

APMG International

Taking Your Online APMG International Exam

ProctorNow Candidate Guidance

Candidate Guidance – Proctor Now Examinations

1. Introduction

Thank you for choosing to sit your examination through APMG-International. As you are using the Proctor Now service, please ensure you read the following information to ensure that you are fully aware of the regulations before you sit your examination. **Please note, failure to comply with the regulations during your examination will result in your exam result being voided and no refund will be given.**

2. Using Proctor Now

Before starting your examination you will need to install Proctor Now on your system. You will need full administration rights on your system to install this software. We also advise that you do not use a work network as your proxy settings could block certain add-ons needed for our software.

3. Regulations of Examination

Please note that in addition to the guidance specific to your examination given to you before your exam begins, the following points are a requirement of using Proctor Now: -

Setting up the examination room

- There should be no material relating to the examination on the walls or desk in the room.
- Any books within the room should be closed and away from the desk area.
- The desk area should be clear of any paperwork.
- Do not have any radios/music/television devices on in the background.
- No communication devices, including phones, should be available to you.

Before the examination starts

- You will be asked to show a photo ID – this must be a driving license, passport or military ID card. Your photo should be made clearly visible to the camera. Please ensure you have this ID ready. If you do not clearly provide your ID when prompted, your exam will be voided – please ensure your ID is clearly visible and that the details can be read before confirming that you wish to proceed.
- You will be asked to use the web cam to show a 360° scan of the room as well as your desk, the ceiling and floor area around the desk you are using. Please ensure you show this slowly enough for the camera to be able to pick up on the surroundings. If you do not satisfactorily complete this process your exam will be voided. Ensure that you have a clean desk with no reference materials available.

During the examination

When you are taking the examination, there are several activities which, if seen, will be reported to APMG as suspicious and will lead to your examination result being voided without refund. The list below provides some examples of such activities, but please note other activities may also lead to results being voided:

- Accepting or making phone calls.
- Communication of any kind with organizations/individuals, including instant messaging.
- Use of any other program other than the exam program.
- Wearing/using headsets.
- Talking aloud.
- Other people entering the room - no one else should be in the room with you during the examination.
- Leaving the room.
- Taking notes.
- Reference to any other materials (unless the exam rules specifically allows this).
- Attempting to load other programs on your system during the examination (including viewing documents, web browsing or email access).
- Notification of attempted use of a remote access connection
- Please ensure your webcam is placed above your screen/monitor looking towards you, focussed on your face, for the duration of your exam.
- Other activities, such as repeated movement appearing to suggest reference to exam related materials, will also be reported to us for review. In these instances we may contact you to request clarification on the activity and reserve the right to either void your result or ask you to re-sit the examination.

4. Results

Please note that your results will not be confirmed until we have reviewed the information taken through the Proctor Now system during your examination, which includes the webcam footage and screen captures of your system taken during the exam. The result that appears at the end of your exam is a preliminary result only, subject to the review process. If there are no concerns with your file your results will be issued to you, within 10 working days of your examination. If we have any concerns about the recordings we will be in touch with you or your accredited training organization.

If notification of results is not received by the end of the 10 working day period you may contact either your chosen training organisation or APMG on 01494 452450 for further information.

5. System requirements

In order to give the best possible outcome and avoid any potential issues as a result of system interference, the PC you take your examination from must reach the following minimum requirements –

Operating Systems: Vista or Higher (**Please note Windows XP is no longer supported, we cannot assist you if you are using this operating system**)

Minimum Hardware: Pentium 233 MHz, 64 MB RAM

Browsers:

- Internet Explorer - Versions 8 and 9
- FireFox - All Versions
- Safari - All Versions
- Google Chrome - All Versions
- Opera - All Versions
- Mozilla - All Versions

For MAC –

Operating Systems: MAC 10.7, 10.8 or 10.9

Browsers: Safari (minimum version 5)

PLEASE NOTE: If your system does not meet the minimum requirements please do not proceed with your examination. A system that meets the above criteria is required.

