

The image features a large, stylized background graphic of the letters 'HRPA' in a light blue color. Overlaid on this is a dark blue horizontal bar containing the HRPA logo and name. To the right of the bar, there are large, bold black letters 'HR' and a large black letter 'P' that is partially cut off by the right edge of the image. The background is a solid light blue color.

**HR
PA**

**Human
Resources
Professionals
Association**

**Remote Proctoring for HRPA's
Certification Exams in 2021**

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On-Demand Webinars

Our previously aired regulatory and how-to webinar series can be found on the **Regulatory Webinars** page of our website

- Listen to recording
- Download the power point slides
- View the Questions & Answers

Housekeeping

- Webinar will be recorded and posted online
- This webinar is NOT eligible for CPD
- We will post the transcript of the Q&A online afterwards with the webinar

Questions Involving Specific Individual Circumstances

- This webinar is not the appropriate place and time to address specific individual circumstances
- Sometimes the correct answer depends on details that are not provided with the question
- Please contact the Office of the Registrar registrar@hrpa.ca or exams@hrpa.ca with questions involving specific individual circumstances

Agenda

- Technical Requirements
- Testing Environment Requirements
- ProProctor Candidate Assessment Tools & Resources
- Accessing your Exam
 - System Readiness Check
 - Downloading & Installation of ProProctor
 - Launching your Exam
- Process to Follow
 - Prometric Readiness Agent vs. Proctor
- Common Technical Issues
- How to Engage Prometric Technical Support
- How to Engage the “Bot”
- Communication from HRP A and Prometric

Technical Requirements

In order to write an exam in an online format, candidates must ensure they have access to the following:

Laptop/Desktop – device must be plugged in directly into a power source, unattached from a docking station

Tablets are not compatible or permissible devices for launching the exam

Screen Resolution – 1024 x 768 is the minimum resolution required

Operating System – Windows 8 or higher/MacOS 10.13 or higher

Web Browser – Current version of Google Chrome

Internet Connection Speed – 0.5mb/s or greater

Wi-Fi Connection – please position your device where you can receive the strongest signal and for best experience use an ethernet cable to connect directly to the router and make sure there is no additional load on your Wi-Fi connection from other users, such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to Prometric's system (your exam).

Please ensure you are connected to your home network and have enough bandwidth available to maintain a steady internet connection. i.e. avoid using unsecure, free Wi-Fi and close any streaming devices.

If candidates require technical support with launching their exam or if they have questions about the technical requirements, please visit: <https://ehelp.prometric.com/proproctor/sl>.

Testing Environment Requirements



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.



