ProctorU FAQ's

1. **What programs/software will I be required to download on my computer?**
   There are a few things to download prior your exam appointment.
   - Download and install Google Chrome.
   - Disable the pop-up blocker in your Chrome browser.
   - Download and install the ProctorU browser extension.
   Ensure that you have the ability to **download and install programs and applications** on the computer you intend to write the examination on. You will be required to install a program upon connecting to a proctor – it is not available prior to Exam Day!

2. **What technology requirements are needed?**
   - You will need a functioning free standing or integrated webcam with microphone or independent microphone before the examination date. You will use this for the entire exam and to pan the examination room/environment (you will have to move this around).
   - You will be allowed to have only 1 monitor running during the exam. If you have more than one monitor being used, please disconnect the other monitor and ensure it is turned around so that the screen is not facing you upon connection to the proctor.
   - A hardwired connection is preferred; a wireless connection can be used, but can sometimes be unstable with an increased risk of disconnection during the exam. If you choose to use wireless, we recommend a speed of at least **10 Mbps**. You may want to test your internet speed before the module. You can do so by using one of the following tests:
     http://speedtest.googlefiber.net
     http://beta.speedtest.net
     https://fast.com

3. **How do I schedule/reschedule or cancel my exam?**
   You will receive an email from Proctor U with a link to the candidate portal. Through your candidate portal, you will schedule, reschedule, or cancel exam appointments for an online exam.

4. **What are the reschedule and cancellation policies?**
   Candidates may reschedule or cancel their exam appointment online at online or via the Proctor U call center a minimum of 24 hours prior to a scheduled examination. If candidates do not cancel within 24 hours of their scheduled appointment, the examination fee is forfeit, and payment of an exam fee is required to re-establish eligibility.

5. **What is the exam fee?**
   The Certification Exam retake fee is $225 for Institute members or $325 for nonmembers.

6. **Does my webcam always have to be on?**
   Yes. The proctor will need to be able to see you the entire time you are taking the exam.

7. **What if my exam is interrupted by another person in my household?**
   The proctor will ask you to have them leave the room. You will be required to rescan the room to ensure there is no one in the room.

8. **Will scratch paper be allowed?**
   An Erasable noteboard or one 8½ x 11" sheet of blank paper, and pen will be permitted for use during the exam. The paper or noteboard will be inspected by the proctor prior to the exam to ensure it is blank.
   Candidates may not remove any of these materials from the exam room or begin writing on the noteboard until the test has been started. No documents or notes of any kind may be removed from the test area.
   Candidates will be required to erase their noteboard or destroy their piece of paper after completing the exam.

9. **Will there be breaks during the exam? How long? (Bathroom, stretching, etc.)**
   Candidates may take one optional 15 minute break during the exam. The exam clock will not stop during this break.

10. **What are the check-in procedures?**
    a. **Pre-checks:** If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and [terms of service](). The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
    b. **Photos & Authentication:** You'll take a photo of yourself as well as your I.D. for identity verification purposes.
    c. **Chatbox download:** You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. If your status shows "waiting," **do not re-download the applet file** as that will put you back at the end of the queue.
    d. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.
    e. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no non-permitted programs are running. You will be able to see everything that your proctor is doing

during this step, and it is impossible for them to access any files without your knowledge.

- f. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor. Your proctor will make sure your cell phone is out of reach.
- g. **Take Your Exam**: Your proctor will release control of your computer and you'll begin your exam when you're ready.

11. **How will my personal information and documents on my computer be protected while the proctor has access to my computer?**
ProctorU proctors cannot secretly access your computer files. With your permission, proctors have the ability to view your screen and utilize the mouse and keyboard as if they were sitting next to you.
Once the exam starts, the proctor will monitor everything on the screen, but can no longer use your mouse and keyboard. During the entire process, a chat box is running, and you can see what permissions the proctor currently has at any time.

12. **What happens if I lose my internet connection during my exam?**
In the event of any technology issues (e.g., hardware, software internet functionality audio or video problems), the proctor will first try to resolve the issues. If those issues cannot be resolved by the proctor prior to the exam beginning, the exam administration will need to be rescheduled with Proctor U. If these issues occur and cannot be resolved after the exam administration has started, the exam will be invalid in which case the candidate may reschedule their exam appointment with Proctor U.

13. **Who do I contact if there are technical difficulties?**
Contact Proctor U for any technical difficulties experienced during the exam.
Phone: 1-855-772-8678, Option 1
Text Support PRIOR TO connection time: [Send a ticket for support here](#)
Text Support DURING connection time: Live chat available to candidates
Hours of Operation: 24 hours a day, 7 days a week

14. **When will I know my exam results?**
A pass/fail result will appear on your computer screen immediately after completing the exam.

15. **During what times is online testing available?**
Online test is available 24 hours a day, 7 days a week.

16. **Will online proctor testing work on my firm computer/network?**
It will depend on firewalls set up by your firm. If the firewall prevents any new software from being downloaded, you will not be able to use your firm's computer to take the exam online.

17. **What identification is required and how will I provide this?**
    Candidates will be required to present two valid, unexpired forms of identification prior to testing. One government issued ID with permanently affixed photo and signature, and a second form with signature. Both IDs should match the name exactly as it appears within the Institute's system. If the name does not match, candidates may be turned away. Please contact the Institute with name updates prior to testing.
    You will hold up your IDs to your computer's camera for verification by the proctor.

18. **What time should I arrive for my exam?**
    Arrive 15-minutes prior to the scheduled start time of your appointment. This will afford you the opportunity to log into your account and make sure no technical issues are happening.

19. **How and when will I receive instructions on how to log-in for my exam?**
    Once you book an exam appointment, you will receive a confirmation email. This email will contain instructions for preparing for your online exam. If you do not receive an email within 24 hours of booking your exam, please contact Investments & Wealth Institute at exam@i-w.org.

20. **Can I test the process prior to the exam time?**
    You won't be able to test the full process before exam day, but there are a few steps to take to prepare for your online exam:
    a. Download and install Google Chrome.
    b. Disable the pop-up blocker in your Chrome browser.
    c. Download and install the ProctorU browser extension.
    d. Ensure that you have the ability to **download and install programs and applications** on the computer you intend to write the examination on. You will be required to install a program upon connecting to a proctor – it is not available prior to Exam Day!
    e. Confirm your webcam is installed, functioning, and turned on. You will be required to pan the room with the proctor; a free-standing webcam or a large reflective surface will be required.
    f. You are only allowed to have 1 monitor running during the exam. If you have more than one monitor being used, please disconnect the other monitor and ensure it is turned around so that the screen is not facing you upon connection to the proctor.
    g. To test your computer's capability, please conduct a check on the terminal you will be using on exam day against these requirements.
    h. Confirm that your internet download speed is acceptable. A hardwired connection is preferred; a wireless connection can be used, but can sometimes be unstable with an increased risk of disconnection during the exam. If you choose to use wireless, we recommend a speed of at least **10 Mbps**. You may want to test your internet speed before the module. You can do so by using one of the following tests:
    > http://speedtest.googlefiber.net
    > http://beta.speedtest.net
    > https://fast.com
    i. Perform a System Readiness Check by navigating to the Exams page on your Candidate Portal and clicking on the "Test it Out" link available at the bottom. This will launch a

new window in ProctorU where it will test your camera, your microphone, and your internet speed, as well as confirm if there are any external devices connected to your computer.

j. Confirm your username and password combination prior to Exam Day.
k. With exception to the examination website, ensure all other programs and applications are closed.
l. Clear your workstation of any non-approved materials.
m. Have your government-issued photo identification ready to show the proctor. The identification must be valid (not expired) and include your signature. Examples include a driver's license or a passport.

21. **How can I submit an accommodation request?**
    Complete the Request for Special Exam Accommodations and Documentation of Disability-Related Needs forms with your request. Once you complete these forms, send them to Investments & Wealth Institute via fax or email.