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Remote Proctor Now
User Quick Guide

Remote Proctor
NOW

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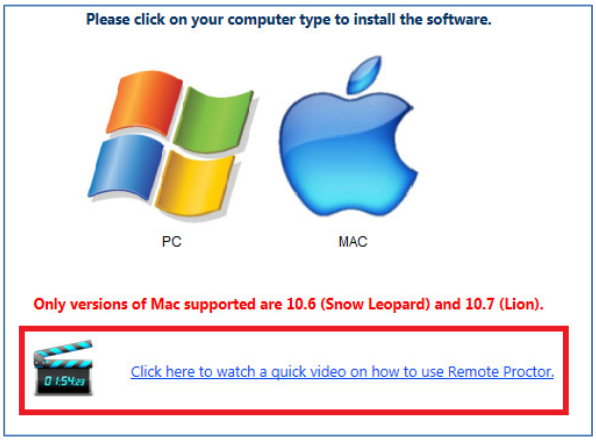
Step 1: Access the Online Software

1. To access the software, you will go to the following website

Website: http://www.remoteproctor.com/rpinstall/

2. **Video Tutorial:** Exam Takers should watch a short video walkthrough of the Remote Proctor Now system at: http://www.screencast.com/t/dJM4WfTRl (Or, you can click the "Click here to watch…" link found on the main RPNow website. See picture below)



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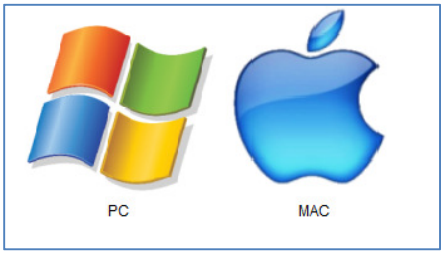
3. Choose “PC” or “MAC” based upon your Operating System.



4. **Run the application**. You will be presented with a command to Run, Save, or Cancel the application set up. **Select “Run”.**
   Note: The specific dialogue window may vary slightly in location and appearance, but “Run” should still be an option.

5. In the “Application Warning” window, select “Run”.

6. Wait for the application to finish downloading and launching.

Step 2: Select your Exam

To select your exam follow these simple steps:

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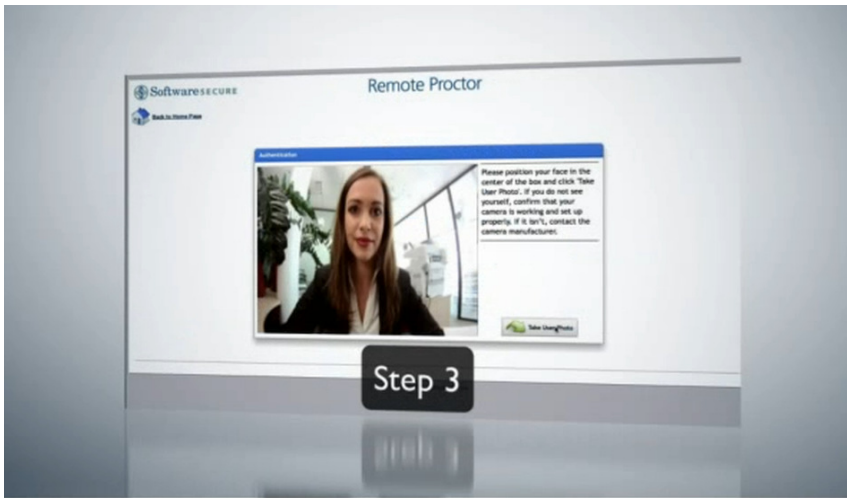
1. Pick Your Organization
2. Pick Your Exam Teacher/Sponsor
3. Pick Your Exam
4. Enter Your Contact Information
5. Pay for the exam (see note)

   Note: Some organizations and/or exams require payment from the exam taker.

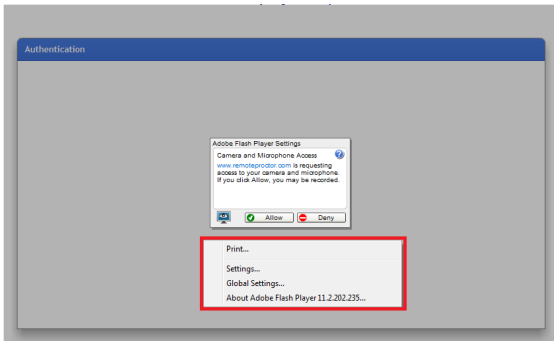
Step 3: Verify Identity



Follow the on-screen prompts to take a picture of yourself as well as a valid Photo ID (school ID, Government issued ID) to verify your identity. You must have a working webcam and microphone to use this system.

Note: You will have to choose "allow" each time you access this step. To permanently allow a webcam and microphone, you can do the following:

a. Right-click anywhere on the grey area of the page.



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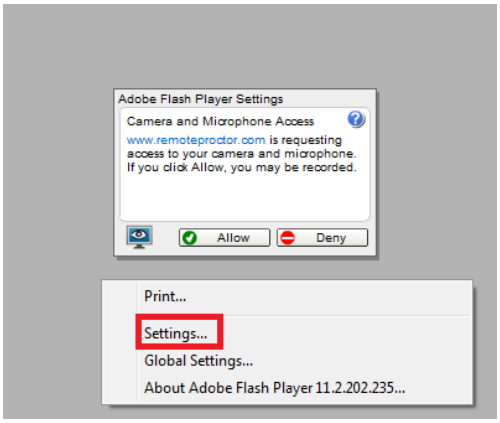
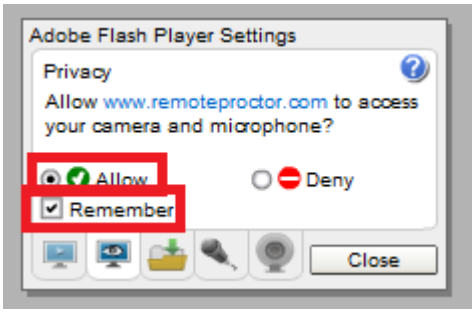
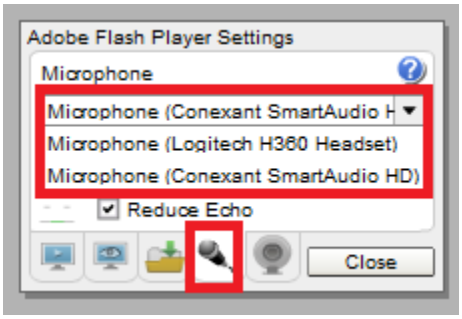
b. Choose “Settings”.



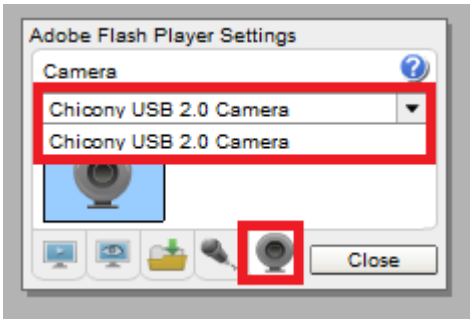
c. Click both “Allow” and “Remember”.



d. Click the Microphone icon and choose from the available microphones that you want to use in the dropdown.



e. Do the same for the webcam icon and choose from its dropdown.



f. Click “Close” when you are done. From now on, the system will remember which webcam/microphone items you chose and you will not need to click “Allow”

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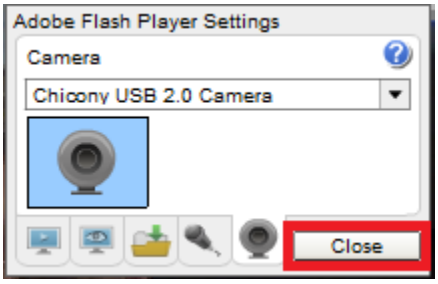
when this window opens.



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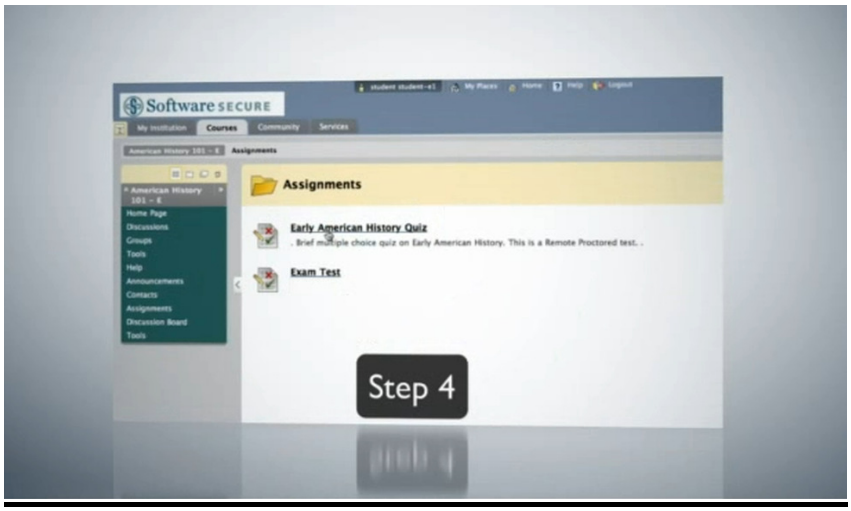
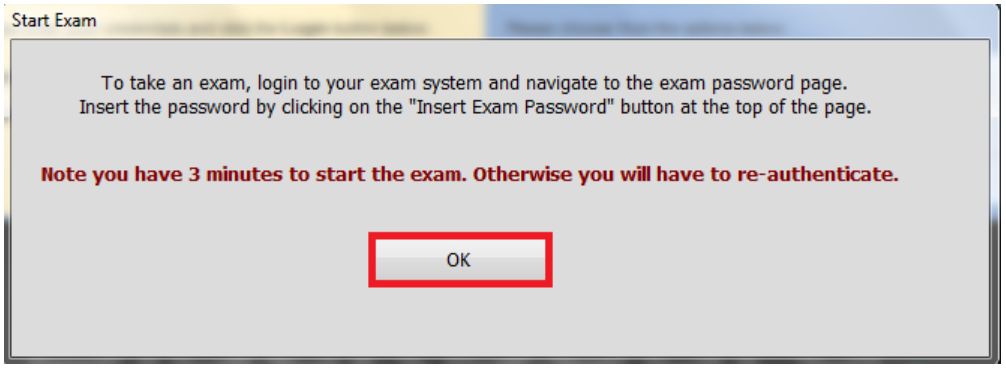
Step 4: Taking an Exam



Note: The following images show the process using a Blackboard CMS. Specific instructions may vary based upon your institution's CMS and any additional customizations they may have.

1. A pop-up window will display showing you how much time you have available to populate the exam's password. (The specific amount of time varies by institution). This is not used for your CMS login password.



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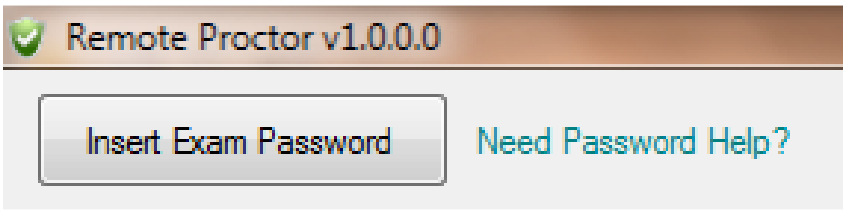
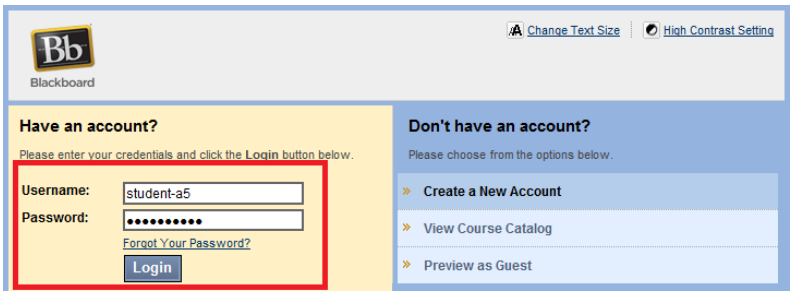
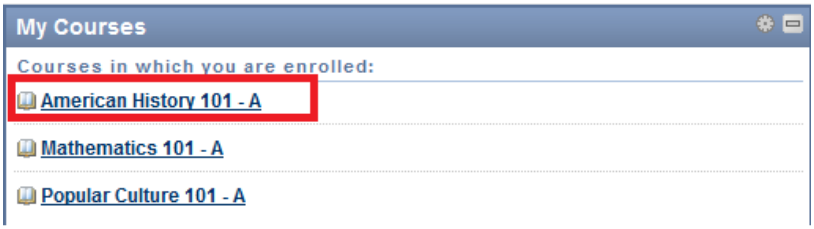
2. Once you select "OK", an "Insert Exam Password" button, as well as a timer, will appear at the top left corner of the page.
   Note: DO NOT PRESS "Insert Exam Password" while on the CMS login screen. Wait for further instructions. Failure to do so will result in you being unable to login.



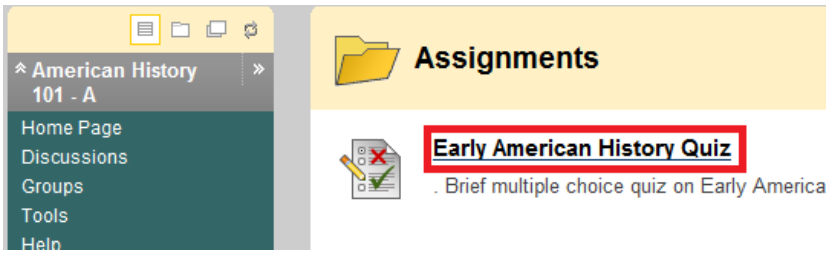
3. Login using your standard LMS username & password.
   Note: If you do not know this information, contact your institution.



4. After logging in, select the course that you will be completing the exam in.
   Note: This should match the course you selected in Step 2 (Select your exam).



5. Next, find the exam you have selected to take using the Remote Proctor system.



6. Enter into the exam (select "Begin", "Start", "Take Assessment", etc…).

7. You will be presented with an Exam Password field.

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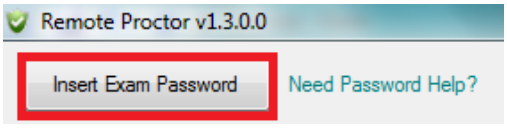
8. Click on the button "Insert Exam Password" found in the top left corner of your screen.

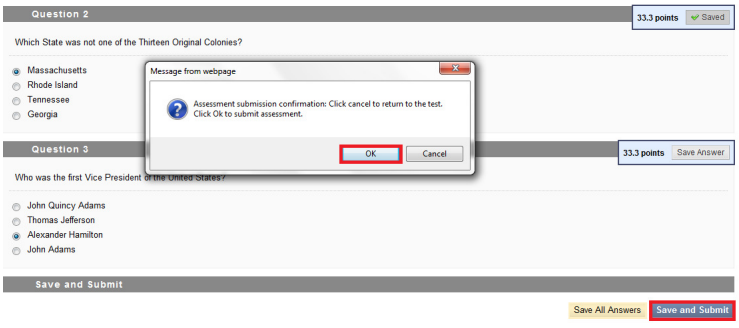


9. The password for the exam will appear.

10. Click "OK", "Enter", "Submit", "Start", etc… and begin your exam.

11. **Take your exam**. Remember your Exam Policies and Rules to avoid being flagged for violations.

12. After completing the exam, "Submit" the exam and finalize it. Click "OK" on any additional confirmation windows to confirm submission and finalization of exam.



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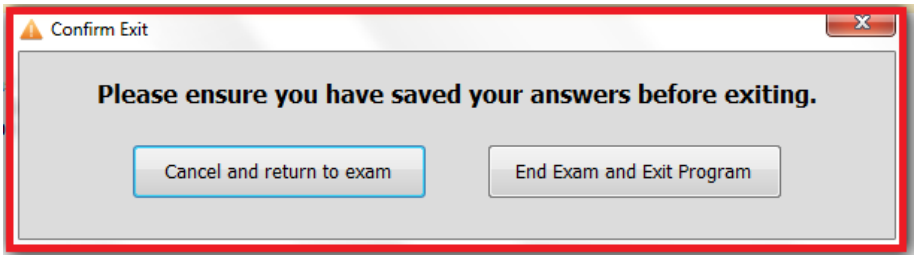
13. **Important**: Although you have submitted and finalized the exam, the Remote Proctor Now system will still continue to record you. You must hit the "X" on the top-right of the screen, and select "End Exam and Exit Program" in order to stop recording.



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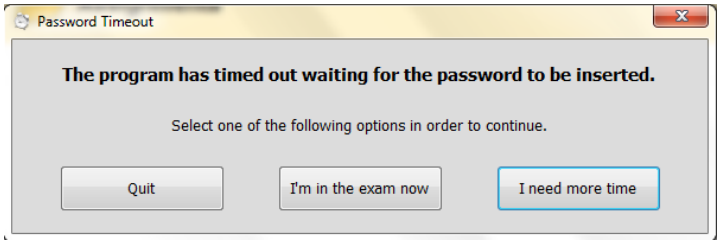
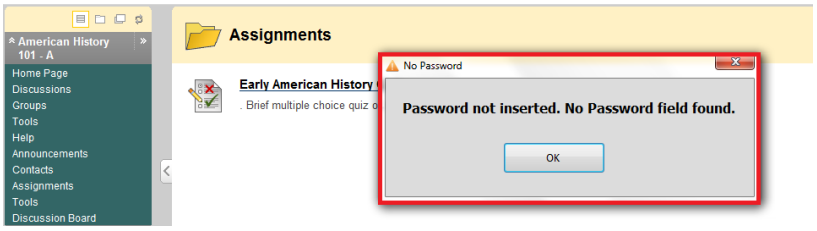
Common errors:

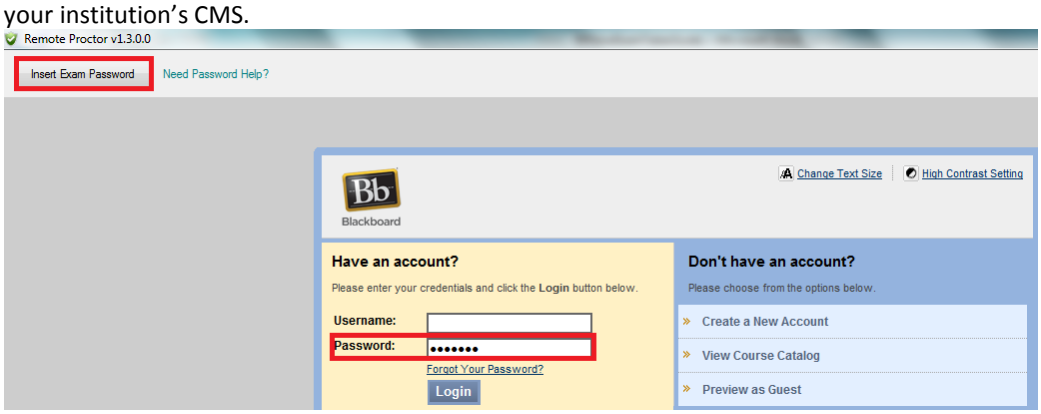
The following error opens after the time limit has expired. You can "quit" the application, which will result in you not taking the exam, you can state "I'm in the exam now", and the timer will not start again, or you can select "I need more time", which will reset the time to its original amount. However, "I need more time" will only work one time—if the time limit ends again, the Remote Proctor Now system will close automatically.



The following error occurs when the exam taker has hit the "Insert Exam Password" button—but there is no password field available.



Remember: Do **not** hit "Insert Exam Password" while on the Username and Password page of your institution's CMS.



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System Requirements

Operating System	OS Version	Browser	Required Plug-ins	Connection Speed	Date and Time	Other
Windows XP	SP3, 32-bit only*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows Vista	SP2, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows 7	SP1, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
MAC 10.6	Any version (10.6.x)*	Safari 5 or greater*	Quicktime 7.6.3$	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	
MAC 10.7	Any version (10.7.x)*	Safari 5 or greater*	Quicktime 7.6.3$	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	

*To ensure most recent version, please go to http://update.microsoft.com (XP) or go to Start> Windows Update (Vista, 7)
$ http://quicktime.com or run Apple Updates
**Flash must be installed in the Internet Explorer 32-bit version or in Safari
^This is 200MB/s upload speed, not download speed. Contact your provider for additional details.
^^Once installed (http://www.microsoft.com/en-us/download/details.aspx?id=19) Windows Update will auto-update. Vista and 7 come with .Net 3.5.

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Remote Proctor Now - Student/Exam Taker Guide

There are four steps to taking a test with the Remote Proctor NOW system. **You need to have a reliable internet connect and functioning webcam and microphone to use this system**.

1. Access software
2. Select your exam
3. Verify identity
4. Take your exam

Step 1: Access the Online Software

1. To access the software, go to the following website (unless informed otherwise by your exam provider):

Website: http://www.remoteproctor.com/rpinstall/

2. **Video Tutorial:** Exam Takers can watch a short video walkthrough of the Remote Proctor Now system at: http://www.screencast.com/t/dJM4WfTRl (Or, you can click the "Click here to watch…" link found on the main RPNow website. See picture below)

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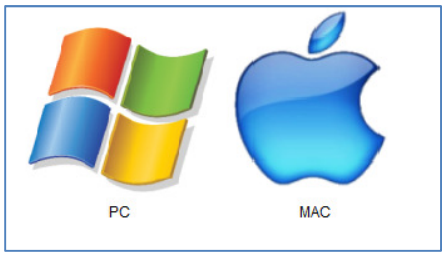
3. Choose "PC" or "MAC" based upon your Operating System.
   Note: Adobe Flash Player is required to see the screen above. If the screen, pictured above, is not showing, a prompt for "Adobe Flash" will be displayed instead. Please follow the on-screen instructions to install Adobe Flash. www.adobe.com, http://get.adobe.com/flashplayer/?promoid=BUIGP.



4. **Run the application**. You will be presented with a command to Run, Save, or Cancel the application set up. **Select "Run".**
   Note: The specific dialogue window may vary slightly in location and appearance, but "Run" should still be an option.

5. In the "Application Warning" window, select "Run".

6. Wait for the application to finish downloading and launching.

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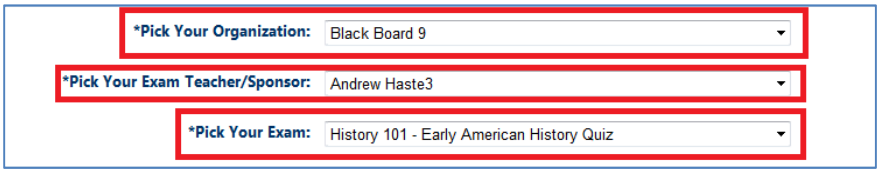
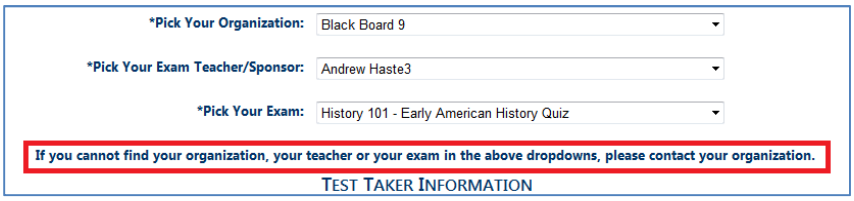
Step 2: Select your Exam

Use the three simple drop-down menu's to select the exam you will take using the Remote Proctor NOW system.

1. Select each of the following: Organization, Exam Teacher/Sponsor, Exam.



2. Note who to contact if an item is missing.



3. Fill out your First Name, Last Name, Email, and Phone Number.

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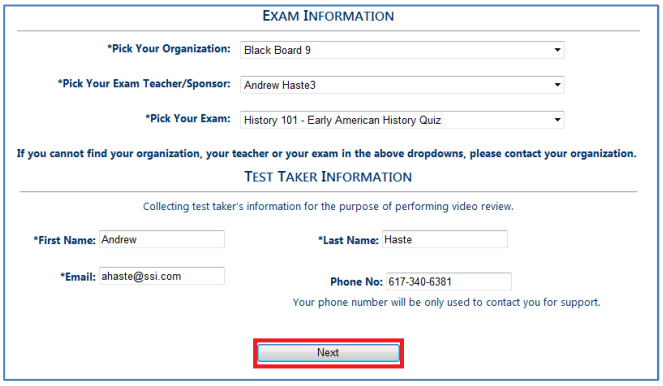
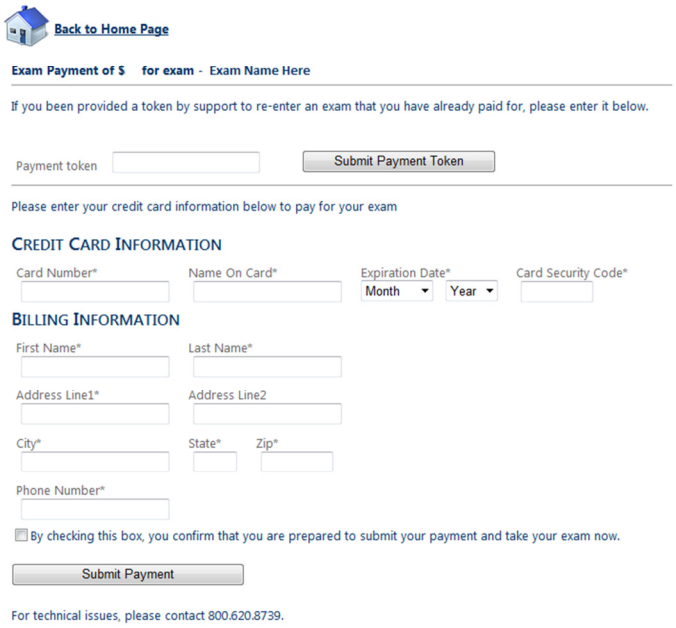
4. Select “Next”.



5. Some organizations and/or exams require the exam taker to pay for the exam. If so, fill out the information and select “Next”.



Step 3: Verify Identity

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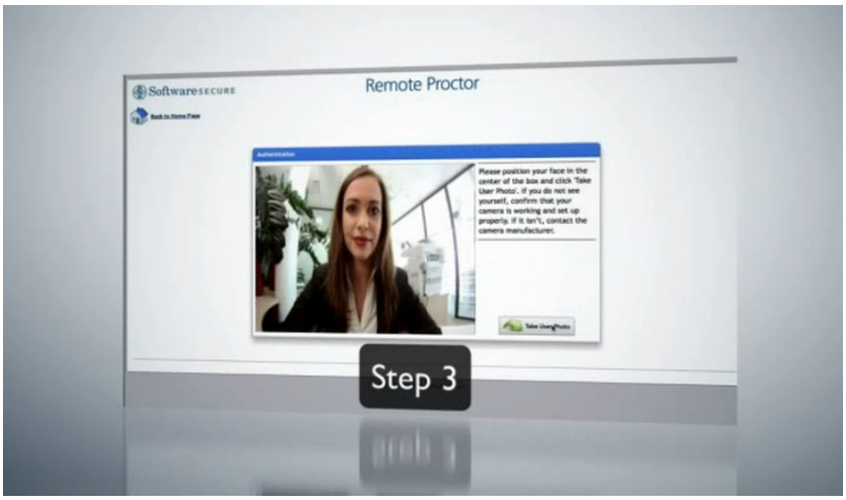
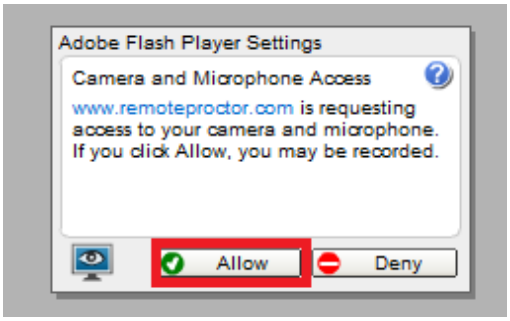


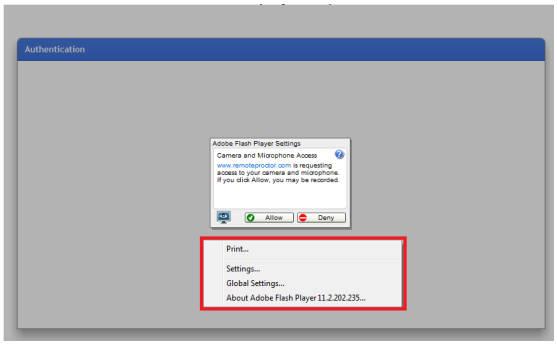
You will be required to take a picture of yourself, as well as a valid Photo ID (school ID, Government issued ID), to verify your identity. You must have a working webcam and microphone to use this system.

1. Select "Allow" to allow the system to connect to your webcam and microphone.



Note: You will have to choose "allow" each time you access this step. To permanently allow a webcam and microphone, you can do the following:

   a. Right-click anywhere on the grey area of the page.



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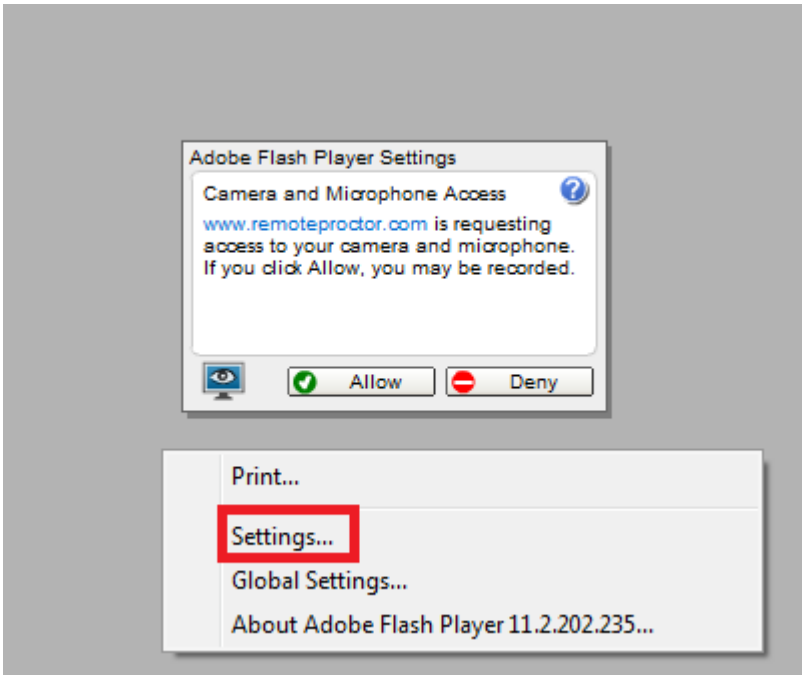
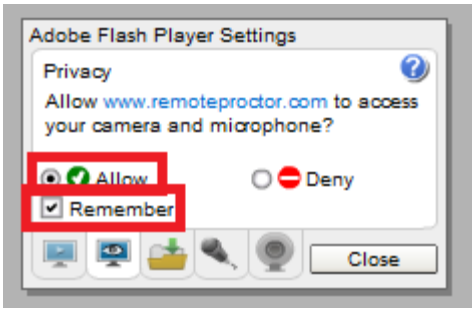
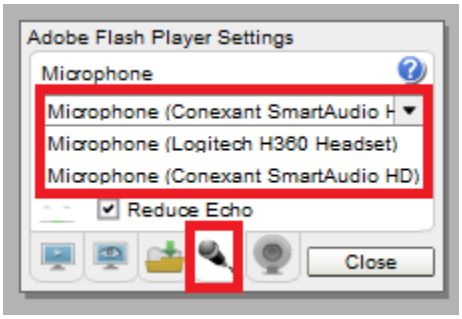
b. Choose “Settings”.



c. Click both “Allow” and “Remember”.



d. Click the Microphone icon and choose from the available microphones that you want to use in the dropdown.



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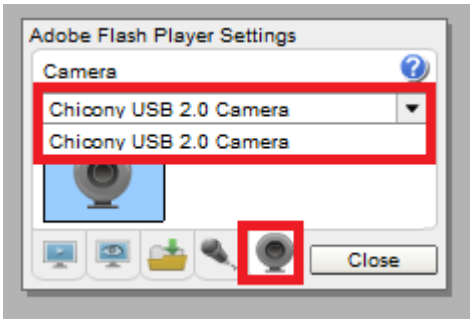
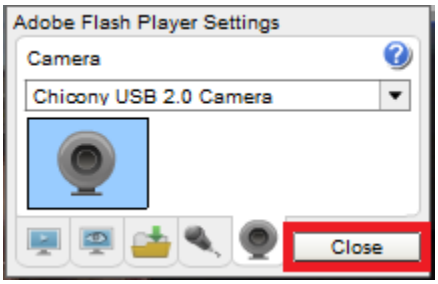
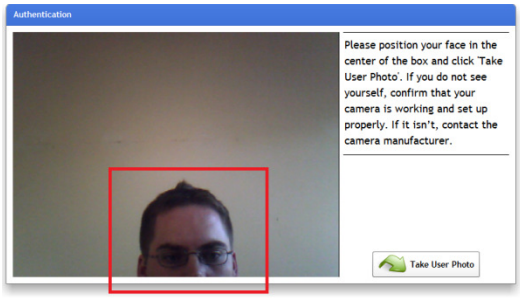
e. Do the same for the webcam icon and choose from its dropdown.



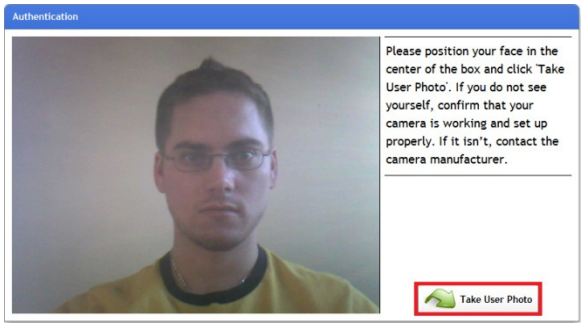
f. Click "Close" when you are done. From now on, the system will remember which webcam/microphone items you chose and you will not need to click "Allow" when this window opens.



2. Be sure that your entire face is located within the camera's viewing range. If not, adjust the camera (or yourself) so that you are.



3. Click the "Take User Photo" button to take a picture of yourself.



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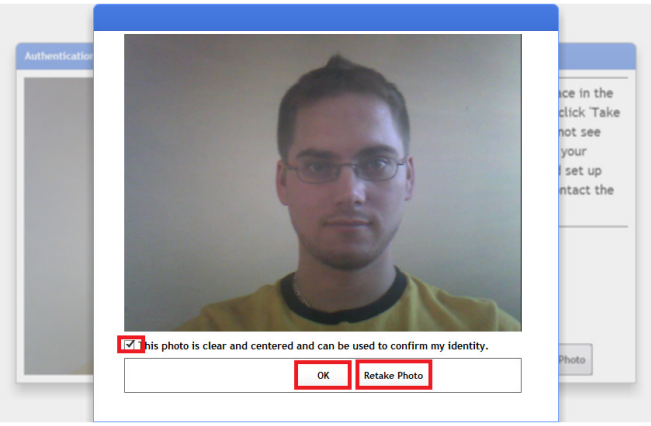
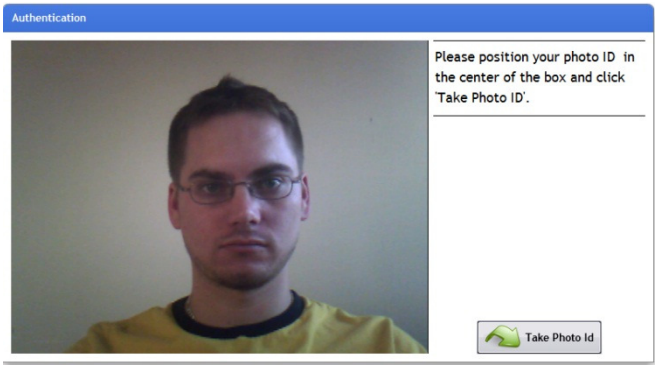
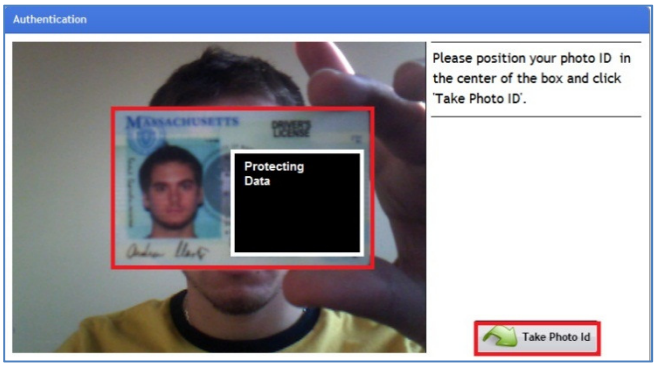
4. The system will then snap a picture of you. Ensure that the picture is centered, clear, and can be used to confirm your identity.
   If so, check the box to confirm it, and click “OK”.
   If not, select “Retake Photo”. Repeat steps 11 and 12 until the picture is centered, clear, and can be used to confirm your identity.



5. After checking the box and clicking “OK”, the system will prompt you to take a Photo ID.



6. Hold your ID towards the camera and then select “Take Photo ID”.



7. Make sure the Picture is clear and legible.
   If it is, check the box to confirm it is legible, clear, centered, and can be used to confirm your

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identity and click “OK”.
If not, select “Retake Photo”. Repeat steps 14 and 15 until the Photo ID in the photo is clear, legible, and can be used to confirm your identity.

8. After checking the box and clicking “OK”, the system will then display you through the webcam.

9. Click “Show Room” to show the contents of your room.

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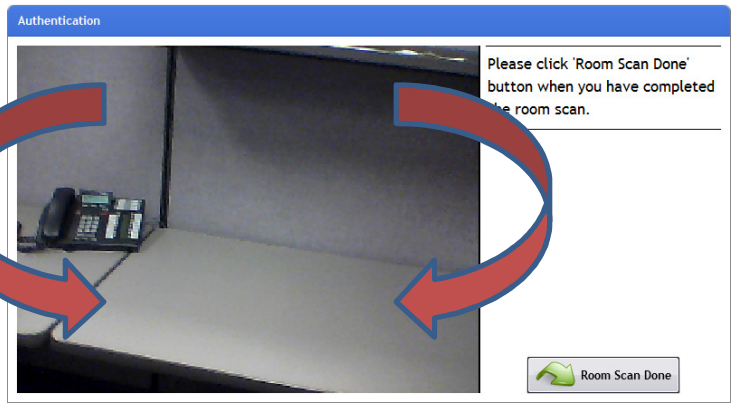
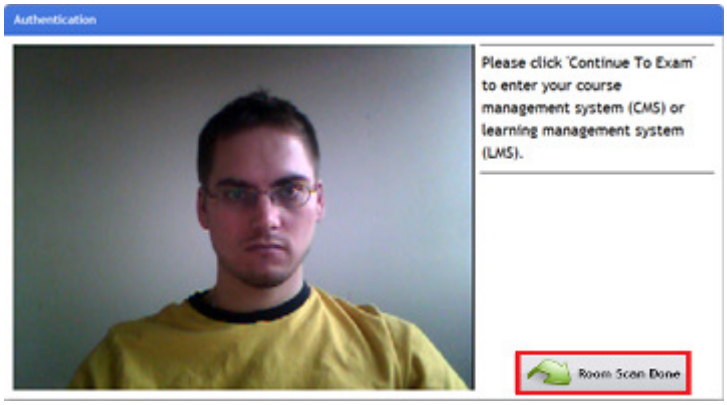
10. After clicking “Show Room” move your camera (or entire laptop, if necessary), and show us the room. You need to show that there are no unauthorized materials or devices in your workspace.
    Note: Do not rush this step. Show us the table top, under the desk, and a 360 degree span of the room. Additionally, do not move the camera too fast as the content will blur. Instead, slowly progress the camera around the room.



11. After showing the Exam Room’s Environment, return the laptop/camera to its place and select “Room Scan Done”.
    Note: Please be sure that you are again centered in the camera view and maintain this orientation throughout the exam. Be careful not to change the position of your camera or your position in front of it, or you could be flagged for not being in full view of the camera.



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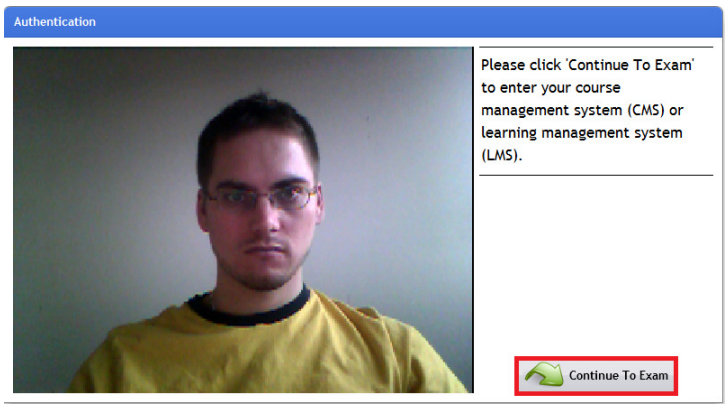
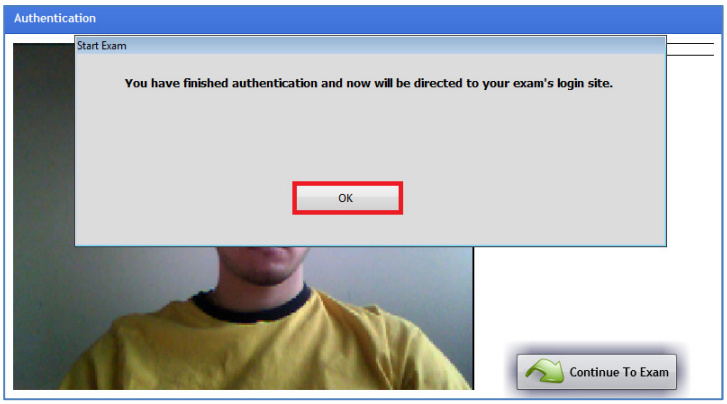
12. Next, select “Continue to Exam”.



13. Click “OK” in the window that opens, which confirms Authentication has been completed.



Step 4: Taking an Exam

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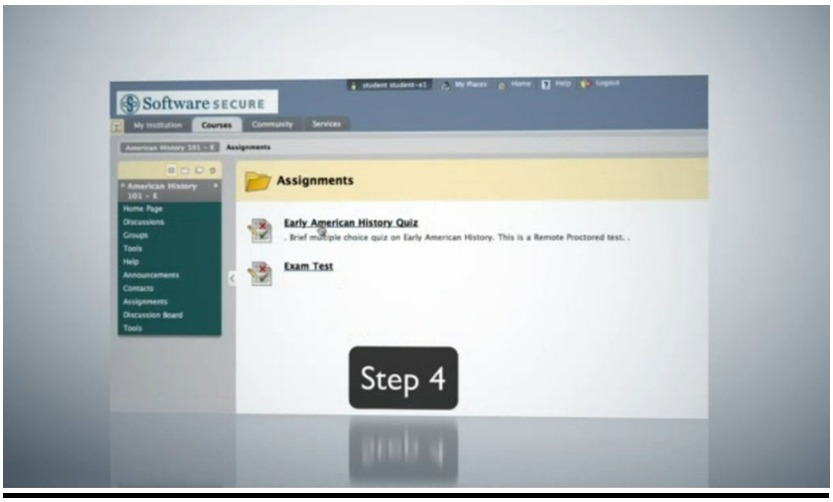
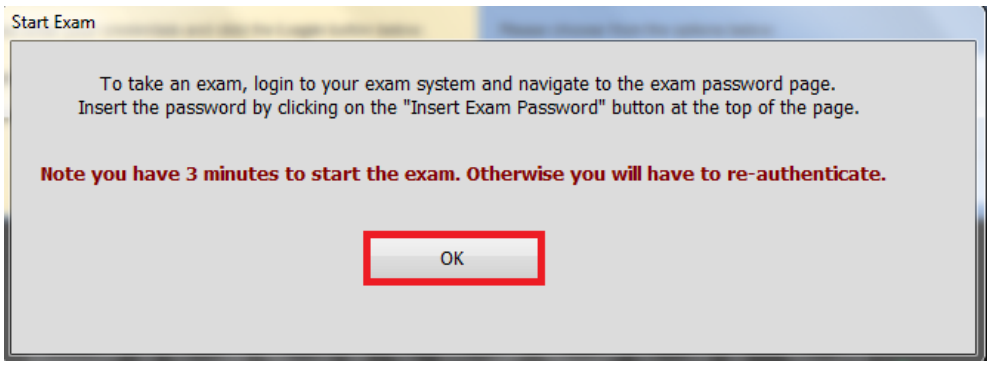
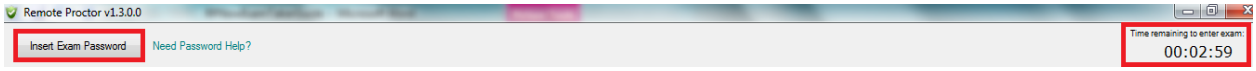


Note: The following images show the process using a Blackboard CMS. Specific instructions may vary based upon your institution's CMS and any additional customizations they may have.

1. A pop-up window will display showing you how much time you have available to populate the exam's password. (The specific amount of time varies by institution). <u>This is not used for your CMS or LMS login password</u>.



2. Once you select "OK", an "Insert Exam Password" button, as well as a timer, will appear at the top of the page.
   Note: DO NOT PRESS "Insert Exam Password" while on the CMS login screen. Wait for further instructions. Failure to do so will result in you being unable to login.



3. Login using your standard LMS or CMS username & password.
   Note: If you do not know this information, contact your institution.

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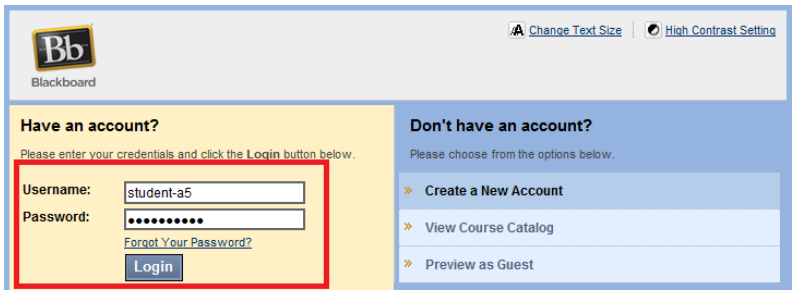
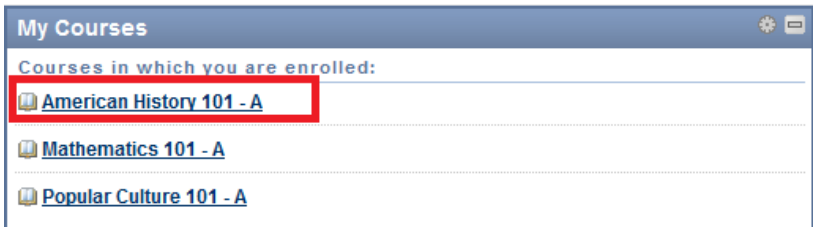
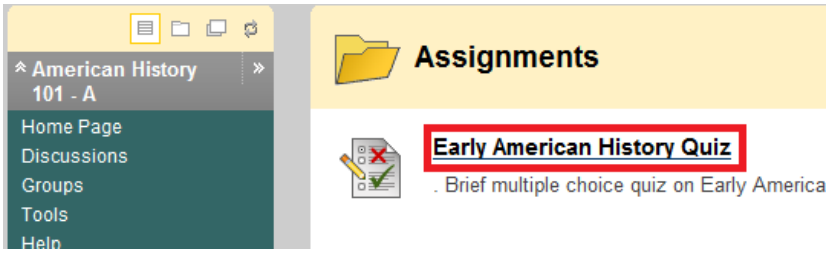


4. After logging in, select the course that you will be completing the exam in.
   Note: This should match the course you selected in Step 2 (Select your exam).



5. Next, find the exam you have selected to take using the Remote Proctor system.



6. Enter into the exam (select “Begin”, “Start”, “Take Assessment”, etc…).

7. You will be presented with an Exam Password field.

8. Click on the button “Insert Exam Password” found in the top left corner of your screen.

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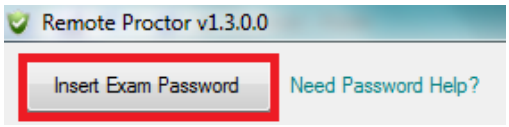
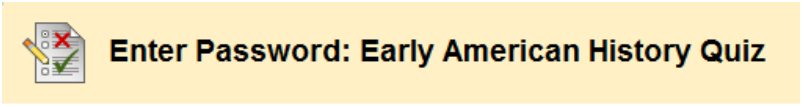
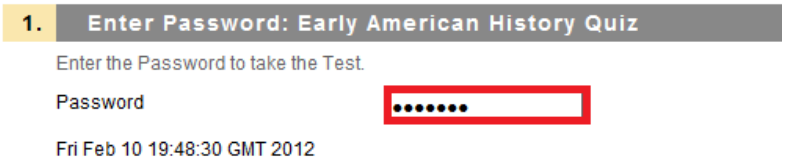


9. The password for the exam will appear.

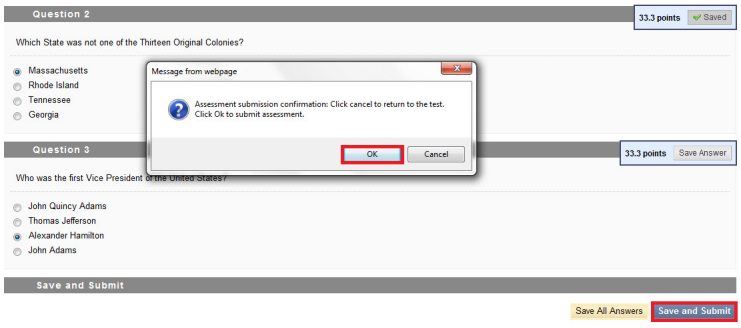




10. Click “OK”, “Enter”, “Submit”, “Start”, etc… and begin your exam.

11. **Take your exam**. Remember your Exam Policies and Rules to avoid being flagged for violations. Taking an exam using the Remote Proctor Now system should be no different than taking an exam using Internet Explorer or Firefox.

12. After completing the exam, “Submit” the exam and finalize it. Click “OK” on any additional confirmation windows to confirm submission and finalization of exam.



13. **Important**: Although you have submitted and finalized the exam, the Remote Proctor Now system will still continue to record you. You must hit the “X” on the top-right of the screen, and select “End Exam and Exit Program” in order to stop recording.

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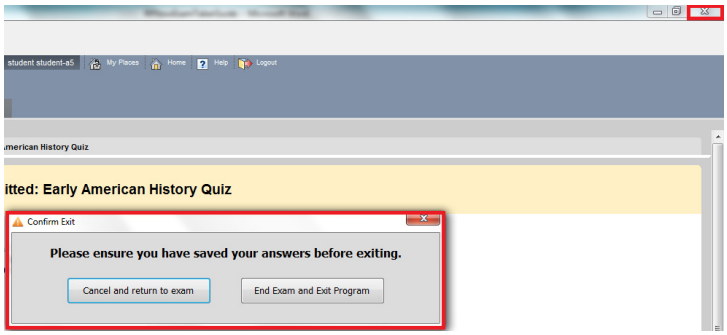

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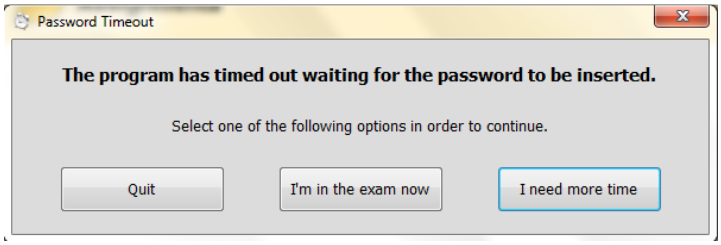
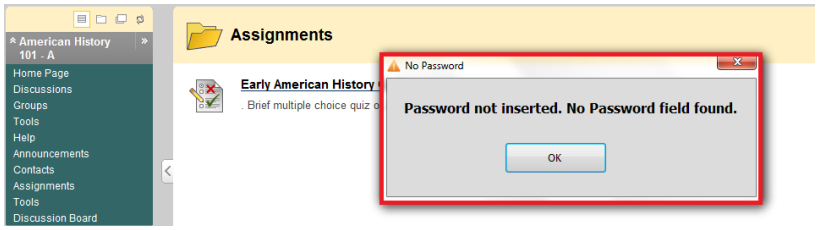
Common errors:

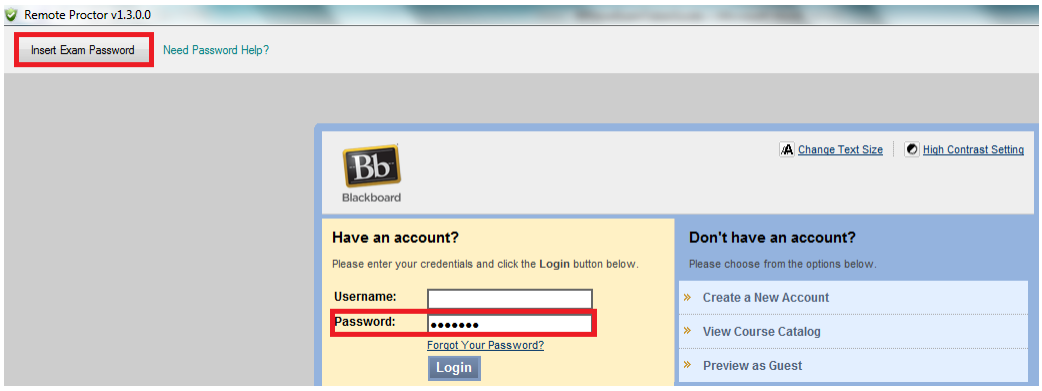
The following error opens after the time limit has expired. You can "quit" the application, which will result in you not taking the exam, you can state "I'm in the exam now", and the timer will not start again, or you can select "I need more time", which will reset the time to its original amount. However, "I need more time" will only work one time—if the time limit ends again, the Remote Proctor Now system will close automatically.



The following error occurs when the exam taker has hit the "Insert Exam Password" button—but there is no password field available.



Remember: Do **not** hit "Insert Exam Password" while on the Username and Password page of your institution's CMS.



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System Requirements

Operating System	OS Version	Browser	Required Plug-ins	Connection Speed	Date and Time	Other
Windows XP	SP3, 32-bit only*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows Vista	SP2, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows 7	SP1, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
MAC 10.6	Any version (10.6.x)*	Safari 5 or greater*	Quicktime 7.6.3[$]	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	
MAC 10.7	Any version (10.7.x)*	Safari 5 or greater*	Quicktime 7.6.3[$]	Must have at least 200mb/s upload speed^	Must be accurate for your local time zone	

*To ensure most recent version, please go to http://update.microsoft.com (XP) or go to Start> Windows Update (Vista, 7)

[$] http://quicktime.com or run Apple Updates

**Flash must be installed in the Internet Explorer 32-bit version or in Safari

^This is 200MB/s upload speed, not download speed. Contact your provider for additional details.

^^Once installed (http://www.microsoft.com/en-us/download/details.aspx?id=19) Windows Update will auto-update. Vista and 7 come with .Net 3.5.

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