ProProctor Candidate Assessment Tools/ Resources

HRPA online delivery page

<https://www.hrpa.ca/designations/hrpa-online-examination-delivery/>

ProProctor Candidate page

<https://www.prometric.com/proproctorcandidate>

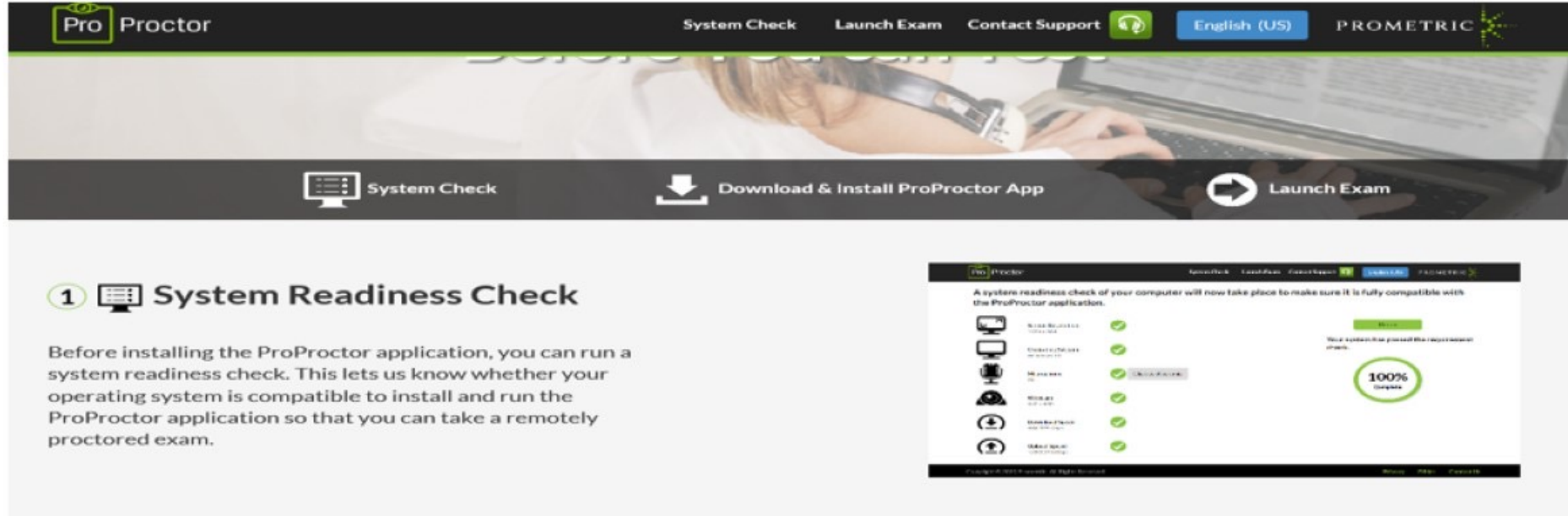
▪ ProProctor User Guide – <https://www.prometric.com/sites/default/files/2019-10/PrometricProUserGuide.pdf>

▪ View the video of **“What to Expect”** – This will provide a step by step on what to expect on test day

▪ <https://ehelp.prometric.com/proproctor/>

- FAQs
- Documents & Manuals
- Chat Support


System Readiness Check



The screenshot shows the ProProctor website with a navigation bar at the top containing links for System Check, Launch Exam, Contact Support, a language selector for English (US), and the PROMETRIC logo. Below the navigation bar is a hero section with three main buttons: System Check, Download & Install ProProctor App, and Launch Exam. The System Check section is highlighted with a large number 1 and a monitor icon. The text below reads: "Before installing the ProProctor application, you can run a system readiness check. This lets us know whether your operating system is compatible to install and run the ProProctor application so that you can take a remotely proctored exam." To the right of this text is a screenshot of the system readiness check interface, which displays a list of system requirements with green checkmarks indicating they are all met. A large green circle on the right side of the interface shows "100% Complete".

1 System Readiness Check

Before installing the ProProctor application, you can run a system readiness check. This lets us know whether your operating system is compatible to install and run the ProProctor application so that you can take a remotely proctored exam.



The screenshot of the system readiness check interface shows a list of system requirements on the left, each with a green checkmark indicating it is met. The requirements include: Windows 10 (64-bit), 64-bit Processor, 4GB RAM, 10GB Free Space, Webcam, Microphone, and Internet Connection. On the right, a large green circle displays "100% Complete".



2 ProProctor Application

Download and install the ProProctor application for taking a remotely proctored exam.

 Live Video Monitoring

 Alerts

 Quick Validation

 Secure Authentication

Downloading and Installing the ProProctor Application

1. System Readiness Check – before installing the ProProctor application, you should run the [System Readiness Check](#). This check confirms whether your computer can install and run the ProProctor application so that you can take your exam.
2. Download & Install the ProProctor Application – once the System Readiness Check has been performed and your computer meets the minimum requirements, you are ready to download and install the ProProctor application that delivers your exam. Follow the instructions provided here: <https://rpcandidate.prometric.com>.

Launching your Exam

To launch your exam, please enter your 16-digit **Appointment Confirmation Number** found in your confirmation email and **the first four (4) letters of your last name/surname**. You should launch your exam 15 minutes before the scheduled start time so that you can complete the inspection of your testing environment and help avoid any delays in starting your exam.

Note: It is recommended that you do a system check at least 24 hours before your schedule exam date to ensure you are ready to test.

If you are having trouble launching your exam you need to engage Prometric technical support through the bot.

