## System Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Testing Device</strong></td>
<td>A laptop or desktop computer. Laptops must be <strong>undocked</strong> and dual-monitor configurations are not permitted (i.e. a desktop with two monitors or a laptop with a separate monitor).</td>
</tr>
<tr>
<td><strong>Headphones</strong></td>
<td>Headphones must be wired and connected to the testing device. Wireless and/or Bluetooth headphones are not allowed.</td>
</tr>
<tr>
<td><strong>Camera</strong></td>
<td>Laptops must have a <strong>built-in or separate, external camera</strong>. Desktops must have a <strong>separate, external camera</strong> that can be easily moved around the testing area.</td>
</tr>
<tr>
<td><strong>Power Source</strong></td>
<td>The testing device must be connected directly to a power source and unattached from a docking station.</td>
</tr>
<tr>
<td><strong>Screen Resolution</strong></td>
<td>1024 x 768 is the <strong>minimum</strong> resolution required. 1920 x 1080 is the <strong>recommended</strong> screen resolution.</td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 7 or higher or MacOS 10.13 or higher.</td>
</tr>
<tr>
<td><strong>Web Browser</strong></td>
<td>Current version of Google Chrome. Turn off any pop-up blockers to ensure a smooth administration of the exam.</td>
</tr>
<tr>
<td><strong>Internet Connection</strong></td>
<td>Connection speed of 0.5 mbps or greater. We recommend connecting your device directly to your internet source. If that is not possible, position the testing device in an area with the strongest WiFi signal.</td>
</tr>
</tbody>
</table>

### Details for Windows Laptops

Ensure your laptop’s scale and layout displays utilize the following settings.

![Scale and layout settings](image-url)
Before Test Day

**STEP 1: Read ProProctor User Guide**

Please carefully read the ProProctor User Guide that was included in your confirmation email from Prometric. You can also download the ProProctor User Guide from www.erblearn.org/parents/isee-at-home. This guide fully explains how to prepare for your student’s test day. We believe the more you know about what to expect, the more comfortable your student will feel testing remotely.

**IMPORTANT For Mac Users** If the student is using a Mac computer to take the ProProctor exam, carefully read the “Appendix for Mac Users” at the end of the ProProctor User Guide to adjust your “System Preferences: Security & Privacy” settings.

**STEP 2: Run System Readiness Check**

At least 24 hours in advance of test time, run a System Readiness Check found at https://rpcandidate.prometric.com/Home/SystemCheck on the computer you will use for testing. This check will confirm whether your computer can install and run the ProProctor application so that your student can take the exam.

**STEP 3: Download ProProctor**

Once you have run the System Readiness Check and your computer has been validated, download and install the ProProctor application that delivers your exam.

**STEP 4: Ensure Internet Reliability**

To help ensure that you have a stable internet connection for the entire ISEE At Home via ProProctor login and testing process, here are some things you should consider:

- Identify a place in your home where WiFi is strongest and test there.
- Limit other devices in your household from using your internet network on test day. This includes advising other family members not to stream videos (including services like Netflix), make video calls, download files from the internet, upload files to the internet, or play video games that connect to the internet (including games played on consoles such as Xbox, Playstation, Nintendo Wii, etc.—not just games played on a computer).

**IMPORTANT:** Remember, **turn off any pop-up blockers to ensure smooth administration** of the exam.
Logging In on Test Day

On the day of the exam, if needed, a parent or adult may assist the student with the following steps for logging into the ProProctor site and the pre-testing setup. Be sure to begin this login process at the check-in time noted in your confirmation email. Your check-in time is approximately 30 minutes prior to your actual test start time. Your confirmation email will confirm both your check-in time and your test start time.

IMPORTANT: Remember to remind other members of your household to stay off your household’s internet network while your student is logging in and testing.

STEP 1: Access ProProctor

When the student is comfortably sitting at their workstation, go to the ProProctor site at https://rpcandidate.prometric.com and launch your exam. The easy-to-follow, self-serve check-in process will guide you through the final preparations before the student is greeted by a ProProctor Readiness Agent.

STEP 2: Image Capture

Have the student position their face using the guides on the screen and click the CAPTURE button. Make sure you check that the image clearly shows the student’s face and is not blurry.

STEP 3: ID Capture

Position the student’s ID (see your Confirmation email for the list of approved documents that can be used for the student’s ID) using the guides on the screen and click the CAPTURE button. Make sure you check that all text is readable, then click PROCEED.

STEP 4: Checklist Review

Read the checklist to ensure you have everything required for the student to take their exam. When the student is ready, click PROCEED to alert the ProProctor Readiness Agent who will appear on-screen in a few moments.
Meeting Your ProProctor Readiness Agent

The student’s ProProctor Readiness Agent will guide the student through three security checks before launching their exam. This person will appear in a window on the computer screen after you click **PROCEED**. All exams are continuously monitored by video and audio recording which will be archived for 30 days in a secure environment then destroyed.

**STEP 1: Candidate Detail Confirmation**

The readiness agent will confirm the student’s name, address, and exam details with the student via video chat.

**STEP 2: 360º Environmental Check**

The readiness agent will ask you to provide a 360º view of the environment using the webcam. Your agent will also ask you to scan the student’s work surface using the webcam. We strongly recommend having a medium-to-large mirror during your environmental check. The mirror will be used to check the keyboard on a laptop.

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

**STEP 3: Candidate Person Check**

The readiness agent will ask the student to stand up to do a scan of their person. This scan will include—but is not limited to—conducting a sleeve, pocket, and glasses check. Additionally, the student will be asked to turn all pockets inside-out.

**What’s Allowed in the Testing Room:**
- Two pieces of blank scratch paper
- Two pencils OR two pens (no caps allowed on the pens)
- Two tissues (Kleenex) if needed.

**What’s Not Allowed in the Testing Room:**
- Calculators (unless a student is pre-approved for use of calculator)
- Cell phones or other electronic devices
- Wearable technology or watches
- Wireless headphones
- Jewelry (earrings, bracelets, etc.)
- Outerwear including hats
- Food or drinks
- Purses, bags, or briefcases
- Notebooks
Taking the Test

At the end of the security checks, the parent or adult who may have assisted the student with logging-in and pre-testing setup will be asked to leave the testing area. The student is now ready to take their online proctored exam.

When the test starts, a Prometric Proctor will monitor the student throughout the exam. The student will not be able to see the Prometric Proctor, but the proctor will be available throughout the testing process to provide assistance at any point.

There are two scheduled ten-minute breaks for all students during the exam. The first break is after the Quantitative Reasoning section and the second break is after the Mathematics Achievement section. During these breaks, students may have a snack or drink and use the restroom. Your student may need to repeat the security check after each break.

Using the **LIVE PROCTOR** (or **CHAT**) feature on the right of their screen, the student can speak with or send a message to their proctor if they need help. With this support function, your student will be able to complete their exam with peace of mind, knowing that their proctor is there with them at all times.
Troubleshooting

If the student loses their Internet connection during the test, they should attempt to log back in at https://rpcandidate.prometric.com. This URL is also found in your confirmation email.

If you require technical support before, during, or after your student’s exam, please go to https://ehelp.prometric.com/proproctor or click the CONTACT SUPPORT link in the exam. From here, you can review a variety of helpful materials including a chat feature.

If you engage the chat feature on the same day as your test, you will be immediately routed to a live support agent.

Rescheduling

To reschedule your ISEE at Home via ProProctor exam, please contact Prometric by calling 1 (800) 813-6779 (available Monday - Friday from 9:00 am - 5:00 pm EST).