account.
- Install ProctorU Extension for Google Chrome. There is no need to sign in or create an account at this stage, as it will be taken care of on the day of the exam.
- If you are using a work computer or a computer with restricted access, ensure that you can install third-party software. During the connection process, you will be required to install the Logmein Rescue software which will put you in contact with your proctor.

- Practise the steps in Part 1 of this Guide.
- Review the allowable material (as described in Appendix C) and have prepared your material ahead of time.
- Review the ID requirements in Appendix B. Using a passport is recommended for a quicker and smoother authentication process.
- Test your internet connection speed using a service such as speedtest.net, and confirm that you have at least 5 Mbps. Any speed lower than 5 Mbps may cause the connection with your proctor to be unstable. Ensure to test your connection at a time similar to when you will take your examination, so that you may test it against similar traffic conditions.

On the day of your exam, before your exam starts, ensure the following:

- Log in to your account at least **15 minutes** before your exam starts.
  This will ensure you have enough time to troubleshoot any issues or seek help if required.
- Have access to a telephone to contact ProctorU in case you are experiencing connectivity issues:

  +1 (855) 772-8678 (in English only).
- Complete the Automated System Check once again to make sure your system is up to date.
- Use a stable internet connection (wired connections are better than wireless/Wi-Fi connections).
- Have a copy of this Guide to help you connect to your proctor.
- Complete the steps in Part 1 of this Guide and wait to start Part 2.
- Have a government-issued photo ID with your full name and date of birth. A passport is highly recommended to facilitate the process. Refer to Appendix B regarding the ID Requirements.
- Use only one monitor; any additional monitors must be disconnected and stored away from your desk.
- Disable your browser's pop-up blocker.
- Clear your desk of all material (phones, tablets, scrap papers, etc.), except for the allowable material (see Appendix C).

The "Launch exam" button will only appear at your exact start time. A countdown will indicate the time left before the exam is made available. If you still cannot launch the exam once the countdown reaches "0", "Refresh/Reload" the page in your browser.

If you are experiencing issues, it is important to immediately contact ProctorU for support. You have limited time to connect to your proctor before the system marks you as a "no-show" for your exam. Please refer to Appendix A for troubleshooting steps.

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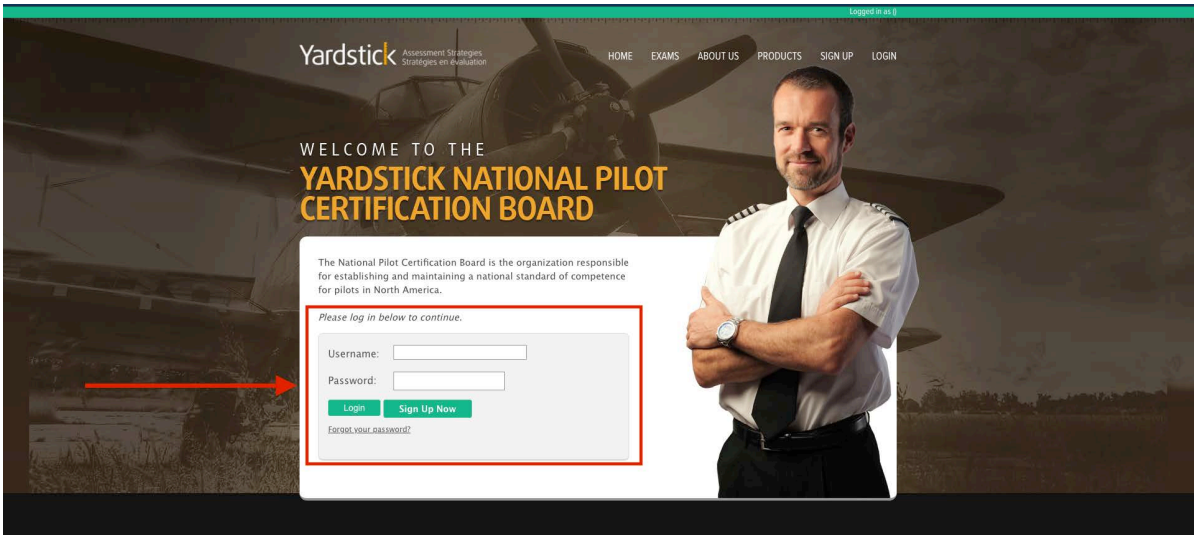
Part 1—Connecting to your account before the exam

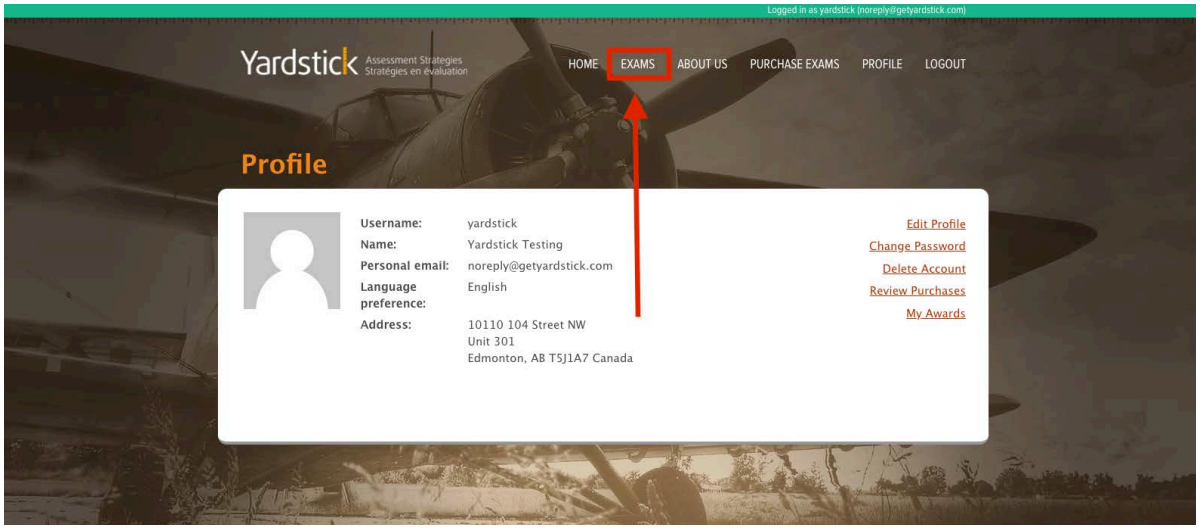
Complete this section before the start of your exam to be ready to connect to start the connection process at the time of your booking.

Please note that you must use the Google Chrome browser to complete your exam.

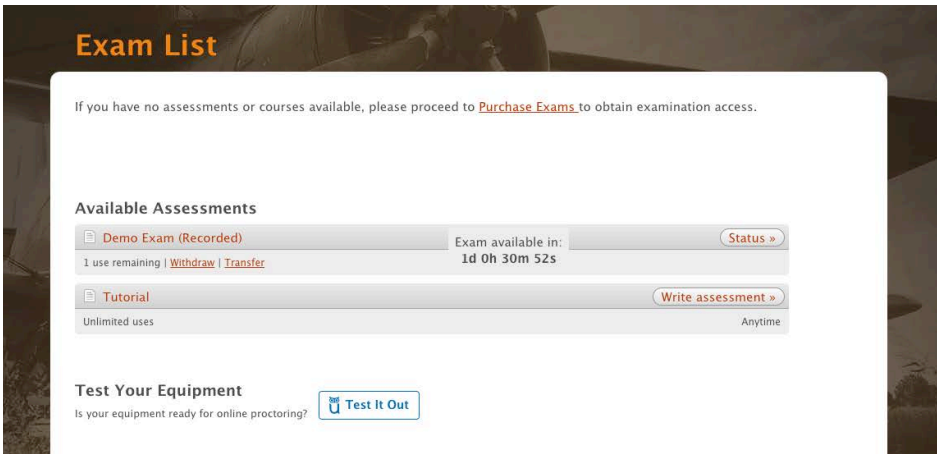
1. Log in to your account on the evaluation website.



2. After connecting successfully, you should see the page below. Please click “My Exams” or "Assessments".



3. On this page, you will see the list of exams currently available to you. Check if the exam you booked is there. A countdown will indicate the time left before you can start the connection process. You can click "Status" to see your booking's details. You can also run an Automated System Check from this page.



4. Once the countdown reaches "0", the button will change from "Status" to "Launch Exam". Click on this button. The red countdown indicates the time left before the exam booking expires (if time doesn't change, refresh/ reload the page).

If you do not see the button, check if you are either late (more than 15 minutes after the booked start time) or too early (before the exact start time) for your exam. The "Launch Exam" button will only be available for 15 minutes from the exact start time indicated on your booking.

If the "Book/Write exam" button is unavailable, and you are more than 5 minutes passed your start time, please contact ProctorU immediately via chat or telephone number (https://www.proctoru.com/contact-us):

Telephone: +1 (855) 772-8678, Option 1

A remote proctor will assist you, and help you troubleshoot any issues you may be experiencing.

If the proctor is unable to help due to technical issues under the exam sponsor's control, please refer to Appendix A for your next steps.

