

# Remote Invigilation User Guide

Version 8 (June 2024)



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# Introduction

Thank you for using our remote invigilation service, ProProctor by Prometric, which gives increased flexibility to choose when and where you take your exam.

Please use this guide to help prepare for your upcoming exam and reassure yourself that your exam will run smoothly on the day.

If you require any further information, please **contact us**

**John Preston**

Chief Operating Officer

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## Most common issues to note

1. The minimum internet speed requirement is 5mbps, and 0.5mbps or more for *upload* speed.
2. Please position your device where you can receive the strongest signal as you may experience increased pressure on your internet connection when you reach an invigilator and launch the exam
3. Please make sure there is no additional load on your connection from other users
4. Please disconnect from a VPN prior to joining ProProctor
5. Any issues with your internet connection that leads to a disconnection for longer than 30 seconds will lead to you not being able to restart your exam
6. Breaks are not permitted throughout your exam
7. For technical support please contact ProProctor Tech Support via <https://ehelp.prometric.com/proproctor/s/> and use the Instant Messenger Chat Feature, or contact ProProctor.
8. For Mac users, additionally please make sure you follow all steps from page 16 to set up your laptop correctly

**A full list of requirements are on page 4**

# ProProctor requirements

Please read the following requirements checklist carefully to ensure your testing machine and exam environment are suitable.

We advise that the system checks are completed in advance of your test day in the same room that you will be taking your exam in.

## Testing machine requirements

- ✓ Internet connection speed must be a minimum of 5mbps or more for *download* speed and 0.5mbps or more for *upload* speed.
- ✓ Do not use a VPN or a hotspot as this will reduce your internet connectivity. For the best exam delivery experience on test day, it is advisable where possible, that no other household members use the internet whilst you are testing.
- ✓ Windows 8.1 or higher OR Mac OS High Sierra (10.13)' or higher must be available to use. MacOS Ventura 13.0 to 13.2.1 are not supported; please upgrade to 13.3.1 before testing. **Please note that iPad/Android tablets and Chromebooks are not currently supported.** Microsoft Surface or similar can be used only when configured in laptop mode and with single camera hardware.
  - ✓ The most current version of Google Chrome must be available to use. **No other browsers are currently supported.**
  - ✓ Minimum screen resolution required is 1024 x 768. Recommended screen resolution of 1920 x 1080.
  - ✓ You must have a webcam and microphone available to use. Wired webcams and microphones/headsets are permitted, non-wired are not permitted. We would recommend using a non-integrated (standalone) webcam where possible. This will make the security checks easier to move the camera around rather than a laptop.
  - ✓ Ensure that you can move your machine or webcam to show the invigilator the space around your machine.
  - ✓ Position your machine where you can receive the strongest wifi connection. We highly recommend using an Ethernet cable connected directly to the router.
  - ✓ Plug your device directly into a power source. It must be unattached from a docking station.
  - ✓ We recommend removing any antivirus software or pop up blockers downloaded on the machine for the duration of your exam. Standard security will allow the ProProctor software to download.
  - ✓ Only one screen is permitted, you will not be able to use a dual-monitor configuration (more than one screen). Please remove, or disconnect and cover any additional screens prior to your

examination. Candidates are not permitted to use a closed laptop with an additional monitor.

## Exam environment requirements

- ✓ Testing location must be indoors (walled), well lit, free from background noise and disruptions. All glass walls in the test room must be covered, ideally with blinds/curtains, to ensure the security of the exam. Failure to cover glass walls may result in an exam environment failure, requiring you to change exam room.
- ✓ The lighting in your room must be of daylight quality. Please make sure that your light source is not directly behind you as this will make it difficult for your invigilator to see you.
- ✓ No other people or animals may be present or enter the exam room for the duration of your exam. If this occurs, your exam will be terminated and/or your results invalidated.
- ✓ Your laptop or PC must be placed on a desk or table.
- ✓ Your workstation and surrounding area must be entirely clear, free of pens, paper, electronic devices, etc. There should be no content that could provide an unfair advantage during your exam, including bookshelves, noticeboards or art on walls within your immediate area. You are strongly advised to make the room as bare and empty as possible. You must be prepared to remove or cover any remaining items as requested prior to, or throughout your exam. If the invigilator/s are not satisfied with any aspect of the environment, the exam will not proceed.
- ✓ Two tissues and a clear bottle or glass of water with no label are permitted in your exam environment. They must be presented to the invigilator prior to the start of the exam. No other food or drink is permitted in your exam environment.

**Failure to comply with any of these requirements may result in your exam being terminated and no result being recorded. A re-sit of your examination will be at full cost.**

**If you are unsure that you can meet any of these requirements, please contact [CISI Customer Support](#) immediately.**



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.



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



Poorly lit room or workspace.



