

APMG-International

ProctorU

Frequently Asked Questions



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Q: What is ProctorU?

A: ProctorU is a live remote proctoring service that allows you to take your exam online while ensuring the integrity of the exam.

Q: What do I do to get started?

A: When you have created an account in the APMG Candidate Portal, registered for your exam and clicked 'Next' on the Exams page you will be presented with a calendar and a list of time slots. Here you can select a date and time for your exam. Click 'Schedule Exam' to book it. If a time slot is greyed out that slot is unavailable. Exam time slots are only available up until the expiry date of your exam.

Q: Will I be sent confirmation of my exam time by email?

A: No, we recommend that you add your exam time to your calendar using the 'Add To Calendar' option that appears after scheduling your exam.

Q: Can I change my exam time?

A: Yes, you can click 'Reschedule Exam' shown next to 'Add To Calendar'. You can reschedule up to 2 hours before the beginning of your exam.

Q: What if I miss my exam slot?

A: ProctorU will try to contact you. If they are unsuccessful, you will be marked as a "No Show" and you will have to reschedule your exam.

Q: Will I be billed for my exam?

A: If you are taking a [public exam](#) you would have already paid for your exam. If you are taking your exam through an accredited training organisation (ATO) the financial transaction is between you and them so we cannot advise on this.

Q: How do I know if my computer is compatible with ProctorU?

A: Before you enter your exam you need to 'Test your equipment', you can do this by clicking 'Test your equipment' located under 'Prepare for your exam'. This will check that you have the following:

- Webcam
- Microphone
- Required ports open (If you're in an office, ports might be blocked by your IT Dept.)
- Acceptable bandwidth
- Supported Adobe Flash
- Supported Operating System

If you have any errors you can connect to a live person from ProctorU, just fill out the form and click 'Connect to a live person'. Use 'APMG International' as your institution. Further down the page you can find related FAQs. Please also ensure you meet ProctorU's Technical Requirements by reviewing them here - <http://www.proctoru.com/tech.php>

Q: How do I know if my computer is compatible with the APMG online exam website?

A: We recommend that you try a sample exam by either clicking 'Sample Exams' under further resources in the candidate portal and select a sample exam. If you experience any problems with our sample exams please contact the APMG Technical Helpdesk at <https://candidateportal.apmg-international.com/#/contact> who will be able assist you in preparation for your exam.

Q: Can I use a wireless connection?

A: We strongly advise against using a wireless connection due to wireless fluctuations. The fluctuations could disconnect you from the exam and Proctor. The exam timer will keep running and you risk having your exam voided. If any problems occur due to a wireless connection you are not entitled to a free resit. Use wireless at your own risk!

Q: At what time should I arrive for my exam?

A: Arrive for your exam at the time of your appointment or just before. You will have 10 minutes after your appointment to connect to your proctor. If you miss your appointment you will need to reschedule.

Q: What do I need to bring with me on the day of my exam?

A: You need to bring a form of photo ID (i.e. driver's license, passport, etc.) to show to your proctor and any materials authorised for the exam. Bring a reflective surface (e.g. a mirror or smartphone) to show the Proctor your screen if you have a built in webcam (see "What are the Exam Conditions" below).

Q: What do I do at the time of my exam?

A: Log into the Candidate Portal, click 'Next' and click 'Connect to your Proctor' when highlighted after the countdown has completed. Follow the instructions onscreen to connect to the Proctor.

Q: What should I expect on the day of my exam?

A: After clicking 'Connect to your Proctor' you will need to:

- Agree to be recorded – Click 'Ok'
- Allow access to your webcam and microphone - Click 'Allow'
- Download the LogMeIn software – 'Click to Download'
- Run the software – The downloaded software should be shown at the bottom left of the web browser you are using. If you cannot find this, go to your 'downloads' folder
- Accept the ProctorU notification – Click 'Ok'

On completion of these steps you will be connected to your proctor and you should be able to see and hear them. If you cannot see or hear your proctor they will try to resolve this issue for you. If the proctor is happy that he/she can see your work area you may continue with the exam process via the chat window.

The proctor will:

- Take control of your computer
- Validate your identity
- Check your environment – You will need to show the proctor your surroundings by using a webcam. If your webcam is built into your computer you will need to carefully pick it up and pan the room/ work area to ensure that it meets the required exam conditions. If this is not possible to pick up you will need to use an external webcam.
- Check that your computer meets the required exam conditions.
- Enter you into your exam – needs re-wording

Q: My exam has a time limit. Does that time start as soon as I connect to the Proctor?

A: No. The timer for your exam starts when the exam has been opened and your first question is visible. Please ensure any special requirements were requested on the initial booking as ProctorU are unable to add any additional time for these requirements at the time of sitting the exam.

Q: What are the exam conditions?

A: The exam conditions are listed below:

- Fast and reliable internet connection – Use wireless at your own risk!
- Disconnect any duplicate displays
- Close out of all programs, applications and websites that do not pertain to the exam
- Ability to pan the room with your webcam
- Have a reflective surface to hand for showing the monitor edges and keyboard if your webcam is built into your computer.
- Clear workspace
- Only have authorised materials relating to the exam in your work area
- A quiet spot in a well-lit room
- No-one else is allowed to be in the room unless previously agreed with APMG and ProctorU – If someone enters unexpectedly you can let them know that you are in an exam and that they have to leave. You may not have a full conversation with them as this risks your exam being voided.
- Turn off all unnecessary mobile devices (smartphones, tablets, etc.)

Q: What will be downloaded to my computer?

A: ProctorU use Support-LogMeIn Rescue software which is a common, trusted remote control software. Details can be found - <https://secure.logmein.com>. This will not install anything onto your computer such as viruses or malware. A security prompt will appear on your desktop advising you of any additional software downloads.

Q: Are breaks allowed during my exam?

A: Your proctor will let you know whether any breaks are allowed during your exam.

Q: Am I allowed to take notes during my exam?

A: Only if you're using an approved erasable board and marker pen. You are required to show the Proctor your erasable board before the exam and notes must be erased in front of the Proctor after the exam, see board rules below:

Board rules (Dry-wipe board/wipe clean tablets/Dry-erase boards):

- No Paper is allowed on the work area.
- APMG will not provide the boards, however it will allow candidates to use their own boards if they wish to take notes during the exam.
- Candidates will need to show a clear board before starting their exam.
- Candidates will need to accept they may be asked to show the board/desk from time to time during the exam.
- If a candidate refuses to wipe their board clean at the end their result will be voided.

Q: Will the Proctor be able to access my computer files without my knowledge?

A: No, the Proctor cannot access your computer files without your knowledge. Proctors have the ability to view the screen, move the mouse and control the keyboard as if they were sitting next to you. The Proctors actions are shown and logged in the chat window. The entire session log is reviewed and saved. There is a permanent record of what actions the proctor took while accessing your computer.

Q: I don't see my question on the list. How can I get more information?

A: Please either contact our Customer Interaction Team or Technical Helpdesk via <https://candidateportal.apmg-international.com/#/contact> or contact ProctorU directly using their contact details at the bottom left of their webpage - <http://www.proctoru.com>