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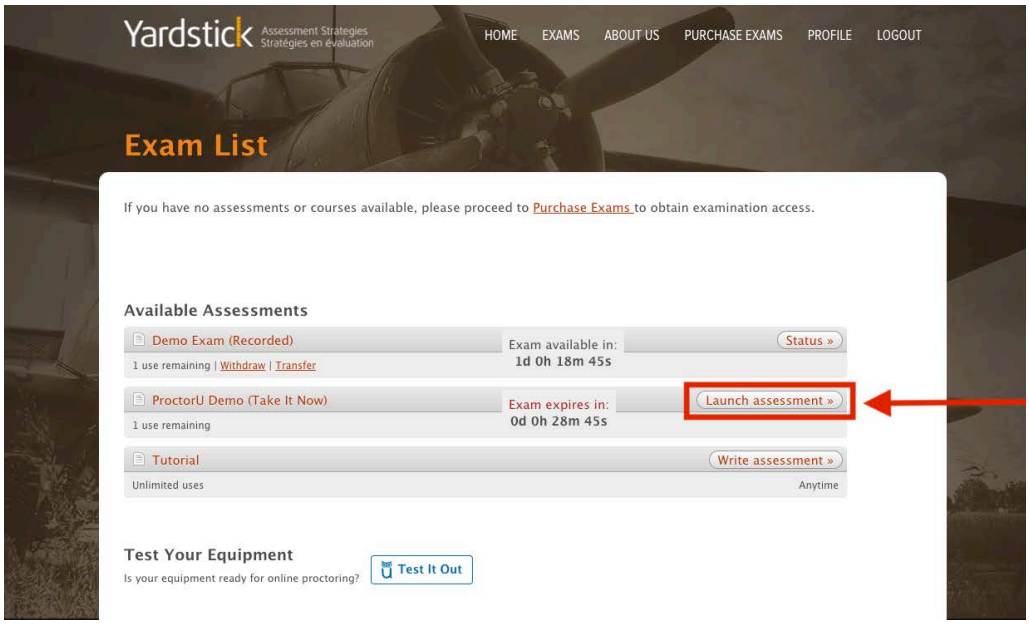
Part 2—Connecting to ProctorU

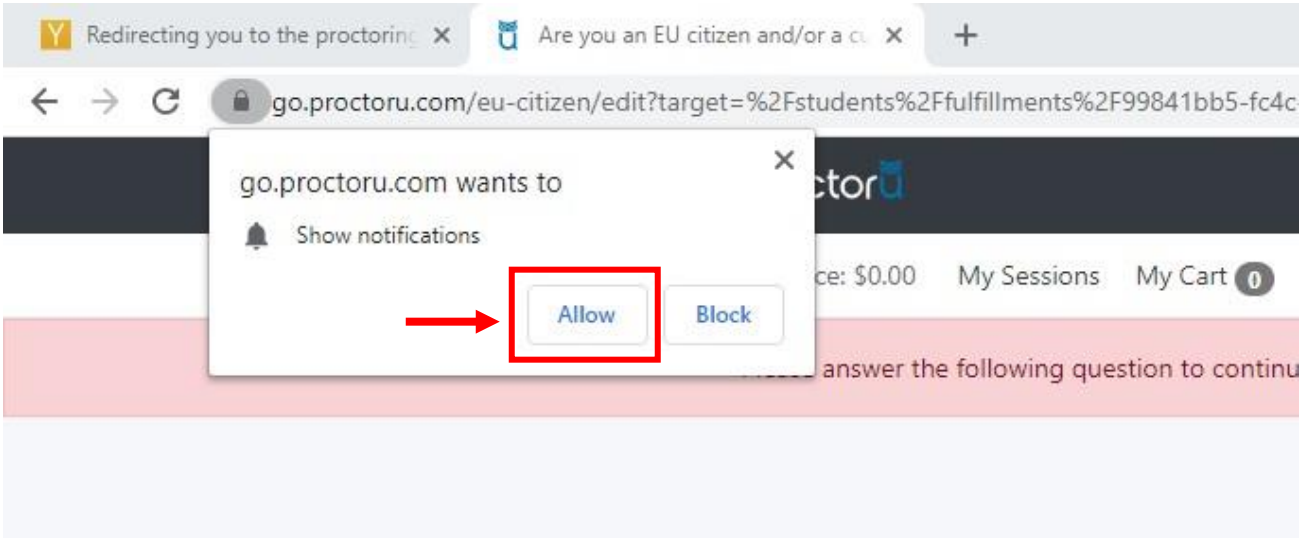
You are now ready to start the connection process with your proctor. Please be patient during this process; it is possible you will have to wait for a while before the ProctorU connection starts. During high volume period, it can take more than 45 minutes. During the wait, do NOT try to refresh/reload or leave the page to restart the process.

Part 2.1—Connecting to the ProctorU Platform

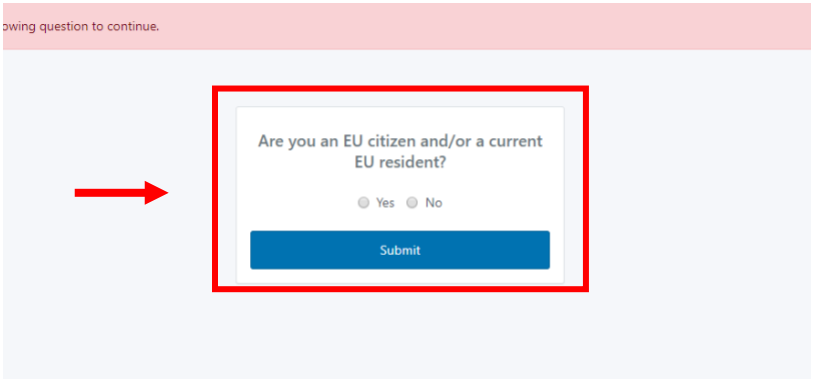
1. Please click "Launch Assessment". You will be automatically redirected to your "Yardstick – ProctorU" connection screen.



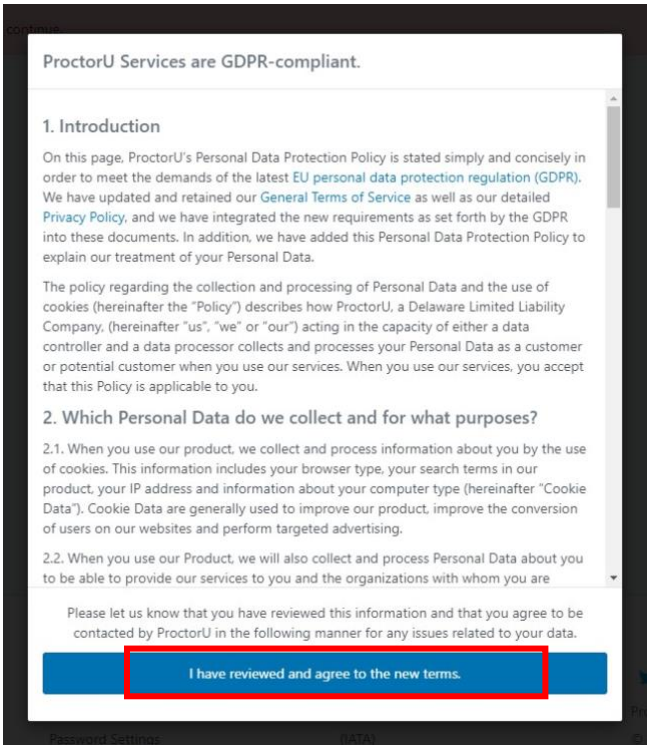
2. You may be prompted to allow go.proctoru.com to "Show notifications". Please click on "Allow".

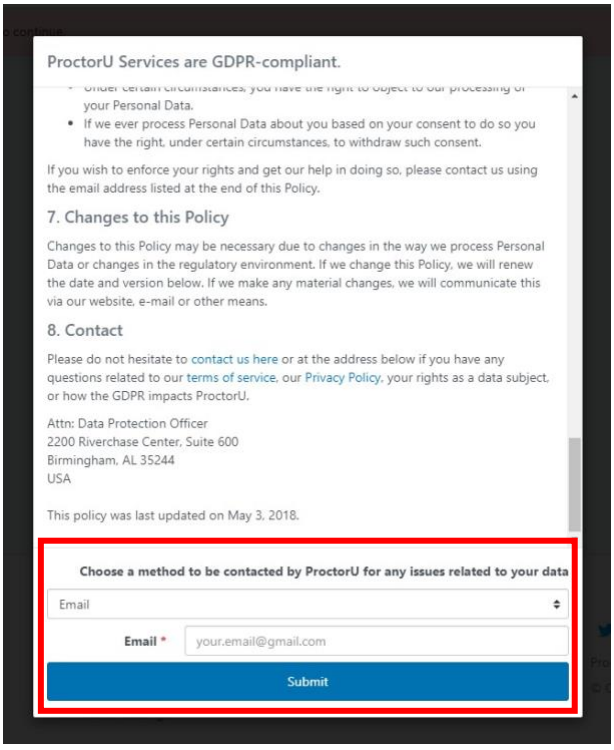


3. You will be requested to confirm if you are a citizen and/or current resident of the European Union (EU). If you are, please click on "Yes" and on "Submit". If this isn't the case, please click "No", and skip to step 5.

