



FAQ: Remote Proctoring of the Written Component

BEFORE EXAM DAY

Environment Requirements

My house is in a noisy neighbourhood. Will background noise such as traffic noise or dogs barking cause issues on exam day?

- Your proctor will be able to hear the noise in your surroundings, and will flag you if they determine that the noise is consistently excessive. If this happens, this will be considered a violation of the environmental requirements, and you will not be allowed to proceed any further with your exam.

Noise occurring occasionally, whatever the source, will not be considered consistently excessive.

Can I take the exam in a room that has no door and no walls to separate different spaces (e.g., a studio-type space or a space that has no wall between the living room and dining and kitchen areas)?

- We strongly recommend that you take the exam in an enclosed room that has four walls and limited items inside. If you do not have access to such a space, you may take the exam in an open space. The entire space and its contents will be inspected by your proctor.

If the walls are undefined, you may use temporary dividers (room dividers or sheets) to isolate your testing space. You should also cover any other unnecessary items in your space using a sheet to facilitate the environmental scan on exam day.

The most important thing to keep in mind when testing in a space that has no walls/dividers and no door that can be shut or locked is that you **MUST** guarantee that no other person or animal enters your testing environment for the duration of your exam. If a person or animal enters your testing environment during your exam, your exam will be terminated. If your exam is terminated, you will forfeit your entire exam fee, and you will not be issued with a result. This will not count as an attempt in your exam history.

My testing room has large windows that don't have blinds or curtains. Will this be an issue on exam day?

- **Yes.** Large or full-length windows that are uncovered and may allow other persons or objects to be visible through the windows (causing risks to exam security or distractions) will cause issues on exam day. You must cover the windows using a plain sheet if blinds or curtains are not available.

I have a small religious temple in my room that we don't move around. Is it okay to have it in my room on exam day?

- You will not be asked to remove a religious item from your room if this cannot be moved, but it will be inspected by your proctor on exam day. We recommend covering the temple or the area where it is kept, if possible, to facilitate the environmental scan on exam day.



My desk has a monitor and a keyboard on it that I will not use during the exam. Am I allowed to have these items on my workstation on exam day?

- **No.** Your workstation surface must be clean and clear of everything except for the device you will use for testing (as well as your identity document and the printed copy of your Exam Appointment Confirmation Email).

I have drawers in my testing environment. Do I need to fully empty them before exam day?

- **Workstation:** Drawers on your desk/table must be completely empty on exam day, even if they are opaque.
- **Room:** If you have other cabinets or drawers in the room, these do not need to be emptied unless the drawers are translucent or transparent (i.e., the contents can be seen.) If you have other large storage furniture with visible contents that cannot be emptied or is difficult to clear (e.g., an open bookshelf), you must cover these with a sheet or blanket.

We strongly recommend that you cover any large furniture with a sheet on exam day to facilitate the check-in process.

I have a bookshelf in my testing environment. Do I need to fully empty it before exam day?

- Nothing should be visible on shelving and other storage furniture in your testing environment on exam day. You must either remove the contents of the bookshelf or cover the bookshelf up with a plain sheet before exam day.

I have a TV and other large electronics in my room. Do they need to be unplugged?

- All unnecessary items should be removed from your testing environment/stored in a closet or different location. If you have larger items that are difficult to remove, we strongly recommend that you unplug all these items and cover these items with a sheet.

Everything that is visible and can be used on exam day that is in your room will be inspected by your proctor. Covering items with a sheet indicates that they cannot be used, and will not be closely inspected by your proctor.

Can I sit on my bed or on the floor during the exam?

- **No.** You must be seated in an upright sitting position in a properly set up workstation that has a desk/table and chair for the duration of your exam. Your desk/table and chair will be fully inspected by your proctor, and you will not be allowed to take the exam with any other testing setup.

Can I use ergonomic items (such as an ergonomic chair, computer stand, footstool, or seat cushion) on exam day?

- **Yes.** We strongly recommend that you set up your workstation in a way that ensures that you will be comfortable for the duration of your exam. You may use ergonomic devices. These will be inspected by your proctor on exam day.



