



Proctor

# WELCOME TO PROPROCTOR™

Powered by Best-in-Class Proctors

K-12 Education User Guide 5.0

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PLEASE NOTE: If you require technical support before or during your exam, please click on the link: <https://ehelp.prometric.com/proproctor>

## Proprietary Information Notice

The information and data contained herein are proprietary and shall not be duplicated, used, or disclosed.

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# 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 student’s 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 student’s 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 your student will feel testing remotely.

## PROPROCTOR SYSTEM REQUIREMENTS

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### Laptop/PC Power Source

Please plug your student’s device directly into a power source, unattached from a docking station.

### Screen Resolution

1024 x 768 is the minimum resolution required

### Operating System

Windows 7 or higher | MacOS 10.13 or higher (\*note iPad/Android tablets are not currently supported. Microsoft Surface or similar can be used only when configured in laptop mode).

### Audio Hardware

Working speakers and microphone required, wired headphone and microphone allowed

### Web Browser

Current version of Google Chrome

### Internet Connection Speed

0.5 mbps or greater

### Wi-Fi Connection

Please position your device where the student can receive the strongest signal. For the best experience, please use an Ethernet cable to connect directly to the router, and make sure there is no additional load on your wi-fi connection from other users such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to our system (your exam).



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

**BE ADVISED:** The student 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).

## FOLLOW THREE SIMPLE STEPS

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### 1. System Check

Before installing the ProProctor application, you should run a [System Readiness Check](#). This check confirms whether your computer can install and run the ProProctor application so that your student can take your exam.



### 2. Download & Install ProProctor Application

Once your computer has been validated, you are ready to download and install the ProProctor application that delivers your exam. Follow the instructions provided on the page.

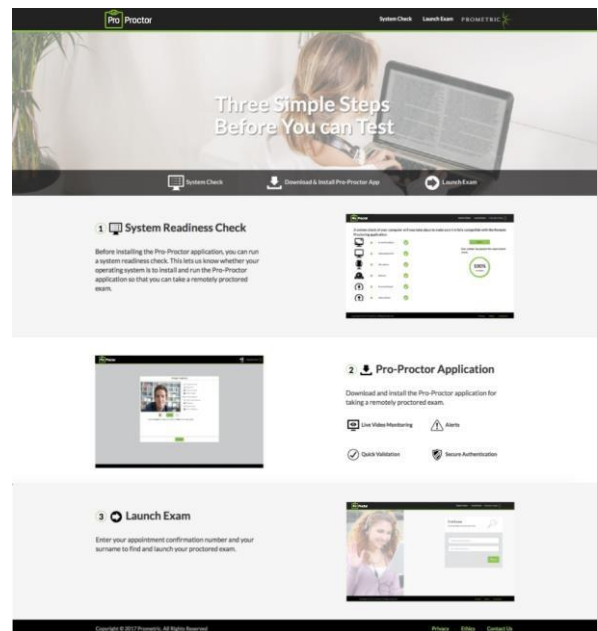
*\*For Mac specific guidance, see Appendix on page 11.*



### 3. Launch Your Exam

To launch the exam, please enter your student's appointment confirmation number (found in your confirmation email) and the first four (4) letters of your last name/surname (Example: John Summers). You should launch the student's exam 30 minutes before the scheduled start time so that you can complete the inspection of your testing environment.

*\*For Mac specific guidance, see Appendix on page 11.*



# CHECKING IN

On the day of your exam, if needed, a parent or adult may assist the student with logging into the Prometric ProProctor site and the pre-testing setup. Please make sure you allow 30 minutes to prepare the testing environment.

When the student is comfortably sitting at their 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 the student is greeted by a Prometric Readiness Agent.

## 1. Image Capture

Simply 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.



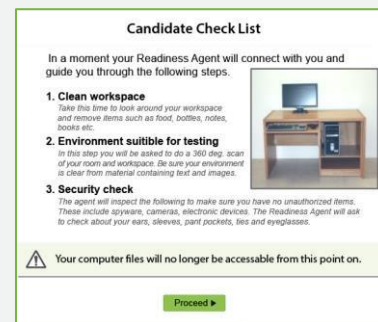
## 2. ID Capture

Position the student's 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**.