The minimum internet connection speed required for taking the exams is 0.350 Mbps. We strongly recommend you use a wired internet connection to ensure a constant and consistent internet connection. If such a connection is not available, your connection to the exam system may be adversely affected. Please ensure you read the re-connection guidance (at the end of this document) and understand the steps required to resume your exam should you be disconnected.

Please ensure Adobe Flash Player is pre-installed before attempting the below steps, as well as ensuring you have a functioning webcam/microphone attached to your computer. If you have multiple screens/monitors, you will need to restrict your desktop to only one monitor before proceeding. Any remote assistance programs (for example VNC, Teamviewer, Crossloop) will need to be disabled before installing the software; if any such programs are still running during the setup process you will be advised to close them before being able to proceed further.

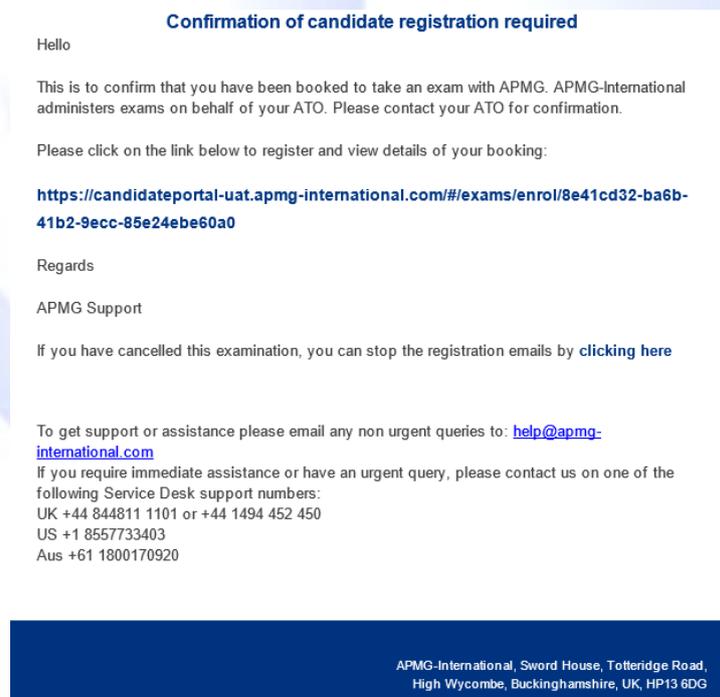
Some networks, due to certain network and proxy settings, will inhibit the software from connecting to the internet at certain points in the enrolment process, specifically the “Show Room” step. This will represent itself as “Error Code: -1000”. When this occurs, it is due to the required internet resources not being available, due to the restrictions on the network being used. If this occurs, please either contact your IT support, or alternatively attempt to use another network to take your exam.

PLEASE NOTE: You will need the relevant admin rights to install the software and related services onto your computer. If you are using a work computer, please confirm you have the appropriate rights to install the software with your IT support.

If you require any assistance or have any queries on the setup process, please contact us on 01494 452450 option 1, or mail help@apmg-international.com or Technicalhelpdesk@apmg-international.com

Examination Enrolment

Step 1. Receiving candidate portal registration mail – Once you receive your registration e-mail simply follow the link to the candidate portal. This will enable you to view any up and coming bookings, as well as view any bookings previously taken using the e-mail you have registered under.



Step 2. Registering your details – Enter the required details as presented.

Register to enter the Portal

Email

Welcome, just a few questions to register you on the portal

Password *

Confirm *

Should you need to contact us, we use the following to identify you

Memorable date *

Memorable word or pin *

Register

Help

If you are having trouble accessing this portal or with any other online issue, please [contact us](#)

APMG-International, Sword House, Totteridge Road,
High Wycombe, Buckinghamshire, UK, HP13 6DG

Step 3. Enrolling for your exam – Click “Enrol” located to the right of your required exam. Important, this is NOT your exam registration, this is your enrolment with APMG to be able to sit the exam. Further registration will be required later on.