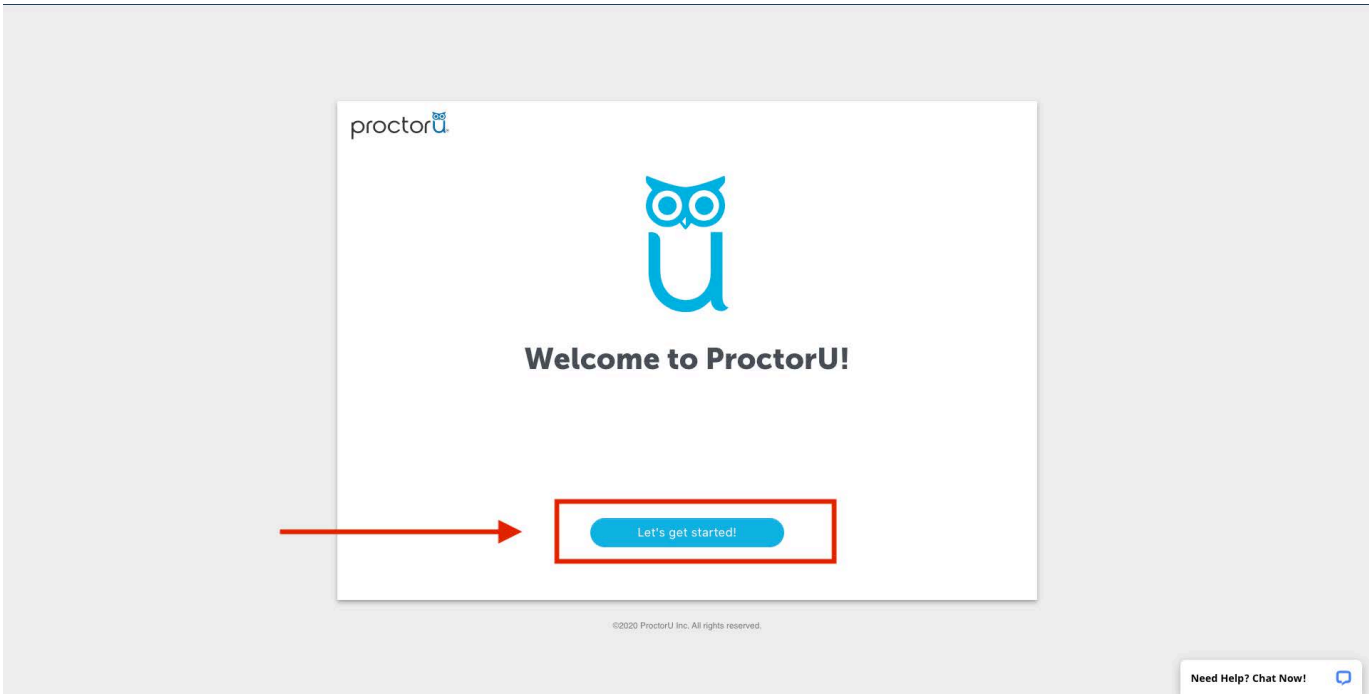


4. **EU Residents/Citizens ONLY**—Carefully read and review the GDPR Notice, and type in your contact preference in order to confirm how to be reached by ProctorU for any concerns on your data privacy.

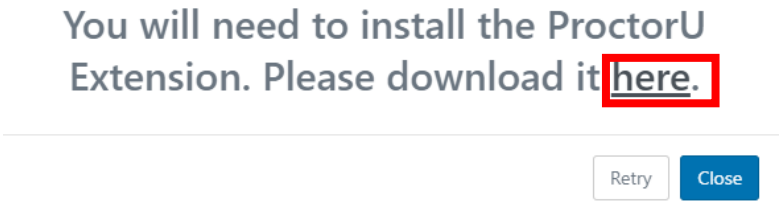




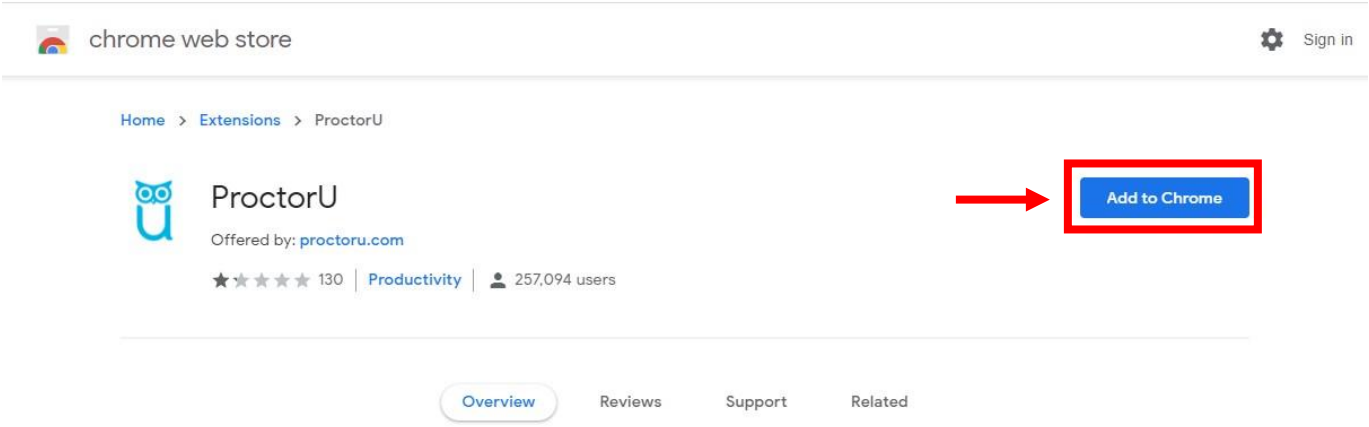
5. You will then be redirected to the welcome page of ProctorU. Click Let's get started! to begin the authentication process.



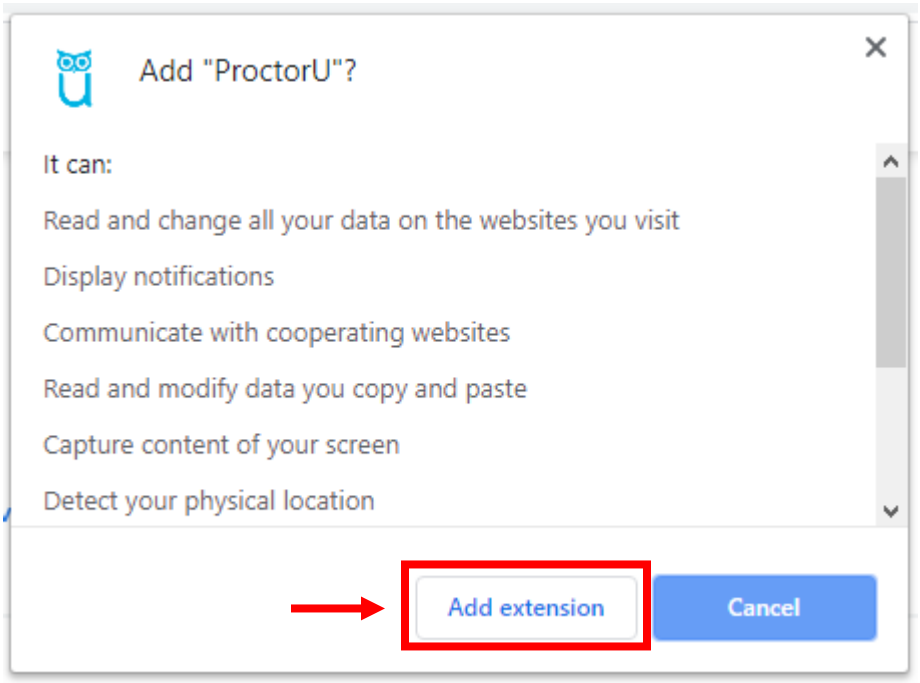
6. If you have not installed the ProctorU Extension as recommended at the beginning of the Guide, you will have to do so now. Click the "here" link to install the extension for the Google Chrome browser. If you have already installed the extension, please skip to part 2.2.



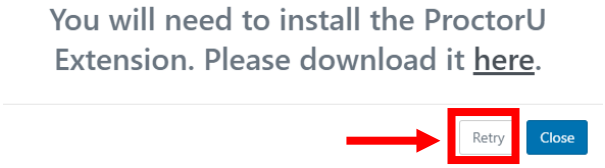
7. On the Google Chrome Web Store, click the "Add to Chrome" button to trigger the installation of the extension.



8. Review the permissions that will be granted and click "Add Extension". Note that the permissions are required in order to run the application, obtain support, and supervise the exam. You can uninstall the extension after you complete your examination. (See Appendix D)



9. After you complete the installation of the chrome extension, return to your previous browser "tab", and click "retry".