Prometric Readiness Agent vs. Proctor

Prometric Readiness Agent (video & chat)

- ID verification
- Candidate detail confirmation
- Environment scan
- Candidate person check
- Exam rules

**** does not supply tech support**

Prometric Live Proctor (Chat Only)

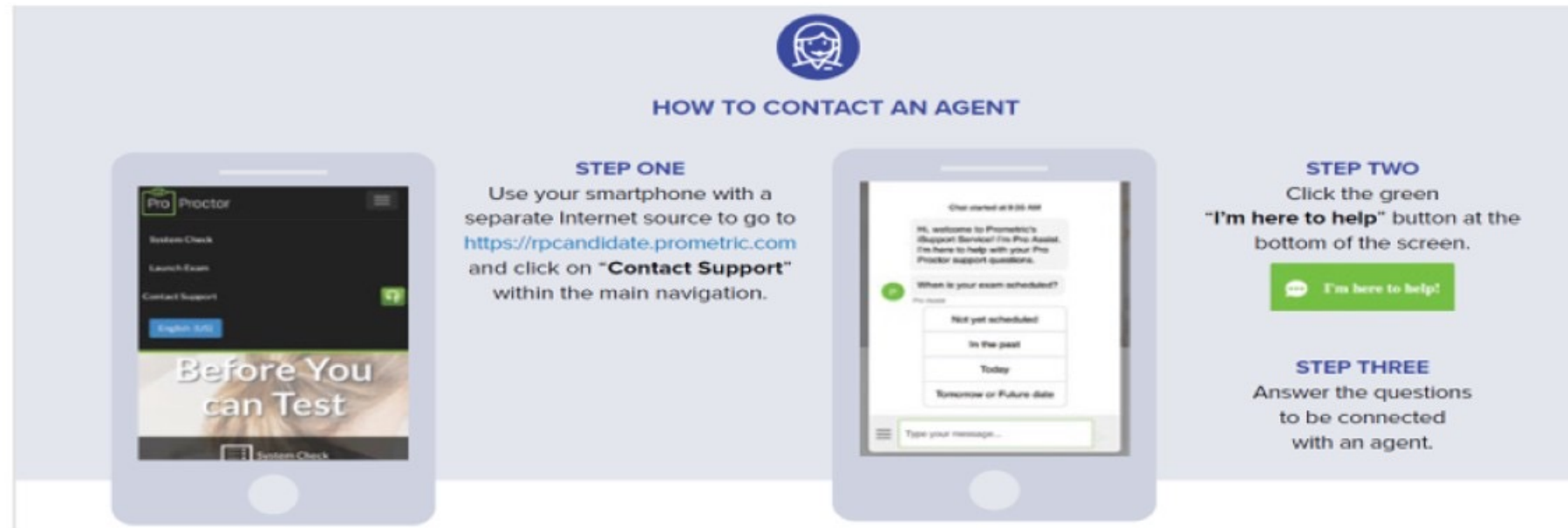
- Live Proctoring
- Questions on exam platform via chat
- Breaks and Rules
- Escalation to Security Agent (if needed)