If you are using an ergonomic chair that allows many options for positional adjustments, you must be mindful that you remain sitting upright and visible in the cameras for the duration of your exam. You must also avoid excessive movements and position changes, as these may be flagged as suspicious behaviours by your proctor.

Can I use a sit-to-stand desk?

- You must be in an upright, **sitting** position for the duration of your exam. If you have a sit-to-stand desk, it must be configured to the sitting setting throughout your exam. You are **NOT** allowed to take the exam in a standing position unless you have been granted permission to change positions during your exam through a Testing Accommodations Plan.

If you need to stand or take a mobility break during your exam, you must take a break and follow the procedures for taking a break described in section 4.3.1. “Taking a break” on page 33 of the [Remote Proctoring Information Package](#).

Can I have a fan or a portable heater in my room?

- **Yes.** You may have a fan or a portable heater in your room. This will be inspected by your proctor on exam day.

My desk and testing device have stickers and writing/drawings on them. Will this be an issue on exam day?

- Stickers and writing/drawings on your desk and testing device will be inspected by your proctor and may be flagged as an issue on exam day. We strongly recommend that these either be removed or covered to avoid issues on exam day.

Can two candidates take the exam from the same house or apartment?

- Two candidates may take the exam from the same house or apartment, as long as they are taking the exam in separate rooms/testing environments. Both rooms must meet all the environmental requirements for a remotely proctored exam. They must also ensure that they will not interact with each other/any other person throughout the exam.

Both candidates must also ensure that they will meet the technology and network requirements. In particular, they must ensure that they will both have a stable Wi-Fi internet connection for the duration of the exam.

Technology Requirements

1. Testing device

What should I do if my testing device does not meet some of the minimum technology requirements (e.g., it does not have 20GB of HDD space or 4GB RAM)?

- If the testing device that you intend to use on exam day does not meet the minimum technology requirements, you **CANNOT USE** that device to take your exam.



If you attempt to use an inadequate device on exam day, you will likely have issues and will not be able to complete your exam. This will count as an incident that is within your control (see the consequences [here](#).)

If you do not have a testing device that meets **ALL** the technology requirements, you are not eligible to take the exam via remote proctoring. You must either use a different device that meets all of the requirements, or reschedule to take the exam in a test centre.

Can I use a touch screen laptop (and use touch screen functions) for my testing device?

- You can navigate and interact with the risr/assess platform using the touch screen functions of a touch screen laptop. However, this is **NOT** recommended because selection errors (e.g., clicking on the wrong button or option) may be more frequent, and navigation (e.g., scrolling or moving between questions in the overview pane) may be more challenging compared to using a mouse. Your testing device must also be placed on top of a desk or table – you must ensure that you will be comfortable using touch screen functions for the duration of your exam.

Can I have an extra laptop with me in case I experience technical issues with my testing device?

- You should plan to use the best device that is available to you on exam day, and ensure that this device can run the exam by completing the System Check. You may plan to have a backup device that you can use in the event of an unforeseen circumstance on exam day (in fact, this is good contingency planning), but this backup device cannot be in your testing environment when you begin your exam. This device must be kept outside the testing environment, and will be used **ONLY** if your primary testing device fails.

Can I connect my laptop to a bigger monitor and use that screen for the exam, while keeping my laptop lid closed?

- **No.** This is considered a dual monitor setup, which is prohibited.

If I have a second monitor on my desk, can I just disconnect one of the monitors?

- The safest thing to do is to remove any other monitors from your workstation. If it is not possible to remove, you **MUST** disconnect the monitor and cover it with a sheet. Your proctor will inspect the connections on your device and ensure that a secondary monitor will not be functional on exam day.

Is it necessary to have an external mouse and keyboard?

- **No**, it is not necessary to have an external mouse and keyboard. It is necessary to have a functional mouse and keyboard on exam day, but these do not have to be external attachments. If you are using a laptop computer, you may use the built-in mouse (touchpad or trackpad) and keyboard on your device.

Can I use a desk/external microphone on exam day?

- **Yes.** You must have a functional microphone on exam day. Ideally, the microphone is built-in to your testing device, but if you do not have a functional built-in microphone, you may use an external microphone as long as it is not a headset or headphone type of microphone.



My microphone is attached to my headphones/headset. Will I be allowed to use this on exam day?

