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**Webinar presented by Human Resources Professionals Association
OOTR – Remote Proctoring for HRPAs Certification Examinations in 2021
February 9, 2021**

With COVID-19, I haven't had an opportunity to go to Service Canada to change my address, if my address on my government ID does not match what I have on the HRPAs will that present a problem?

No, it will not as we will accept the expired ID as it aligns with Service Canada Protocols. The ID must have not expired prior to March 1st, 2020 to be accepted.

If I have another lockdown browser installed will that cause a conflict?

If another lockdown browser is enabled, please disable it as it may prevent ProProctor from launching successfully. ProProctor uses its own lockdown technology to ensure that no other applications or software can be accessed during the exam.

Is wearing a hijab okay?

Religious attire and/or headwear are acceptable and are permitted. It will be subject to inspection, but you will be allowed to keep it on during your exam.

To the topic of bookshelves, I live in an apartment and my bookshelf is next to my desk. There are no papers that I will be able to see information but there are binders, etc. and I would be unable to move everything. Is that fine?

The recommendation is to cover the bookshelf with a sheet so nothing is visible and to remove as much of it as you can to another room.

What are the camera requirements?

You must have a functioning webcam. It can be an internal or external webcam.

Do we only have one fifteen-minute break throughout the entire time, including bathroom breaks? Can we eat during the exam?

Yes, you only have one optional 15-minute break and it can be used for washroom breaks or to grab something to eat and/or drink. You cannot access any non-permissible items during your break and that includes textbooks, course notes, study material or access content through the internet.



Human
Resources
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Association

Can I plug my laptop to a surge protector?

Yes, that is acceptable.

Can I write my exam on a desktop?

Both a desktop computer and a laptop are acceptable technologies. Tablets cannot be used as they are not compatible with the software.

Can I use a docking station with a monitor?

No, docking stations are not permitted.

If your internet cuts out and you need to reschedule, do you have to rewrite the entire exam, or will it save to when it cut out?

You will need to reschedule, and you will re-write the entire exam again.

If I am doing my exam in my working environment where there are papers, etc. in the background/on boards, will that be a problem?

Yes, it will, you will need to remove the papers and any background information on the boards.

I will be sitting in a living room and my family member will be sitting in a bedroom. We will be sitting in a separate room for the duration of the exam. Can my family member go to the bathroom or visit kitchen (if that is needed) which is in the corridor that is linked to the living room?

That is permitted if they do not enter the living room while you are taking your exam.

Can we login now and check we are able to write exam and system is working fine?

You cannot launch your exam until the day of your exam; however, you can conduct a System Readiness Check to ensure your system is in working order.

Is Google Chrome the only compatible browser? Is Mozilla Firefox compatible?

Yes, you must use Google Chrome as your browser. Other browsers are not compatible.

What happens if you cannot get back into the exam even after going through the tech support? Would I be given a chance to write the exam again?

Yes, and you would reach out to Kelly or Thomas to have them assist you with rescheduling your exam.



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Resources
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My computer locks after 10 minutes of inactivity. Will that be a problem when I take my break during remote proctoring?

You will have to update the sleep settings on your desktop or laptop so that it does not go to sleep at all or set it for a longer period.

If I have problems such as Wi-Fi, and must start contacting support, does the time for the exam continue? Or will the time resume once I regain access to the exam?

You will not lose time and once you regain access to the exam you will start where you left off.

The confirmation number needed to engage tech support, is the same as the 16-digit appointment confirmation number needed to launch the exam?

Yes, they are the same number.

How does household sounds play into the proctoring? For example, footsteps from the floor above, or family's voice carrying over into the room I am taking the exam in.

That does not usually pose a problem, however, if the proctor does hear voices in the background, they may ask you to verify where they are coming from and why. Therefore, we recommend you taking your exam behind a closed door.

After going through the whole registration process and we have the appointment confirmation number, when should we download and install the ProProctor application? On exam day or any time before?

You should install the application ahead of time and do not wait for exam day to do this. You want to ensure that your system can download the application. You need to have registered and scheduled your exam before you are able to download and install the application.

Do we need to remove an extra desktop from the room which is not being used during the exam?

No, that is not necessary as long there is nothing within reach or your sightline that would contain any of the non-permissible items. However, the extra desktop cannot be under the desk or table you are writing your exam if it is not being used for your exam.

What does it mean that it will be treated as an irregularity and considered an HRPA investigation if we must go to the washroom during the exam?

As breaks are not permitted during either of the Exam Content Sections, leaving the room you are writing your exam in during either of the sections would be a reason for the proctor to flag



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it and include it in the report to HRPA. HRPA may then reach out to you to enquire why you had left the room during your exam outside of the established break time.

Can we have coffee in a clear mug? Or is water the only beverage allowed?

Candidates are permitted any beverage if it is in a clear bottle or glass.