Title	Booking Ref Session Id	Date	
PRINCE2® (2009) Foundation Proctor Now TESTAPMGATO	<input style="width: 80px; height: 25px;" type="text"/>	Jan 5, 2015 Not Yet Taken 5 Minutes Ago	Enrol

Step 4. Confirming your details – Enter all relevant required fields accordingly.

Exam Enrolment - Step 1 of 4

Personal Details

Title

First Name

Middle Name

Last Name

Email

Telephone Number

Date of Birth

Exam

Please select the exam you are taking from the lists provided

Qualification

Level

Next

Exam Enrolment - Step 2 of 4

Address Details

Country

Address

Town/City

County/State

Postcode/Zip

Exam Enrolment - Step 3 of 4

Industry

APMG monitor the take up and promotion of this product within our industry and for our internal use, it would be very helpful if you could confirm the sector in which you currently work

Industry Sector

Preferences

Method of contact

Name on certificate Last Name / First Name / Middle Name
 First Name / Middle Name / Last Name
 Last Name / Middle Name / First Name

Special Requirements

If you have special requirements, you will need to supply supporting documents for approval.

Special requirements

Step 5. Completing registration – In order to complete enrolment you will be required to agree terms and conditions of use before proceeding. Please note that if you do not accept the terms and conditions of use you will not be able to proceed.

Should you have any queries regarding the terms and conditions please call 01494 452 450 using option 2 for assistance, and our Customer Interaction Team will be happy to assist you.

Confirmation of Successful Candidate Register Preference

If you do not want your name to be included on the online Successful Candidate Register (SCR) please place a tick in the box below.

- I do not want my results included on the online successful candidate register

Data Protection Statement

APMG run examinations on behalf of other organisations who hold the IP and have overall control of the examination scheme – known as the 'Scheme Owner'. Please note that APMG are obliged to provide information to the Scheme Owner on request so they may also hold records of the candidates who have passed their examinations.

APMG will never pass your information on to any other 3rd party or marketing organisations, apart from the relevant Scheme Owner.

APMG will only contact you with regards to the examination(s) that you have taken with us unless you give permission as per the indications below.

In some instances, the Scheme Owners and APMG would like to use this information to contact you with regards to offers or updates they believe will be of use to you. If you do not wish to be contacted unless it is to do with the examination(s) taken, please tick the box(es) below.

- I have read and agree to the terms within the Data Protection Statement *
- I do not wish to be contacted by APMG unless to do with the examination(s) taken
- I do not wish to be contacted by the Scheme Owner unless to do with the examination(s) taken

Declaration

I apply today to sit the examination for which I have booked and for the associated certification upon achieving a pass in a relevant examination. I confirm that I will comply with the Terms and Conditions of certification as summarised with this form and shown in full on the APMG website or as requested from my invigilator.

I confirm that the information I have given on this form is correct and that I understand and agree to the use of my personal details described within the criteria for certification.

Signature *

Date  *

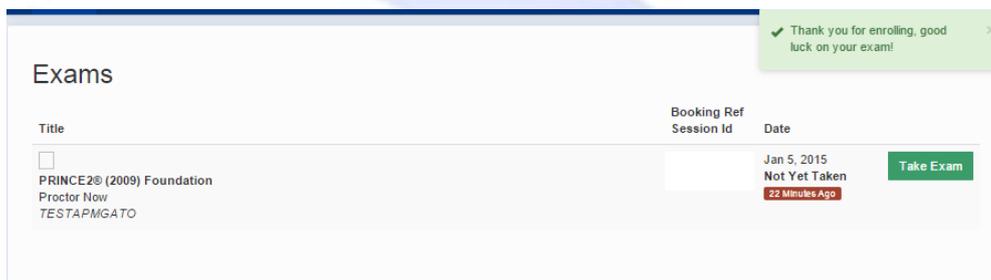
- I have read and agree with the Terms and conditions *

Previous

Next

Step 6. Take your exam – Once enrolled you are ready to move onto taking your exam, simply click take exam to be given a list of options including system checks to ensure your machine is suitable for the exam. It is advisable to register and test your system ahead of time to identify any potential issue before you wish to sit your exam.