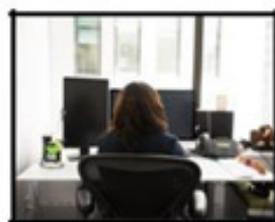
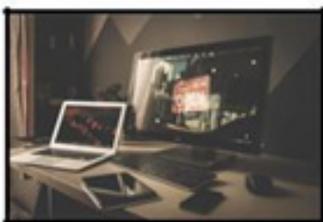
Cluttered or crowded room or workspace.



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



Using a dual-monitor configuration to take exam.



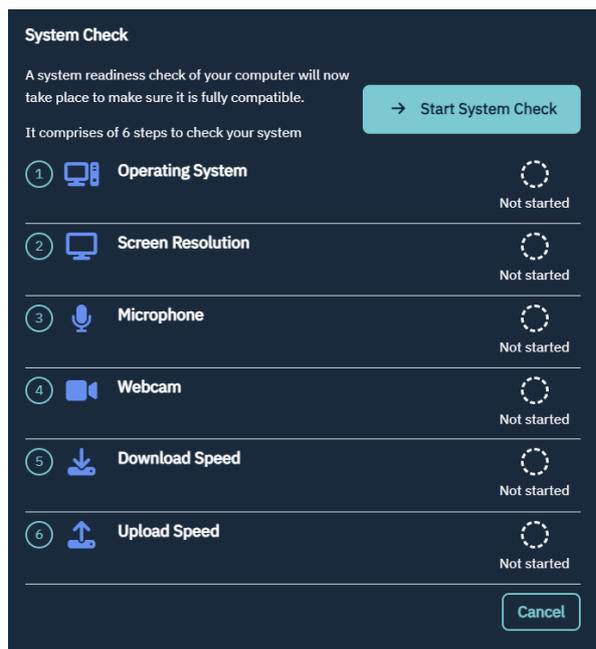
# Before your exam

Prior to your exam, you must:

1 Adjust your testing room accordingly to meet the requirements specified in this guide.

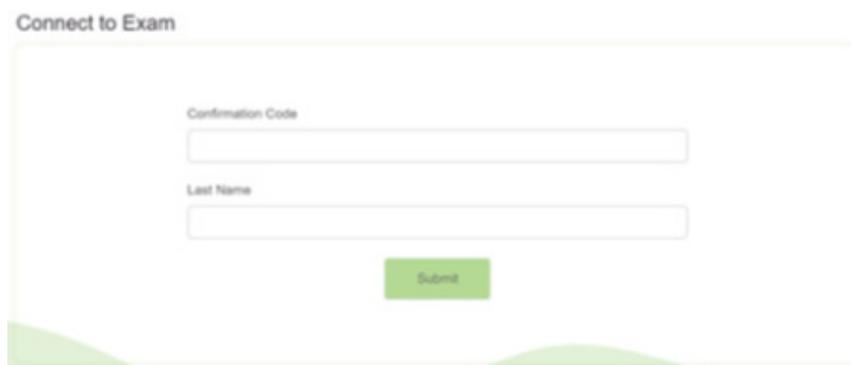
2 A. Perform a system check on the PC/laptop that you will be using for your exam a minimum of 48 hours prior to your exam. Copy and paste the below link into Google Chrome, this will take approximately 5 minutes to run:

<https://rpcandidate.prometric.com/#system-check-tag>

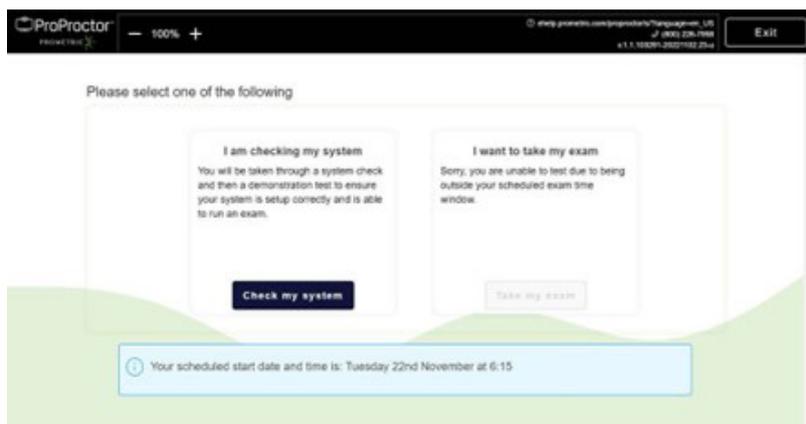


B. There is an additional system check that will allow you to demonstrate the Photo/ID capture and launch a demo exam BEFORE the day of your exam, to ensure that your current hardware and software will support the ProProctor application. **Please ensure that you conduct this system check as close as you can to the likely environment of the day of your real exam, e.g. similar time of day, same location, same laptop and settings, etc.**

- i. Launch the ProProctor Application via your desktop
- ii. Input your confirmation number that can be found in your CISI booking Confirmation email, as well as your last name.



- iii. Select the 'I am checking my system' option to launch the full system check, this will launch the check of your hardware and then launch a 'sample' exam.