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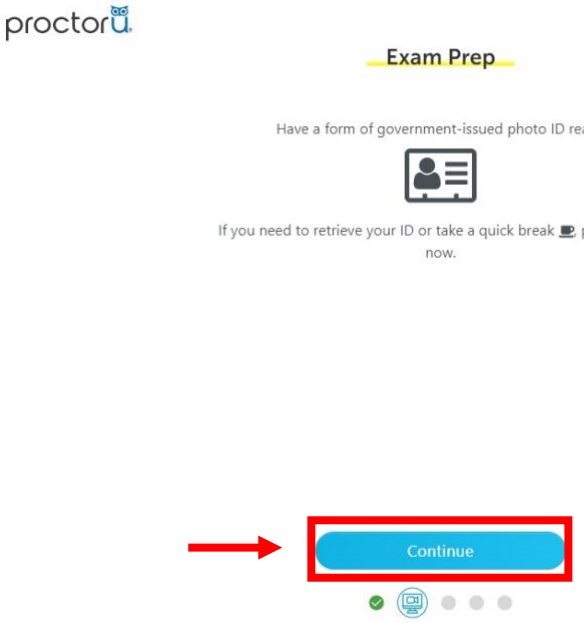
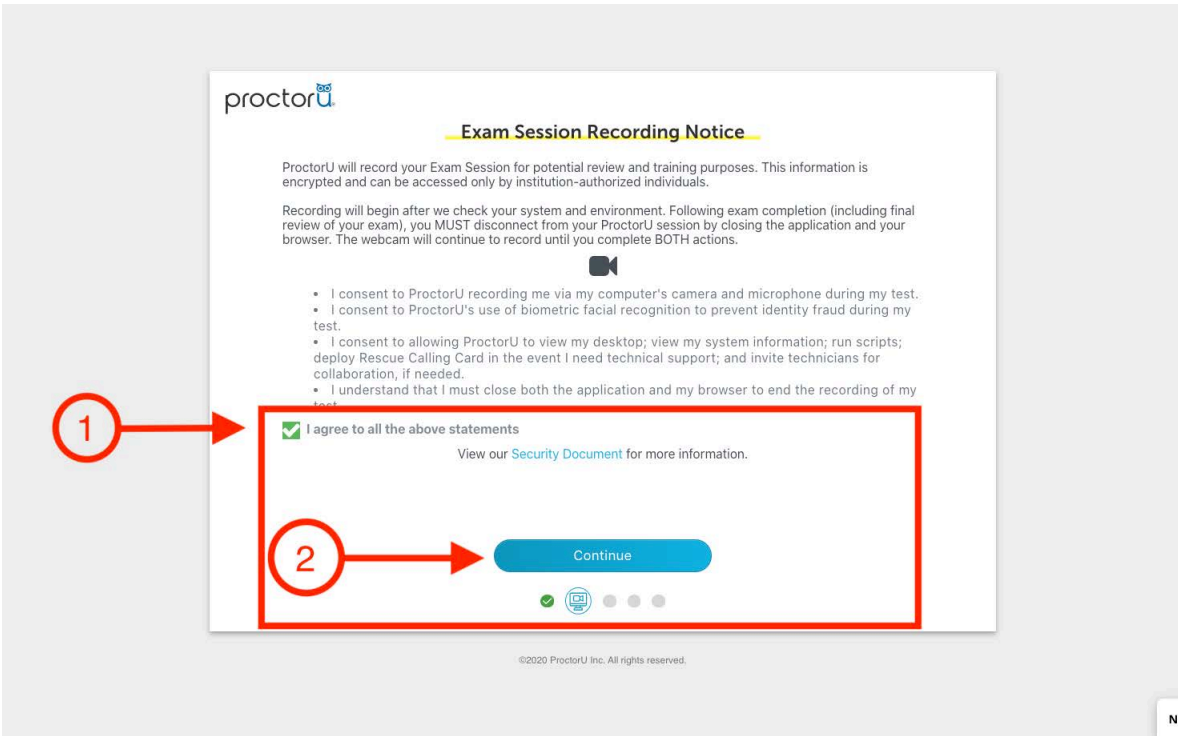
Part 2.2—Automated Authentication Steps

1. You will now complete a few set-up steps and authentication steps. First confirm that you understand how to request help (click "Help").

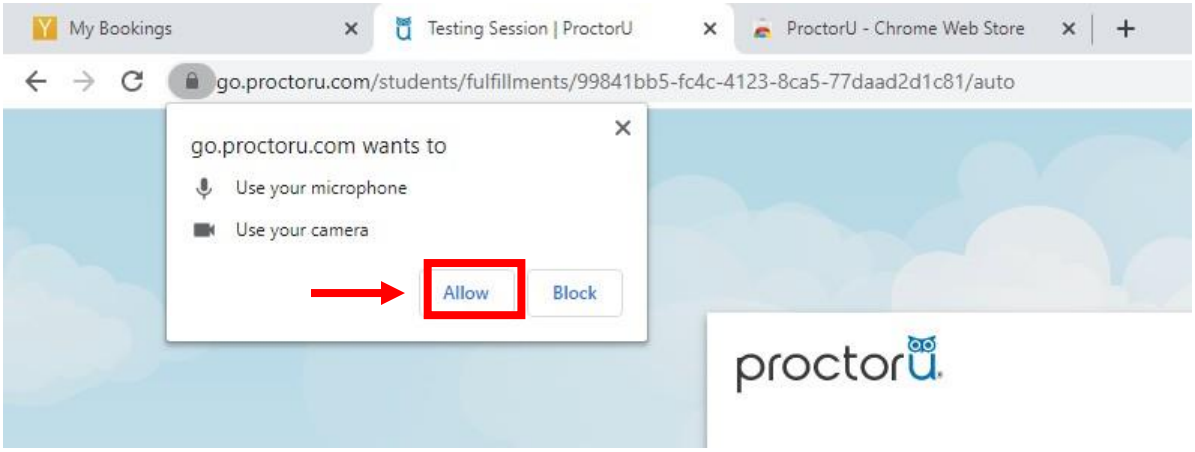
2. This screen advises you that this is your last opportunity for a quick break. Please ensure you have your allowable materials ready and complete any preparations you need to do before clicking "Continue" to proceed.



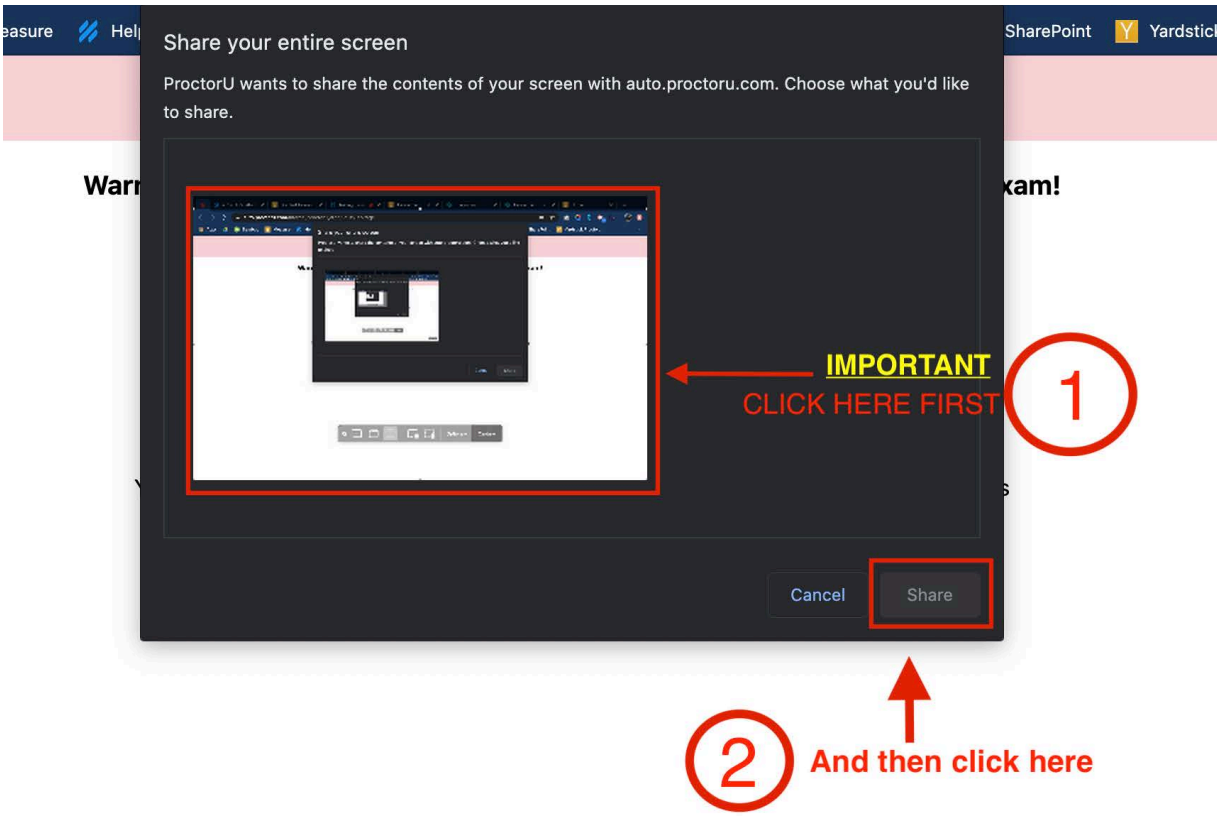
3. You will then be taken to the Exam Session Recording Notice. Once accepted, all footage from your webcam and computer screen may be recorded. You can find the privacy policy here.



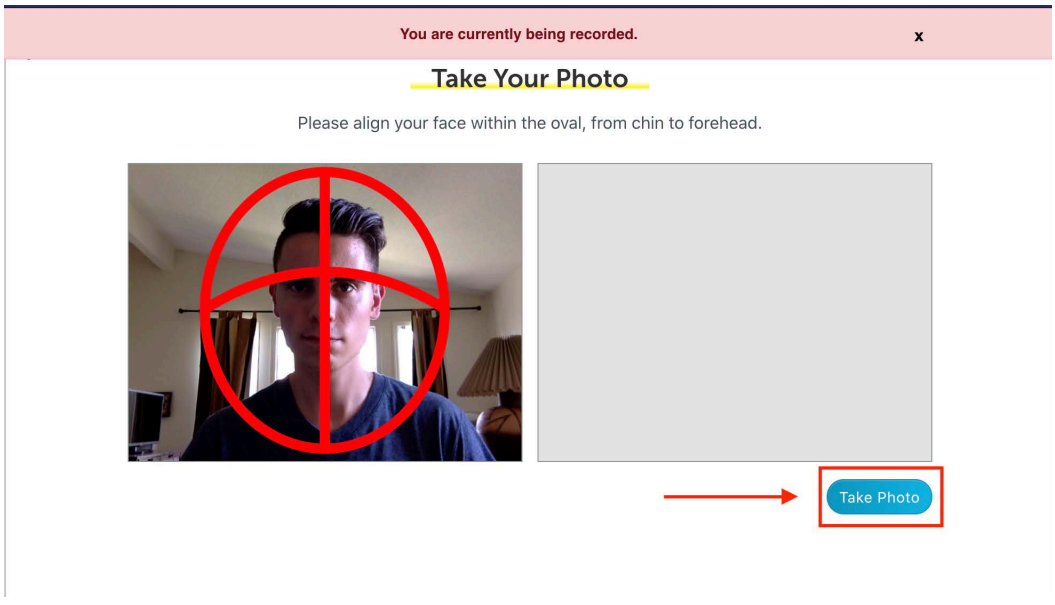
4. If the access to your microphone and webcam has not yet been granted, click "allow" now. If access has already been granted, you will be automatically directed to the next step.