**** does not supply tech support**

Common Technical Issues

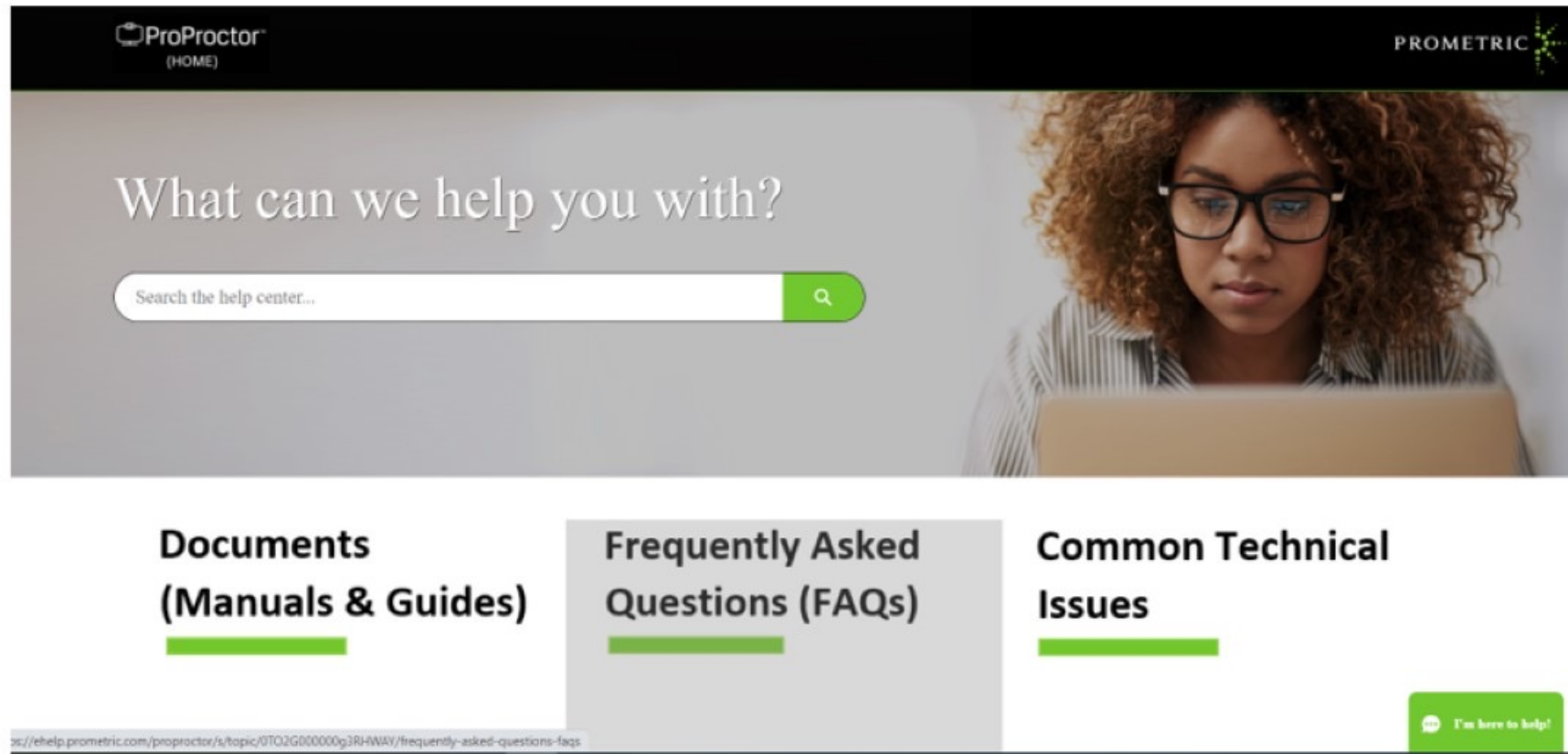
ERROR MESSAGE	DESCRIPTION	HOW TO RESOLVE
BB01030	Occurs when an unknown exception is preventing an exam from launching.	<ul style="list-style-type: none"> Exit the window or application, wait 90 seconds, then try to launch the test session. Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again. Uninstall and reinstall the candidate app. Reboot the computer and try launching again. As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB01040	Unexpected disconnect from the application. Usually stems from the following: <ul style="list-style-type: none"> Poor or non-functioning network or Internet connection. Down servers or other server-side issues. 	<ul style="list-style-type: none"> Confirm Internet connection is on. Verify ISP speed meets the minimum requirement by re-running the system check on the website. Consider using a hardwired connection instead of Wi-Fi. Try to launch test session again after waiting at least 90 seconds. As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB01045	Like BB01040, this generally occurs when there is an Internet connection interruption on the test taker's end.	<ul style="list-style-type: none"> Confirm Internet connection is on and working. Verify ISP speed meets the minimum requirement by rerunning the system check on the website. Consider using a hardwired connection instead of Wi-Fi. Try to launch test session again after waiting at least 90 seconds. As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB02020	Occurs when the application has previously been opened and an attempt is made to relaunch too quickly.	<ul style="list-style-type: none"> Exit the window or application, wait at least 90 seconds, then try to launch the test session again. Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again. As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).

