

Remote Proctoring

Frequently Asked Questions

General Questions

1. What is remote proctoring?

Remote proctoring is an exam delivery method administered by Prometric, CIDQ's test delivery vendor, which provides candidates with the option of taking the IDFX or IDPX exams in a convenient location (i.e., at home) versus at a Prometric test center. Participating in a remotely proctored exam can only occur if your testing environment and computer systems meet Prometric requirements.

2. What are the system requirements to test remotely?

- PC or Mac laptop or desktop computer
- Computer must be undocked
- Dual-monitor configurations are prohibited
- Internal or external webcam (if external, it must be connected to the computer) resolution: 640 x 480p
- Microphone enabled at all times
- Laptop or desktop power source
- Minimum screen resolution of 1024 x 768
- Windows 8.1 or higher or MacOS 10.13 or higher operating system
- Current version of Google Chrome web browser
- Reliable and stable Internet connectivity with a speed of 0.5 mbps or greater

3. Can I use a tablet or smartphone to take my remotely proctored exam?

No, the ProProctor exam app is not compatible with a tablet or smartphone.

4. How does the area in which I am going to take my remotely proctored exam need to be set up?

To comply with security procedures, there are various requirements for your testing environment:

- Your testing location must be indoors in a walled environment, well-lit, with a closed door. If your testing room does not have a door, the entrance can be blocked with a bed sheet.
- Your means of access to the room in which you are testing must be within full view of the camera.
- Do not test in a room with see-through/glass walls
- Your room must be free of background noise
- No people or animals may be present in the room or enter the room while you are testing
- Your workspace and surrounding area must be uncluttered and free of:
 - Electronic devices
 - Calculators
 - Paper or notepads

- Books or study resources
- Purses
- Food or drinks

5. Can I take my remotely proctored exam at my office?

CIDQ **does not** recommend this. Many organizations have firewalls in place that could prevent successful test delivery. If you choose to test from your office, it is strongly recommended that you involve your IT team to resolve any issues, such as firewalls, long before test day. You can find the instructions on Prometric's [ehelp website](#): Steps for [PC computer](#) | Steps for [Mac computer](#).

6. Can I use my work computer to take the IDFX or IDPX exams remotely?

It is recommended you use your own personal laptop on which to take your exam to avoid any firewall (VPN) issues.

If you do not have a personal computer and must use a computer issued by your workplace, a Mac computer, or a computer with antivirus software, you may need to take additional steps to successfully download and run the ProProctor application. **Keep in mind, you may require assistance from your company's IT tech and/or system administrators to complete this process.** You can find the instructions on Prometric's [ehelp website](#): Steps for [PC computer](#) | Steps for [Mac computer](#).

7. How do I make sure my internet connection doesn't get disrupted during the exam?

To help ensure you have a stable internet connection for a remotely proctored exam consider the following:

- Testing platform **works best when used on a wired** versus a wireless network. (If possible, connect directly to your router.)
- Identify the place in your house where Wi-Fi is strongest and test there
- If testing from home, ask others within the household to avoid Internet use during your exam.

8. Do I need to turn off pop-up blockers before testing?

Yes, prior to launching the exam, you must turn off web browser pop-up blockers to ensure a successful launch and smooth administration of your exam.

9. How do I know if my computer system meets Prometric's remote proctoring requirements?

You can confirm your system's compatibility by completing the [system readiness check](#).

10. Can I take a break at some point during the exam?

Yes, you are allowed **one 15-minute optional break** at any time during the exam. Please note, however, that the **exam clock will continue to run** during this time. If you wish to take a break, you must notify the proctor before leaving the view of the camera. Failure to inform the

proctor prior to taking a break, or failure to return on time from the break, will result in the termination of your exam. Upon your return from break, a full security scan will be conducted before the exam can be resumed. Additionally, you will not be able to access the questions you viewed prior to taking your break.

11. Am I required to take a break?

No, taking a break is optional. If you do not wish to take a break, you should just continue testing.

12. Can I download the Prometric ProProctor application ahead of time?

Yes, the ProProctor app may be downloaded at any time to your computer. If using a laptop, make sure it is not connected to a docking station.

13. Can I have a glass of water on my desk when taking the exam remotely?

No. Eating, drinking, smoking, and chewing gum are prohibited during the exam.

14. Can I use scratch paper when taking a remotely proctored exam?

No. ProProctor, the exam app, utilizes an online Scratchpad utility. Candidates can open the Scratchpad the same way they use a chat feature. The application opens as a floating window for you to capture digital notes during your exam. You have the ability to resize the window, and open and close it as often as needed throughout the exam.

15. Can I use my own calculator when taking a remotely proctored exam?

No. You will only be permitted to use the onscreen calculator provided as part of the exam platform.

16. I am having trouble logging in to the system. What should I do?

If nothing happens after clicking “launch,” the application may not have been installed or not installed properly. Try uninstalling the application and reinstalling. If you log in to the system and then become immediately disconnected or are disconnected unexpectedly in the middle of your check-in, it can be a result of an internet interruption, a firewall or a security setting on your computer. To troubleshoot this, see the [ehelp page](#).