5. First click on the dialog box to enable the "Share" feature. Secondly, select your screen and click "Share" to confirm the screen sharing. You should only have one option, as all other monitors should be disconnected at this point.

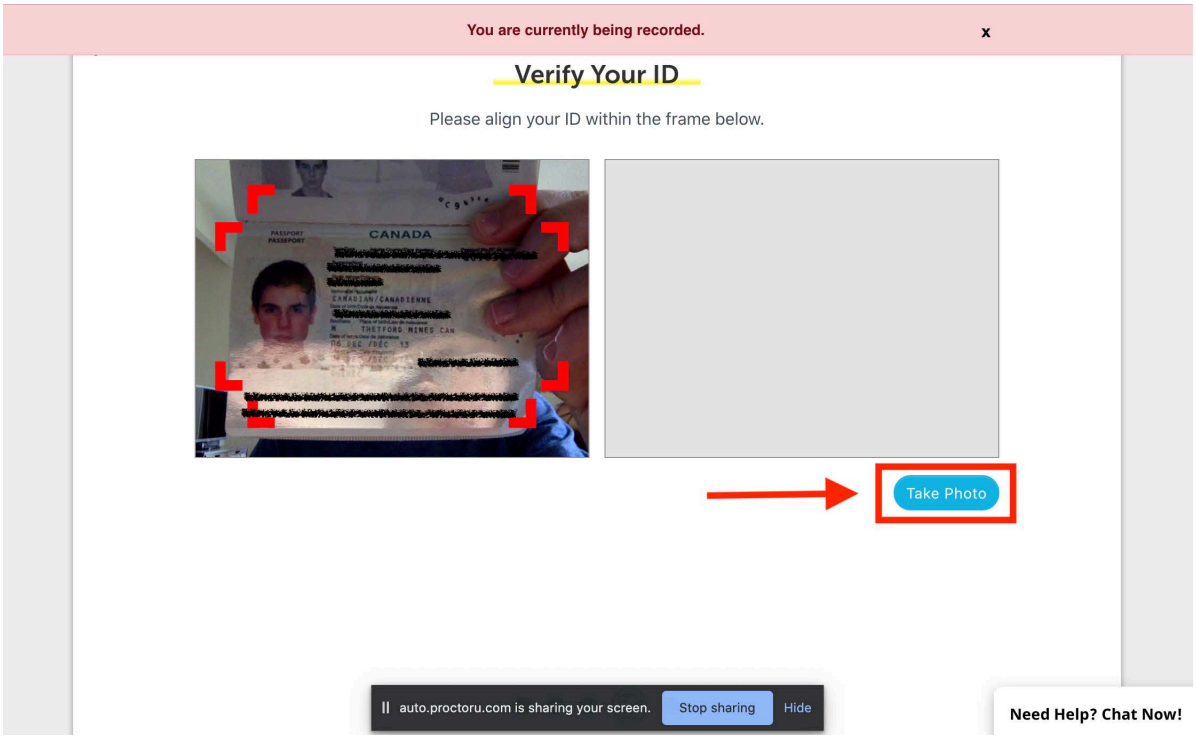


6. This step is to ensure the correct candidate is taking their examination. Centre your face in the red area and click the "Take Photo" button.

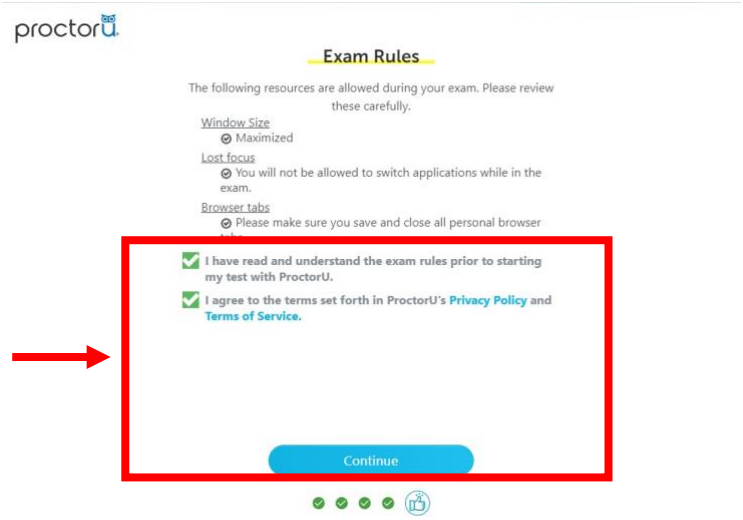


7. Once the picture has been taken, please wait for validation. If successful, you will see a "Step successfully passed" prompt. Otherwise, please retake your picture, until it has been approved.

8. Your ID document also needs to be checked in the same way as step 6. Please refer to Appendix B for valid forms of identification. A passport is the best form of identification as others may require manual review.

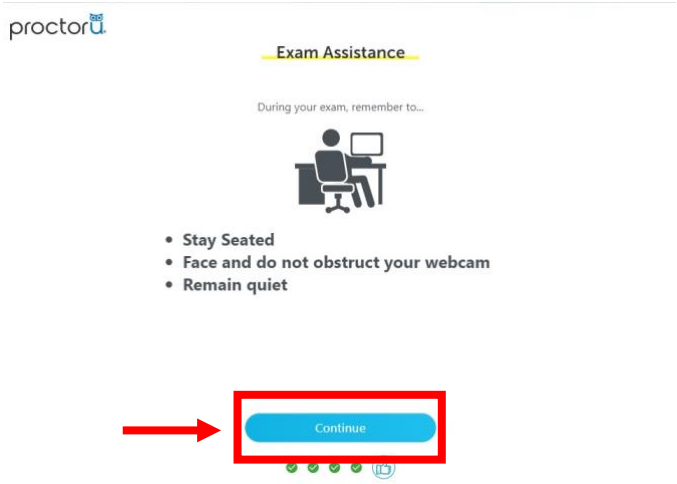


9. Review your examination rules and click "Continue"



10. Review the general Exam rules, and remember to comply with the following:
    - stay seated
    - face your webcam and do not obstruct the view/leave the frame
    - remain quiet throughout your session.

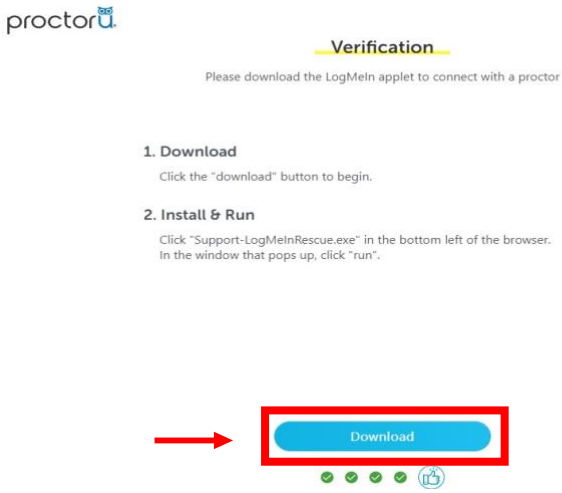
    Click "Continue" to proceed.

