

### What is remote proctoring?

Remote proctoring is an exam delivery method that allows candidates to take the Written Component of the PCE in a convenient location of their choice (e.g., at home) versus at a traditional test centre. CAPR's remotely proctored exams are administered by Prometric, our test administration vendor, using their [ProProctor](#) remote assessment platform.

### How does remote proctoring work?

ProProctor uses 100 percent live audio-video monitoring by a qualified proctor (as opposed to artificial intelligence), 360-degree environmental readiness checks and live security and technical support. The platform uses the same standard security procedures a candidate would experience in Prometric's physical test centres.

### Is the remotely proctored exam different from the exam administered in test centres?

No. The exam is identical in both look and content.

### What equipment do I need?

Candidates must have the following equipment and software to take a remotely proctored exam:

- PC or Mac desktop or laptop computer equipped with:
  - Windows 7 or higher for PC
  - MacOS 10.13 or higher for Mac
  - Internal or external webcam
  - Internal or external microphone
  - Screen resolution of at least 1024 x 768
- An external power source
- Reliable and stable internet connectivity with a speed of 0.5 mbps or greater
- The current version of Google Chrome
- The [ProProctor](#) app (available for free download from the Prometric site)



It is also highly recommended that candidates do the following:

- Connect to your internet network using an ethernet cable (wired connection) rather than through Wi-Fi (wireless connection).
- Ensure that no other devices or users are connected to your network during the exam.

Please note: All candidates will undergo a [System Readiness Check](#) before installing the ProProctor application to confirm the appropriateness of their equipment and settings.

### **Is there any equipment or software I can't use?**

Yes. Use of the following technology and equipment is strictly prohibited during the exam:

- Dual screen configurations
- Laptop docking stations
- Tablets
- Smartphones
- Mobile hotspot tethering

### **What kind of physical testing environment do I need?**

It is highly recommended that you take the test at your home or another private residence. The area in which you choose to take the exam must:

- be indoors and well-lit
- have a visible entrance/exit with a door that can close (the door must be in full view of the camera throughout the exam)
- be free from background noise and significant sound disruptions
- have “clean” walls and surrounding areas (i.e., no pictures, electronics, office supplies, etc.)

### **Can I take the exam at my office or place of work?**

This is not recommended. Corporate firewalls and other corporate security measures may block you from launching the exam. Maintaining a stable internet connection may also be a challenge. If completing the exam at your place of work is absolutely necessary, be sure to involve your corporate IT team.



### **Is the exam available “on-demand”?**

No. All remotely proctored exams will take place simultaneously with exam administrations scheduled at physical test centres. Please review the Written Component [exam dates](#) on our website for more information.

### **Can I take the exam from any country?**

The remote proctoring option is currently available in Canada and internationally in most countries, except China, Ethiopia and Nigeria. However, [please note](#) that all remote proctoring sessions will take place during pre-set time slots. All times will be based on Eastern Time (ET).

### **Will remote proctoring allow for alternative accommodations?**

Yes. For candidates with a physical, cognitive or other documented need, test accommodations such as additional test time, break time, and access to your personal items can be delivered via remote proctoring. Please visit our website to review information about [alternative accommodations](#). As always, requests for accommodation will be considered on a case-by-case basis.

### **Does CAPR have different exam policies for remotely proctored exams?**

No. All CAPR policies and procedures related to the Written Component of the PCE remain the same. You can review these [policies](#) on our website.

### **How does the remote check-in process work?**

The remote check-in process will begin 30 minutes before the scheduled start of your exam. Remote check in will involve:

- connecting with your live proctor
- undergoing a 360-degree environmental security check
- showing a physical copy of your identification
- having your photograph taken



### **What if my check-in is delayed?**

If the check-in process is delayed by Prometric, you will still be given the complete four (4) hours to complete the exam.

### **What is the most common challenge with remote proctoring?**

The most common challenge with remote proctoring is loss of internet connectivity and unstable internet connections. For this reason, it is essential that you have a stable, reliable connection, connect to your network via ethernet cable if possible, and ensure no other devices or users are connected to your network during the exam.

### **What if I lose my internet connection during the exam?**

If you lose internet connectivity during the exam, you will lose contact with your remote proctor, and your exam will pause. Please do not panic—your progress will be saved. You will have up to 30 minutes to reopen the app and continue from where you left off before Prometric’s exam disruption time allowance runs out. You will be able to connect with Prometric’s helpdesk via live chat for assistance.

### **What if I lose my internet connection multiple times during the exam?**

Repeat disconnections are an indication that you have an unstable internet connection. You will be able to relaunch the exam up to three times, with up to 30 minutes of overall interruption time. If the problem persists beyond this limit, your exam will be terminated, and you will not be issued a result. The exam will not be counted in your official exam history.

### **Why should I consider remote proctoring?**

Remote proctoring might be the right option for you if:

- The pandemic has limited your access to test centres.
- No more physical seats are available on the date you want to take the exam.
- You or someone close to you is in the high-risk category for COVID-19, and you want to remain cautious.
- You feel more at ease taking the exam in a familiar environment.
- The nearest test centre is farther away than you wish to travel.



## **How do I let CAPR know that I want to take the exam via remote proctoring?**

You do not need to contact CAPR about your preference. When you schedule your exam through the Prometric website, you will have the option of testing via remote proctoring or in a test centre. Prior to choosing remote proctoring, please review the system requirements and test your system to ensure that it is compatible: <https://rpcandidate.prometric.com/Home/SystemCheck>

## **I'm not sure which option to choose. Is there any way that I can become familiar with remote proctoring before exam day?**

One of the projects that CAPR is working on with Prometric is adding our practice exam to the remote proctoring interface. Once this feature is “live” (tentative date of August 7, 2020), candidates will be able to schedule for a remotely proctored practice exam. This will allow you to experience the security procedures prior to the exam and to experience the look and feel of the exam itself.

Please note our practice exam can be scheduled via Prometric after the tentative date listed above. Please wait for further updates.