17. What do I do if there is an unexpected power or internet disruption while taking my remotely proctored exam?

If you experience a power or internet disruption during your remotely proctored exam session, the exam will pause after the connection is lost. You should try to reconnect to the exam by exiting out of the window; a blank screen with an “X” will appear. Close the window and reopen the browser and reconnect to the test driver. If successful for exam security purposes, you will need to go through a room scan again, prior to continuing; however, your exam will re-start from the point where it was disconnected.

18. What happens if I experience power or internet disruption and I am unable to reconnect?

You should contact Prometric's Help Support via chat once your internet is back up or use your smartphone and go to <https://rpcandidate.prometric.com> and click on "Contact Support." You have up to 30 minutes before Prometric's exam-disruption time allowance runs out. In the event you are unable to reconnect in time, your exam will be terminated, and you will need to contact CIDQ for next steps.

Important: Repeat disconnections are an indication of an unstable internet. If this occurs, CIDQ will allow candidates up to three relaunches of the exam with up to 30 minutes of overall interruption time. If either of these incidents occur, your exam will be terminated. Please contact Prometric via chat or Help Support as well as CIDQ for next step instructions.

19. What is the best way to resolve technical issues if they arise?

For self-guided troubleshooting, consider using the ehhelp page (<https://ehelp.prometric.com/proproctor>) to search for common technical issues. If issues persist, use the "Contact Support" link at the top of the webpage <https://rpcandidate.prometric.com>.

20. I've signed up to test at a test center but would like to change to remote proctoring. How do I do that?

To change your exam appointment from a test center to remote proctoring, log into your MyNCIDQ account and click on the "Reschedule Remotely Proctored Exam" for the exam you wish to reschedule. Please note, that if you reschedule your exam less than 30 days prior to your scheduled exam appointment a \$45 reschedule fee will apply. Exam appointments may not be rescheduled less than 5 days prior to a scheduled exam appointment.

21. After checking in with the readiness agent, how long does it take for a proctor to launch my exam?

A proctor should launch your exam within a few minutes. There are rare occasions when that does not occur. If a candidate experiences a wait time of 15 minutes or longer, they should click the exit button, wait 90 seconds, then try launching again. If the wait time persists, contact Prometric Help Support using the "Contact Support" link at the top of the [webpage](#).

22. What will I experience during my remotely proctored exam? Will I see a proctor on screen during the duration of my exam?

You will conduct a self-service check in process capturing a picture of your ID, prior to being greeted by a live onscreen Prometric Readiness Agent. That agent will walk you through the systems security checks which include verifying that the name on your ID matches the name on your scheduled appointment; ask you to perform a 360-degree check of your testing environment; and ask you to perform a check of your person including but not limited to sleeve, pocket and glasses checks. Once you have completed the security check-in procedures you will be passed on to a proctor who will

launch your exam. You will not visibly see a proctor, but they will be there to monitor you throughout the exam.

Refer to the [“What to Expect”](#) video for additional information.

23. What will I need to have with me during the check-in process?

You will need to have your original valid government issued photo ID which should match the name you used when creating your MyNCIDQ account. You will need to perform a self-service check in process which will require you to capture a picture of your ID.

NOTE: You may want to test the clarity of your camera prior to exam day to ensure the legibility of your ID. If your ID is blurry you may want to have a magnifying glass near by should that become necessary.

24. When should I check-in for my remotely proctored exam?

You should log into the Prometric [ProProctor](#) site at least 30 minutes prior to your scheduled exam appointment time to complete a self-service check in process; conduct a system readiness check; and ensure your environment is read for testing.

25. Will I receive any notification of my exam appointment?

Yes, you will receive a confirmation email from Prometric, which will confirm your exam appointment. Upon receiving that email verify your appointment date and time (AM vs PM) to ensure you scheduled your exam for the date and time you intended. CIDQ will not be able to reschedule missed appointments.

26. How will I be able to launch my exam?

You will receive a confirmation email once you have scheduled your exam appointment. On test day you will use the link in the email to take you to the ProProctor exam platform to launch your exam.

27. Will I receive a preliminary score report upon taking my exam remotely?

Yes, all candidates taking the IDFX & IDPX exams no matter which testing option (in-person or virtual) they chose will receive a preliminary score report.

ADDITIONAL RESOURCES

Prometric ProProctor User Guide

https://www.prometric.com/sites/default/files/2020-04/PrometricProUserGuide_3.1_1.pdf

NCIDQ Candidate Handbook

<https://www.cidq.org/why-ncidq-certification-matters>

All candidates should carefully review the Candidate Handbook as they begin their certification journey.

Confirm that your computer and network will allow testing through ProProctor

<https://rpcandidate.prometric.com/Home/SystemCheck>

“What to Expect” ProProctor Candidate Infographic Video

https://vimeo.com/429346554?embedded=true&source=video_title&owner=114227760