Physiotherapy Competency Examination

WRITTEN COMPONENT

Remote Proctoring Information Package

Updated May 2024

Table of Contents

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 items that candidates are **required** to prepare for a remotely proctored exam, and provides an overview of what candidates can expect on exam day. Candidates are expected to review other resources available on the CAPR website, including the 'Rules of Conduct and Examination Security' which must be followed 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 registered candidates 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
- refuse admission to candidates who are unable to complete any stage of the security checks, and
- terminate a candidate's exam session if they violate the Rules of Conduct and Examination Security and/or commit any other examination violation.

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 while you are taking the exam, and your exam timer will continue to count down.

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

2.1 Communicating with your proctor

You will communicate with your proctor using the chat feature on the ProctorExam page. Your proctor will not speak to you.

When you receive a message from your proctor, an audible notification will chime and a flashing visual notification on the ProctorExam tab will appear:
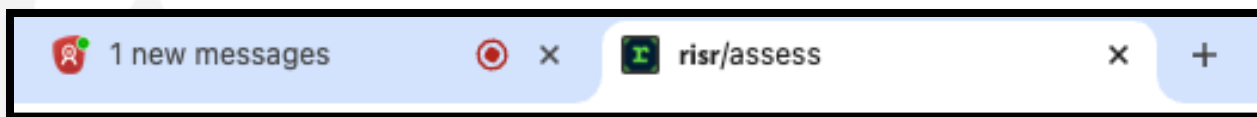
NOTE: Do **NOT** put your browser in full-screen mode, as doing so will result in the browser tab labels no longer being visible. You must ensure that the browser tab labels are visible for the duration of your exam to ensure that you see the visual notifications when you receive messages from your proctor.

Go to the ProctorExam tab to view and respond to your proctor's message. You should address your proctor's message as soon as possible, and you **MUST** address it **within 5 minutes**; otherwise, your exam will be paused, and you will see this message pop up in the middle of your screen:
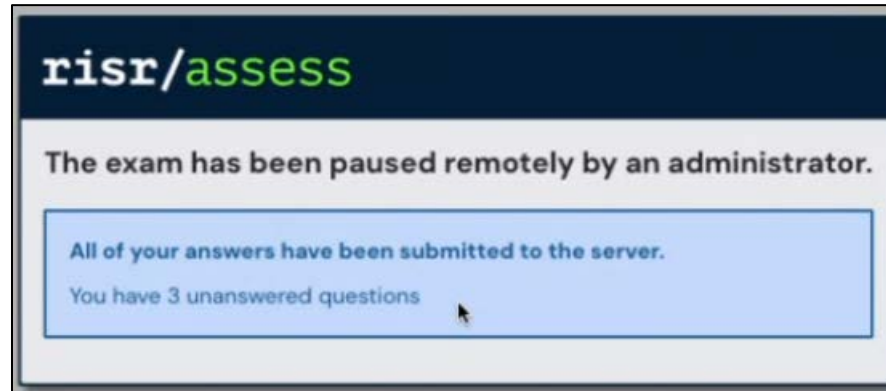
You will not be able to close the pop-up message or interact with the exam platform until you address your proctor's message. Your exam will be un-paused once you have resolved the issue raised by your proctor.

NOTE: During the exam, your proctor will **NOT** be able to answer questions related to:
- exam content
- the functionality of the risr/assess platform
- troubleshooting technical issues (reach out to CAPR at the exam day support number that will be provided before the exam)

3. Before Examination Day

When deciding to take the Written Component via remote proctoring, you must ensure that you have:
- the devices and internet connectivity setup that meet the technology and network requirements, and
- an appropriate room that meets the testing environment requirements.

Make sure that your devices and testing environment are ready **BEFORE** exam day to avoid unnecessary delays and the risk of not being able to take your exam on exam day.

NOTE: 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 Testing Environment Requirements

Item	Requirement	Restriction (if applicable)
Testing room	• An **indoor** room (four walls and a locked/closed door)	A wall that has a large window where other persons or objects may be visible (e.g., causing distractions or risks to exam security); the window must be covered/shut
	• Your room must be **well-lit**	
	• You must be **alone** while you are taking the exam	No other individuals or pets are allowed in the room for duration of the exam
	• Your room must be **uncluttered**	Walls are ideally bare/blank (everything removed) and large storage furniture (i.e., shelves) should be shut, covered, or emptied
	• Your room must be **distraction-free**	No background noise or visual distractions for the duration of your exam

ver. May 2024

Item	Requirement	Restriction (if applicable)
Workstation	• Your desktop or laptop computer must be placed on a desk or table • The surface must be clean and clear of everything except for the device you will use for testing • Desk or table drawers must be empty	• You must take the exam using a desk and chair setup. You will **NOT** be allowed to test on your bed, on the floor, etc. • Items that are not in the Required and Allowed items list must be removed from your workstation and surrounding areas, unless specifically approved by CAPR in writing (i.e., through a Testing Accommodations Plan)
Camera views	Your proctor must be able to see you and your surroundings well for the duration of the exam • Testing device web camera view: you must be visible from the chest up • Remote proctoring camera view: your workstation and immediate surroundings must be visible	

You may take the exam in any room that is not in 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 web links can be accessed (not blocked by the network firewall). risr/assess and ProctorExam will need to be whitelisted by the IT service provider.
2. Ensure that your testing room 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.

NOTE: If your room, workstation, and camera setup do not meet the requirements above on exam day, you will **NOT** be allowed to proceed with your exam.

ver. May 2024

3.1.1 Prepare your Testing Environment

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 exam session will be terminated if another person or animal 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 you and your testing environment must be clearly visible for the duration of your exam (i.e., there is no backlighting).
- Your workstation must be set up in a way that ensures that you will be sitting upright, comfortably, and fully visible in the cameras for the duration of your exam. You will not be allowed to change positions or locations while you are testing.
- Your testing environment should be free of clutter. There should be no reference materials in the room, and all loose items must be put away.
- 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.
- You should have a plain sheet in your testing room, to be used if your proctor asks you to cover specific items (e.g., a portion of your wall, furniture, open shelving, large electronics, decorations, etc.) during the environmental check.
- 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. Some comfort items may be permitted your testing environment – see the information on Required, Allowed, and Prohibited items.