## 3. Checklist

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 Prometric Readiness Agent who will appear on-screen in a few moments.



## MEETING YOUR PROMETRIC READINESS AGENT

The student's Prometric Readiness Agent will guide the student through three security checks before launching their exam.

### 1. Candidate Detail Information

The Readiness Agent will confirm the student's name, address and exam details with the student via video chat.



### 2. 360° Environmental Check

The Readiness Agent will ask you to provide a 360° view of the environment using the webcam. Your agent also will 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. During this step, your Readiness Agent will ask to inspect things such as bookshelves, wall hangings, electronic devices such as televisions. It is recommended to have a large bedsheet or linen available if asked to cover any area of clutter.

**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

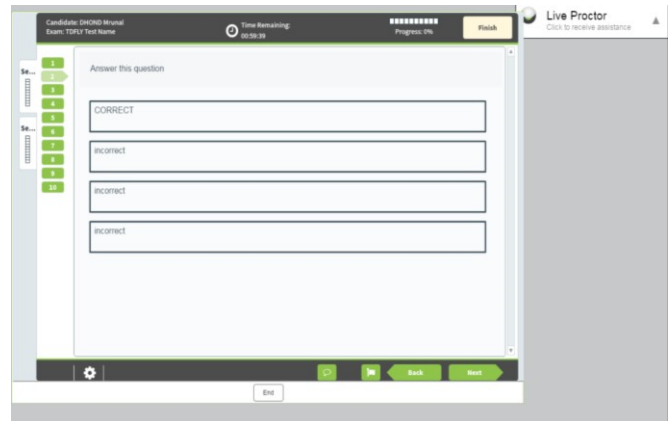
Your Readiness Agent will ask the student to stand up to do a scan of their person. This scan will include – but is not limited to – conducting a sleeve, pocket and glasses check. Additionally, the student will be asked to turn all pockets inside out.



**IMPORTANT:** In order to expedite the check-in process, please remember to empty the student's pockets prior to the visual check.

## TAKING THE TEST

At the end of the security checks, the parent or adult who may have assisted with pre-testing setup, will be asked to leave the testing area. Now the student is ready to take their online proctored exam. Although the student will not see their Prometric Proctor, he/she will monitor the student throughout the testing process and will be available to provide assistance at any point during their exam. Using the LIVE PROCTOR 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 virtually there with them at all times.

### 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, free from background noise and disruptions.
- After the pre-test setup, no third party may be present in the room or enter the room for the duration of the exam. If this occurs, the student's exam will be terminated and/or their results invalidated.
- The student's workstation and surrounding area must be free of ALL materials, except those allowable by test sponsor. No content that could potentially provide an unfair advantage



during the student's exam, including that posted on walls or within their immediate area, should be present during the exam session.

- Two tissues are permitted at workstation, but must be inspected by the Proctor prior to start of exam.

### 3. Virtual Test Center Procedures

#### Check-In Procedures/Breaks

- In order to take the exam, students are required to present identification in the form of a: passport, student ID, library card, school ID, birth certificate, social security card, school report card, or green card is required in order to take the exam. Validity and the number of acceptable IDs is predetermined by your test sponsor.
- You will be required to show the student's workstation and surrounding area.
- The student will be required to raise their pants legs above their ankles, empty and turn all pockets inside-out and raise shirt sleeves above their wrists prior to every entry into the online test. If they are wearing eyeglasses, they will be required to remove them for visual inspection to ensure the glasses don't contain a recording device.
- Large jewelry items must be removed prior to and throughout the duration of the exam.
- If your student has long hair that covers their ears, they will be asked to pull their hair back to ensure nothing is attached to their 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

The following items are prohibited while taking your remote proctored exam:

- 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, raincoats, etc., is not permitted in the immediate testing area.