If you experience any issues at all please call 01494 452 450 option 1 for assistance

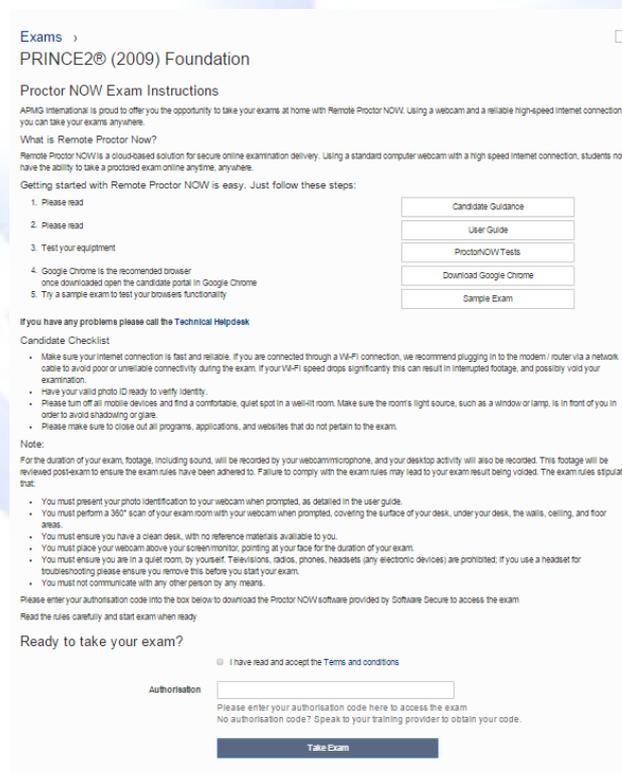


Exams

Thank you for enrolling, good luck on your exam!

Title	Booking Ref Session Id	Date	
<input type="checkbox"/> PRINCE2® (2009) Foundation Proctor Now TESTAPMGATO		Jan 5, 2015 Not Yet Taken 22 Minutes Ago	Take Exam

Step 7. Enter your authorisation code and complete exam registration (see following section “How to register for your Examination”)



Exams > PRINCE2® (2009) Foundation

Proctor NOW Exam Instructions

APMG International is proud to offer you the opportunity to take your exams at home with Remote Proctor NOW. Using a webcam and a reliable high-speed internet connection, you can take your exams anywhere.

What is Remote Proctor Now?

Remote Proctor NOW is a cloud-based solution for secure online examination delivery. Using a standard computer webcam with a high speed internet connection, students now have the ability to take a proctored exam online anytime, anywhere.

Getting started with Remote Proctor NOW is easy. Just follow these steps:

1. Please read
2. Please read
3. Test your equipment
4. Google Chrome is the recommended browser once downloaded open the candidate portal in Google Chrome
5. Try a sample exam to test your browser's functionality

If you have any problems please call the [Technical Helpdesk](#)

Candidate Checklist

- Make sure your internet connection is fast and reliable. If you are connected through a Wi-Fi connection, we recommend plugging in to the modem/router via a network cable to avoid poor or unreliable connectivity during the exam. If your Wi-Fi speed drops significantly this can result in interrupted footage, and possibly void your examination.
- Have your valid photo ID ready to verify identity.
- Please turn off all mobile devices and find a comfortable, quiet spot in a well-lit room. Make sure the room's light source, such as a window or lamp, is in front of you in order to avoid shadowing or glare.
- Please make sure to close out all programs, applications, and websites that do not pertain to the exam.