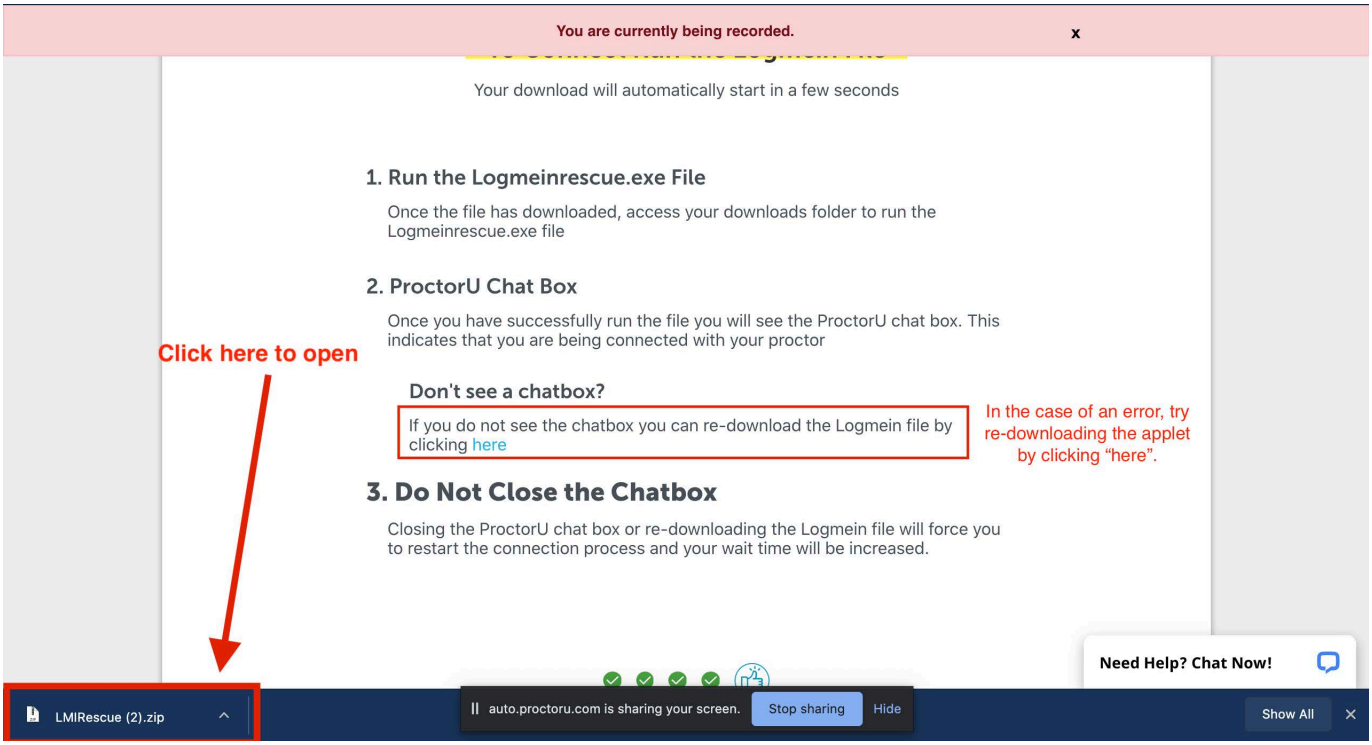


Part 2.3—Connecting to the Proctor using Logmein

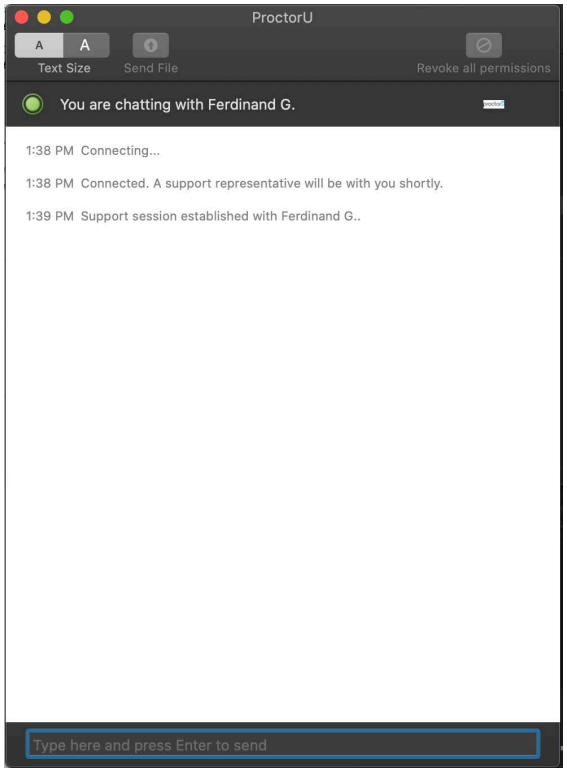
1. After completing Part 2.2 successfully, you will be prompted to download the one-time use Logmein Rescue software/applet to connect to a proctor. Follow the "Download", "Install & Run", "Run the Support-LogMeInRescue.exe File" and "ProctorU Chat Box" steps.

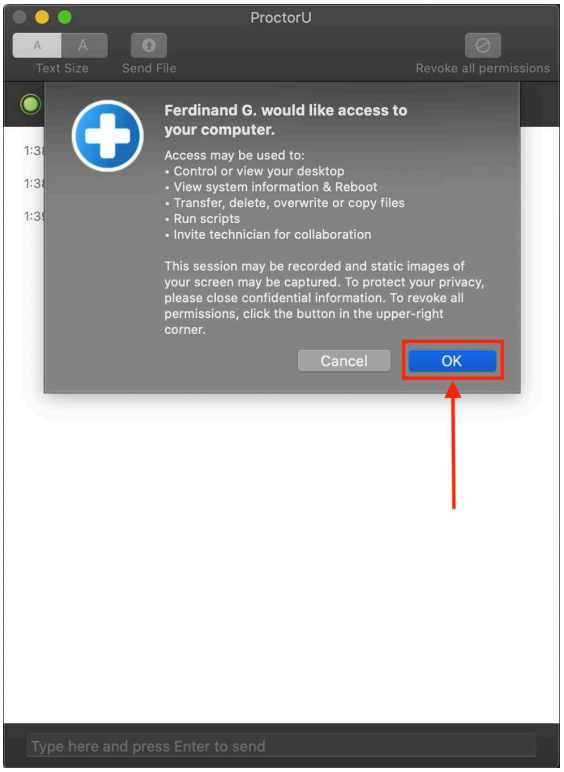
Important: During high volume period, it may take more than 45 minutes to be connected once the chat box is launched. **Do not close the chat box at any time**. Closing this chat box will disconnect you from your proctor, which will invalidate your examination. Exams submitted after a connection to a proctor was closed will have a "Failed" status.





2. The proctor will then request access to your computer to ensure that no cheating occurs. Please click "OK". Remember that the exam session is fully recorded. Any suspicious behaviour will be reported to the exam sponsor.





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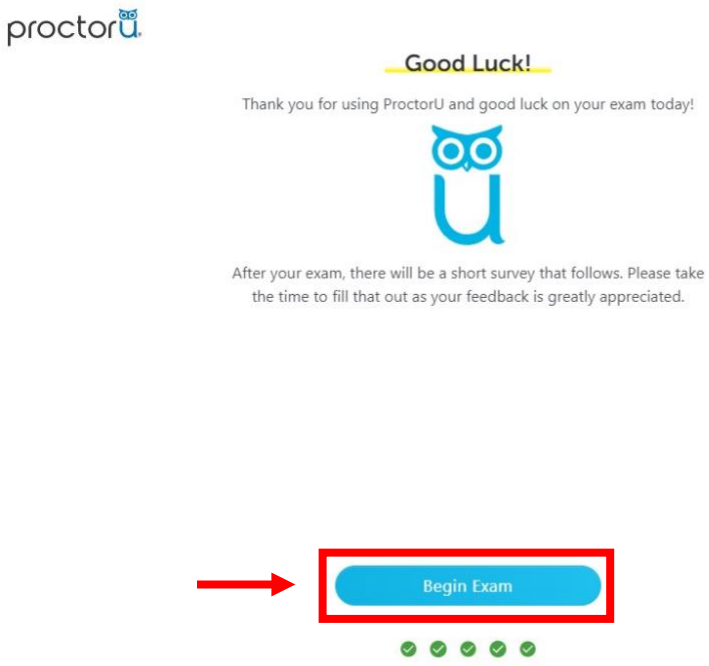
Part 3—Pre-Exam Checklist with your Proctor

1. Your proctor will now complete the authentication process with you. They will review your identification, request you accept the terms and conditions, and review the allowed material.

   After greeting you, your proctor will complete the following steps with you:

   - Confirm the exam you are about to take;
   - Request to take another picture of your ID if necessary;
   - Review the Examination Rules (duration, material allowed, etc.);
   - Review of the Virtual Environment (applications closed, only one monitor, Do Not Disturb mode, etc.);
   - Review of the Physical Environment (you are the only person in the room, desk is clear, etc.);
   - Ensure that your cellular phone is put away.

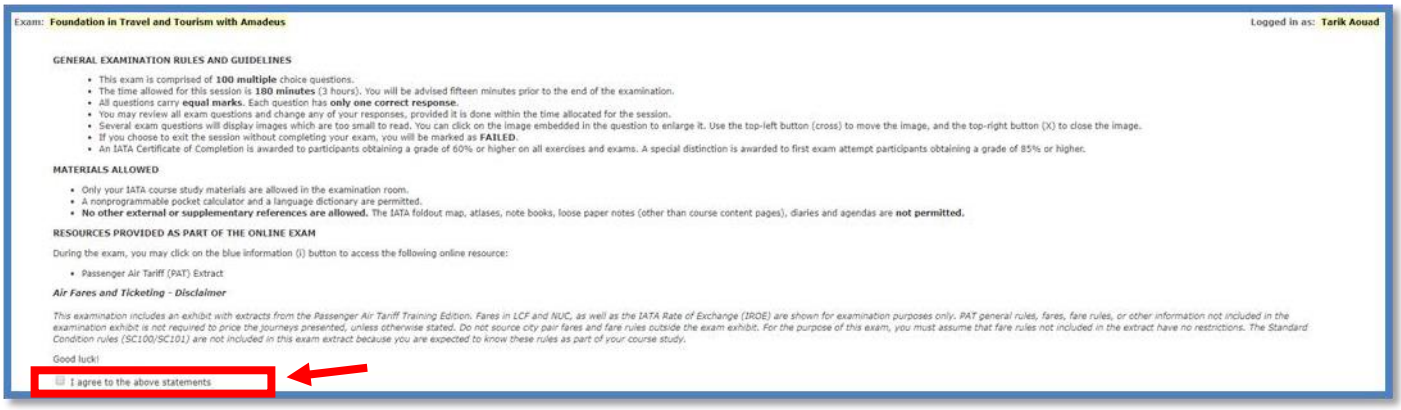
2. Once successfully completed, you will be authorized to begin your exam. Click the "Begin Exam" button to access the exam platform (this will not start your exam timer).



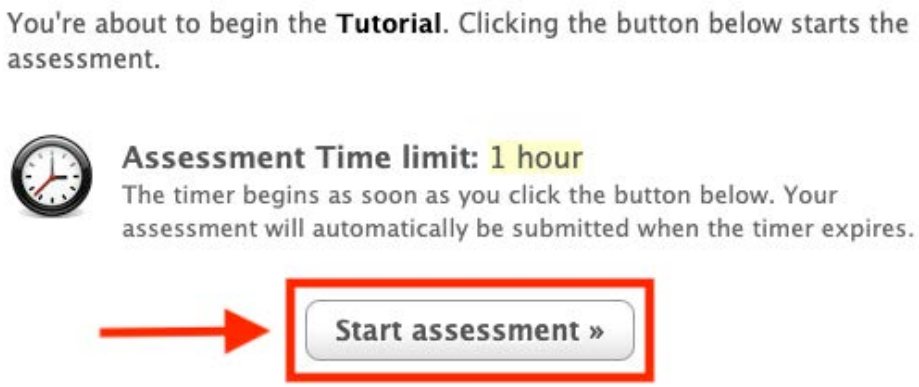
Part 4—Starting your Exam

At this stage, you should be connected to your proctor, have completed the authentication process, covered the rules and regulations of your exam and supervision, and accepted the user agreement.