The following behaviors are prohibited while taking your remote proctored exam:

- Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.
- Students 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 the student from the test session for a violation of any of the Testing Regulations, including exhibiting abusive behavior towards the RP or SA. If a student is found to have violated any of the regulations during their 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 the student's conduct, up to and including invalidation of their 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 have your student 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 AND DON'TS



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



Sit in an upright position.



Testing alone for the entire exam.



Desktop/laptop must be on a table or desk.



## REMOTE PROCTORING ENVIRONMENT: DOS AND DON'TS



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



**Poorly lit room or workspace.**



**Cluttered or crowded room or workspace.**



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





**Using a dual-monitor configuration to take exam.**



## CONTACT INFORMATION

### 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: [pro-proctor@prometric.com](mailto:pro-proctor@prometric.com)



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### Testing Accommodations

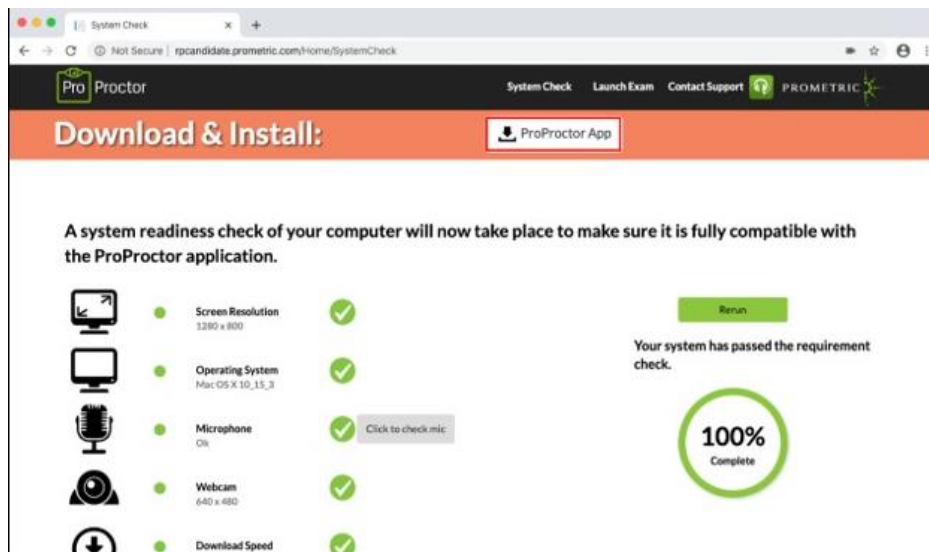
If you require accommodations for any illness, learning or physical challenge, please contact Prometric Testing Accommodations at +1-800-789-9947, Option 3.

### Technical Support Link

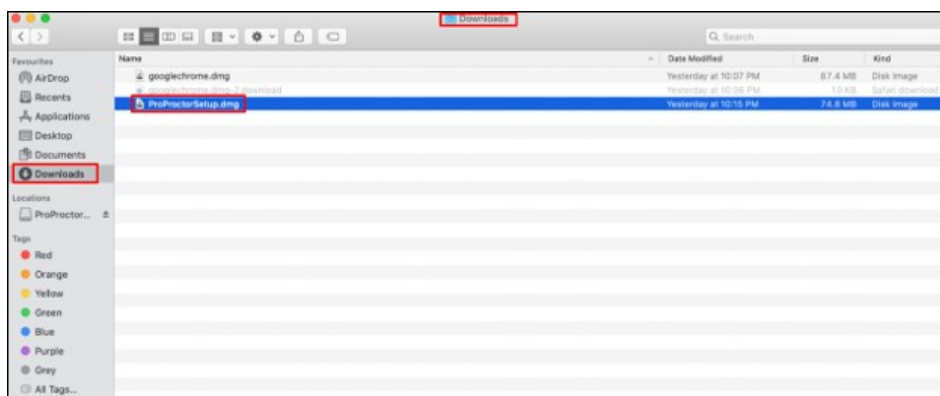
**PLEASE NOTE:** If you require technical support before or during your exam, please click on the link:  
<https://ehelp.prometric.com/proproctor>