Note:

For the duration of your exam, footage, including sound, will be recorded by your webcam/microphone, and your desktop activity will also be recorded. This footage will be reviewed post-exam to ensure the exam rules have been adhered to. Failure to comply with the exam rules may lead to your exam result being voided. The exam rules stipulate that:

- You must present your photo identification to your webcam when prompted, as detailed in the user guide.
- You must perform a 360° scan of your exam room with your webcam when prompted, covering the surface of your desk, under your desk, the walls, ceiling, and floor areas.
- You must ensure you have a clean desk, with no reference materials available to you.
- You must place your webcam above your screen monitor, pointing at your face for the duration of your exam.
- You must ensure you are in a quiet room, by yourself. Televisions, radios, phones, headsets (any electronic devices) are prohibited. If you use a headset for troubleshooting please ensure you remove this before you start your exam.
- You must not communicate with any other person by any means.

Please enter your authorisation code into the box below to download the Proctor NOW software provided by Software Secure to access the exam

Read the rules carefully and start exam when ready

Ready to take your exam?

I have read and accept the Terms and conditions

Authorisation

Please enter your authorisation code here to access the exam
No authorisation code? Speak to your training provider to obtain your code.

[Take Exam](#)

How to register for your Examination

Step 1. Receiving examination details - Once you have received your exam authorization code via an email from either APMG or your training organisation you will be able to register on our examination webpage, please see below display of examination details sent via email

Thank you for booking an APMG Exam to be sat using Remote Proctor Now.
Please forward the information below to your candidate(s)

Welcome, and thank you for choosing APMG International!

Included within this e-mail is your official exam information. Please follow the instructions carefully.

First Name	Surname	Email	Exam Auth Code	Exam Type	Product Type	Language	Extra Minutes	Expiry Date	Booking ID	Booking Ref
Your Name	Your Name	your.name@yourmail.com	XXXX-XXXX-XXXX	RemoteProctorNow	XXXX	GB	0	17 Oct 2014	20XXXX	XXXXXXXXXXXXXXXXXXXX

You must have scheduled and completed your exam prior to the expiry date.

Follow the steps below to take your exam.

1. Test your equipment and connectivity - <http://vyscheck.remoteproctor.com>
2. Go to <http://onlineexams.apmg-international.com/Marlin/RPNow.aspx> Read the instructions carefully, input your Authorisation code and register when ready to take the exam.

Download our candidate guidance for further information: [Click here](#)

If you require any assistance with our online exams, please either call us using the relevant telephone number below or email help@apmg-international.com and we will call you back.

UK: +44 (0) 1494 452 450
US: +1 8 557 733 403
Australia: +61 18001 709 20

Press option 1 for Technical assistance.

If you are calling from outside of these countries, simply dial any of the numbers above.

Our Technical Helpdesk is available 24/7, 365 days a year.

Thank you

Step 2. Register - Please visit <http://onlineexams.apmg-international.com/Marlin/RPNow.aspx>. You will need to tick the Terms and Conditions check box/ Candidate Guidance checkbox and the User Guide checkbox and then select “**Start**” If this is the first time you have registered for a Remote Proctor Now exam via APMG-International, please enter your exam authorization code in the relevant field with the email address you have registered with, and select a password.

If you have previously taken a Remote Proctor Now exam via APMG-International, or registered previously, please enter you login details in the relevant fields and select “Log In”. Please see below for reference.

Step 3. Create Login Details

Please choose and enter a user name (select “Check Availability” to confirm your chosen username is available), and enter a password of your choice. Once complete, select “Register” to continue.

Registration:

Please enter all the details below, then click "Register"

Select a User name:

Available

Select a Password: Minimum Length 8 characters. Must include 1 number, 1 upper case and 1 lower case character.

Step 3. Enter Your Personal Details

Please enter your details into the relevant fields – once complete, select “Submit”.

Your details:
* denotes a required field

Personal Details

User Name:

E-Mail Address*:

First Name*:

Surname*:

Please select the order you would like your name to appear on the certificate

First name / Surname (e.g. John Smith)

Surname / First Name (e.g. Smith John)

Step 4. Your Exams

Select “Start Exam” to proceed.

Here are your exams

ITIL Foundation

Do you wish to add another Exam Authorisation Code?