- iv. Once the 'sample' exam has been launched, you will be brought to the Photo Capture Stage where you can take an image of yourself and your ID
- v. Once these steps are completed, you will be presented with a screen 'Demonstration Exam'. You should then select the button to 'Launch Demonstration Exam'
- vi. Once selected, you will be presented with a screen with a box detailing 'Enter Keycode – Test Delivery', please select the 'OK' option.
- vii. Once selected, your system will then attempt to launch the 'sample' exam and mimic the system requirements that will be needed on the day of your real exam.
- viii. You will then be able to test the features of the 'sample' exam, which consists of two generic questions. Once completed, select 'Finish', and if successful you will be presented with a message confirming your system meets the requirements.

3

You will be required to click 'Select' to choose the microphone you will be using. Only wired headsets are permitted, so if you will be using your machine's integrated microphone on your exam day please test it now. You will also see a pop-up with request to access your webcam. Please accept this request.

**You will not be able to use remote invigilation if the system check is not successful.**

4

Download and install the ProProctor application a minimum of 48 hours prior to your examination using the below steps. If you have already downloaded the application, the application will automatically check for any updates and automatically download them. The download will take approximately 15 minutes:

a

Copy and paste the below link into Google Chrome:  
<https://rpcandidate.prometric.com/#download-tag>

b

Input your 16 digit confirmation number into the below screen. Your confirmation number can be found in your CISI booking confirmation email, as well as the first four characters of your last name (for example John Smith would use 'SMIT'; John Wu would use 'WU'; De Silva would use 'DE S').

c

Click 'Download ProProctor'

2 ProProctor Application

To ensure you have the most up to date software, enter your confirmation details. Your number and surname can be located on your confirmation letter. After entering these details you will be able to download the application.

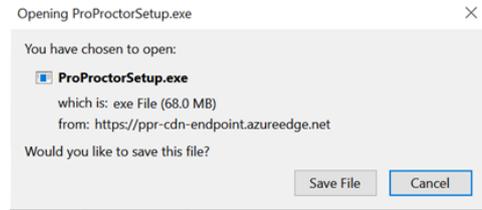
Confirmation Number...

Surname Characters...

Download ProProctor

d

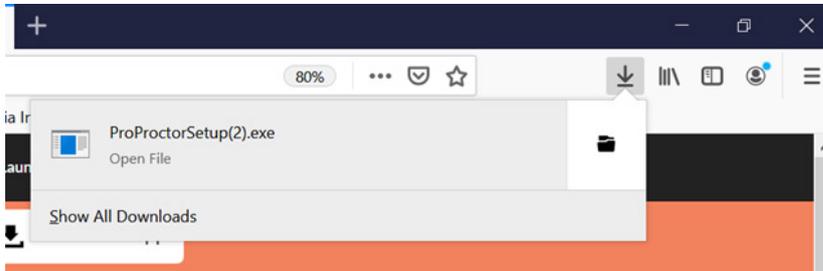
For Windows Systems, click 'Save File' on the pop-up.



For Mac Users, please see the Appendix for Mac Users

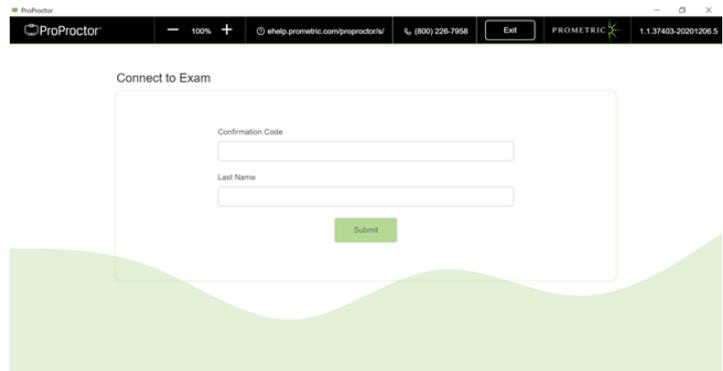
e

You will be able to see this in your downloads. Click on the ProProctorSetup as below:

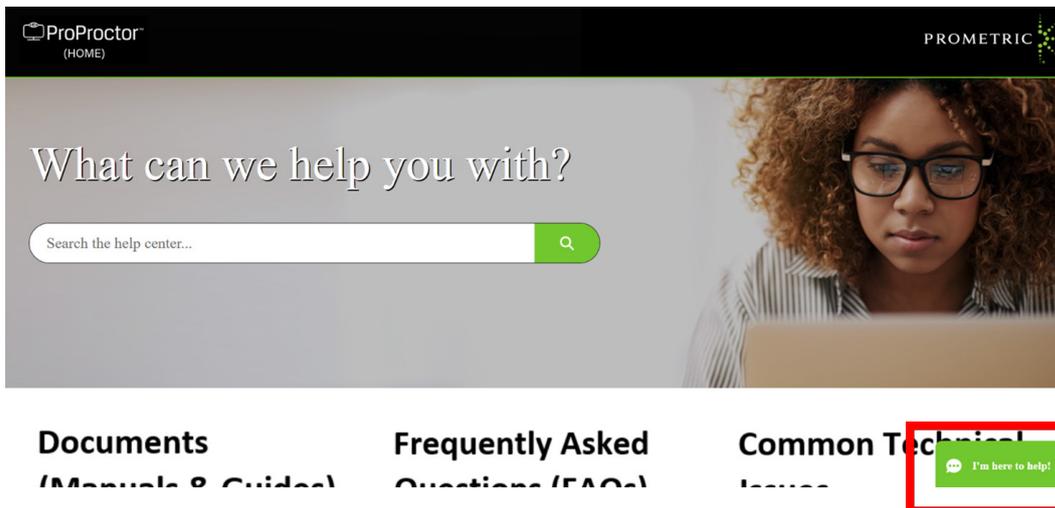


f

Download of the application will then begin. Once the download has completed, the application will open:



If you face any technical issues and are unable to download the software successfully, please visit <https://ehelp.prometric.com/proproctor/s/> and use the Instant Messenger Chat Feature as below:



Please note that the Prometric Contact Support team may request access to remote connect to your laptop/PC if you are facing technical issues. You do not need to allow this if you do not feel comfortable doing so. If you are using a work laptop/PC, please ask for permission from your employer first. If you do not allow the Prometric Support Team to remote connect, they may not be able to assist and you will not be able to relaunch your exam.

# On your exam day

## Preparing for your exam

- ✓ Have your photo ID next to you at your workstation. Please ensure that it meets the requirements set out in our [Examination Regulations](#)
- ✓ Ensure that your exam environment meets the specified criteria on the 'Exam environment requirements' section of this user guide.
- ✓ Adjust your volume to a suitable level and ensure your webcam is facing you.
- ✓ Close all other applications on your laptop/PC to prevent any background noise distracting you.
- ✓ If applicable, ensure that you disconnect from a VPN to give you the best possible internet connection
- ✓ Locate your 16-digit confirmation number that can be found in your email confirmation. If you are unable to locate the email, please contact [CISI Customer Support](#) immediately who will be able to resend the email.

**Please complete these steps 30 minutes prior to your scheduled examination start time.**

**Please note that throughout your exam you will be assisted by up to three invigilators, also known as proctors. These include:**

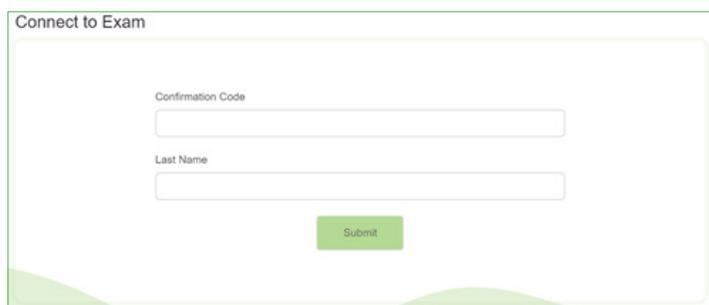
- Readiness Agent** who will assist with security checks prior to your exam
- Monitoring Agent** who will be monitoring you throughout your exam time
- Security Agent** who will investigate any suspected malpractice

Agents may be from a different jurisdiction to you and may have an accent. Agents may be of any gender.

## Launching your exam

1 15 minutes prior to your scheduled examination time, launch the ProProctor application using the desktop shortcut or from your downloads to start the check in process.

2 Input your confirmation number that can be found in your CISI booking Confirmation email, as well as your last name.



The screenshot shows a web form titled "Connect to Exam". It contains two text input fields: "Confirmation Code" and "Last Name". Below these fields is a green "Submit" button. The form is set against a light green background with a subtle wave pattern at the bottom.

3 Click 'Submit' to launch your examination.

Please note, you may not be able to proceed with the check in process if you launch the exam more than 30 minutes before your scheduled exam time

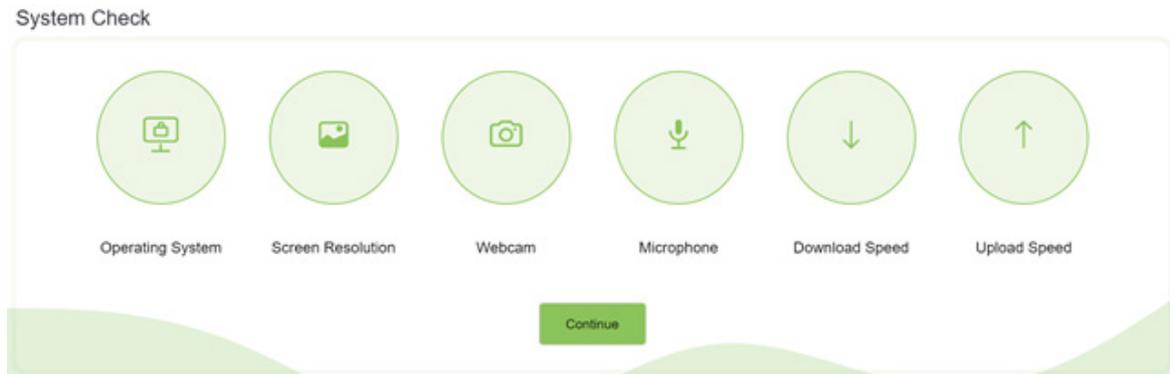
## Checking into your exam

1

You will first be required to read the Remote Proctoring Regulations. It is important that you read and are aware of all the information in these regulations. You will need to scroll down to see and read all the information before you can select Accept. Please note that there are two pages of Regulations to review.

