

# NCIDQ Examination

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## General Overview Questions

### 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 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.

### Is there a User Guide that can prepare me for test day?

Yes, the [ProProctor User Guide](#) is a support tool that shows you how to best prepare for your test day and provide you with information on what to expect.

### How do I start my exam?

You will want to access the [ProProctor portal](#) to start your exam. Be prepared to enter your confirmation number which can be found on the Prometric confirmation email.

### Can I take a break during the exam?

Yes, breaks are allowed during both remotely proctored and in-person exams. Please make note of the following:

- To take a break, you must notify the proctor before leaving the camera view.
- After a break, any previously viewed questions—including flagged or unanswered ones—will no longer be accessible.
- The exam timer continues to run during breaks.
- You are not permitted to access your mobile devices or study materials while on break.

**\*Failure to inform the proctor prior to taking a break, or failure to return in a timely manner, will result in the termination of your exam.** Upon returning from break, a full security scan will be conducted before the exam can be resumed.

### Is there a specific timeframe during which I can take an exam remotely?

Remotely proctored exams can be taken at any time during a 24-hour period. PLEASE make sure to confirm your test date/time (**A.M. vs P.M.**) appointments to ensure you have scheduled your exam appropriately. CIDQ will be unable to reschedule your exam appointment if you selected the incorrect time of day.

### When should I download the Prometric ProProctor application to take the exam?

The ProProctor app may be downloaded to your computer at any time. It is recommended that you download the app at least one to two days prior to your scheduled exam date. If using a laptop, make sure it is not connected to a docking station.

### Can I have access to water while taking the exam?

Yes. Prometric allows candidates to have water with them during the exam. Water must be in a clear or transparent container. All labels must be removed, and the container will be inspected by the Readiness Agent.

### **Can I use scratch paper while taking an exam remotely?**

No. Candidates testing remotely will have access to a Whiteboard. The whiteboard will open up as a pop up for you to capture digital notes during the exam. You have the ability to resize the window, and open and close it as often as needed throughout the exam.

### **After checking in with the readiness agent, how long will 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](#).

## System Requirements

### What are the system requirements to test remotely?

- **Operating System:** Windows 8.1 or higher; MacOS Monterey 12 or higher *except Mac OS Ventura 13.0 - 13.2.1*. Important: All versions below MacOS 12.0 are **NOT** supported.
- **Screen Resolution:** Minimum screen resolution of 1024 x 768 (**Recommended: 1920px x 1080px**)
- **WebCam Resolution:** 640 x 480p; internal or external webcam (if external, it must be connected to the computer)
- **Microphone:** must be enabled at all times
- **Internet connection:** 5.0 mbps or greater download speed
- **Internet connection:** 1.0 mbps or greater upload speed
- **Monitor size:** Recommended 19-inch or larger
- **Camera:** must be enabled at all times; if laptop has internal camera **ensure that it appears at the top of the computer.**
- PC or Mac laptop or desktop computer
- Computer must be undocked
- Reliable and stable internet connectivity
- Dual-monitor configurations are prohibited

**Important:** VPNs, firewalls, virtual machines (VMs), and machines running in Administrator Role (MAC and Windows) are not compatible.

### Can I use a tablet or smartphone to test remotely?

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

### Can I use a Mac to take the exams remotely?

Yes, you can. However, you may need to take additional steps to successfully download and run the ProProctor application. You can find the instructions on Prometric's [ehelp website](#): Steps for [Mac computer](#).

### If using my personal computer and it has anti-virus software installed, can I still take my exam remotely?

Yes, you can. You may need to take additional steps to successfully download and run the ProProctor application. You can find the instructions on Prometric's [ehelp website](#): Steps for [PC computer](#) | Steps for [Mac computer](#).

### Can I use my work computer to take the exams remotely?

It is recommended you use your own personal laptop 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, 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](#).

### 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 with an Ethernet cable.)
- Identify the place in your house where wifi is strongest and test there.
- If testing from home, ask others within the household to avoid internet use during your exam.

### 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.

### How do I know if my computer is compatible with Prometric's remote proctoring requirements?

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

## Testing Environment

### What do I need to do to make sure my testing area is set up properly?

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 or your exam will be terminated.
- 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
- You must take your exam on a desk/table and be seated in a chair. Testing on a couch or bed is not allowed.

### 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](#).

## Technical Support

### I am having trouble logging into ProProctor to launch my exam. 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](#).

### What do I do if there is an unexpected power or internet disruption while taking my 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.

### 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. Incidents that extend beyond either of these circumstances will result in your exam being terminated. Please contact Prometric via chat or Help Support, as well as CIDQ for next step instructions.

### What could cause my camera and/or microphone not to work after having passed the system check?

It could be that some applications on your device may be using your camera and/or microphone, which would cause a connection error in the ProProctor app. This will require you to log out of the app, make the necessary corrections and then log back in for your exam to launch.

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

For self-guided troubleshooting, consider using the ehelppage (<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>.

## ADDITIONAL RESOURCES

### **Prometric ProProctor User Guide**

<https://www.prometric.com/files/ProProctor/ProProctorUserGuide.pdf>

### **NCIDQ Candidate Handbook**

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/>

### **"What to Expect" ProProctor Candidate Infographic Video**

<https://youtu.be/9Kn9TVEcUdY>