



Human Resources
Professionals
Association

Troubleshooting Tips For Remotely Proctored Exams

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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 with questions involving specific individual circumstances

Agenda

- ▶ Technical Requirements
- ▶ Testing Environment Requirements
- ▶ ProProctor Candidate Assessment Tools
- ▶ 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

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 7 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/s/>.

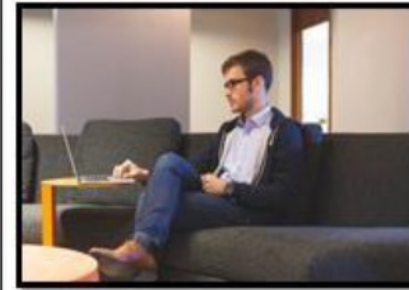
Testing Environment Requirements



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.



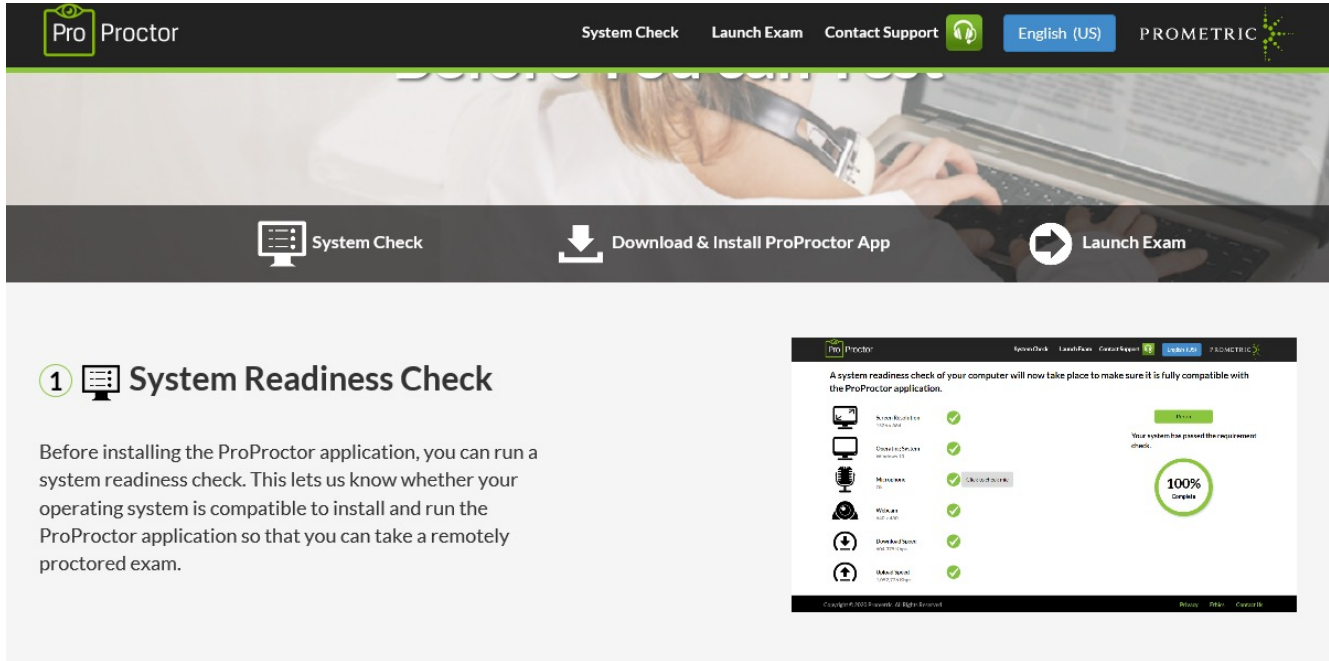
ProProctor Candidate Assessment Tools

- ▶ ProProctor Candidate page

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

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

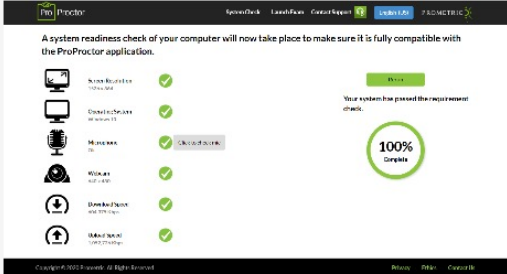
System Readiness Check



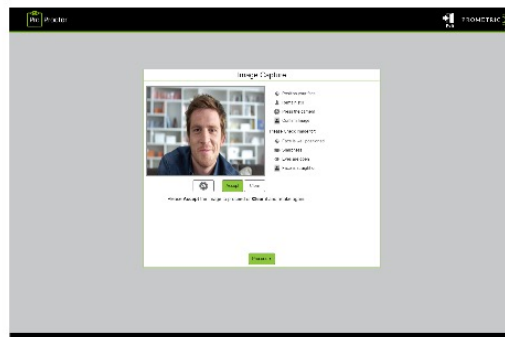
The screenshot shows the ProProctor website interface. At the top, there's a navigation bar with the ProProctor logo, links for System Check, Launch Exam, and Contact Support, a language selector for English (US), and the PROMETRIC logo. Below this is a hero section with a background image of a person wearing a headset and typing on a laptop. Three main buttons are visible: System Check, Download & Install ProProctor App, and Launch Exam. The System Check section is highlighted with a large number 1 and a computer icon.