- **No.** Headsets and headphones are not allowed. You must have either a functional internal or external microphone that is not attached to a headset or headphone.

My testing device speakers' audio is quite low, even when it is set at a high volume. Do I need to attach external speakers for the exam?

- Speakers are required for the exam and its main purpose on exam day is for you to hear the notification when your proctor sends you a message. Your speakers should be functional enough to enable this. Your speakers will not have any other function on exam day, as your proctor will not communicate with you verbally (communication will be through chat only).

Do I need to download any application to access the exam on exam day?

- **Yes.** You need to have:
 - 1) The ProctorExam Google Chrome plugin installed on your testing device.
 - 2) The ProctorExam app installed on your remote proctoring device.

Do I need to disable pop-ups and notifications on my testing device?

- We strongly recommend that you disable all other pop-ups/notifications on Google Chrome **EXCEPT** for notifications from ProctorExam. Your proctor will be monitoring your screen and may flag suspicious notifications on exam day.

Do I need to delete applications or materials that I used for studying that are saved on my testing device?

- **No.** You are not required to delete study applications or materials, but you must ensure that these are closed and that you do not access them during your exam. Your proctor will be monitoring your screen and will be able to see everything that is opened on your device on exam day. If you open study applications or materials, this will be considered cheating behaviour in accordance with the [Rules of Conduct and Examination Security](#) – your exam will be terminated, and you will be subject to the 'Potential Outcomes' listed.

Do I need to sign out of my Google profile or delete the bookmarks and other extensions on my Google Chrome?

- **No.** You are not required to be signed out of any account or to delete bookmarks or extensions from your Google Chrome profile. We strongly recommend that you disable notifications **EXCEPT** for notifications from ProctorExam. Also note that your proctor will be monitoring your screen throughout your exam, and if there is a suspicious bookmark label or any other text on your screen, this will be flagged as a violation.

Before exam day, we encourage you to take some time to either 1) review your bookmarks to ensure that there is nothing that could be deemed suspicious, or 2) hide your bookmarks bar.

Is it a good idea to take the exam in "Incognito mode"?

- We recommend that you do **NOT** take the exam in "Incognito mode", as there may be different browser settings that may prevent you from taking the exam on exam day.



2. Remote proctoring device

Do I need to connect my remote proctoring device to a charging port?

- **Yes.** Both your testing and remote proctoring devices must be connected to a charging port to ensure that they will be functional for the duration of your exam.

Can I use another laptop as my remote proctoring device instead of a smartphone or tablet?

- **No.** You cannot use another laptop as your remote proctoring device.

Network Requirements

Can I use an ethernet cable to ensure that my testing device has a stable internet connection?

- **Yes,** you may connect your testing device to an ethernet cable to ensure that it has a stable internet connection during your exam. Please note, however, that you **MUST** also ensure that you have a stable Wi-Fi connection for your remote proctoring device.

If I use an ethernet cable to connect my testing device to the internet, will this compromise my remote proctoring device which will be connected to Wi-Fi?

- Typically, routers have an outgoing ethernet port that you can connect your computer to for a hardwired connection. Plugging in a device in this manner should not affect your Wi-Fi connection unless you unplug the port that connects your router to the internet. If you are unsure about how to effectively secure a stable connection for both devices if your testing device is hardwired, it is best to just connect both devices to the Wi-Fi.

Can two people be connected to the same Wi-Fi connection during the exam or use a LAN connection?

- It is your responsibility to ensure you have a stable Wi-Fi internet connection with sufficient bandwidth of at least 3 Mbps download and 3 Mbps upload speed. Sharing your internet connection with other users on exam day, particularly anyone whose use would result in high data usage (for example, for streaming content or gaming) may impact your ability to meet these requirements.

If you encounter issues with your internet connection on exam day and are unable to complete your exam, this will count as an incident that is within your control (see the consequences [here.](#))

Can I use a wireless or portable Wi-Fi device?

- **No.** Wireless / portable Wi-Fi devices are not permitted; using such devices – or hotspot connections – will result in you not being able to proceed with your exam.



EXAM DAY

Starting the exam

What is the ideal time to sign in and start the proctoring process?