You will now be presented with a screen like the one you saw during the tutorial exam and/or your practice exam.



Ensure to agree to the examination rules by checking the box at the bottom of the instructions. (see the image above). Once this is checked, you will be able to start your examination.



Please note that your countdown will start as soon as you click the “Start assessment” button. Please make sure you are ready before starting. Your proctor will not be able to give you additional time.

We wish you success!

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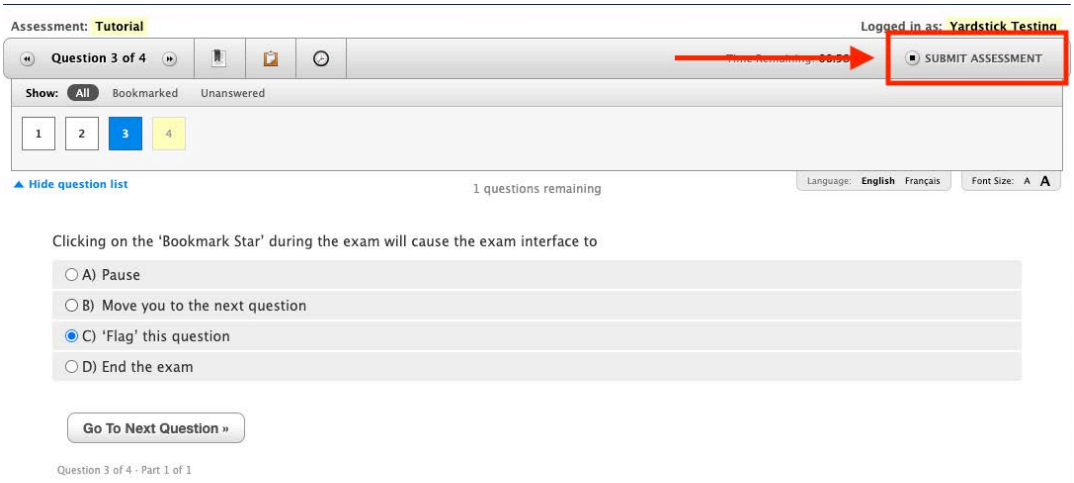
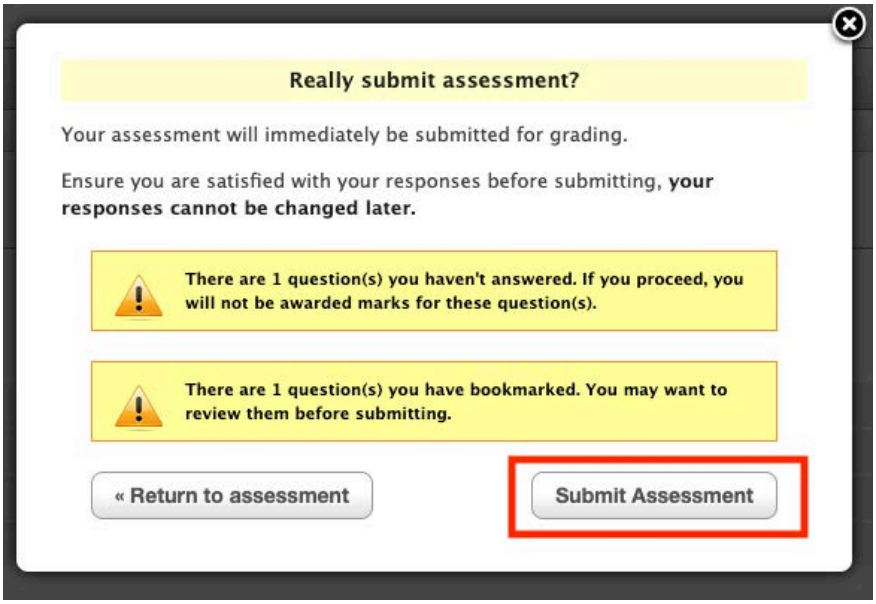
Part 5—Ending your Exam

Once you have finished answering the questions, please click "Submit Exam" at the top right of your screen.



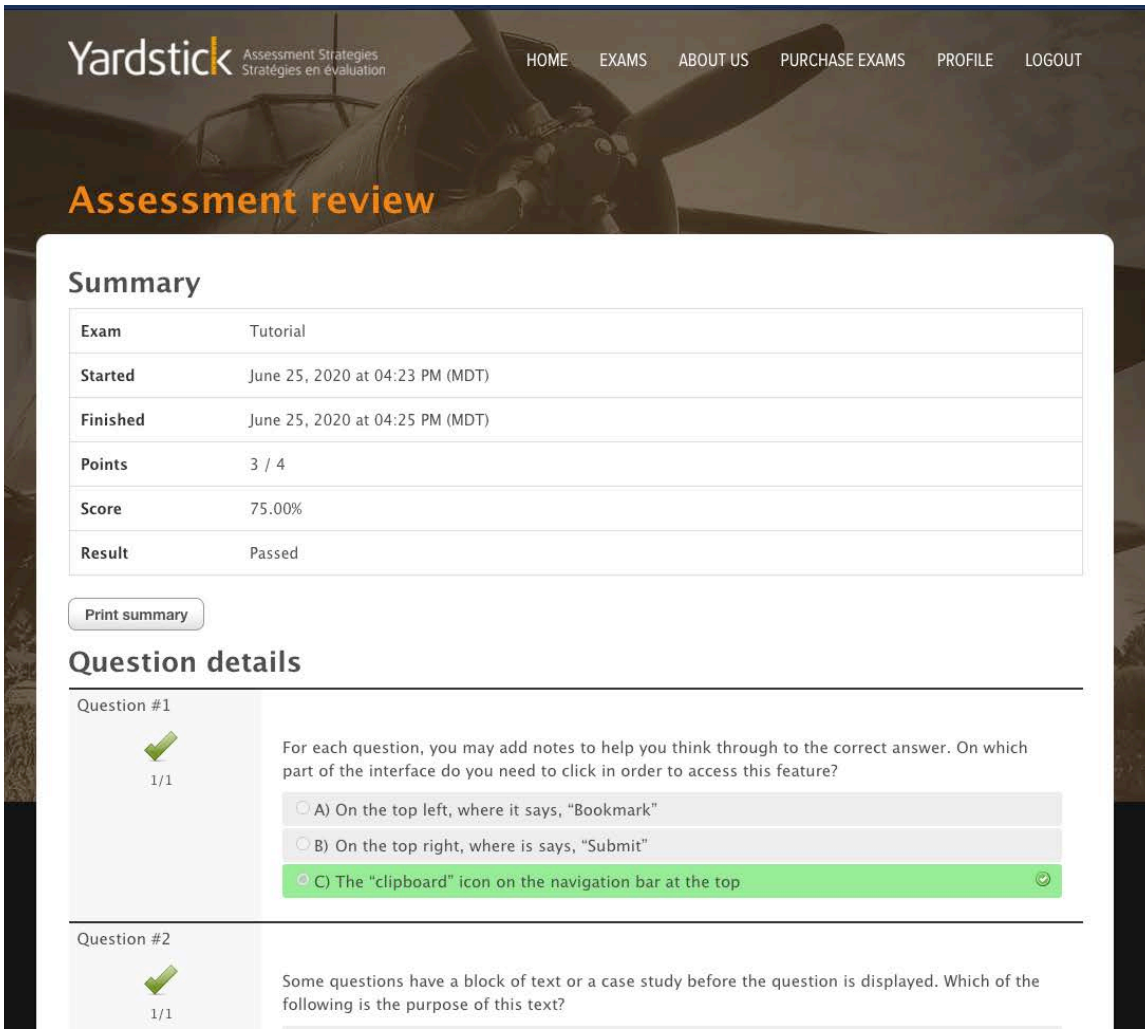
You will now be prompted with a pop-up window that will display all relevant alerts, giving you one last chance to review any unanswered or bookmarked questions.

Once you click the "Submit Exam" button, you will not be able to go back and access your examination, even if you still had some time available. Once your answers are submitted, they are final and cannot be changed.



Once you have submitted your exam, you will be redirected to a "Exam review" page. You might see on that page your exam result or a message from the exam sponsor about next steps. **The image below is an only an example.**

It is also possible that a copy of this page or the result will be emailed to you. If you have any question, please contact the exam sponsor.



You should now be ready to disconnect from your proctor. Please do so, following the proctors' instructions, by ending your meeting on your dashboard.

At this point you will have completed your exam session. Congratulations! Yardstick and ProctorU wish to thank you for your trust. If you wish, you can now uninstall the ProctorU extension from your Google Chrome browser using the steps outlined in Appendix D.

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Appendix A—Troubleshooting and seeking help

If you are experiencing difficulties connecting to your proctor, please first ensure that:

- You are not late for your exam (15 minutes or more after scheduled start).
- You are not early for your exam (you cannot access your exam before the scheduled start time).
- Your booked time is in the correct time zone.
- Your booking is at the right time (check for 12/24-hour format, AM/PM)
- You are logged into the correct profile.
- You are not trying to access the right exam (you are not trying to access the tutorial exam).
- You are using the latest version of the Google Chrome browser.
- You have completed all the steps in Part 1 of this Guide.

