



ONLINE EXAMINATION

IMPORTANT INFORMATION

Dear Candidate

Please read the following information carefully as it sets out the procedure for taking the online examination.

Surroundings

The room where you decide to take the exam must be quiet, with no distractions and no other people. You must not refer to any materials, so you must not use your mobile phone/tablet, books or notes. You will be taking the exam under exam conditions. Failure to adhere to the rules set out renders your exam result invalid.

Please use a private computer and internet connection as firewalls from public or organisational internet connections can restrict access to the proctoring service and mean that you are unable to sit the exam.

The following are **NOT** permitted during the exam:-

- Pen & paper
- Food
- Books
- Notes
- Mobile phone or tablet

A calculator (non internet based) is permitted, but should not be essential.

Please ensure that you have **your passport with you**, as this will be needed to check your identity.

Exam Proctoring (your online invigilator)

ProctorU, a company that specialises in invigilating exams remotely will be directly monitoring you throughout the exam. The invigilator is there to monitor you throughout the exam and assist with any technical problems.

Your computer camera and microphone will need to be on for the duration of the exam. The camera will be used not only to monitor you, but also to check your identity and survey your surroundings.

Please watch the following short video which gives more information

<https://youtu.be/eTFDrRVQzO8>

Procedure

1. Book your exam time slot

You will receive a link to sign up and create an account with ProctorU and book your exam time slot. You will need a new user account, CYIM is the institution to select. Please do this as soon as possible to ensure you have the slot which is convenient for you. **Failure to book a slot will mean that you are unable to take the exam.**

2. Test your equipment

Before the exam, please test your equipment with ProctorU, this ensures that you should not have a problem on the day. Be sure to use the computer you will use on the day, in the environment (including WiFi network) that you will be using. **Failure to test your equipment may mean that you do not have access to the exam.**

- Connect to your [Proctor U account](#)
- Click on “Test your equipment”, top right hand-side of the screen.
- Allow, if needed, the use of your camera and mic
- Wait for the results
- If you experience any problems, please contact [Proctor U help center](#). You’ll find answers to your problem or be able to contact directly a dedicated support team.

3. Exam Day

On the exam day, please ensure you log-on at your pre-booked time; unfortunately, as with a physical exam, we cannot accept candidates who are late.

Step-by- Step Guide to your exam

This article will walk you through the steps to take just before your exam, what you need to have on hand for your exam, and what you can expect from the launch process.

Before Logging in To Take Your Exam:

1. Have your passport ready and be located in a private, well-lit room with no one else around you.
2. Clear your workspace from all materials.
3. Close all third-party programs and unplug any secondary monitors.
4. Remove any non-religious head coverings.
5. Make sure you've downloaded the ProctorU extension for either Chrome or Firefox.

Launch

This process will likely take between 8 to 10 minutes unless you experience technical difficulties (be sure to test your equipment before test day to minimize the chance you'll have technical issues), in which case we can assist you with fixing your equipment. This time is not subtracted from the time you're allowed in your exam.

1. **Log in to your ProctorU account** 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
2. **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.
3. **Photos & Authentication:** You'll take a photo of yourself as well as your I.D. for identity verification purposes. Depending on the level of verification required by your institution, you may be asked to answer a series of randomly generated, public record challenge questions. You may also be required to type out a paragraph of text that will be checked against a pre-existing typing test that you would have been asked to complete prior to exam day. Both of these are optional measures selected by your instructor or institution.
4. **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. TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue.
5. **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.

6. **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 unpermitted 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.
7. **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.
8. **Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we've been provided by your instructor.
9. **Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready.

NOTE: Your webcam view and your screen will be recorded through the duration of your exam.

Steps to take when you've completed your exam:

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process. You may also be required to clear a white board or tear up any scratch paper that was used during the exam.
2. **Review results:** If your exam results are made available immediately, you may review them for as long as you'd like.
3. **Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of *all* browser tabs.