2

A System Check will automatically run, you will be able to click Continue if this is successful.



If the System Check is unsuccessful, please contact [Prometric Customer Support](#).

3

You will then be directed to 'Candidate Capture Section'. Here, you must position your face using the guides on the screen and click the 'Take Photo' button as below:



Please ensure that your image clearly shows your face and is not blurry, you can then click Proceed.

4

You must present your photo ID in the 'Identification Capture Section' using the guides on screen. Click the 'Take Photo' button and then 'Accept'.

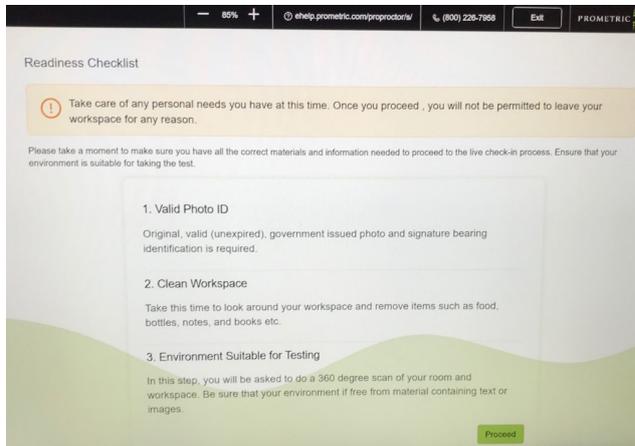


5

The application will then become full screen and close any applications left open. You will be presented with a Readiness Checklist with a prompt to ensure that you have:

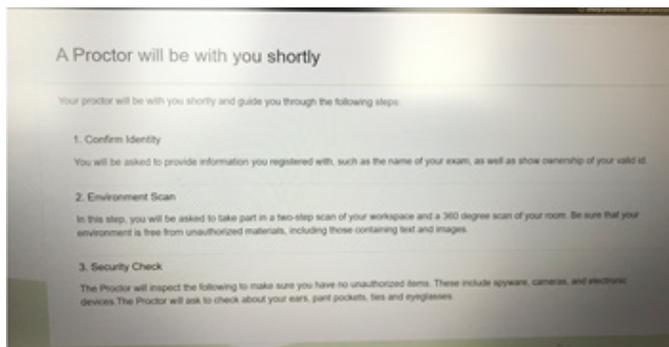
- Valid Photo ID
- Clean Workspace
- Environment Suitable for Testing

To proceed, you may need to zoom out to see the Next button. Please use the Zoom Tool at the top of the screen to zoom out to 85% as below:



6

You will be presented with the screen below:



Here, you may have to wait up to 15 minutes to be transferred to the next step. At peak times, this may be longer. Once transferred, you will be able to see your own image on the left side of the screen, and your Readiness Agent on the right side of the screen. They will then guide you through the security checks. They will speak to you in English so you will need to speak sufficient English to be able to respond to their questions and instructions. They will complete the following checks:

### Candidate Detail Confirmation

The Readiness Agent will ask you to confirm your full name, email address and exam details with you via webchat or by speaking to you.

### 360° Environmental Check

Your agent will ask you to scan your room and work surface using your webcam. Please be prepared to show the readiness agent under your desk and chair with your webcam, moving your entire laptop if necessary. Please ensure that you do not remove the ethernet cable (if you have one) or power cable as this may disconnect your session.

If you experience any technical issues that cause your connection to drop, and the exam to close, please note that you will not be able to restart your exam. This may result in your exam being marked as a fail and a re-sit of your exam will be at full cost.

## Candidate Person Check

You may be asked to raise your shirt sleeves above your wrists and turn out your pockets. If you wear glasses, you may also need to hold these up to the webcam for inspection in case they have a recording device.

Jewellery items and watches must be removed prior to your exam. You may be asked to pull back your hair to ensure nothing is attached to your ear such as a Bluetooth device. All candidates who wear hearing aids will be asked to remove them and a secure search will be complete during the security check, once a check has been completed the candidate will be able to place their hearing aid again

You may have to wait up to 15 minutes to be transferred to the next step. At peak times, this may be longer. You will then be presented with your exam on screen. Your exam will then be passed to a Monitoring Agent who will monitor you throughout your whole exam. They may contact you via the web chat or by speaking to you.

