# Remote Proctoring Quick Reference and Troubleshooting Guide

**CAPR** | **ACORP**
Canadian Alliance of Physiotherapy Regulators | Alliance canadienne des organismes de réglementation de la physiothérapie

## BEFORE EXAM DAY:

1. **Download this document** to your smartphone for easy access, in case you encounter issues.

2. **Prepare your test room:**

   a) Make sure the wall behind you is bare (remove photographs, art, clocks, calendars, etc.) or cover the wall with a sheet.

   b) Remove or cover distracting items such as bookcases and office supplies and equipment.

   c) If you cannot easily move your webcam, have a small mirror with you (at least 10 cm x 10 cm) to help with the environmental check.

   d) Make sure you have your 16-digit confirmation number, Surname Characters on hand (in an email is fine), as well as valid ID.

   e) Prepare a "Do Not Enter" sign for posting on the door to your testing space.

   f) Disconnect all additional devices from your computer except:

      a. an external web camera (if using)

      b. blue tooth mouse and/or blue tooth keyboard (if using)

3. **Prepare your computer:**

   a) Plug your computer into a power source.

   b) Connect your computer to a stable, wired internet connection, using an ethernet cable OR if using WiFi, set up your computer where the signal is strongest.

   c) Turn off Google Chrome pop-up blockers.

   d) Set your screen resolution to minimum 1024 x 768 (recommended is 1920 x 1080).

   e) Set your text size to 100%.

   f) If possible, ensure that all other devices and users are disconnected from your network.

   g) Complete the System Check here: https://rpcandidate.prometric.com/Home/SystemCheck

   h) Download the ProProctor application here: https://rpcandidate.prometric.com/

## ON EXAM DAY:

| PERMITTED ✓ | • Valid ID—Canadian or foreign passport, Canadian driver's licence or Canadian Permanent Resident card<br>• Eyeglasses (if required)<br>• Medications (no packaging or paper inserts allowed)<br>• One clear, plastic water bottle, label removed<br>• Two facial tissues |
|---|---|
| PROHIBITED ✗ | • Notebook, paper, pen, highlighter*<br>• Food and beverages (other than water)<br>• Hair accessories (unless worn for religious reasons), hats, outerwear<br>• Jewelry and watches<br>• Purse, wallet, briefcase, bag<br>• Smartphones,** cell phones, calculators, electronic devices and wearable technology |

\* You will have access to the **Scratchpad** feature in ProProctor, which allows you to take notes.

\** Keep your cell phone outside of your testing room to retrieve and use in case of a computer issue.

## LAUNCHING YOUR EXAM:

1. **Launch your exam here:** https://rpcandidate.prometric.com/Home/LaunchExam, at least 30 minutes before your exam and no later than 15 minutes before your exam. Please note launching your exam earlier than 1 hour from your alloted appointment may cause a potential error in your exam appointment.

2. **Enter your Confirmation Number and Surname Characters.**

3. **Wait in the virtual queue.** You may be asked to wait in the queue twice after launching your exam:
   - First, when a Readiness Agent (RA) connects with you for check in; and,
   - Second, after check in, but before a Proctor connects with you to begin the exam.

4. **Begin your exam—good luck!**

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## TROUBLESHOOTING:

**1. If the RA or Proctor does not connect with you after 30 minutes of waiting in the queue:**

- <u>Do not</u> close the application—you will lose your place in the queue.
- Retrieve another device (such as your smartphone) and contact **Prometric's Global Help Desk** here: https://ehelp.prometric.com/proproctor/s/
- When the issue has been resolved, place the device outside of your test room.

**2. If you cannot launch your exam:**

- Contact **Prometric's Global Help Desk** here: https://ehelp.prometric.com/proproctor/s/
- Wait until the pop-up chat window reads:

  💬 I'm here to help!

- In the chat window, respond to the sequence of questions as follows:
  - When is your exam? **Today**
  - At what stage of the exam are you currently in? **Launching exam**
  - Are you aware of the exam launch process? **Yes**
  - Are you facing an issue or error? **Yes**
  - Have you gone through the FAQ/Common Technical Errors section? **Yes**
  - Have the FAQ/Common Technical Errors helped you solve the problem? **No**
  - Let me connect you with one of our agents. While you wait, please provide some basic information. What is your exam Confirmation Number? **16-digit Confirmation Number**

**3. If you run into a technical issue, but still have contact with your Proctor:**

- Contact your Proctor using the ProProctor Chat feature and tell your Proctor about the issue.

**4. If you get disconnected from the testing platform or the testing platform is unresponsive:**

1. Close the browser window.
2. Re-launch Google Chrome.
3. Go to the ProProctor homepage: https://rpcandidate.prometric.com/Home
4. Launch your exam again.

<u>Please Note:</u>

- If you need to relaunch your exam, you will not lose time or your progress. The exam will pause, and you will restart where you left off.
- You may need to repeat the environmental and candidate check again.

**5. If you get disconnected from your exam and cannot relaunch:**

- Contact **Prometric's Global Help Desk** here: https://ehelp.prometric.com/proproctor/s/
- Wait until the pop-up chat window reads:

  💬 I'm here to help!

- In the chat window, respond to the sequence of questions as follows:
  - When is your exam? **Today**
  - At what stage of the exam are you currently in? **Disconnected from exam**
  - Are you aware of the disconnect procedure? **Yes**
  - Have you tried reconnecting to the exam? **Yes**
  - Are you able to launch the exam again? **No**
  - Let me connect you with one of our agents. While you wait, please provide some basic information. What is your exam Confirmation Number? **16-digit Confirmation Number**

*Retain all correspondence in relation to the issue experienced.*

**WHEN TO CONTACT CAPR ABOUT TECHNICAL DIFFICULTIES**

**CAPR cannot help you with technical difficulties on exam day**. However, if you experience technical difficulties that Prometric is unable to resolve (including a "Failure to Launch"), and you are unable to complete your exam, email us immediately. We will be in touch within 48 hours to launch an investigation.

**Email:**
**csc_exams@alliancept.org**