Step 5. System Check

A system check will launch, which will check that your microphone, webcam and network bandwidth meet the requirements to take the exam. Please follow the simple onscreen prompts to proceed through the test. If your system fails the test, please take the necessary steps to ensure your system meets the requirements, as advised by the onscreen notifications. If your system fails the bandwidth test, it may be due to the network/proxy settings your system is using. Please either contact your IT support, or use a different network, if this is the case. You may also have problems if you are using WIFI, please make sure you use an Ethernet cable plugged into your workstation.

 Software SECURE

Welcome to Remote Proctor!

Please click the “Start System Check” button to test your computer.



AUDIO

Microphone Check.



SIGHT

Web Camera Check.



SPEED

Network Bandwidth Check.

Step 6. Select Computer Type

Click on the relevant link/icon to download and install the software on your computer.

Remote Proctor

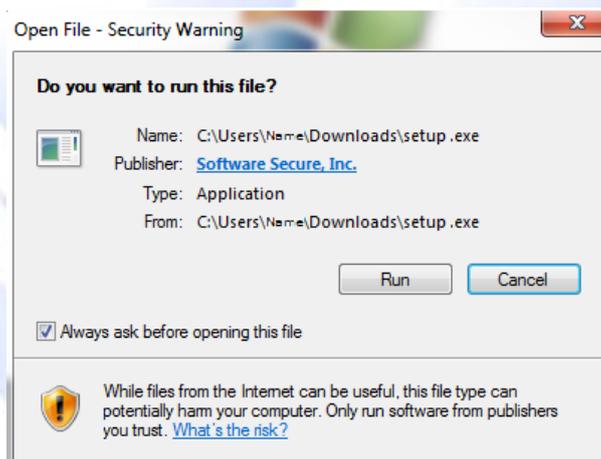
We have detected that you are using a Windows OS.
Please click on the Windows icon to download the software.
If you are using Windows 8, [click here](#) before downloading the software.



Using a Mac? Click [here](#)

Step 7. Download and Install Software

The below window, or something similar, will appear. Choose “Run” when prompted – you may be prompted multiple times.



Step 8. Enter Your Exam Code

Once the software has installed and the application launched, the below screen should appear. Please enter your exam authorization code (the same one used in step 1) and select “Validate” to continue.

Please fill out the Exam Code as provided to you by email.

Exam Code

Step 9. Exam Information

Once validated, confirmation of your exam and its duration should appear. Select “Next” to continue.

Exam Information

Your exam name:

Duration:

Step 10. Adobe Flash Player Settings

Please select “Allow” when this prompt appears.



Step 11. Take User Photo

Please take a photo of yourself, as per the instructions onscreen.



Step 12. Confirm User Photo

If you are satisfied with the photo taken, tick the checkbox to confirm and select "OK" to continue. If you wish to retake the photo, select "Retake Photo".



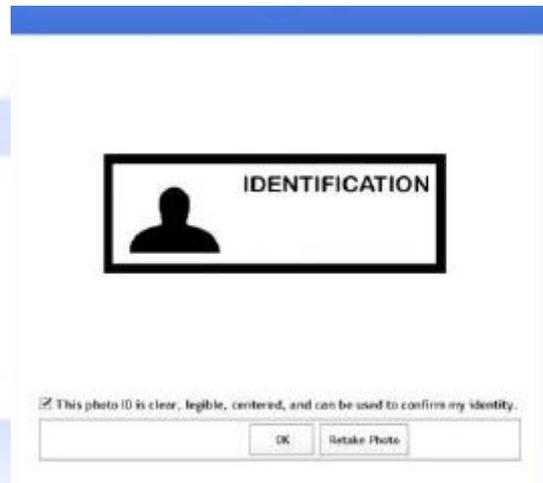
Step 13. Take Photo ID

Please present a form of identification (**this MUST be either a Driving License, Passport or Military ID card – any other ID may lead to your result being revoked**) to your camera, as per the onscreen instructions. When you are ready for the photo to be taken, select "Take Photo Id". The photo taken must be clear and the text readable. If it is not, please re-take and attempt once again. **If the photo taken is not clear, or you have had trouble taking the photo, you can forward the photo onto Software Secure once the examination has finished. They will email you asking for the relevant details.**