- The ideal time to click the link in the “You are now ready to take your exam” email is the time that is outlined in the Exam Appointment Confirmation email. You will not be able to start the process earlier than that.

Can I sign in before my scheduled start time?

- **No.** You will not be able to start the process earlier than the time outlined in your Exam Appointment Confirmation Email.

Required, Allowed, and Prohibited Items

Can I have a blank sheet of paper and a pen with me during the exam?

- **No.** You are not permitted to have paper and a pen during the exam. To make notes, you must use the ‘Notes’ function within the platform.

Can I wear a religious head covering (or any other religious garments and jewellery) during the exam?

- **Yes.** If you adhere to or are required to wear religious garments on a daily basis, you are permitted to wear these garments during the exam. Your proctor will ask to inspect any religious garments, but you will not be required to remove it during this process.

Can I wear jewellery such as a necklace or earrings?

- **No.** Jewellery (especially chunky jewellery) are not allowed during the exam unless it has to be worn for its religious significance. Permanent jewellery may be kept on, but will be inspected by the proctor. We strongly recommend that you remove all jewellery and other unnecessary pieces of clothing or accessories to avoid issues/delays during your security check-in process on exam day.

Can I wear a lumbar corset during the exam?

- **Yes.** Lumbar corsets and any other orthotic devices may be worn/used during the exam. Depending on the type, your proctor may ask to inspect your orthotic device without asking you to remove it during the process.

What device can I use to reduce external noise?

- You are not allowed to use any device (for example, a white noise machine) to reduce external noise. You are, however, allowed to use foam ear plugs with no strings to help you block out noise during your exam.

Your proctor will be able to hear the noise in your surroundings, and will flag you if they determine that the noise is consistently excessive. If this happens, this will be considered a violation of the environmental requirements, and you will not be allowed to proceed any further with your exam.

Noise occurring occasionally, whatever the source, will not be considered consistently excessive.



Identity verification, Environmental and Candidate check

Do I need to bring the same ID that I used when I applied for the exam on exam day?

- **No.** To successfully complete the identity verification step on exam day, you are required to produce one of the three acceptable forms of valid, government-issued, photo identification (Passport, Canadian Driver's Licence, Canadian Permanent Resident Card). In most cases (i.e., unless the identification has expired since you applied for the exam), using the identification that you used when applying for the exam is likely the easiest approach to take.

Will the security check and adjustments take a long time to complete?

- The time that it takes to complete the security check depends on how well-prepared you and your testing environment are. If you and your testing environment are fully compliant with the requirements, no adjustments will be required. If adjustments need to be made to your testing environment, this will take time – the total amount of time it takes will depend on how many items need to be modified in your testing environment to ensure that it meets the requirements.

If the security check and adjustments take a long time to complete, will it affect my exam time?

- **No.** The pre-exam checks will not impact your exam time. You will have four hours of exam time from the time your exam is launched (after the security check-in process is completed.)

It is important to note that the time you can take to start and complete the proctoring process is not unlimited; you must start your exam within **one hour of the time outlined in your Exam Appointment Confirmation email**. The average time it takes to complete the proctoring process is 25 minutes.

Where should I place my remote proctoring device after I complete the environmental scan?

- You must place your remote proctoring device behind you or to your side, on a space/surface where you can guarantee that your device will provide an alternative camera view of your upper torso and your immediate exam environment. The camera view from your remote proctoring device must be different from what can be seen through the web camera on your testing device.

Will a device stand be allowed in the testing environment?

- **Yes.** You must ensure that your smartphone or tablet will be upright and functional for the duration of your exam. You may use a stand or a tripod to hold your remote proctoring device during your exam.

What happens if I do not pass the security check on exam day? Will I be rescheduled?

- If you do not pass the security check, you will not be allowed to proceed with your exam. Based on this, you will have to reschedule to another exam; this rescheduling will be subject to the 'Less than 3 days prior to the exam date' fee outlined on the [Rescheduling Exam Date](#) page.



Rules of Conduct and Examination Security

Am I allowed to speak aloud (to read the question to myself) or whisper to myself to help figure out the answers during the exam?