## APPENDIX FOR MAC USERS

1. Installing the application
2. After confirming your computer has successfully passed the system check you are ready to download the application by clicking the icon at the top of the system check page, “**ProProctor App**”. This will detect that the computer is running on a Mac OS and will download the “**ProProctorSetup.dmg**” file which is exclusively for installation on a Mac based OS:

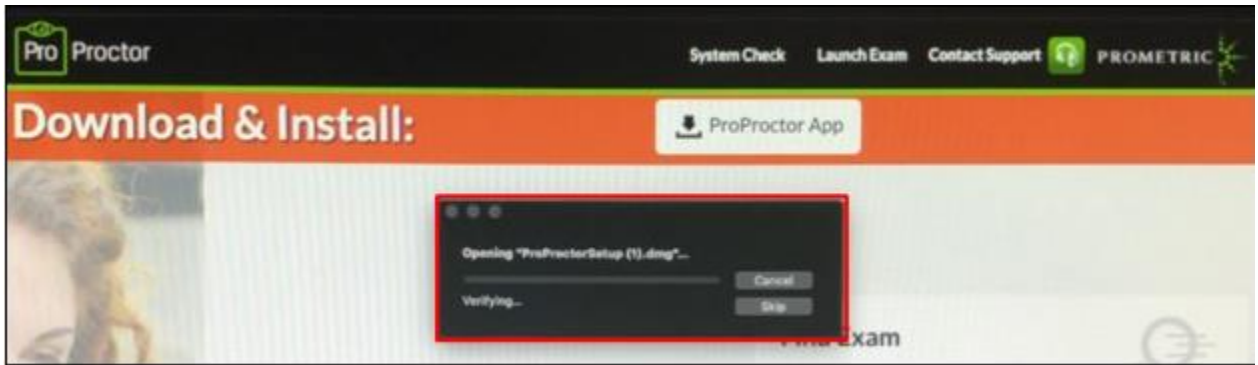


3. Next, locate the “**ProProctorSetup.dmg**” file in the “**Downloads**” folder as shown below:

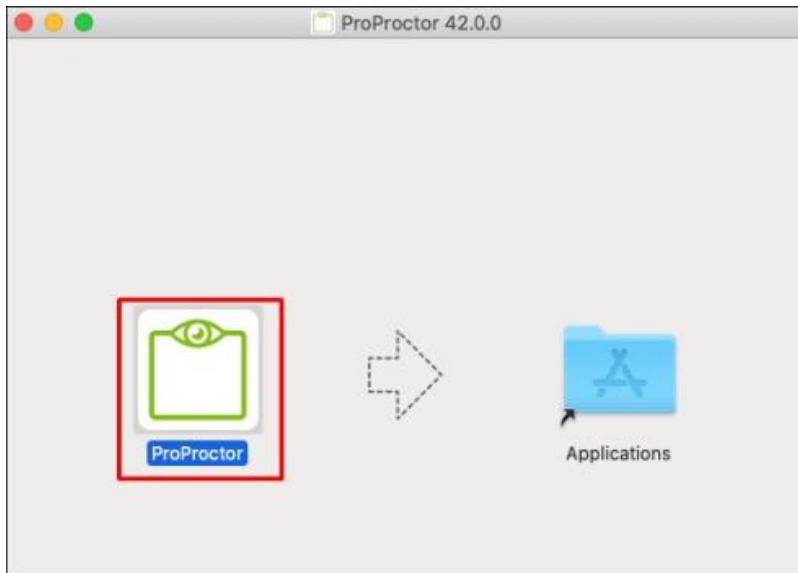