Step 14. Confirm Photo ID

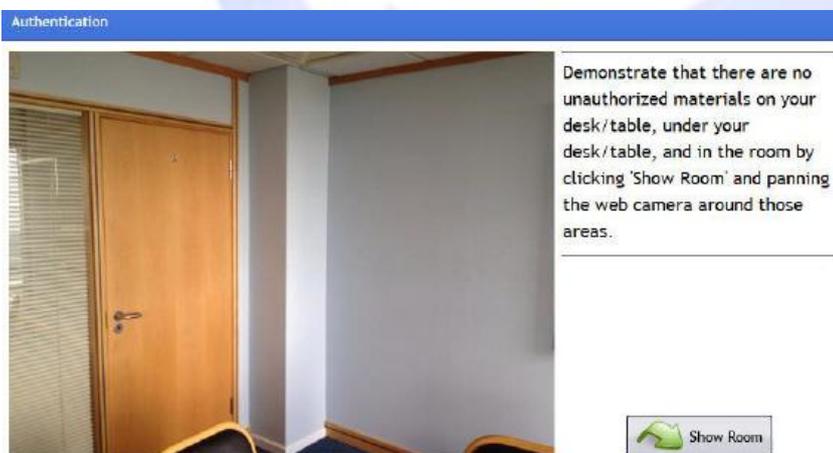
If you are satisfied with the photo taken, tick the checkbox to confirm and select “OK” to continue. If you wish to retake the photo, select “Retake Photo”.



Step 15. Show Room

As per the onscreen instructions, demonstrate that there are no unauthorized materials on your desk/table, under your desk/table, and in the room by clicking “Show Room” and panning the web camera **slowly around those areas**, and 360° around the room. Please select ‘Room Scan Done’ when you have completed the room scan. **If this process is not carried out in full and correctly, your subsequent exam result may be revoked.** Following this, please select the “Continue to Exam” option that will appear.

PLEASE NOTE: Should you encounter a notification that “Error Code: - 1000” has occurred, it is due to the required internet resources not being available, due to the restrictions on the network being used. If this occurs, please either contact your IT support, or alternatively attempt to use a different network to take your exam.



Step 16. Taking your exam

The exam system will launch, with instructions appearing onscreen advising you how to proceed and take your exam. Follow the prompts accordingly, and take your exam.

IMPORTANT NOTE: Once you have finished your exam and your preliminary result has been displayed, close the window by:

- Clicking on the “X” icon in the right-hand top-corner of the screen (if you are using a PC);
- Clicking on the red circle in the left-hand top-corner of the screen (if you are using a Mac).

The below prompt will appear – please select the “End Exam and Exit Program” option to confirm your exit from the exam system. **Your exam session is not complete until you have implemented this - your webcam and microphone will continue to record you, and your system desktop will also continue to be recorded.**



Resuming your Exam

In the event of you losing your connection to the exam system, a “This program cannot display the webpage” message may appear. If it does, please press the F5 key on your keyboard to attempt to reload the exam page. If this does not reload the last question you were attempting, please check to ensure your internet connection is still available.

If you are disconnected from the exam entirely, and the software has shut down, you may attempt to resume your exam. To do so, please visit apmg.remoteproctor.com – this will then start up the process from Step 5 of this user guide. You will need to carry out steps 5 to 15 before re-entering your exam. Your exam time will have continued to count down whilst you have been exited from the exam system.

Contact our Support Desk

If you require any further assistance, please call us using the number below to speak with our Support Desk.

UK: +44 (0) 1494 452 450 Option 1

Support Desk Availability

Our support team operate on a 24x7 basis. If you experience any issues in registering for your exam, qualifying your system through the system tests, or during your exam it self, please do not hesitate to contact us on the above number for immediate assistance.

If you have a general query and do not require an immediate response you may also may help@apmg-international.com, or technicalhelpdesk@apmg-international.com. One of our agents will promptly return your call.