Remote Proctor Now Exam User Guide

This user guide has been created by APMG-International for candidates taking exams using Remote Proctor Now. Please follow the below steps; the screenshots below refer to the ITIL® Foundation exam but are relevant to all other exams sat via Remote Proctor Now.

System Requirements - PC

Operating Systems: Windows XP, Vista, 7 or 8

Minimum Hardware: Pentium 233 MHz, 64 MB RAM

Browsers:

- Internet Explorer - Versions 8 or above
- FireFox - All Versions
- Safari - All Versions
- Google Chrome - All Versions
- Opera - All Versions
- Mozilla - All Versions.

System Requirements - Mac

Operating Systems: MAC 10.6, 10.7, or 10.8

Browsers: Safari (minimum version 5)

The minimum **UPLOAD** speed required for taking the exams is 0.350 Mbps. Your bandwidth capability is measured during the "System Check" stage of the process, where your connection speed is calculated by connecting to a server in Virginia, USA. 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 enrollment 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.

IMPORTANT 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.

Step 1. Register

Once you have received your exam authorization code, please visit www.apmg-ibt.com/rpnow. 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 and select "Register".

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".

Login Details

If you have registered for an APMG Exam before, please enter your user name and password and click "Log In"

User name: [_____]

Password: [_____]

[Log In]

If this is the first time you've registered for an APMG Exam, please enter your Exam Authorisation Code (including the hyphens "-") below and click "Register"

Exam Authorisation Code: [_____]
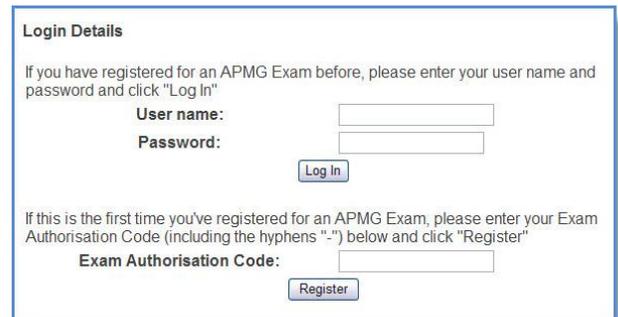
[Register]

Step 2. 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: TestUser1   [Check Availability]

Available

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

[Register]

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: TestUser1

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)

Industry* [Select] [▼]

Step 4. Your Exams

Select "Start Exam" to proceed.

Here are your exams

ITIL Foundation [Start Exam]

Do you wish to add another Exam Authorisation Code?

[_____] [Add]
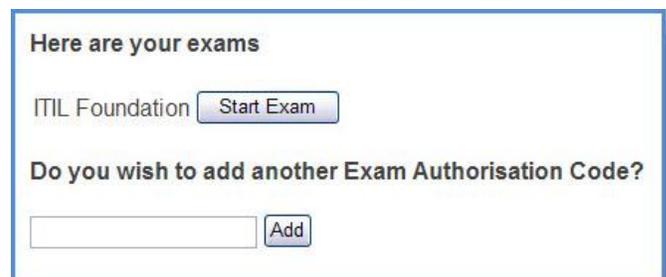
Step 5. System Check

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.

Step 6. Select Computer Type

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

Step 7. Download and Install Software

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

NOTE: The screenshots below are Windows XP representations, other operating systems will differ.

Step 8. Enter Your Exam Code

Once the software has installed and the application launched, the screen on the right 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 [   ]   Validate

Step 9. Exam Information

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

Exam Information

Your exam name: ITIL Foundation
Duration: 60 Minutes

Next

Step 10. Adobe Flash Player Settings

Please select "Allow" when this prompt appears.

Adobe Flash Player Settings

Camera and Microphone Access

apmg.remoteproctor.com is requesting access to your camera and microphone. If you click Allow, you may be recorded.

Allow   Deny

Step 11. Take User Photo

Please take a photo of yourself, as per the instructions on-screen.

Authentication

Please position your face in the center of the box and click 'Take User Photo'. If you do not see yourself, confirm that your camera is working and set up properly. If it isn't, contact the camera manufacturer.

Take User Photo

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".

Please remember that photos which are unclear can result in your examination result being revoked – please ensure your photo clearly shows your face and can be used to identify you, re-take your photo if the lighting is poor, the picture is blurred or the image is unclear for any other reason.

Step 13. Take Photo ID

Please present a form of identification (**this <u>MUST</u> 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 on-screen 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, your result may be revoked.**

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".