How to Engage Prometric Technical Support – Smartphone

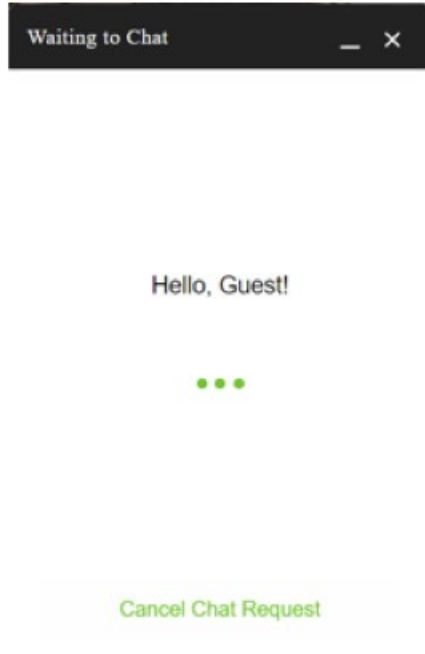


How to Engage Prometric Technical Support – Computer

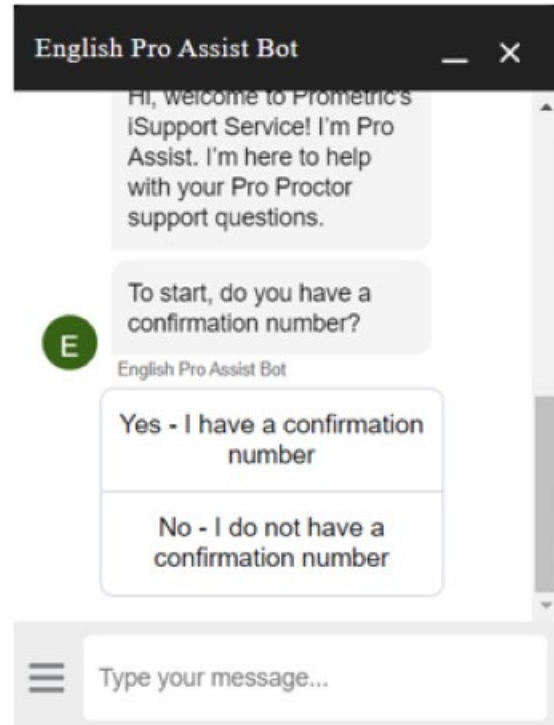
- For self-guided troubleshooting, consider using the ehhelp page (<https://ehelp.prometric.com/proproctor/s/>) to search for common technical issues.
- If issues persist, click the green button that says “I’m here to help!”



Engaging Tech Support – the “Bot”



- The button will expand into a chat window and advise if there is a queue, and if so, what place you are in line.



- This can be accessed from your phone if you do not want to exit ProProctor from your computer to engage tech support.
- Once you have advanced from the queue, the system will ask if you would like to proceed in English or French.
- Upon language selection, it will begin asking you a series of leading questions.

Communication from HRP A & Prometric

HRPA

- **Email: Confirmation of Payment & Registration & Eligibility (also contains exam rules and regulations)**
- **Email: Last minute reminders (including ruled and regulations, information on remote proctoring, how to engage tech support)**
- **Email: Confirmation of receipt of transcript**
- **Website www.hrpa.ca – knowledge exam pages, employment law exam pages and online delivery pages**

*****Ensure you check your junk mail and identify HRP A as a safe sender**

*****HRPA is NOT tech support**

Prometric

- **Email: Confirmation of your Exam Appointment (information on date, time and location of your exam plus how to use remote proctoring)**
- **Email and phone reminders of upcoming appointments**
- **Email and phone: Cancellation and displacement notices of your exam appointment**
- **ProProctor Candidate webpage**
- **Candidate Care by phone**
- **Tech support – through the bot**

*****Ensure you check your junk mail and identify Prometric as a safe sender**

Q&A period with HRPA and Prometric