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 shows the results of the System Readiness Check. It lists various system requirements with green checkmarks indicating they are all met. A large green circle in the center displays '100% Complete'. The requirements listed include: System Requirements, Operating System, Webcam, Microphone, Network, Download ProProctor, and Install ProProctor. A 'Pass' button is visible at the top right of the results section.



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 engage technical support though the bot.

Prometric Readiness Agent vs. Prometric Proctor

Prometric Readiness Agent (Video & Chat)

- ID Verification
- Candidate detail Confirmation
- Environment Scan
- Candidate Person Check
- Exam Rules

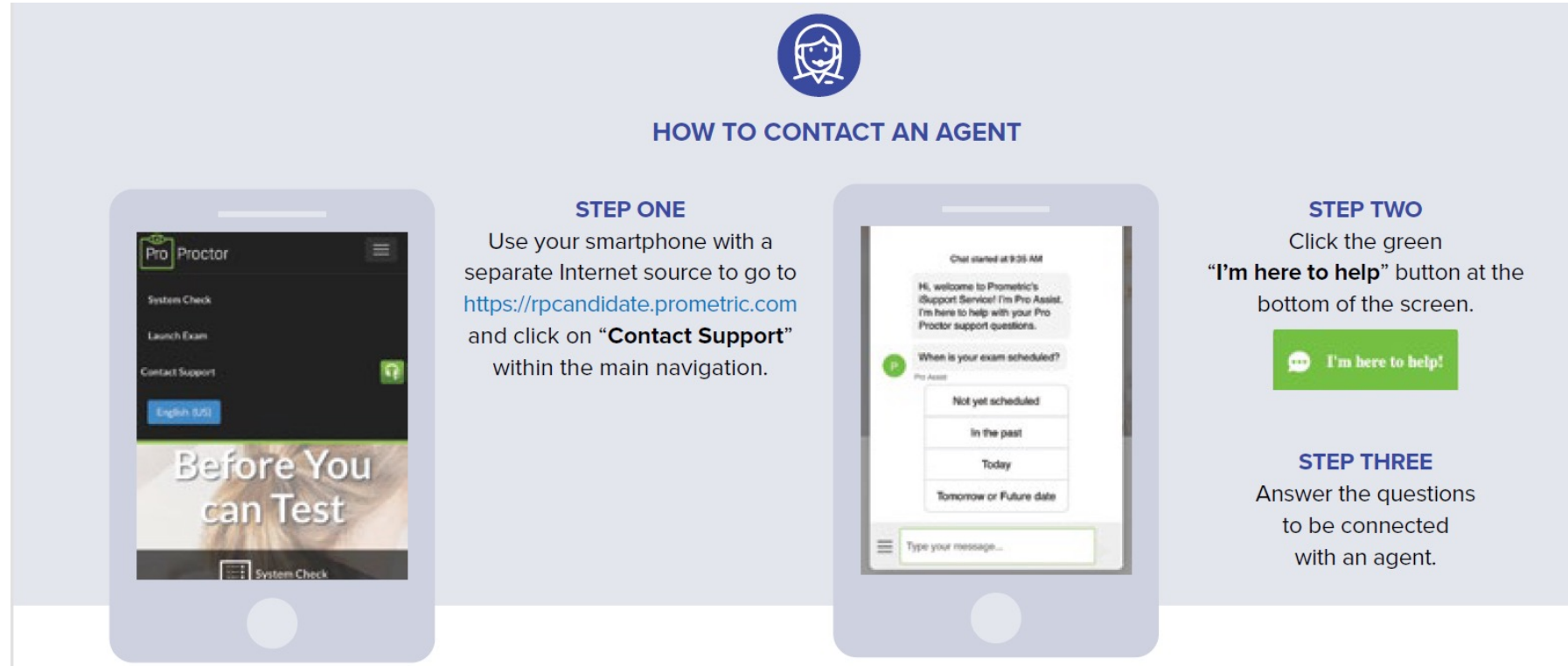
Prometric Proctor (Chat only)

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

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



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://ehelp.prometric.com/proproctor>).

How to Engage Prometric Technical Support

- ▶ If you experience technical difficulties trying to launch your exam or while completing your exam, do the following:
- ▶ Visit: <https://ehelp.prometric.com/proproctor>
- ▶ Engage with the bot to begin the troubleshooting process:

For candidates experiencing issues launching their exam, type the following sequence in the chat box with the bot:

- Today
- Launching Exam
- Yes
- Yes
- Yes
- No
- No (system asks if they are testing IRS exam)
- 16-digit Appointment Confirmation Number

For candidates who were disconnected from their exam, type the following sequence in the chat box with the bot:

- Today
- Disconnected from exam
- Yes
- Yes
- No
- No (Bot doesn't currently ask about IRS in the disconnects workflow but will be updated shortly)
- 16-digit Appointment Confirmation Number



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Suggestions for webinar topics?
Feedback?
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