As with the photo itself, an unclear ID shot will result in your examination being revoked. Take the time to ensure your ID picture is clear and can be used to identify you against the photo you have shown.
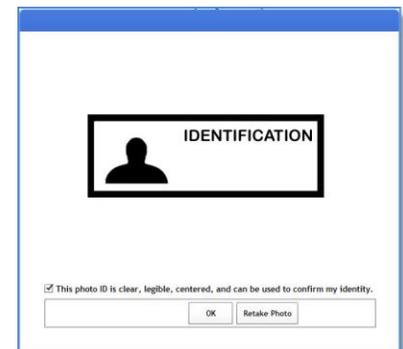
Step 15. Show Room

As per the on-screen 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.** Please note that this is a mandatory requirement for your examination, if your webcam is built into a large or heavy screen that you will find hard to move, we recommend that you use an external camera to complete the required room scan.

Following this, please select the "Continue to Exam" option that will appear.

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.

Please remember that you need to have set up your room so this is suitable as an exam environment. Please note the requirements below: -

- No one else should be in the room with you.
- 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.
- If using a desktop monitor, please ensure you use an external webcam to enable you to complete the 360° room scan thoroughly.
- Please remember to scan the room slowly enough so that the footage is clear to the reviewer.
- Please remember to include in your scan walls, ceiling and floor.

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.

In addition to the specific regulations which will be presented to you before the exam starts, please note the following regulations which will apply to you when sitting the exam. Failure to comply with these regulations will result in your exam being revoked: -

- You should not use any electronic devices during the exam, e.g. phones, headsets, radios, VoIP. (Note – this is not an exhaustive list).
- Do not take any notes during the exam.
- You are not permitted to leave the room during the exam.
- No one else should enter the room whilst you are sitting the exam.

- You should not use a phone during the exam – please put any phones on silent and where possible out of reach. Please do not answer any phone calls received during the exam.
- Do not attempt to load other programmes onto your system during the examination.
- You must not allow or attempt any remote access connections to your system during the examination.
- Using instant messaging services.

Please remember that we record and review the footage of you taking this exam. You must remember to close the Proctor application after finishing the exam, to ensure the recording is stopped. Please ensure that you are appropriately dressed at all times when the camera is running, as APMG retain the right to refuse to view footage which is inappropriate, may be offensive or regarded as obscene.

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.**
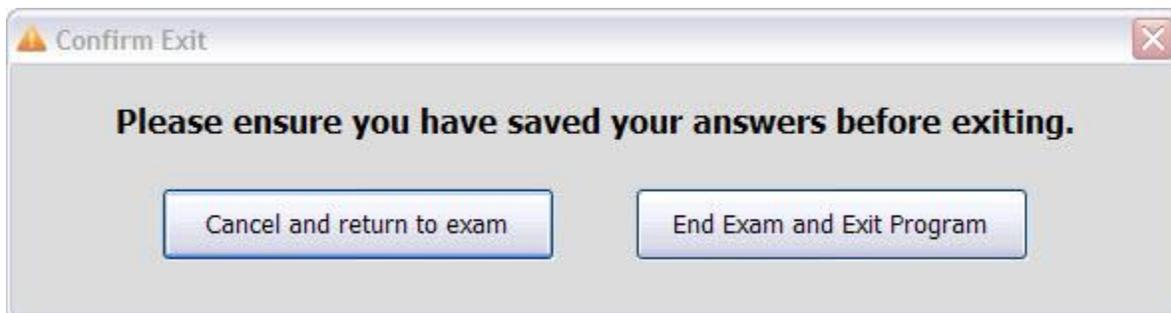
Issue of Results

Please note that any results issued after the exam are **PRELIMINARY** and subject to confirmation by APMG, following review of your video footage throughout the exam session. Failing to ensure the room scans and ID checks are accurately completed or breaching any of the exam rules will result in your exam being revoked.

Confirmed results will be issued to you within 10 working days after your exam date.

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 relevant number below to speak with our Support Desk. You will be diverted to the relevant support team that is available at the time.

UK: +44 (0) 8448 111 101

US: +1 8 557 733 403

Australia: +61 18001 709 20

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

Support Desk Availability

Our support service is unavailable from 6:30am GMT to 8:30am GMT Monday to Friday, and from 9:30pm GMT to 9:30pm GMT Friday to Sunday. If calling during these times, please leave a message stating your name and contact telephone number - APMG-International will then contact you to assist once our support service has re-opened.

These are our standard Support Desk opening hours; during national holiday periods they are subject to change. Support availability may be restricted on UK, US and Australia national holidays.