3.2 Technology and Network Requirements

Item	Requirement	Restriction (if applicable)
Testing Device	• Desktop or laptop computer • **must be plugged into a power source for the duration of the exam** • Single monitor • Mouse (touchpad, trackpad, or external) • Keyboard (built-in or external)	• Tablets, Chromebooks, smartphones, and cell phones are **NOT** compatible • Dual/additional monitors are **NOT** permitted • All unnecessary devices and connections (e.g. printers, etc.) must be **DISCONNECTED** • Third-party antivirus software and pop-up blockers must be **DISABLED** (turned off)
Hard drive (HDD) storage space	Minimum 20GB free space available	
Total memory (RAM)	8GB recommended (Minimum 4GB)	
Operating system	Latest available operating system installed: • Windows – minimum Windows 10 • Mac – minimum 10.13	
Internet connection	Stable Wi-Fi connection and sufficient bandwidth: • At least 3 Mbps download and 3 Mbps upload speed, ping under 25 ms.	• 'Hotspot' connections are **NOT** permitted. If you use a hotspot connection, you will not be able to proceed with your exam. • Virtual private networks (VPNs) should be **DISABLED**. VPNs can affect your internet connection speed and may also cause issues with connecting to the exam platform.
Web browser	• Google Chrome is the only supported web browser (the latest available version should be installed) • Pop-up blocking function is disabled • ProctorExam plugin installed	All other web browsers are **NOT** compatible

ver. May 2024

Item	Requirement	Restriction (if applicable)
Web camera	A functional internal or external web camera	
Microphone and Speakers	• A functional internal microphone • Functional internal or external speakers	Headphones (wired or wireless) are **NOT** permitted
Remote proctoring device	• Smartphone or tablet • **Must be upright and plugged into a power source for the duration of the exam** • Android 8 or higher or iOS (Apple) 15.8 or higher • On silent and in airplane mode (or equivalent), Wi-Fi turned on • Auto-lock or screen timeout feature set to 'Never' (or equivalent) • Screen rotation enabled • ProctorExam mobile app installed	Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 or newer are **NOT** compatible

NOTE: If your devices and internet connectivity setup do not meet the requirements above on exam day, you will **NOT** be allowed to proceed with your exam.

3.2.1 Prepare your Testing Device

Completing the steps in this section will ensure that you have the appropriate device and internet connection setup to successfully participate in the exam.

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

Windows
1. Open File Explorer (using the keyboard shortcut Windows key + E or click on 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' > 'More info'
3. You can see the amount of free space on your hard disk under the 'Storage' section

3.2.1.2 Check your testing device's Random-Access Memory (RAM)

Windows
1. Select the 'Start menu'
2. Select 'About your PC'
3. You can see the amount of memory available in GB under 'Device Specifications' and 'Installed RAM'

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

3.2.1.3   Update your Operating System

Updating your operating system can take up to 3 hours. If your operating system needs to be updated to meet the technical requirements, make sure that you do this the day before the exam at the latest.

NOTE: Do **NOT** update your operating system 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 the menu on the left-hand side)
4. Select 'Update & Security' > 'Windows Update'
5. Select 'Check for updates'
6. If updates are available, click 'Install now'

Mac (iOS)

1. Plug your device into power and connect to the internet
2. Select the Apple menu (Apple logo in top left corner of the toolbar)
3. Select 'System Settings'
4. Under the 'General' tab, select 'Software Update'
5. If updates are available, click 'Update Now' or 'Upgrade Now'

3.2.1.4   Ensure a stable internet connection

You should set up your testing environment where the Wi-Fi signal is strongest in your location to reduce the chances of internet connectivity issues. You must complete the System Check and your exam in this same location.

You can confirm your internet speed using the internet Speed Test available here.

NOTE: You should tell everyone in your testing location not to use the internet while you are taking the exam. Other people using the same internet connection (for example, to stream content such as videos or gaming) while you take your exam can cause your internet connection to significantly slow down or drop completely.

3.2.1.5   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. If an update is available, click 'Update Google Chrome'
5. When the update is finished, click 'Relaunch'

3.2.1.6   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'

ver. May 2024

3.2.1.7 Download the ProctorExam Google Chrome plugin

One week before your exam date, you will receive a "Please register for your exam" email from ProctorExam (exams@proctorexam.com). This email contains the link to download the ProctorExam plugin, and the link to the System Check.