- **No.** Speaking aloud or whispering to yourself is not permitted (for both remotely proctored and test centre exams.) You are not allowed to behave in any manner that could compromise exam security. If you have a documented need and evidence that you must read the exam aloud in order to fully demonstrate your competence, you must request Testing Accommodations to do so.

Am I allowed to move my body to help answer the questions during the exam (e.g., simulating finger deformities, lifting limbs into different planes of motion, etc.)?

- You are allowed to perform minor movements during the exam, but you should be mindful of actions that can be flagged as suspicious or disruptive behaviour by your proctor.

Am I allowed to look away from the screen to look at my body parts/movement to help answer the questions during the exam?

- You may look away from the screen occasionally to look at your body parts or movement. However, looking away from the screen frequently may be flagged as suspicious behaviour by your proctor, so you have to be mindful that you do not do this excessively.

Am I allowed to stand up and stretch during the exam?

- **No.** You can stretch your body while sitting, but you will not be allowed to change positions (i.e., from sitting to standing) or change locations while you are testing. If you need to stand up and stretch or walk, you must take a break and follow the procedures for taking a break described in section 4.3.1. “Taking a break” on page 33 of the [Remote Proctoring Information Package](#).

Do I need to notify my proctor before I do stretches in my seat?

- **No.** If you need to stretch while you are in a sitting position, you do not need to notify your proctor.

Do I need to notify my proctor before I eat my snack?

- **No.** You may eat your snack any time. You do not need to notify your proctor.

How can I take a bathroom break during the exam?

- You must follow the procedures for taking a break described in section 4.3.1. “Taking a break” on page 33 of the [Remote Proctoring Information Package](#). Your exam timer will **NOT** stop for a washroom (or any other) break. You may take multiple breaks during the exam, and while there isn’t a specified limit regarding the number of breaks, frequent departures from your testing environment will be flagged as a potential violation by your proctor.

Note as well that CAPR reviews candidate responses following all breaks to identify potential suspicious activity patterns.



What happens if I come too close to my computer screen as I'm taking the exam because I am too focused?

- Your full face and upper body must be fully visible to your proctor for the duration of your exam. If the proctor is unable to see your face and upper body because of how you are positioned, your proctor will ask you to correct your position.

What happens if someone other than CAPR or my proctor calls or messages me during my exam and I see the notification?

- You are **NOT** allowed to interact with anyone other than your proctor or CAPR staff during your exam. This includes addressing any attempt to contact you while you are taking your exam. In addition to this, notifications from any program or application will be disruptive and may be flagged by your proctor. We strongly recommend that you disable notifications **EXCEPT** for notifications from ProctorExam.

Interacting with your proctor

If I encounter problems while checking-in (e.g., my web camera is not working, remote proctoring device is not connecting) or if I haven't set up the necessary settings (e.g., disabling notifications for other applications, modifying camera or microphone settings), will my proctor be able to help me out?

- **No.** Your proctor will not be able to help you fix technical issues related to your device, or help you set the appropriate settings on your devices on exam day. That is not part of the proctor's role.

It is your responsibility to ensure that your devices meet all the requirements and are fully set up before connecting with your proctor on exam day.

Can I ask questions from my proctor about exam content or the exam platform during my exam?

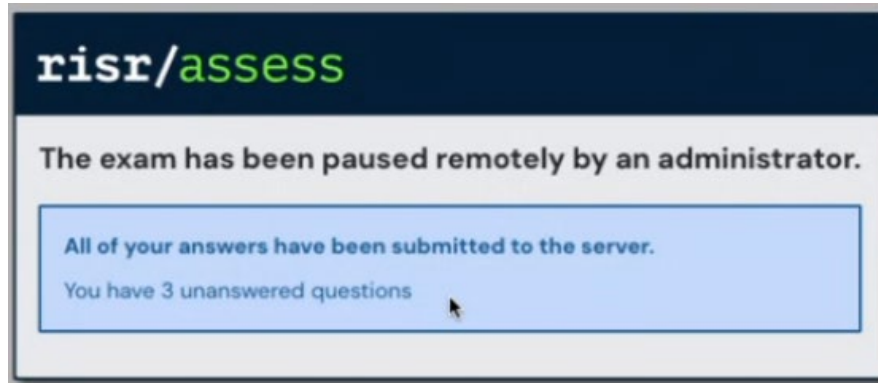
- **No.** Your proctor will not be able to answer questions related to exam content and the exam platform. You will only need to interact with your proctor if you need to take a break, or respond to their messages.

Does my exam timer pause when I chat with my proctor?

- **No.** Once you have started your exam, the exam timer will not stop when you interact with your proctor. There is no way to stop the exam timer at any point during the exam, except for candidates who have been approved for off-the-clock breaks through a Testing Accommodations Plan (those with a documented need and evidence that this is required in order for them to fully demonstrate their competence).

If I miss a message from my proctor, will my exam be stopped?

- If your proctor has sent you a message that requires a response, and you fail to respond within 5 minutes, your exam will be paused. If your exam is paused, you will see the message below in the middle of your risr/assess screen and you will not be able to do anything on the risr/assess platform until you have gone to the ProctorExam tab and addressed the proctor's message. The exam timer is stopped when the exam is paused. Note that this does not mean that your exam has been / will be terminated.



Exam day issues

What should I do if the fire alarm goes off in my location on exam day?

- If you experience a fire alarm or any other emergency/unforeseen event on exam day, you must prioritize your safety and follow the relevant emergency procedures. This is an exam day interruption, and you will not be allowed to resume your exam after the interruption. CAPR will work with you to reschedule you to another available exam date.

Troubleshooting technical issues

What should I do if I lose internet connection or experience any other technical issue?

- You will be disconnected from ProctorExam if you lose internet connection on your testing device, remote proctoring device, or both. 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 before the exam. If you experience significant network interruptions that prevent you from connecting to either ProctorExam or the risr/assess platform, you will not be able to complete your exam. CAPR will work with you to reschedule you to another available exam date.

How can I contact CAPR if I experience a technical issue?

- CAPR will be actively monitoring your exam through the risr/assess and ProctorExam platforms. In most cases, CAPR will be aware that you are experiencing a technical issue, and will be attempting to interact with you through the chat function of the ProctorExam platform.

If your technical issue persists for more than 30 minutes and CAPR has not attempted to contact you through the chat function of the ProctorExam platform, this indicates that it is a significant technical issue. If this occurs, you may use your phone to call CAPR for exam day support. If you are using your phone as your remote proctoring device, you may take your phone out of airplane mode to contact CAPR.

If I encounter a technical issue during the exam and I'm not able to complete my exam, do I need to pay to take the exam again on a different day?

- There are two kinds of technical issues:



- *Technical issues related to the risr/asses or ProctorExam platforms:* these are technical issues that are outside of your control. Where such issues occur, CAPR will work with you to reschedule you to another available exam date without charge.
- *Technical issues **NOT** related to the risr/asses or ProctorExam platforms:* these are technical issues related to your testing device, internet connection, or any other technology or network requirement related to taking the exam (i.e., technical issues that are within your control) – see section 3.2 “Technology and Network Requirements” on page 8 of the [Remote Proctoring Information Package](#). Where such issues occur, you will have to reschedule to another exam date, and this rescheduling will be subject to the ‘Less than 3 days prior to the exam date’ fee outlined on the [Rescheduling Exam Date](#) page.

Finishing your exam

What happens if I miss clicking the ‘Submit exam’ button on the risr/assess platform and/or the ‘Finish exam’ button on the ProctorExam page?

- You should do your best to make sure that you submit your exam properly. If you miss a step, it is important to know that your answers will not be lost – it is possible for CAPR to retrieve your answers.

Will my exam be automatically submitted at the when my exam timer runs out?

- When your exam timer runs out, you will no longer have access to exam content. Your exam will not be automatically submitted – you must still complete the steps to submit your exam. If you miss a step, it is important to know that your answers will not be lost – it is possible for CAPR to retrieve your answers.

After finishing my exam, will the ProctorExam app on my remote proctoring device close by itself or do I need to do anything on the app?

- The functions of the ProctorExam app on your remote proctoring device are directly linked to the ProctorExam page running on your testing device. When you click the ‘Finish Exam’ button on the ProctorExam page, this will also end the session on the ProctorExam app on your remote proctoring device.