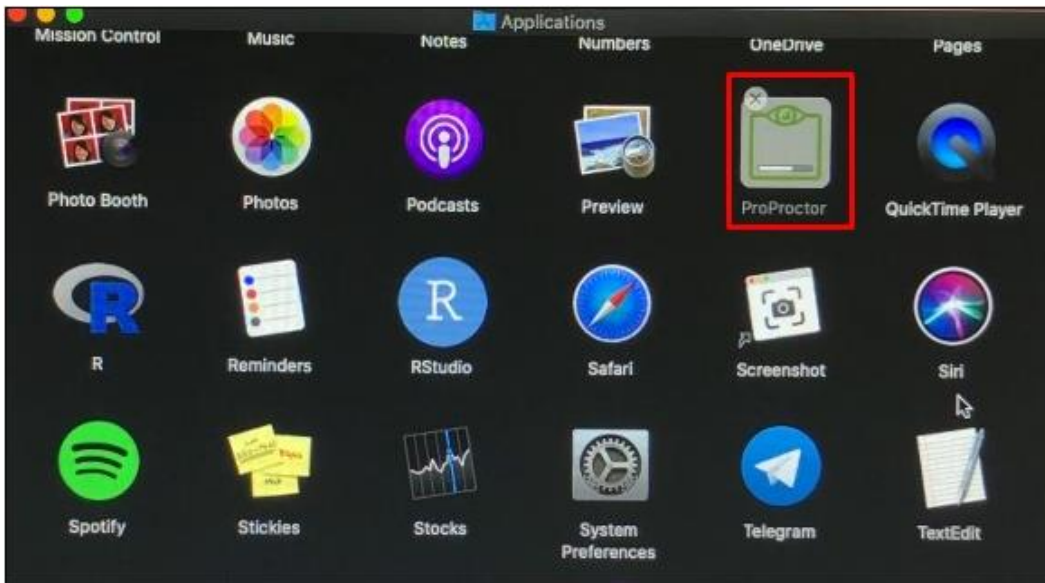


- Click on “ProProctorSetup.dmg” file to execute the application installation. A dialogue box will open to show the progress of the installation process:



- From there, another window will open. You will need to move (drag) the “ProProctor” application icon over to the “Applications folder”:





- Next, adjust the computer settings to allow the ProProctor application to run on your computer. If you try to open the application without applying the following changes in System Preferences, you will be presented with the following dialogue prompt:

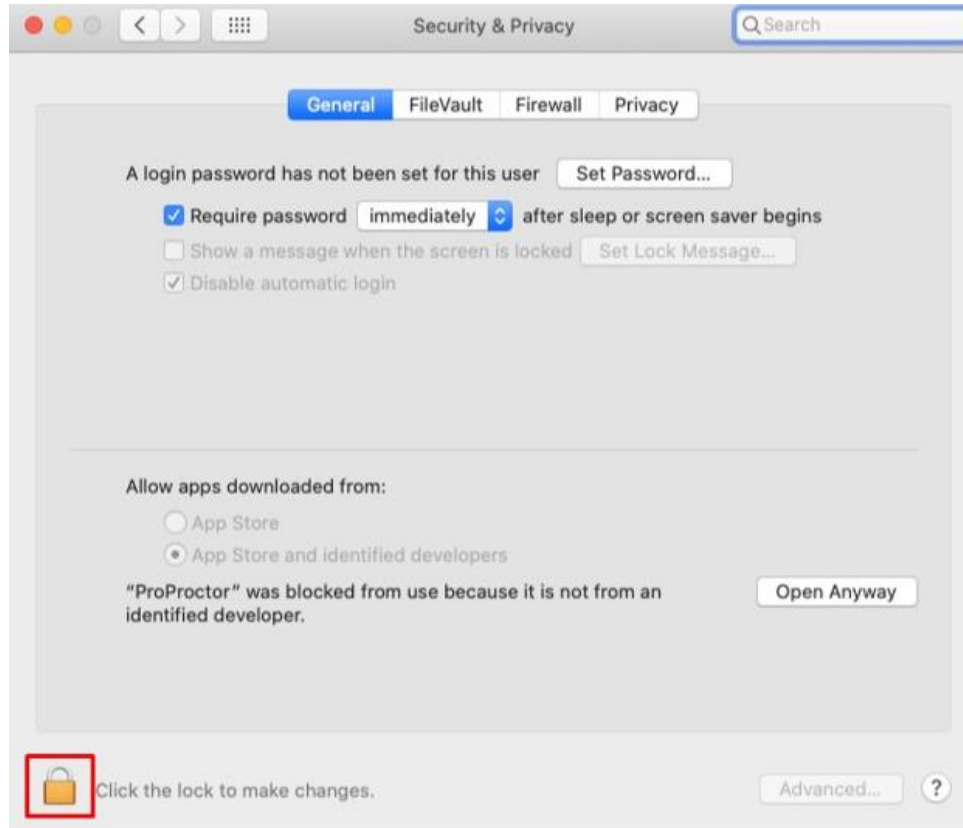




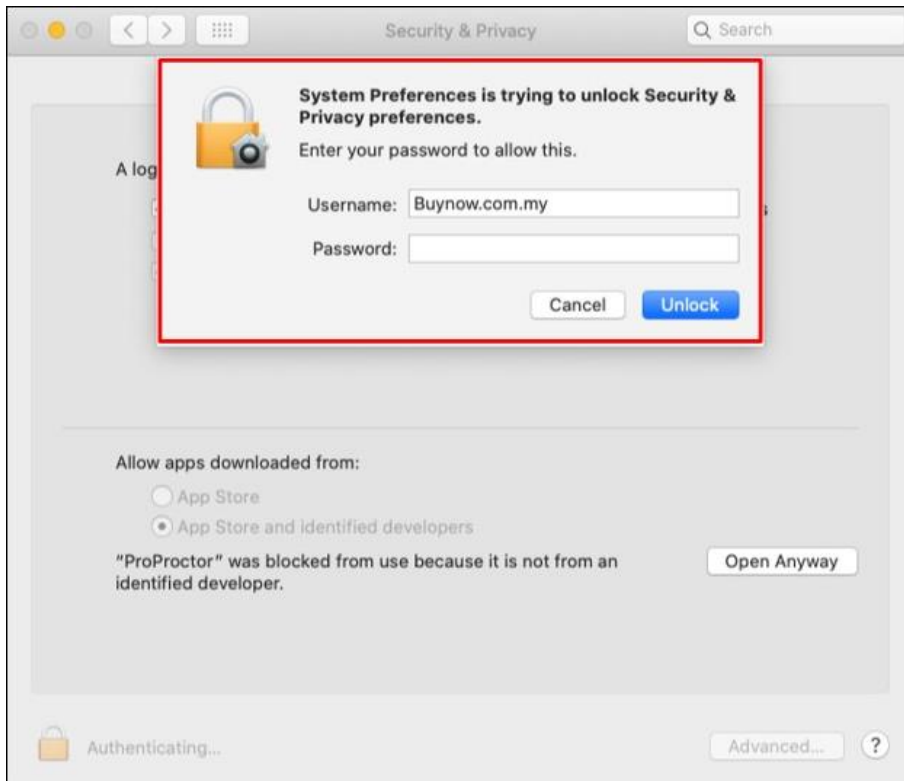
ProProctor is pending app store and notarized developer status approval. To adjust this setting, go to **System Preferences > Security & Privacy**:



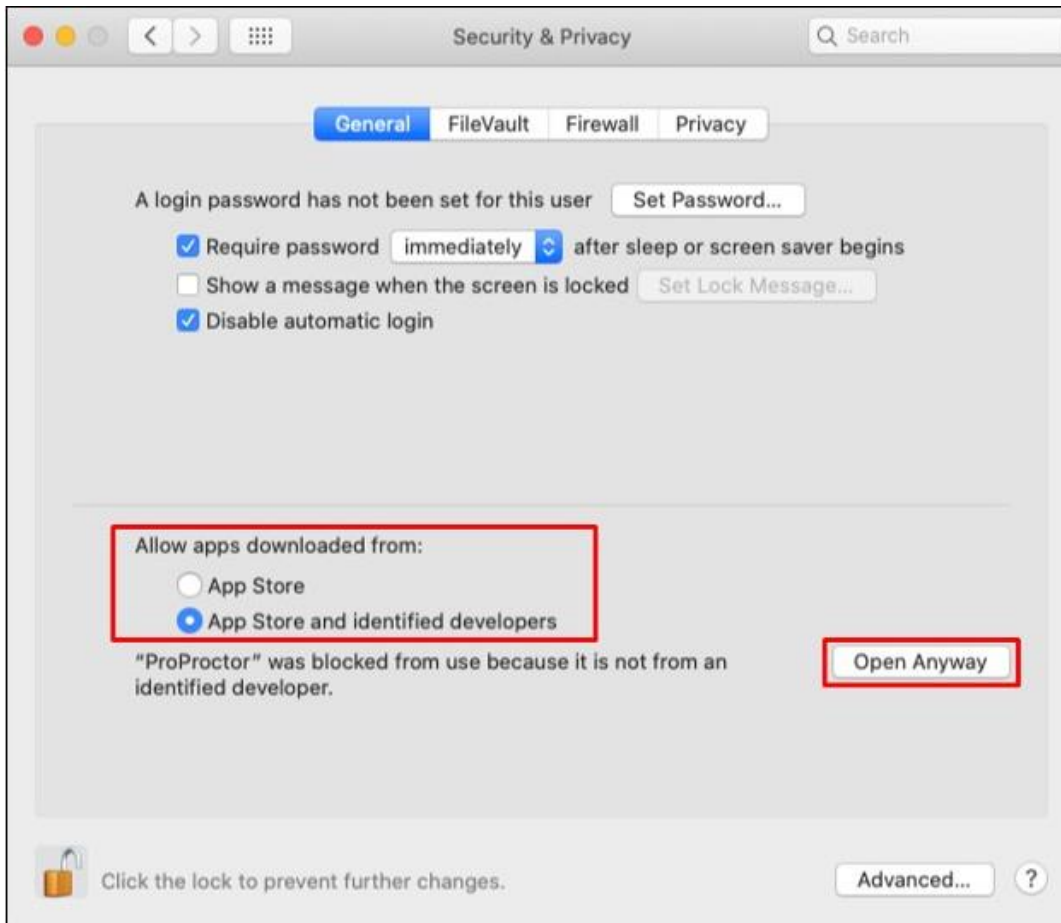
- Once in the “Security & Privacy” section, click on the padlock symbol on the bottom left of the “Security & Privacy” section as shown below:



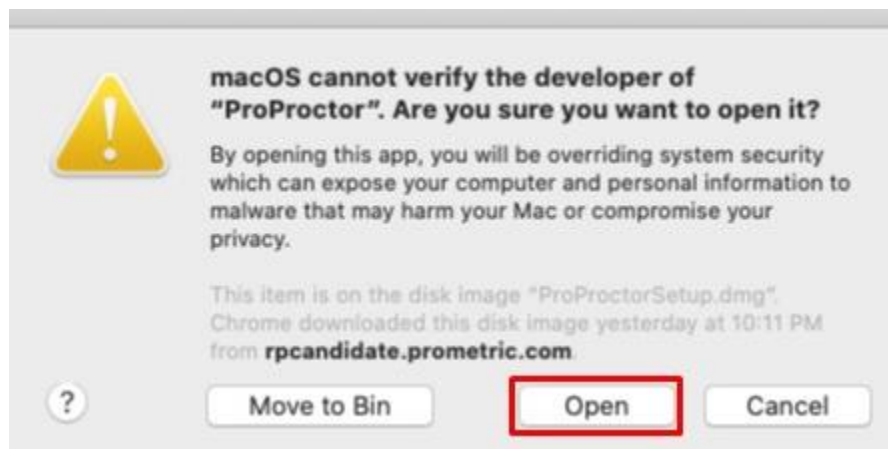
After you click on the padlock symbol, you will be prompted to enter your local username and password to make system changes:



Next, select “Allow apps downloaded from: App Store and identified developers” and click on “Open Anyway”:



Another prompt will open, select “Open”:



8. Lastly, return to the web browser and go to <https://rpcandidate.prometric.com/>. If you are ready to take your exam, click on the link at the top of the page called the “Launch Exam” as shown below:

