



**CAPR**  
Canadian Alliance  
of Physiotherapy  
Regulators

**ACORP**  
Alliance canadienne des  
organismes de réglementation  
de la physiothérapie



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# **Physiotherapy Competency Examination**

**WRITTEN COMPONENT**

## **Remote Proctoring Information Package**

Updated December 2023



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## 1. Remote Proctoring of the Written Component

The Written Component of the Physiotherapy Competency Examination (PCE) can be taken at any private, secure location through [risr/assess](#) and [ProctorExam](#).

This information package details the required preparations for remotely proctored exams, and provides an overview of what candidates can expect on exam day. Candidates are expected to review the other resources available on the CAPR website, including the '[Rules of Conduct and Examination Security](#)' which must be adhered to by all candidates who are taking the Written Component.

If you are taking the Written Component via remote proctoring, it is **your responsibility** to ensure that your exam setup meets the technology, network, and environment requirements for a remotely proctored exam.

## 2. Remote Proctors

If you take the exam via remote proctoring, you will be interacting with a live remote proctor at different times during your exam. A proctor is a person whose role is to supervise and maintain the integrity and security of the Written Component.

During the exam, the proctor will:

- ensure that only candidates who are approved by CAPR are admitted into the exam.
- screen candidates, their personal belongings, and their testing environment during check-in, after breaks, and, if needed, at any time during the exam.
- monitor candidates throughout the exam through continuous live video, screen sharing, and audio feeds; and
- refuse admission to candidates who are unable to complete any stage of the security checks, and terminate their exam session should they violate any of the Rules of Conduct and Examination Security and remote proctoring guidelines detailed in this document.

The proctor has the right to communicate with you and/or conduct additional security checks at any time they deem necessary. The proctor may do this during the exam while your timer continues to count down.

For exam security purposes, you will be video-, screen- and audio-recorded once you are admitted into the exam until you end your exam session. By participating in the exam, you consent to being recorded via the above outlined methods. All exam recordings and the screen capture images of your photo and identity document are secured by risr/ and/or CAPR to protect your privacy.



### **Communicating with the proctor**

You can communicate with your proctor by:

- sending a message via the chat feature (preferred method), or
- speaking out loud.

Your proctor communicates with you through the proctoring platform's chat feature. They cannot speak to you.

NOTE: During the exam, your proctor will not be able to answer:

- content-related questions
- risk/assess platform functionality related questions
- troubleshooting questions (reach out to CAPR at the exam day support number that will be provided in advance of the exam)



### 3. Before Examination Day

When deciding to take the Written Component via remote proctoring, you must ensure that you have:

- a device and connectivity setup that meets the [technology and network requirements](#), and
- an appropriate space that meets the [testing environment requirements](#).

Make sure that your device and testing environment are ready before exam day to avoid unnecessary delays on exam day.

If you are unable to meet **all** of the requirements listed in this section, **you are not eligible to take the exam via remote proctoring**.

#### 3.1 Login credentials

CAPR will send you an Exam Appointment Confirmation email 30 days before your exam. This email will contain your exam appointment start time, as well as the unique Username and Password that you will use to access the exam platform on exam day. You will be prompted to use this information after you have completed the check in process.

You must have a printed copy of this email with you on exam day so that you have easy access to your Username/Password because you will not have access to your email account after you check in. This printed copy will be inspected by the proctor.

#### 3.2 Technology and Network Requirements

Item	Requirement	Restriction (if applicable)	Note (if applicable)
Testing Device	<ul style="list-style-type: none"><li>• Desktop or laptop computer</li><li>• Single monitor</li><li>• Mouse</li><li>• Keyboard</li></ul>	<ul style="list-style-type: none"><li>• Tablets, Chromebooks, smartphones, and cell phones are <u>not</u> compatible</li><li>• Dual/additional monitors are <u>not</u> permitted</li></ul>	Your testing device must be plugged into a power source for the duration of the exam



Item	Requirement	Restriction (if applicable)	Note (if applicable)
		<ul style="list-style-type: none"><li>• All unnecessary devices and connections (e.g. printers, etc.) must be disconnected</li><li>• Third-party antivirus software and pop-up blockers must be disabled (turned off)</li></ul>	
Available hard drive (HDD) storage space	Minimum 20GB free space		See the information on <a href="#">checking your device's HDD storage</a>
Total memory (RAM)	8GB recommended (Minimum 4GB)		See the information on <a href="#">checking your device's RAM</a>
Operating system	Latest available operating system installed: <ul style="list-style-type: none"><li>• Windows – minimum Windows 10</li><li>• Mac – minimum 10.13</li></ul>		See the information on <a href="#">updating your operating system</a>
Internet connection	Stable wired or Wi-Fi connection and sufficient bandwidth <ul style="list-style-type: none"><li>• Internet speed must allow for at least 3 Mbps download and 3 Mbps upload</li></ul>	<ul style="list-style-type: none"><li>• Do not use a 'Hotspot' connection</li></ul>	<ul style="list-style-type: none"><li>• It is recommended that you use an ethernet cable</li><li>• If you are using Wi-Fi, ensure that it is not being used by others (for streaming, gaming, etc.)</li><li>• See the information on ensuring a stable internet connection <a href="#">here</a></li><li>• It is recommended that you confirm your internet speed using the internet Speed Test available <a href="#">here</a></li></ul>
Web browser	Google Chrome is the only supported web browser	All other web browsers are not compatible	<ul style="list-style-type: none"><li>• It is recommended that you install the latest version available</li></ul>



Item	Requirement	Restriction (if applicable)	Note (if applicable)
			<ul style="list-style-type: none"><li>• See the information on <a href="#">updating your Google Chrome</a></li><li>• You must ensure that the pop-up blocking function is disabled</li></ul>
Web camera	A functional internal or external web camera		
Microphone and Speakers	A functional internal microphone  Functional internal or external speakers	Headphones are <u>not</u> permitted	
Remote proctoring device	Smartphone or tablet running – Android 5.1 or higher or iOS (Apple) 10.0 or higher – on silent and in airplane mode (or equivalent).	Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 or newer are not compatible	Your remote proctoring device must be plugged into a power source for the duration of the exam

### 3.3 Testing Environment Requirements

Item	Requirement	Restriction (if applicable)	Note (if applicable)
Testing space	<ul style="list-style-type: none"><li>• An indoor room (four walls and a locked/closed door)</li></ul>	A wall that has a large window where other persons may be visible (e.g., causing distractions or risks to exam security); the window must be covered/shut	See the information on <a href="#">preparing your testing environment</a>
	<ul style="list-style-type: none"><li>• Your room must be well-lit</li></ul>		<ul style="list-style-type: none"><li>• You must be clearly visible at all times</li></ul>



Item	Requirement	Restriction (if applicable)	Note (if applicable)
			<ul style="list-style-type: none"> <li>You must ensure that lighting is sufficient and there is no backlighting</li> </ul>
	<ul style="list-style-type: none"> <li>You must be alone while you are taking the exam</li> </ul>	<ul style="list-style-type: none"> <li>No other individuals or pets are allowed in the room for duration of the exam</li> <li>If someone else enters the room during your exam, your exam will be terminated</li> </ul>	<p>If other people are present in the house/building that your testing space is in, and you cannot lock the door, post a "Do Not Enter" sign on the outside of the door</p>
	<ul style="list-style-type: none"> <li>Your room must be uncluttered – the walls are ideally bare/blank (everything removed)</li> <li>Your room must be free from background noise, disruptions, and distractions</li> </ul>		<ul style="list-style-type: none"> <li>You may cover items in your testing environment, including any irrelevant private information you would not like to show, such as pictures or private objects</li> <li>You should have a plain sheet in your testing space, to be used if your proctor asks you to cover specific items in your room (e.g., a portion of your wall, furniture, large electronics, decorations, etc.) during the environmental check</li> </ul>
Workstation	<ul style="list-style-type: none"> <li>Your desktop or laptop computer must be placed on a desk or table</li> <li>The surface must be clean and clear of everything except for the device you will use for testing</li> </ul>	Nothing (e.g., pens, paper, books, objects, electronic devices, etc.) is allowed on your workstation or in the surrounding areas, unless specifically approved by CAPR in	





Item	Requirement	Restriction (if applicable)	Note (if applicable)
	<ul style="list-style-type: none"><li>• Desk or table drawers must be empty</li></ul>	writing (i.e., through a Testing Accommodations Plan)	
Camera view	Your proctor must be able to see you and your surroundings well for the duration of the exam		Follow the on-screen instructions to ensure that your camera view is appropriate.

NOTE: You may take the exam in any space that is not your own residence (for example, your workplace, a hotel room, dorm, or other university/library space). If you choose to do so, you must:

1. Check with the relevant IT service provider to ensure that the required external web links can be accessed (not blocked by the network firewall). risr/assess will need to be whitelisted by the IT service provider.
2. Ensure that your testing space is ready for the environmental scan from the moment that you log in, and that you are able to meet all environmental requirements for the duration of your exam.

### 3.4 Prepare your Testing Device

You must ensure that your testing device adheres to the minimum technology requirements; completing these steps will ensure that you have the appropriate computer setup/internet connection to successfully participate in the exam.



### 3.4.1 Update your Operating System

Updating your operating system can take up to 3 hours. If your operating system needs to be updated to comply with the requirements outlined above, make sure that you do this the day before the exam at the latest. NOTE: Do not attempt this on exam day.

#### Windows

1. Plug your device into power and connect to the internet.
2. Select Start (windows logo in the bottom left corner of the toolbar)
3. Select Settings (gear icon in menu on left-hand side)
4. Select 'Update & Security' > 'Windows Update' > then select 'Check for updates'.
5. If updates are required, install them.

#### iOS (Mac)

This operating system update can take 20 minutes to 3 hours. If you plan on using a Mac device to take the exam, make sure that you do this the day before the exam **at the latest**.

NOTE: Do **not** attempt this on an exam day.

1. Plug your device into power and connect to the internet.
2. Select the Apple menu (apple logo in top right corner of the toolbar).
3. Select 'System Settings'.
4. Under the 'General' tab, select 'Software Update'.
5. Click 'Update Now'.

### 3.4.2 Check your testing device's Hard Drive (HDD) Storage

#### Windows

1. Open File Explorer.
  - a. You can use the keyboard shortcut, Windows key + E or tap the folder icon in the taskbar.
2. Select 'This PC' from the left pane.



3. You can see the amount of free space on your hard disk under the Windows (C:) drive.

#### **Mac**

1. Select the Apple menu (apple logo in top right corner of the toolbar).
2. Select 'About This Mac'.
3. Select 'More info'.
4. You can see the amount of free space on your hard disk under the 'Storage' section.

### **3.4.3 Check your testing device's Random-Access Memory (RAM)**

#### **Windows**

1. Select the 'Start menu'.
2. Select 'About your PC'.
3. Under 'Device Specifications', see 'Installed RAM' in GB.

#### **Mac**

1. Select the Apple menu (apple logo in top right corner of the toolbar).
2. Select 'About This Mac'.
3. Select 'More info'.
4. You can see the amount of memory available in GB.

### **3.4.4 Update your Google Chrome browser**

1. Open the Google Chrome browser.
2. At the top right, click 'More' (represented with three vertical dots).
3. Select 'Help' > 'About Google Chrome'.
4. Under the 'About Chrome' section, if an update is available, click 'Check for updates.'
5. When the update is finished, click 'Relaunch'.



### 3.4.5 Clear your Google Chrome browsing data

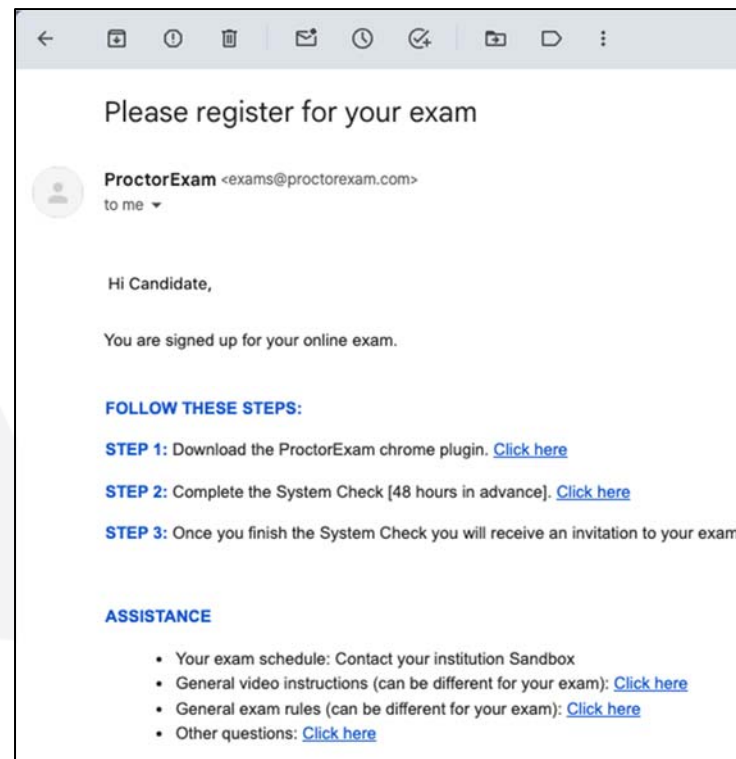
1. Open the Google Chrome browser.
2. At the top right, click 'More' (represented with three vertical dots).
3. Select 'More Tools' > 'Clear Browsing Data'.
4. In the pop-up, select from the drop-down list to choose the time range 'all time'.
5. Check the boxes next to 'Cookies and other site data' and 'Cached images and files'.
6. Click 'Clear data'.



### 3.4.6 Set your testing device up for remote proctoring

One week before your exam date, you will receive an email from ProctorExam ([exams@proctorexam.com](mailto:exams@proctorexam.com)). The links in this email are unique to you; **do not share them with anyone else.**

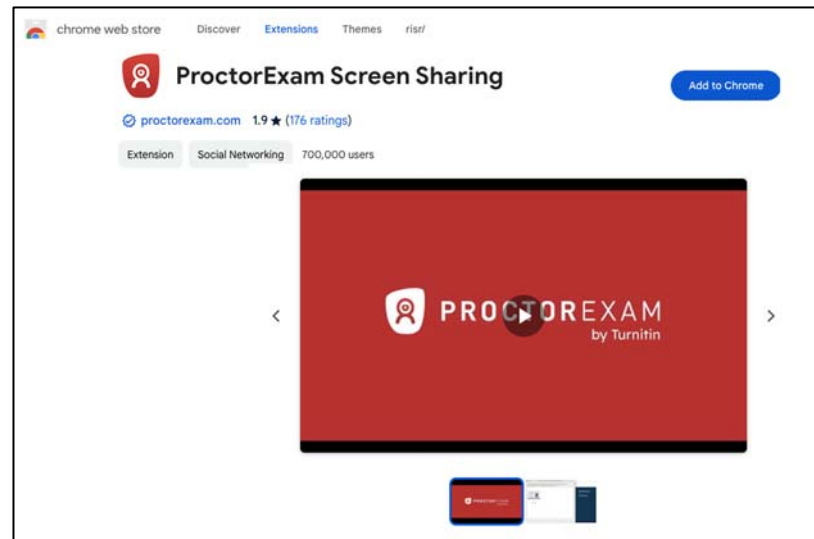
Follow the instructions in the email to download the ProctorExam Google Chrome plugin and complete a System Check before exam day. **You are required to complete this no later than 48 hours before the exam.**





### 3.4.6.1 Download the ProctorExam Google Chrome Plugin

1. Under 'FOLLOW THESE STEPS' > 'STEP 1' in the ProctorExam email, select "Click here" to be directed to the Chrome Web Store.
2. Click 'Add to Chrome'.





### 3.4.6.2 Complete the System Check in the Google Chrome browser.

Under 'FOLLOW THE STEPS' > 'STEP 2' in the ProctorExam email, select "Click here" to be directed to the System Check. When prompted, select 'Allow' or 'Enable', as appropriate, related to microphone, speakers, and web camera settings, follow the steps to download and set up your smartphone (mobile), and select 'Share' for screen sharing.

**Troubleshooting guide**

**Computer issues :**

1. Refresh the page.
2. Restart the computer.

**Smartphone issues :**

1. Restart your phone.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

**ANDROID APP ON Google play** **Available on the App Store**

You can find the ProctorExam mobile application in both the Android and iOS marketplaces. Use the ProctorExam mobile app to scan the QR code:

**Our app was recently updated, please make sure you have the newest version!**

[Issues?](#)

**Check Requirements**

- Microphone
- Speakers
- Bandwidth
- Webcam
- Mobile
- Screenshare

**Point X lite**



When you have successfully completed this System Check, you will see the screen below. You may close the page.

**Troubleshooting guide**

**Computer issues :**

1. Refresh the page.
2. Restart the computer.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

**Check Requirements**

- ✓ Microphone
- ✓ Speakers
- Bandwidth
- ✓ Webcam
- ✓ Mobile
- ✓ Screenshot

**Great! You have successfully registered for your exam.**

You will find your exam link in the email we have just sent you (it might take a few minutes before you receive it).

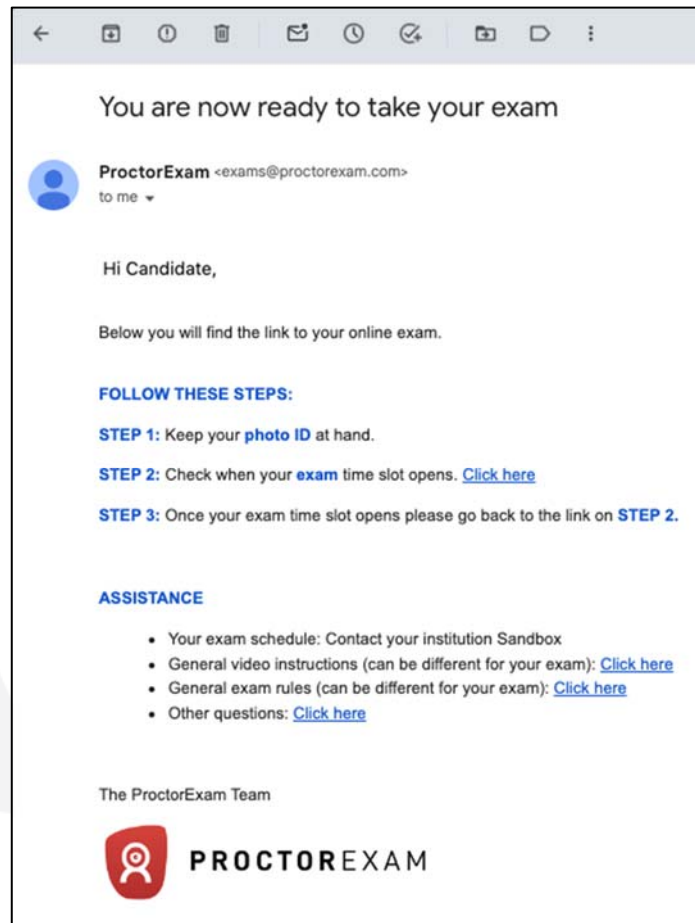
You can now close this page.

**Point X lite**





Following completion of these steps, you will receive a second email from ProctorExam, which will contain the link that you will use to access the exam at your exam appointment time (contained in the Exam Appointment Confirmation email from CAPR). The links in this email are unique to you; **do not share them with anyone else.**





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NOTE: If you access the link in this email prior to the time outlined in the Exam Appointment Confirmation email sent by CAPR, you will see the screen below, which outlines the date/time of your exam and a countdown to when your exam will start. You can only click 'Start exam' at the designated time.

**Hello Candidate,**  
You are a bit early.

You will be able to start your exam at

**Monday, January 15th 2024, 09:00**

Your local time.

If your computer is not configured to the timezone we detected, please double check online:  
[www.timeanddate.com](http://www.timeanddate.com)

Your exam will start in:

**38 days, 0h 33m**

When you are in the exam time and you are ready to start, [click here:](#)

[Start exam](#) Painel X Lite



### 3.4.7 Ensure a stable internet connection

CAPR recommends that you use a wired, password-protected connection with an ethernet cable plugged directly into your modem or router during your exam. Connecting using Wi-Fi is acceptable but discouraged, as there is a slightly greater chance of experiencing internet connectivity issues. If you have no other option but to use a Wi-Fi connection for your exam, you should set up your testing environment in a location where the Wi-Fi signal is strongest in order to reduce the chances of internet connectivity issues. It is in your best interests to complete the [System Check](#) and your exam in this same location.

NOTE: Be aware that other people using the same internet connection (for example, to stream content such as videos) while you take your exam can cause your internet connection to significantly slow down or drop completely, and to impact your exam as a result. Where possible, you should tell everyone in your testing location not to use the internet while you are taking the exam.

### 3.5 Prepare your Testing Environment

You may take the Written Component in any location that meets the testing environment requirements.

In order to increase the likelihood of a smooth exam day, you must adequately prepare your own testing environment, ensuring that there is nothing in your space that can compromise the integrity or security of the exam.

- The door to your testing environment must be closed, and if possible, locked, for the duration of the exam. If it is not possible to lock the door, you should post a sign that reads “Do not enter” on the outside of the door. Your proctor will terminate your exam session if another person enters your testing environment while you are testing, so you must ensure that you will be alone for the duration of your exam.
- Your testing environment must be well-lit, and your workstation must be set up in a way that ensures that you will be sitting upright, comfortably, and fully visible in the web camera for the duration of your exam. You will not be allowed to change positions or locations while you are testing.
- Your testing room should be free of clutter. There should be no reference materials in the room, and all loose items must be put away.
- The device that you will use for testing must be placed on a desk or table. Ideally, there should be no other items placed on the desk or table other than your testing device to facilitate the check-in and exam taking process on exam day. Some comfort items may be permitted your testing environment – see the information on [required, allowed, and prohibited items](#).

NOTE: The proctor may deny you access to the exam or terminate your session if they find any violations to the testing environment requirements.



## 4. Examination Day

You will be able to log in to the exam platform at the time outlined in the Exam Appointment Confirmation email sent by CAPR. Access to the platform before this time is restricted, so you cannot log in earlier than this time. Once you have gone through the proctoring checks, you may not leave your testing environment. If you leave, you will need to repeat the whole check-in process.

If you are late, you will not be granted access to the exam and you will forfeit your exam fee. Candidates who attempt to log in to the exam platform 30 or more minutes after the outlined in the Exam Appointment Confirmation email sent by CAPR are considered to be late.

### Readiness on exam day

Candidates are responsible for assessing personal circumstances prior to attempting the exam. To optimize exam performance, you are strongly encouraged not to attempt an exam if, prior to the exam, you are ill or have extraordinary circumstances, including bereavement, that may affect your performance in the exam. In these situations, you should [withdraw](#) or [reschedule](#) from the exam. Fees apply.

**No-show:** If you do not show up for your exam appointment without advance notice, you will be marked as a no-show. As a result, you will forfeit your exam fee.

NOTE: Late and no-shows do not count as attempts in your exam history.

### 4.1 Required, Allowed, and Prohibited Items

The list below details the required, allowed, and prohibited items in a remotely proctored exam.

- All required and allowed items that are brought into the testing environment will be inspected by the proctor.
- Prohibited items are not allowed at any time during the exam. The proctor will ask you to remove any prohibited item(s) at check-in. If a prohibited item is brought into or found in the room during the exam, this infraction will be reported to CAPR, and may lead to your exam being terminated immediately.
- Light clothing items such as sweaters, jackets, scarves, etc. will be inspected at check-in. If such items are removed, they must be hung on your chair, not placed on your lap or on the workstation.



- Hair accessories, ties, and bowties are subject to inspection. Do not wear, or use, ornate clips, combs, barrettes, headbands, tie clips, cuff links or other accessories.

Required	Allowed	Prohibited
<p><u>Documents and information:</u></p> <ul style="list-style-type: none"> <li>• Government-issued photo ID (Passport, Canadian Permanent Resident Card, Canadian Driver’s Licence)</li> <li>• The “You are now ready to take your exam” email from ProctorExam that you received after completing your system check.</li> <li>• A printed copy of the Exam Appointment Confirmation email with your Username and Password from CAPR.</li> </ul> <p><u>Testing device:</u></p> <ul style="list-style-type: none"> <li>• Desktop or laptop computer that has gone through the System Check and has the ProctorExam plugin installed</li> <li>• Web camera</li> <li>• Microphone and speakers</li> <li>• Mouse</li> <li>• Keyboard</li> </ul> <p><u>Remote proctoring device:</u></p> <ul style="list-style-type: none"> <li>• Smartphone</li> </ul>	<ul style="list-style-type: none"> <li>• Ear plugs (foam, no strings)</li> <li>• Ergonomic devices (e.g., device stands, footrests)</li> <li>• Eyeglasses (non-tinted)</li> <li>• Lip balm</li> <li>• Medical devices that are not dependent on the use of a communication device (e.g., cochlear implants, hearing aids, insulin pump, glucose monitor)</li> <li>• Medications (without packaging or paper inserts), including inhalers, EpiPens</li> <li>• Orthotic devices aids (e.g., arm slings, braces, casts, collars, canes, crutches, walkers, wheelchairs)</li> <li>• Plain sheet (to be used to cover items in the room if directed by the proctor)</li> <li>• Room or office furniture</li> <li>• Snack (small, odourless, noiseless, in a clear, unlabelled, zip-sealed bag)</li> <li>• Tissues (a few unpackaged sheets)</li> <li>• Water (one clear, unlabelled plastic bottle, label removed)</li> </ul>	<ul style="list-style-type: none"> <li>• Beverages (other than water)</li> <li>• Calculator of any kind</li> <li>• Headphones, earphones</li> <li>• Jewellery (unless for religious reasons), watch</li> <li>• Notebook, paper (apart from you printed copy of the Exam Appointment Confirmation email)</li> <li>• Outerwear, hat, non-religious head covering</li> <li>• Pen, pencil, highlighter</li> <li>• Published materials, notes, and other studying/testing aids</li> <li>• Purse, wallet, bag, briefcase</li> <li>• Pager, any other electronic devices, including any wearable technology</li> </ul>



## 4.2 Launching the Examination

### 4.2.1 Accessing the Proctoring Page

1. Click on the link in the “You are now ready to take your exam” email, and then close the email.
2. At the designated time, click ‘Start exam’ to launch the connection to your proctor.
3. Follow all the instructions provided to complete the check-in process.

NOTE: You must keep the ProctorExam page open for the duration of your exam.

### 4.2.2 Check-in process

#### 4.2.2.1 Self-serve steps

You will complete guided self-serve steps before you launch your exam. These include:

1. Declaring that you are ready to start the exam (you have gone to the washroom, and your testing environment is prepared). You will not be allowed to leave your testing environment once you have completed the proctoring checks. Should you need to leave at any point during or after this process, you will need to repeat the whole check-in process.
2. Allowing ProctorExam to send you desktop notifications.
3. Confirming the [proctoring language](#) (English).
4. Enabling Screen Sharing with ProctorExam.
5. Testing your microphone.
6. Testing your speakers.
7. Closing all applications and browser tabs except for the ProctorExam tab. You will receive a notification to close all tabs and will not be able to proceed if there are other tabs open.
8. Taking a close-up picture of your face.
9. Taking a picture of your photo ID.
10. Setting up your camera.

NOTE: you will be notified that everything following submitting a picture of your photo ID will be recorded. You will be recorded from this point until you finish your exam.

As there are a high number of candidates taking the exam at the same time, you should expect the check-in process to take approximately 10 minutes. Please be patient, as proctors are completing the required procedures as quickly as possible. **Your exam time (4 hours) will begin when you have completed the check-in process and have logged in to the exam.** Your exam time is not affected by how long the check-in process takes.



#### 4.2.2.2 Identity verification

After you complete the self-serve steps, you will connect with your proctor who will guide you through the final steps before starting the exam. The proctor will confirm your name, address, and exam details before conducting the environmental and candidate checks. The proctor will compare the image captured of your face to the photo on your government-issued photo ID.

#### 4.2.2.3 Environmental / Candidate check

The environmental/candidate check is completed using your smart phone. You will be prompted to scan a QR code in the ProctorExam app that you downloaded as part of the System Check, and you will follow the instructions from there.

The proctor will instruct you to move your smartphone to do a 360° scan to verify that your testing environment is secure and meets all the requirements. Your proctor will inspect different parts of your room and workstation, and may ask you to change or remove items from your testing environment.

The environmental check can take up to 10 minutes; however, if your testing area is well-prepared, it should take closer to 5 minutes. You should:

- [prepare your testing environment](#) in advance to meet all the requirements, and do a final check 30 minutes before your designated start time.
- practice this procedure before choosing remote proctoring and again before exam day.

The proctor will ask you to point your smartphone camera at the following for inspection:

- Computer/laptop and keyboard
- Desk and area behind computer/laptop
- Space under desk
- Ceiling
- The four corners of the room
- Your ears

You will then be prompted to set your smartphone up behind you in a way that provides a view from behind; follow the proctors instructions to achieve this.

If you leave the web camera view to make adjustments to your testing environment, you will have to go through the full process of the environmental check again.

The following screenshots provide an overview of the environmental/candidate check:





The screenshot shows the ProctorExam app interface. At the top, there is a navigation bar with four icons: a person with a checkmark, a smartphone with a checkmark, a smartphone with an eye icon, and a target icon. In the center, a large QR code is displayed. To the right of the QR code is a green circular icon with a white smartphone symbol. Below the QR code, there is a list of four instructions:

1. Turn on Airplane mode
2. Connect your phone to Wi-Fi
3. Open the ProctorExam app and make sure it is up to date
4. Point the camera at the QR code above these instructions to scan it

The screenshot shows the ProctorExam app interface during an exam. At the top, there is a navigation bar with four icons: a person with a checkmark, a smartphone with a checkmark, a smartphone with an eye icon, and a target icon. Below the navigation bar, the text "Exam: CAPR Test" is displayed. The main content area shows a white card with the following text and image:

**Environment setup**

 Slowly show us your computer and keyboard. See video for demonstration.



Step 1/5


[Next Step](#)

To the right of the card is a large black rectangular area with a green circular icon containing a white smartphone symbol, representing a camera feed.






Exam: CAPR Test




**Environment setup**

⚠️ Slowly show us your desk and the area behind your computer. Nothing is allowed on your desk unless otherwise stated by the institute.

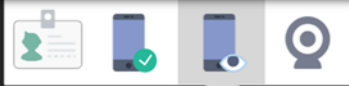


Step 2/5

Previous Step Next Step




Exam: CAPR Test




**Environment setup**

⚠️ Slowly show us the space under your desk and your ceiling. See video for demonstration.




Step 3/5

Previous Step Next Step







Exam: CAPR Test



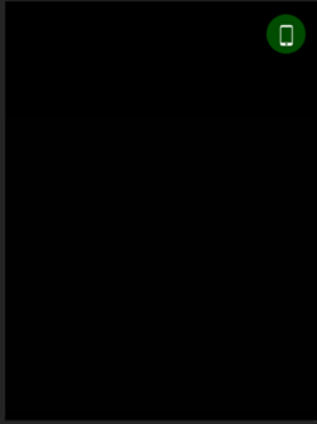
**Environment setup**

 Slowly show us the four corners of your room. See video for demonstration.

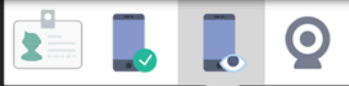


Step 4/5


[Previous Step](#) [Next Step](#)




Exam: CAPR Test



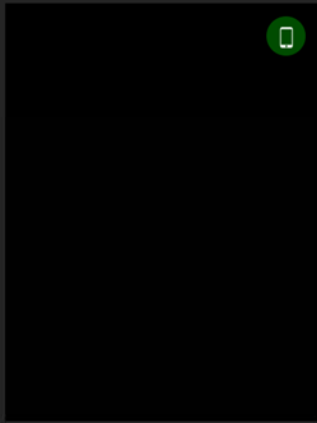
**Environment setup**

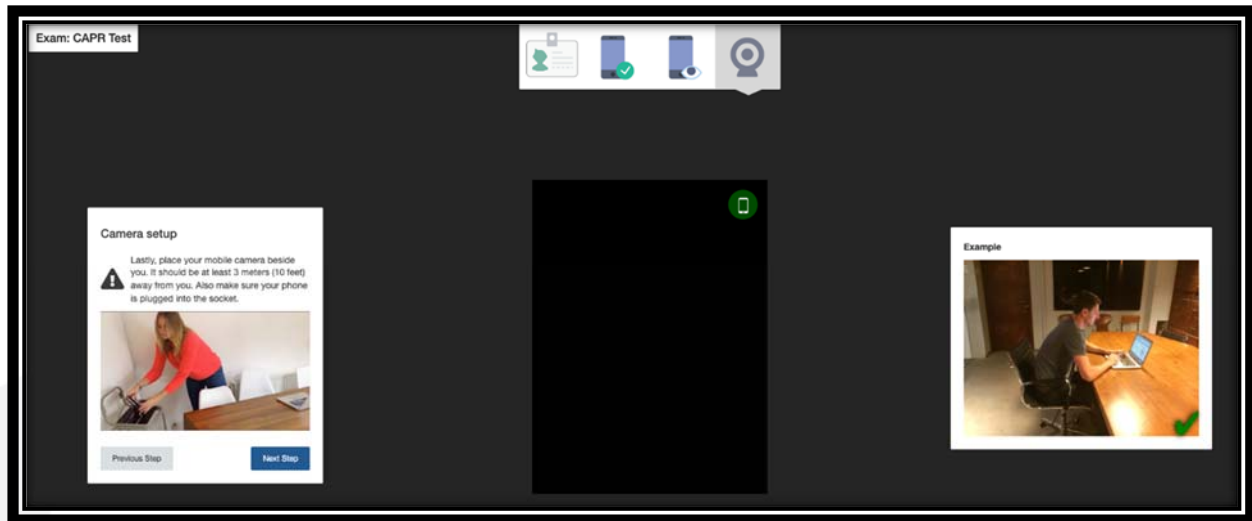
 Slowly show us your ears to make sure you have no devices plugged in.



Step 5/5

[Previous Step](#) [Next Step](#)





#### 4.2.2.4 Remote Proctoring in Languages Other than English

ProctorExam's services are offered in English. Translations for some parts of the process may be available through automatic translations (provided by Google). It is recommended to proceed with the check in process in English.

Proctors who speak other languages are not available, so non-English-speaking candidates (including French-speaking candidates in Canada) must be willing to take the exam with English-speaking proctors.

In Canada, candidates who are not comfortable with English-speaking proctors can take their exam at a test centre where French-speaking exam personnel are available. For all exams (taken using remote proctoring or at a test centre), the exam content and testing platform are available in both English and French to all candidates.

#### 4.2.3 Log in to the exam

1. A link to the exam will appear on the ProctorExam page after you complete the check-in process.
2. Click on the link to access your exam; this will open the risr/assess platform in a new tab.
3. Enter the unique Username and Password from the Exam Appointment Confirmation email sent to you by CAPR to log in to the exam platform.
4. Your exam will begin immediately once you log in.

NOTE: You will not have access to an exam platform tutorial before your exam. Your timer will immediately start counting down from the moment that you click the 'Log in' button. It is your responsibility to access the Written Component Tutorial before exam day to familiarize yourself with the exam platform.



### 4.3 During the Examination

Once you have logged in and started your exam, you will not need to interact with your proctor except in the following circumstances:

#### 4.3.1 Taking a break

You are allowed to take a break during for a maximum duration of 10 minutes out of view of the web camera. If you exceed this duration, this infraction will be reported to CAPR, and may lead to your exam being terminated immediately.

The exam timer will not be paused for breaks. Any time that you take for breaks, and the security processes that you must go through when you return, will be deducted from your exam time.

Before taking a break, you must notify the proctor by sending a message in the chat feature, e.g. “Break please”, or by speaking to the proctor.

NOTE: Do not leave your testing environment at any time during the exam without confirmation from your proctor that they are aware that you are leaving the web camera view. If you leave your testing environment without getting confirmation from your proctor, this infraction will be reported to CAPR, and may lead to your exam being terminated immediately.

After returning from your break, you must:

- notify the proctor by sending a message in the chat feature, e.g. “Back from break”, or by speaking to the proctor
- follow the proctor’s instructions before interacting with the exam platform.

NOTE: If you resume your exam before following the proctor’s instructions, this infraction will be reported to CAPR, and may lead to your exam being terminated immediately.

#### 4.3.2 Examination violations

The proctor has the right to communicate with you and/or conduct additional security checks at any time they deem necessary.

Your proctor can also escalate infractions to CAPR, who can terminate your exam if you:

- refuse to follow any part of the check-in or security process,
- have spyware operating on your computer,
- leave the view of the web camera without notifying the proctor first,
- resume your exam after a break without notifying the proctor and/or before going through the security check-in process,
- exceed the 10-minute limit for a break,



- engage in behaviour that is suspicious or inappropriate (see the [Rules of Conduct and Examination Security](#)),
- are found to have or access a prohibited item during the exam,
- change your testing environment,
- turn off the light(s) in your room (or anyone else does),
- turn off or disable your web camera, microphone, or screen sharing,
- speak to, or receive aid from, other individuals,
- exhibit any abusive behaviour towards the proctor,
- allow another person or animal to enter the testing environment.

A terminated exam means that:

- you cannot continue with or reconnect to your exam, and
- your exam may count as one of your exam attempts.

#### 4.3.3 Troubleshooting issues

You will be disconnected from the ProctorExam platform if you lose your internet connection. If this happens, or if you experience other technical issues on exam day, contact CAPR at the exam day support number that will be provided in advance of the exam.

#### 4.4 Finishing the examination

1. When the exam time has elapsed or if you are ready to finish, click the 'FINISH' button in the exam platform.
2. Click 'Submit exam' in the pop-up confirmation. You will be re-directed back to the login page.
3. Access the ProctorExam page and click 'Finish Exam'.
4. You may close both tabs.