If I write notes on the white board from Exam Content Section 1, will the notes be transferred over to Exam Content Section 2?

Yes, the notes that you write on the virtual whiteboard will carry over from Exam Content Section 1 to Exam Content Section 2.

I downloaded the ProProctorSetup.exe file and installed it but nothing happens after that. Where is the software installed to? I cannot find where it installed to.

The software is installed in whichever folder you decided to install it in after downloading it. If you have downloaded and installed the ProProctor application, no further action is required until the day of your exam where you will then be able to launch your exam.

You mentioned having a webcam to do the environmental scan. I have a built-in camera onto my computer. Would I still need a webcam?

If your laptop has an internal webcam, that is acceptable. Please note that you will have to move your laptop around during the environment scan for the Prometric Readiness Agent to verify your surroundings.

Can we leave the exam room and eat something during the break?

Yes, you are permitted to leave the room on your break to use the washroom and/or eat. Please note that upon returning from your break, you will have to have another environment scan performed.

I do not have administrative access but need to use a company laptop for the exam. What program should I be asking my IT department to approve? Is there any way to test this in advance?

Your IT Department should give permission to your system for the download and installation of ProProctor. Please note that any firewalls or VPNs preventing the download, installation and/or launch of your exam must be disabled.



Will I be able to move through questions freely?

Yes, candidates can move through each of the two Exam Content Sections freely. You can flag questions to go back to later, as well as review your answers in the section you are currently working in. Please note that once you have completed Exam Content Section 1 and submit your answers, you cannot go back to review or change your answers once your 15-minute optional break begins, and once you are in Exam Content Section 2. The same applies once you have submitted your answers to Exam Content Section 2.

Can you skip your 15-minute optional break, and continue with the exam?

Yes, the 15-minute break in between each of the Exam Content Sections is optional. However, this is the only break that candidates get during their exam.

Can you use a notepad or calculator to work out questions (if there are math questions on the exam)?

A virtual whiteboard will be provided to you that is embedded into the exam platform for candidates to write any notes on. A virtual basic calculator is also provided within the exam platform.

Microphone on headset; is that allowed, or do I need to buy a separate microphone?

Headsets are not permitted during the exam. Thus, you will have to use your speakers to listen to any communication, and a microphone that is either embedded into your laptop or an external microphone that sits on the table.

How would I sign up for system readiness check?

Candidates can perform the System Readiness Check to verify if their system is compatible with remote testing here: <https://rpcandidate.prometric.com/>.

Do you have to write in a separate room (my desk set up is in the main living area of our condo)?

It is recommended that candidates test in a closed room to reduce any noise or distractions and to maintain a secure testing environment. If you cannot secure a closed space, please place drapes, curtains, or sheets in any walkways to create an enclosed space.



To confirm, we can use our laptops or our cell phones to engage technical support on the day of the exam?

If you must contact ProProctor technical support via the bot, you may do so by exiting the exam platform and using your laptop, or engage the bot using your smartphone. Please note that phones are not permitted in the same room that you are testing in.

For the environment requirements, can there be a bookshelf six feet away from desk. Also, can I have my laptop riser on my desk? This creates a space under my laptop.

If there is a bookshelf in the room that you are writing your exam in, place a sheet or blanket over it. Laptop risers are not permitted; laptops must remain directly on the desk where the candidate is sitting at.

Are laptop cooling fans/pads and an external wireless mouse allowed?

Laptop cooling fans or pads are not permitted. Laptops cannot be docked to any type of device or on top of anything other than the table or desk a candidate is writing their exam at. The use of a wireless mouse is permitted.

Is it okay for me to utilize my laptop to write the exam, but have an HDMI cord connected to a monitor so I can view the exam on my external monitor?

An external monitor connected to a laptop is permitted. However, the laptop must remain closed as only one monitor is permitted.

If I were to finish, for example, the first part of the exam before the allotted time limit expires, I assume we are required to still stay seated where we are waiting until the time limit officially ends?

If a candidate completes either of the Exam Content Sections before the allotted time expires, they may submit their answers and advance through their exam. You do not need to wait for the time to lapse completely prior to moving on.

Can we go back to change the answers that are saved? Or does it get auto saved once we move forward and cannot be changed?

Answers are saved automatically within the exam platform. You can flag questions to go back to later, as well as review your answers in the section you are currently working in. Please note that once you have completed Exam Content Section 1 and submit your answers, you cannot go back to review or change your answers once your 15-minute optional break

begins, and once you are in Exam Content Section 2. The same applies once you have submitted your answers to Exam Content Section 2.

What do I do if my internet disconnects during the exam?

If a disconnect happens, please engage the ProProctor technical support bot if you are experiencing issues reconnecting or relaunching your exam. HRPAs does not provide troubleshooting or technical assistance for these exams. Please ensure that you first engage the bot for any technical assistance that may be required.