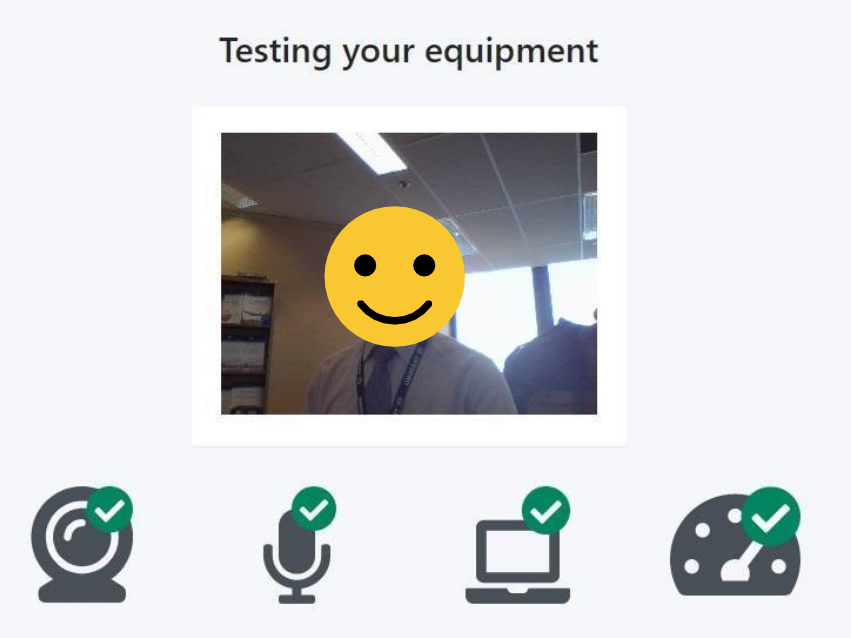
If you are still experiencing difficulties despite the checklist above, please redo the Automated System Check once again, and take a screenshot of your complete desktop showing that all system checks are okay. Your screenshot must include the date and time on your computer.

On the bottom of the test page, there is an option for chatting live with a Technician. You must first contact ProctorU via direct chat, and if this does not work contact them by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

ProctorU Contact Number: +1 (855) 772-8678

If the ProctorU agent is unable to assist you:

- For chat support—request an email copy of your transcript.
- For phone support—write down the name of the agent you spoke to, and the time of your call.
- Take a screenshot of your complete desktop showing the time and date, and that all systems are cleared from the Automated System Check.
- Send a request to the exam sponsor to re-book your exam including your User ID, Booking ID, Details of the Incident, and an alternate date, the new date & time (including time zone) you would like to book. Test takers that request an examination retake or reschedule without presenting this information might have their request denied.



We're here to help.

Complete the form to see the recommended support options

Category
Select the main category of your issue.
Training

Topic
Select the topic covering the problem.
Self-study courses

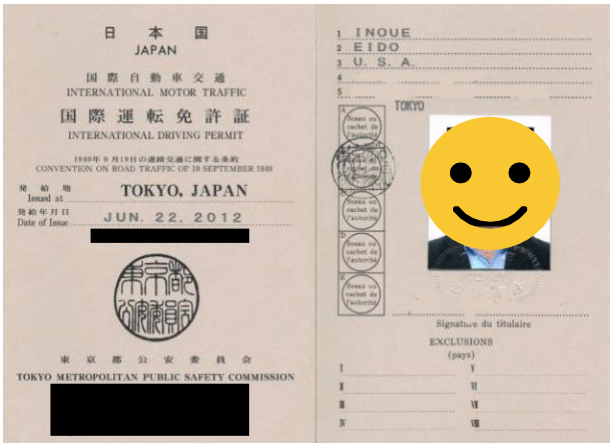
Subtopic
Select the topic covering the problem.
Exam

Show Support Options

Appendix B—ID Requirements

In order to start your examination, a valid form of identification will have to be shown to your proctor via the webcam. The following forms of identification are accepted, in order of most preferred/easiest to validate:

- International Passport;
- Government ID with photo & full name in Roman characters, e.g.:
  - Driver's Licence,
  - Health Care Card,
  - National Identification Card;
- Driver's Licence with photo & full name in non-Roman characters and an accompanying International Driver's Licence card;



- Government ID with Photo & Full Name in non-Roman Characters (will need to be validated);
- Test taker ID Card with Photo & Full Name and matching Birth Certificate.

The most internationally recognized form of identification is the International Passport. Therefore, the use of a passport for your ID check during your examination will help make the ID verification process a more rapid and pleasant experience.

If you do not have a passport or it is no longer valid, a government ID with your full name in Roman Characters is preferred. This would allow the proctor to identify more quickly the test taker. Otherwise, an International driver's licence card can be used in conjunction with a Driver's Licence in non-Roman Characters.

yardstick

Appendix C—Allowed Material

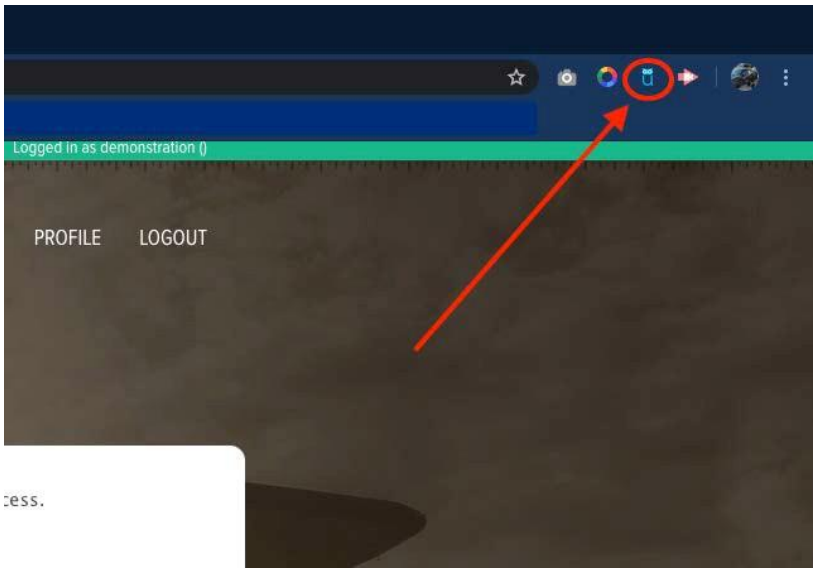
Please contact the exam sponsor to know the list of allowed materials for the exam.

Use of unauthorized materials will invalidate the exam and you will need to redo the exam, if offered. The consequences of the use of unauthorized materials are defined by the exam sponsor.

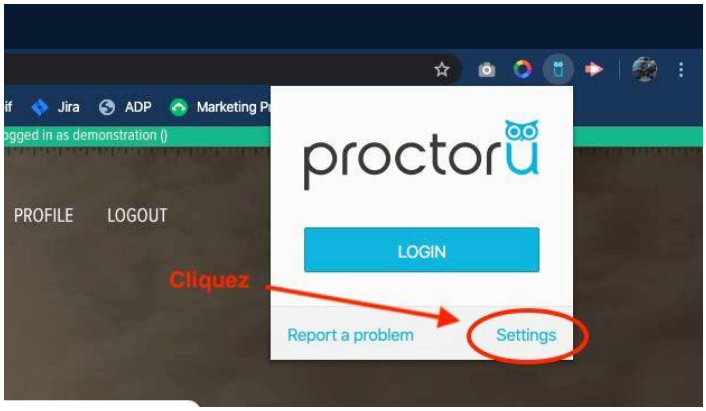
Appendix D—Uninstall ProctorU extension

Once you have completed your exam, you can uninstall the ProctorU extension on your Google Chrome browser using the following steps:

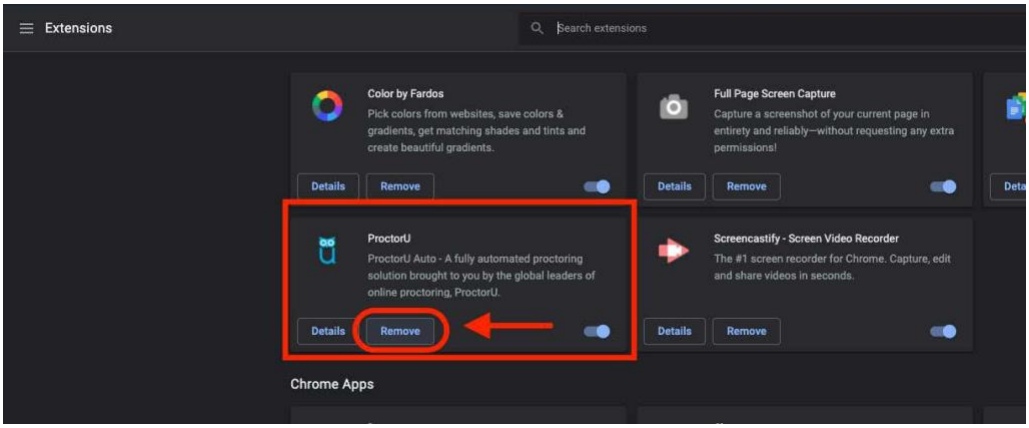
1. Click the ProctorU logo (owl's head on top of the letter "U") on the right portion of the address bar.



2. A pop-up window will appear. Click on "Settings".



3. A new tab will open on which shows the list of all installed extension on your browser. Find the one for ProctorU, and then click on “Remove”.



4. A last pop-up window will appear asking you to confirm the removal of the extension. Click on “Remove”.