NOTE: The link in this email is unique to you; **DO NOT SHARE IT WITH ANYONE ELSE**.
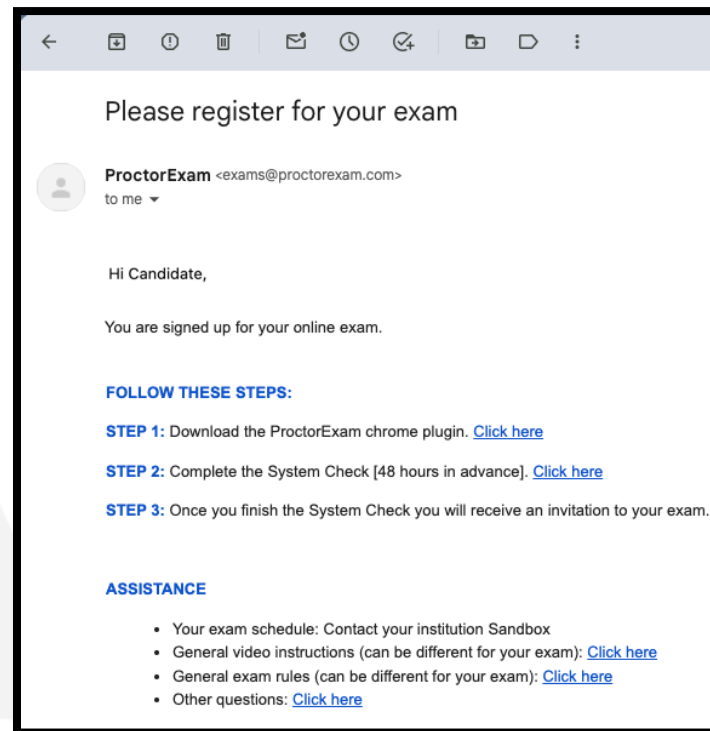
1. Under 'FOLLOW THESE STEPS' > 'STEP 1' in the ProctorExam email, select 'Click here' to open the Chrome Web Store download page for the ProctorExam plugin
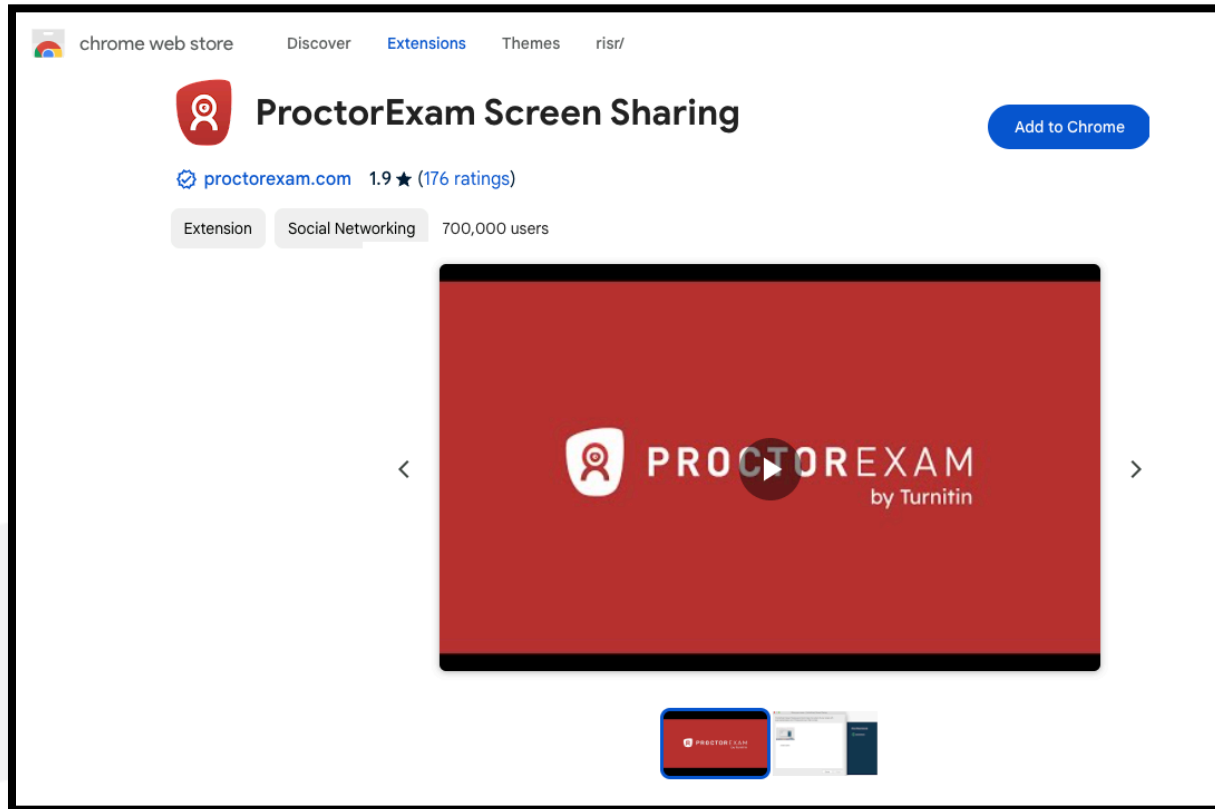
2. Select 'Add to Chrome'

3.2.2   Complete the System Check

1. Under 'FOLLOW THE STEPS' > 'STEP 2' in the ProctorExam email, select 'Click here' to be directed to the System Check

2. When prompted, select 'Allow' to grant access permissions to your microphone and web camera
3. Follow the steps to test your microphone, speakers, and web camera

ver. May 2024

4. Download the ProctorExam mobile application and test your remote proctoring device (mobile camera)

5. Select 'Share' for screen sharing to grant screen sharing access permission and test screen sharing

ver. May 2024

6. When you have successfully completed all System Check steps, you will see the screen below:

NOTE: You are required to complete the System Check no later than 48 hours before the exam. **We strongly recommend that you complete the System Check as soon as you receive the email from ProctorExam**, to ensure that you have enough time to address any deficiencies well before exam day. If you have any issues with completing the System Check, contact exams@alliancept.org for support.
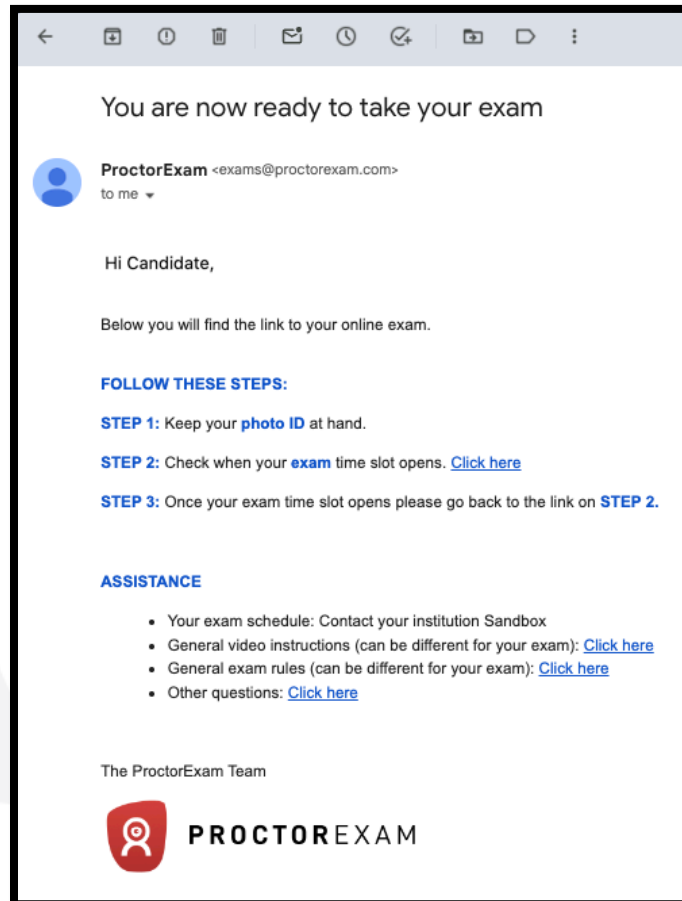
ver. May 2024

After completing the System Check, you will receive a second email from ProctorExam, which will contain the link that you will use to access the ProctorExam page at your exam appointment time (contained in the Exam Appointment Confirmation email from CAPR).

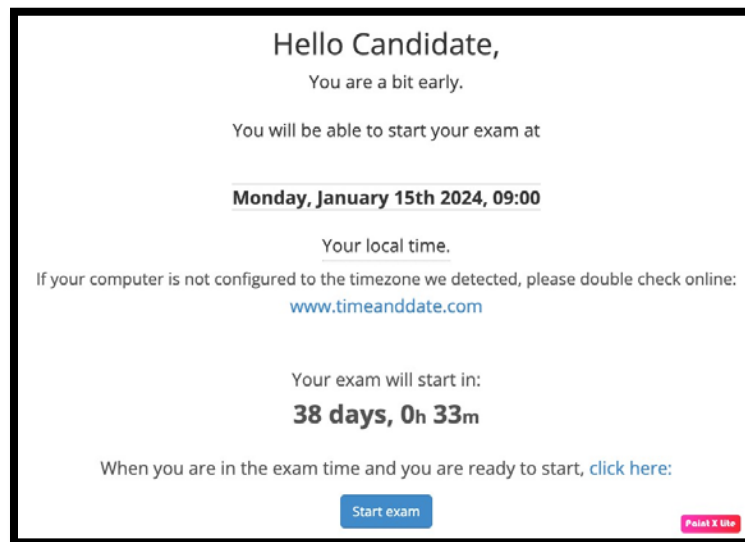NOTE: The link in this email is unique to you; **DO NOT SHARE IT WITH ANYONE ELSE**.

NOTE: If you access the link in Step 2 of this email before your exam appointment time, you will see the screen below. You will **NOT** be able to start the exam process earlier than your exam appointment 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

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

3.3   Login credentials

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

NOTE: You **MUST** have a printed copy of this email with you on exam day to access your Username/Password because you will not have access to your email account after you complete the security check-in process. This printed copy will be inspected by your proctor.

ver. May 2024

4. Examination Day

You must log in to the ProctorExam page at your exam appointment time to start the security check-in process. Access to the ProctorExam page is restricted to your specific start time, so you will not be able to start the check-in process earlier than your exam appointment time.

NOTE: Once you have started the security check-in process, you may not leave your testing environment. If you leave, you will need to repeat the entire security check-in process.

Late: If you attempt to log in to the ProctorExam page 30 or more minutes after your exam appointment time, you will not be able to access your exam and you will be considered as a no-show.
No-show: If you do not attend the examination, and did not submit a withdrawal or reschedule request in advance, you will be considered a "no show" and you will forfeit your entire exam fee.

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

Completing the security check-in
The average time to complete the security check-in process is 25 minutes. To allow for unforeseen issues to be resolved, candidates are permitted up to 55 minutes (more than twice the average) to complete the security check-in process and log in to the exam platform. If you have not completed the security check-in process and logged in to the exam platform within 55 minutes of your exam appointment time, you will **NOT** be allowed to access the exam. If this occurs, CAPR will connect with you regarding next steps.

Readiness on exam day
You are responsible for assessing your personal circumstances prior to attempting the exam. To optimize your 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.

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) during the security check-in. If a prohibited item is brought into or found in the testing environment during the exam, this violation will be reported to CAPR, and may lead to your exam being terminated immediately.
- Light clothing items such as sweaters, jackets, 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.

Required	Allowed	Prohibited
Documents and information: • Government-issued photo ID (Passport, Canadian Permanent Resident Card, Canadian Driver's Licence) • A printed copy of the Exam Appointment Confirmation email with your Username and Password from CAPR Testing device: • Desktop or laptop computer that has gone through the System Check and has the ProctorExam plugin installed • Web camera • Microphone and speakers • Mouse • Keyboard Remote proctoring device: • Smartphone / tablet that adheres to the requirements outlined in Section 3.2 above NOTE: You may use a phone stand or tripod to ensure that your remote proctoring device will be upright for the duration of your exam	• Ear plugs (foam, no strings) • Ergonomic devices (e.g., device stands, footrests) • Eyeglasses (non-tinted) • Lip balm • Medical devices that are not dependent on the use of a communication device (e.g., cochlear implants, hearing aids, insulin pump, glucose monitor) • Medications (without packaging or paper inserts), including inhalers, EpiPens • Orthotic devices and aids (e.g., arm slings, braces, casts, collars, canes, crutches, walkers, wheelchairs) • Plain sheet or blanket (to be used to cover items in the room if directed by the proctor) • Room or office furniture (including small fans or space heaters) • Snack (small, removed from its original packaging and placed in a transparent, unlabelled, zip-sealed bag or on a plain plate) • Tissues (a few unpackaged sheets) • Water (one transparent, unlabelled bottle or glass)	• Beverages (other than water) • Calculator of any kind • Wired or wireless headphones, earphones, earbuds • Jewellery (unless for religious reasons), watch • Notebook, paper (apart from your printed copy of the Exam Appointment Confirmation email) • Outerwear, hat, non-religious head covering. • Pen, pencil, highlighter • Published materials, notes, and other studying/testing aids • Purse, wallet, bag, briefcase • Pager, any other electronic devices, including any wearable technology

ver. May 2024

Snack example:

Water example:

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Canadian Alliance   Alliance canadienne des
of Physiotherapy   organismes de réglementation
Regulators   de la physiothérapie
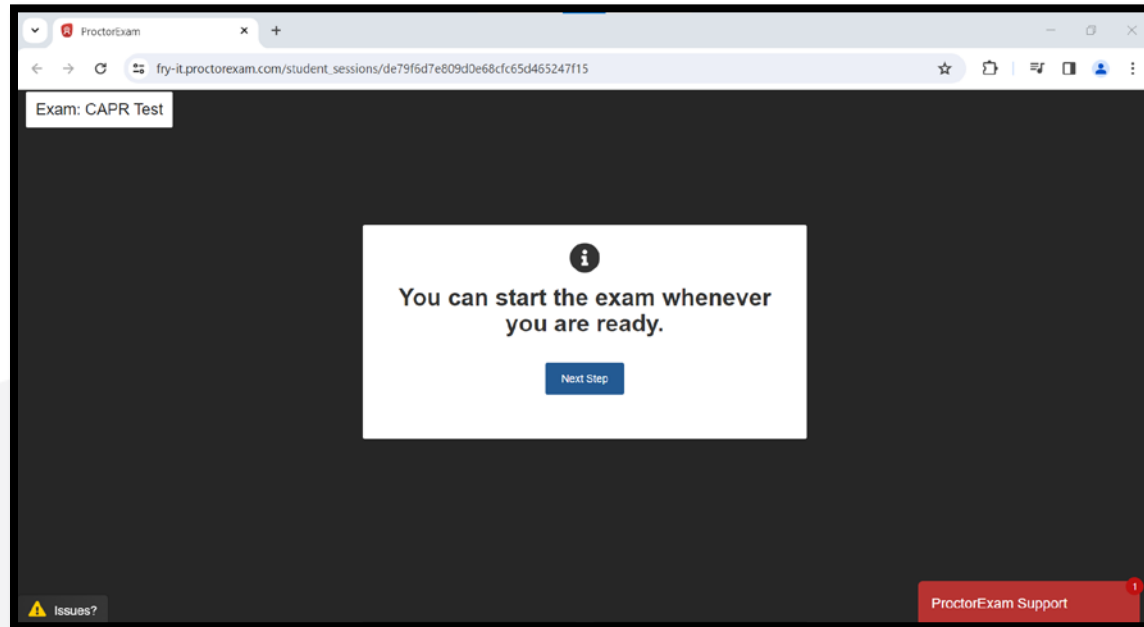
4.2   Launching the Examination

4.2.1   Accessing the Proctoring Page

1. At your exam appointment time, click on the link in Step 2 of the "You are now ready to take your exam" email. This will open the ProctorExam page

2. Close the email tab (and any other open tab(s))
3. Click 'Next Step' in the ProctorExam page to start the security check-in process. You must keep the ProctorExam page open for the duration of your exam
4. Follow all the instructions provided to complete the check-in process

NOTE: Your exam timer will **NOT** start at this point. The time taken for the security check-in process will **NOT** impact your exam time. Your exam timer will start once you log in to the risr/assess platform after you have completed the security check-in process.

ver. May 2024

4.2.1.1   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.

4.2.2   Security check-in

NOTE: The time taken for the security check-in process will **NOT** impact your exam time. Your exam timer will start once you log in to the risr/assess platform after you have completed the security check-in process.

4.2.2.1   Identity verification and self-serve steps

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

1. Confirm that you are ready to start the exam (you have gone to the washroom, and your testing environment is prepared)
   NOTE: 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 entire security check-in process.
2. Allow ProctorExam to send you desktop notifications
3. Confirm the [proctoring language](#)
4. Enable screen sharing with ProctorExam
5. Test your microphone
6. Test your speakers
7. Close all applications and browser tabs **EXCEPT** for the ProctorExam tab
8. Take a picture of your face
9. Take a picture of your photo ID

ver. May 2024

10. Set up your remote proctoring device (put your smartphone or tablet on silent and in airplane mode or equivalent, enable screen rotation, activate Wi-Fi, open the ProctorExam app, and scan the onscreen QR code)
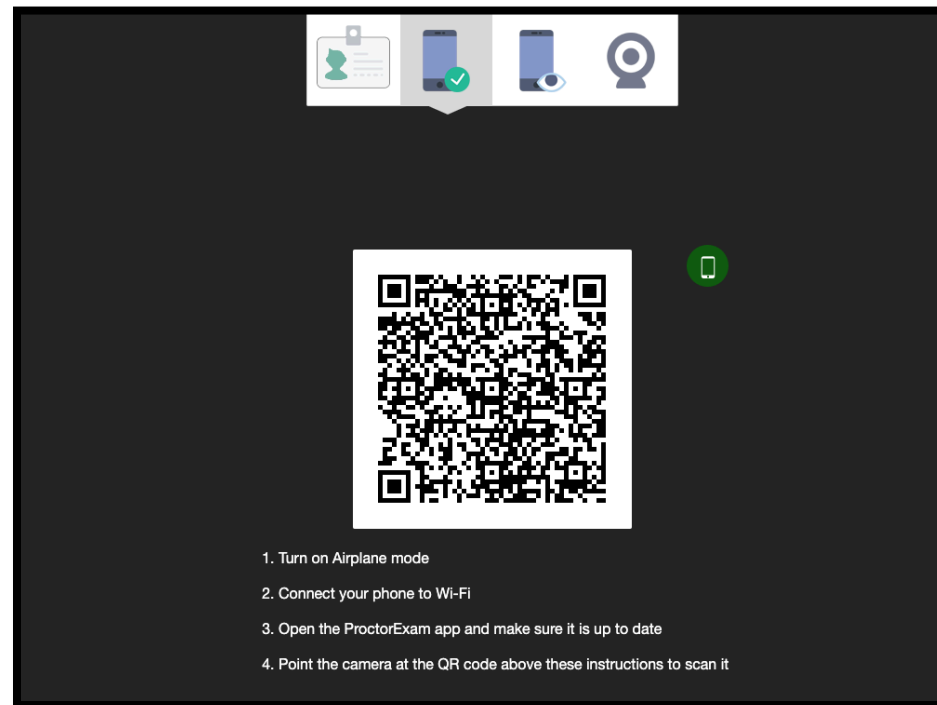
NOTE: You will be recorded from the point of scanning the QR code until you finish your exam.