Please note that your Monitoring Agent may contact you via the chat, there are no notifications if they contact you. Please check this throughout your exam.

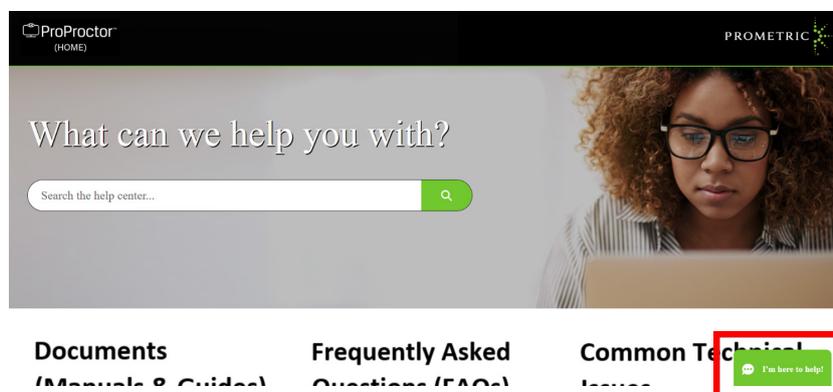
## During your exam

### Assistance throughout your exam

If you require any assistance throughout your exam, you can contact your Monitoring Agent using the Live Proctor feature on the right of your screen to speak to or send a message to your agent. This can be closed and reopened whenever necessary throughout your exam.

### Technical assistance

If you face any technical issues and your exam unexpectedly closes, please visit <https://ehelp.prometric.com/proproctor/s/> and use the Instant Messenger Chat Feature as below:



In order to navigate through the Pro Proctor 'Chat Bot', you will need to submit the below answers to be connected to a member of the Pro Proctor technical assistance team:

**English Pro Assist Bot:** Hi, welcome to Prometric's iSupport Service! I'm Pro Assist. I'm here to help with your Pro Proctor support questions.

**English Pro Assist Bot:** Please select your preferred language.

**Visitor:** Continue in English

**English Pro Assist Bot:** Do you have a confirmation number?

**Visitor:** Yes - I have a confirmation number

**English Pro Assist Bot:** Please write your Confirmation number

**Visitor:** 00000000XXXXXXXX

**English Pro Assist Bot:** What is your full name?

**Visitor:** Forename Surname

**English Pro Assist Bot:** When is your exam scheduled?

**Visitor:** Today

**English Pro Assist Bot:** At what stage of your exam you are in currently?

**Visitor:** Launching Exam

**English Pro Assist Bot:** Are you aware of exam launch process?

**Visitor:** Yes

**English Pro Assist Bot:** Are you facing any issue or error?

**Visitor:** Yes

**English Pro Assist Bot:** Have you gone through the Frequently Asked Questions / Common Technical errors section?

**Visitor:** Yes

**English Pro Assist Bot:** Did the Frequently Asked Questions / Common Technical errors help to resolve your issue?

**Visitor:** No

**English Pro Assist Bot:** What type of exam are you taking?

**Visitor:** Other

**English Pro Assist Bot:** Please hold while I transfer your chat to one of our representatives.'

Please note that the Prometric Contact Support team may request access to remote connect to your laptop/PC if you are facing technical issues. You do not need to allow this if you do not feel comfortable doing so. If you are using a work laptop/PC, please ask for permission from your employer first.

## Ending your exam

When you are ready to submit your exam answers, you must click End Section and then End Exam at the bottom of the screen. Before closing the application, you must inform the invigilator so they can formally close your exam so your score report email can be sent instantly.

**Do not click 'Exit' in the top right corner of the application as this will close the application and your exam will be terminated instantly. You will not receive your exam score or grade on screen.**

## ProProctor Functions

### Scratch Paper

You will have access to an online Scratch Pad throughout your exam. This can be accessed along the top bar in the exam. The Scratch Pad can be opened at any point throughout the exam should you require to take notes. Closing the Scratch Pad will keep your notes throughout the exam and can be accessed again at any time. **Any notes added to the Notebook are for your reference only and will not be marked.** The scratch paper has typing functionality only, you are unable to draw or scribble on screen.

### Onscreen Calculator

If you are using the onscreen calculator, it automatically opens in scientific mode. If you change it to the basic mode, it will make it smaller and easier to move around the screen so therefore out of the way of the questions.

Both the scratch paper and calculator are accessible at the same time and can be moved around the screen to see the question behind.

### Confidentiality

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 the CISI. Communicating, publishing, reproducing or transmitting any part of the 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 the CISI.

### Candidate conduct

All exams are continuously monitored by video and audio recording. All candidate movements are monitored with technology that recognises patterns, such as candidates looking in one spot behind/above their machine multiple times. If this occurs, a **Security Agent** may pause your exam and complete further security checks of your exam environment.

Using remote invigilation, you acknowledged that you have no right to privacy at your current location throughout your exam and that you waive any claims asserting to a right to privacy.

The Monitoring Agent or other ProProctor staff are authorised to terminate your exam for a violation of any exam regulation, including abusive behaviour towards the Monitoring Agent or other ProProctor staff. If this occurs, the CISI will then be notified. Any further action necessary will then be taken in accordance with our **Candidate Sanctions Policy**.

If at any point you wish to terminate the exam, please let the monitoring agent know and tell them why you have made that decision.

Leaving the camera's view while your exam is running is strictly prohibited and your exam will be terminated.

### Breaks throughout your exam

Breaks are **not** permitted throughout your exam, so please ensure that you are ready and comfortable before your exam starts. If you require a break for a medical reason, please apply for a reasonable adjustment using the **Policy and Application Form**.

# Appendix for Mac Users

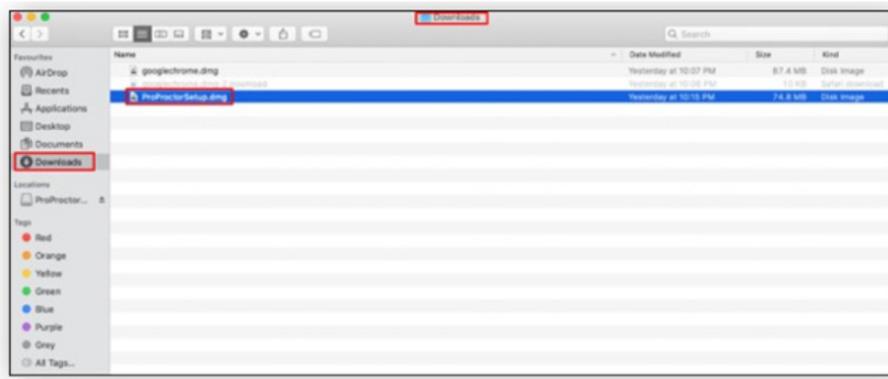
MacOS Ventura 13.0 to 13.2.1 are not supported; please upgrade to 13.3.1 before testing

**System Requirements**  
Operating System

- Supported**
  - ✓ Windows 8.1 or higher.
  - ✓ Mac OS High Sierra (10.13) or higher.
- Not Supported**
  - ⚠ Mac OS Ventura 13.0 to 13.21
  - ⚠ Mac OS Sequoia 15.0
  - ⚠ Chrome OS
  - ⚠ Linux based distributions
  - ⚠ Virtual machines
- Screen Resolution**
  - The recommended screen resolution is **1920 x 1080**
  - Minimum resolution is **1024 x 768**
- Screen Scaling**
  - Operating systems do allow you to scale items displayed on screen. Ensure that you have your system scaling set to 100%. More information on scaling can be found on the Knowledge Base.

1

After confirming your computer has successfully passed the system check and downloading the application, locate the ProProctorSetup file in the Downloads folder as shown below:

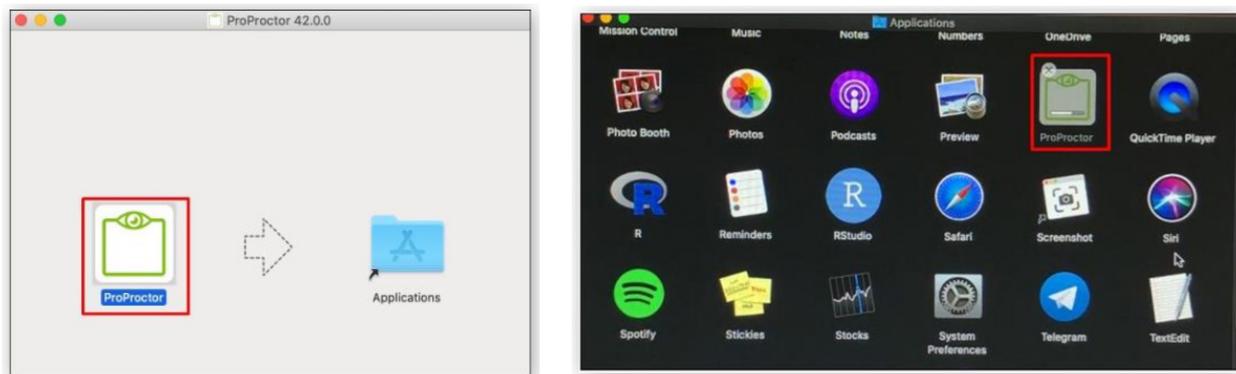


2

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

3

Next, another window will open. You will need to move (drag) the "ProProctor" application icon over to the "Applications folder":



4

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:



5

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



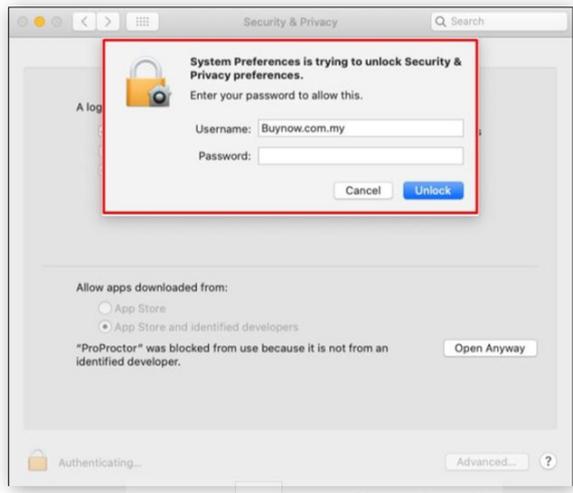
6

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



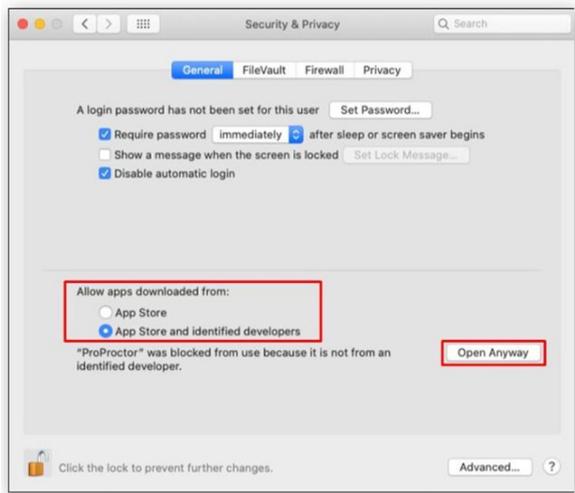
7

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



8

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



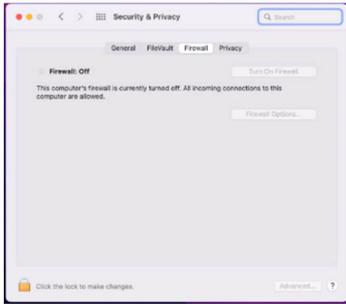
9

Another prompt will open, select "Open":



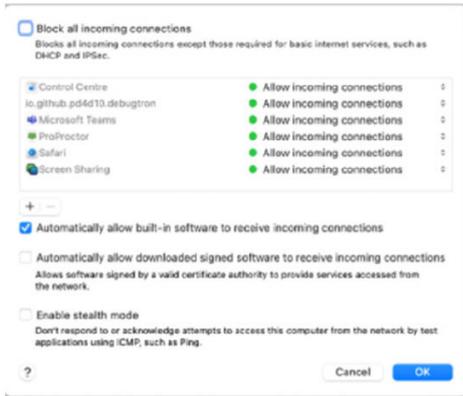
10

Click on the Firewall tab and Turn the Firewall off.



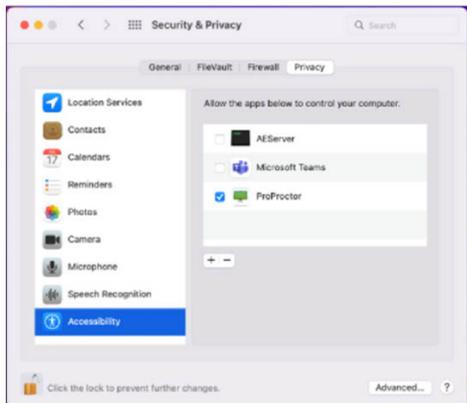
11

If the company does not allow the Firewall to be turned off, then click on Firewall Options button and ensure that the system is allowing incoming connections for the ProProctor application.



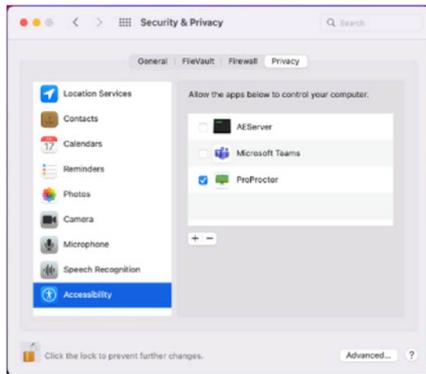
12

Next go to the Privacy tab to add accessibility rules for ProProctor app  
In the left panel select Camera, then on the right side, check the ProProctor app



13

In the left panel select Accessibility, then on the right side check the ProProctor app.



14

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".

If you require further assistance beyond these steps, please access the following link for further information: [\[PPL-TECH005\] ProProctor Software Installation - Mac OS \(prometric.com\)](#)

## Contact Us

### Technical Issues

If you experience a short lag due to a poor internet connection, your exam will continue. If you experience any significant technical issues that cause your connection to drop, and the exam to close, please note that you will **not** be able to restart your exam.

If your exam is terminated, please [contact your instructor](#) who will be able to assist with a rebooking of your exam. A rebooking of the exam will be at full cost.

### Any Further Assistance

If you have any queries, please do not hesitate to contact [our support team](#)

If you would like to leave feedback regarding your experience, please do so [via our feedback form](#)