The proctor will compare the image captured of your face to the photo on your government-issued photo ID. If the image capture of your photo ID is unclear, you will be asked by your proctor to show your ID on the web camera again.

ver. May 2024

4.2.2.2   Environmental / Candidate check

After you complete the set-up steps, you will connect with your proctor who will guide you through the final steps before starting your exam.

The environmental and candidate check is completed using your remote proctoring device. This process can take up to 20 minutes, but additional time may be required if you and your testing environment are unprepared. You should:
- do a final check 30 minutes before your exam appointment time
- ensure that you are not wearing accessories or have any other personal items on you

Follow the steps on the screen to scan your room to verify that your testing environment meets all the requirements. Scan the following:
- Computer/laptop and keyboard

ver. May 2024
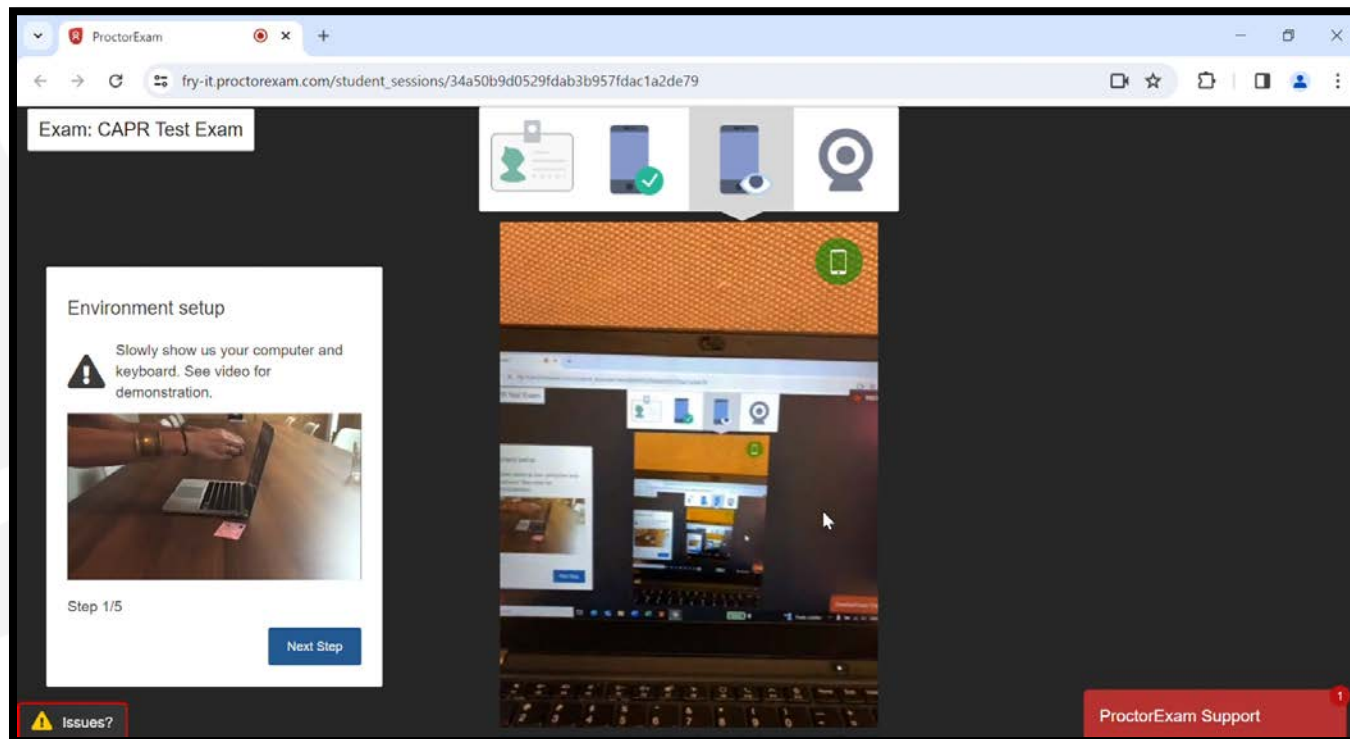
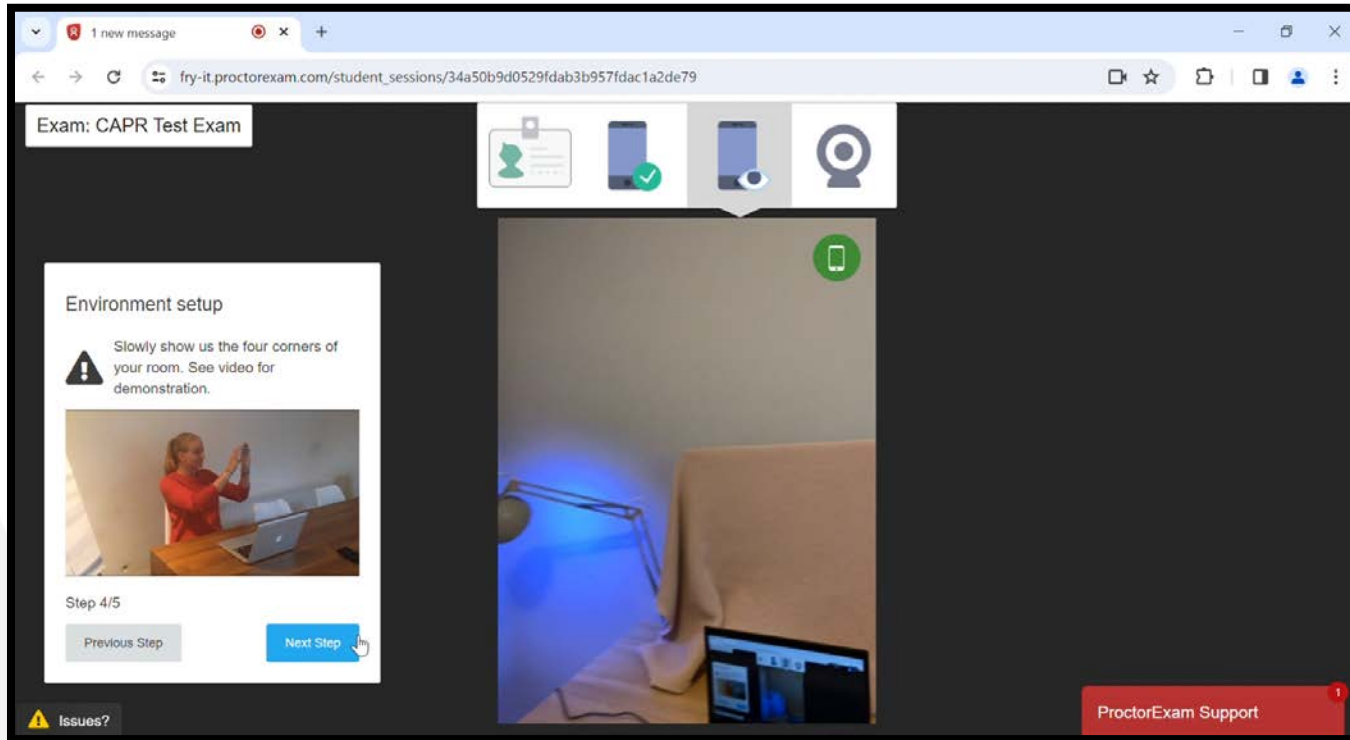- Desk and area behind your computer/laptop
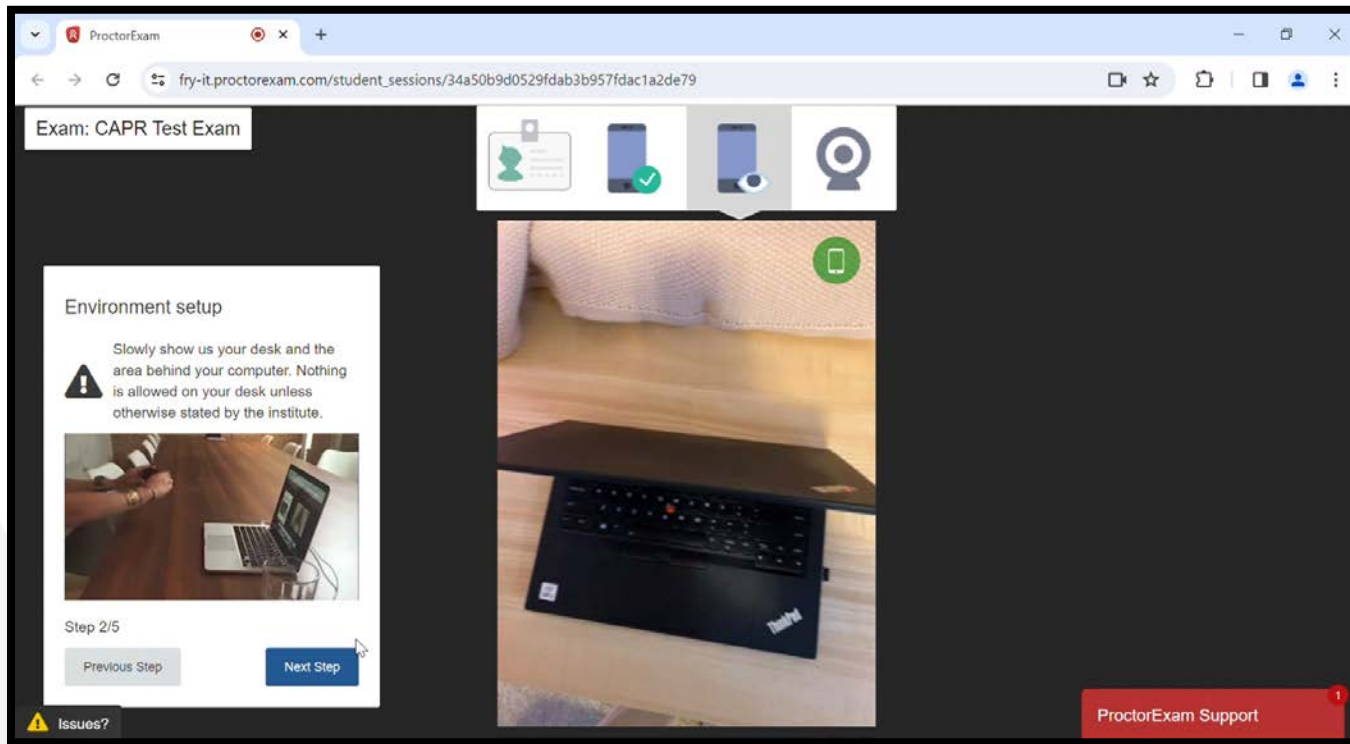
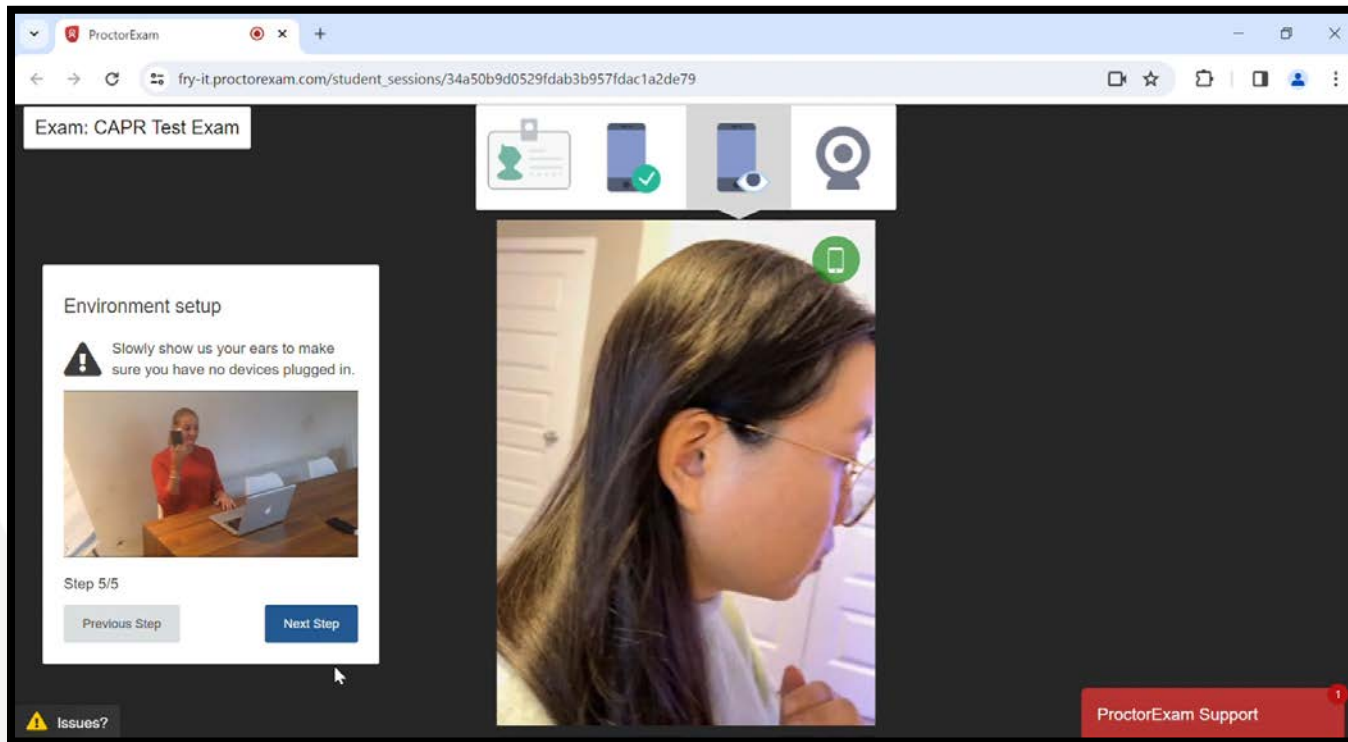- Space under your desk and your ceiling
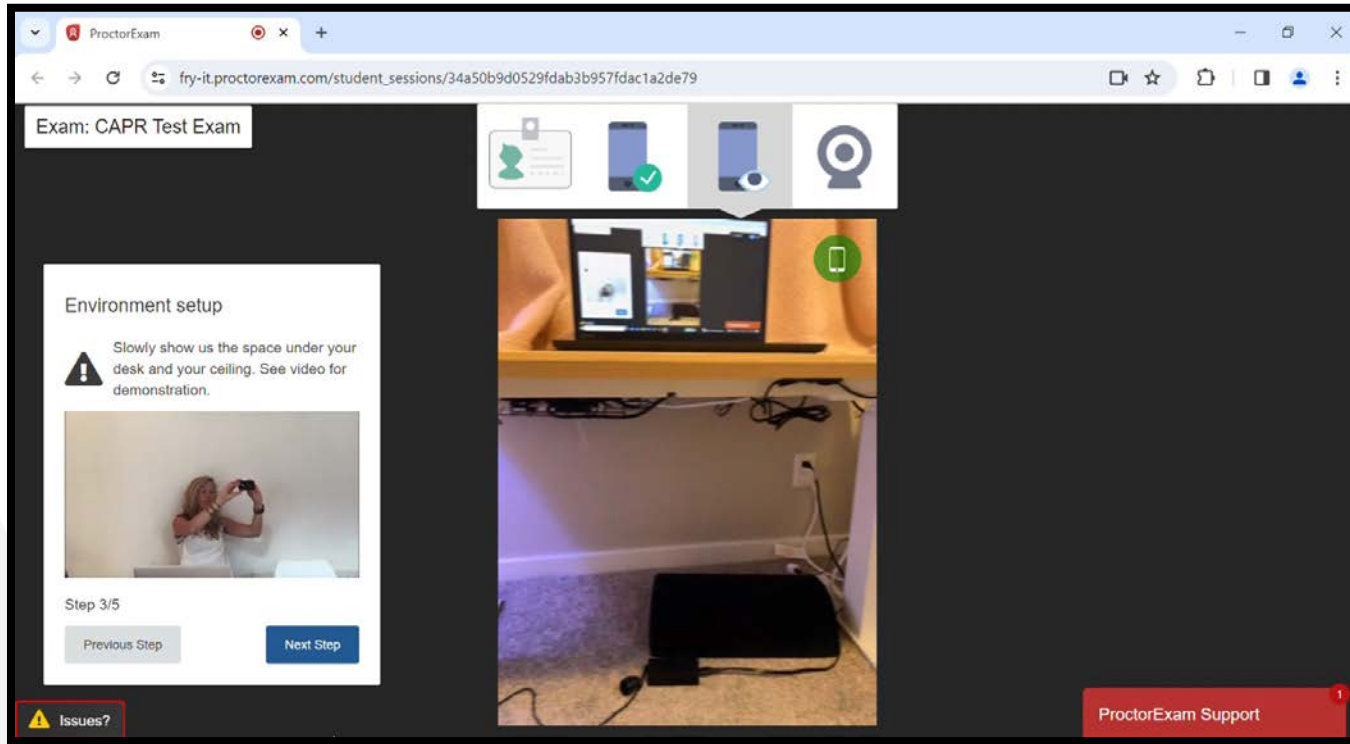
- Four corners of your room (walls)

- Your ears

Your proctor will inspect your room and workstation as you do this, and may ask you to repeat steps or change or remove items from your testing environment.
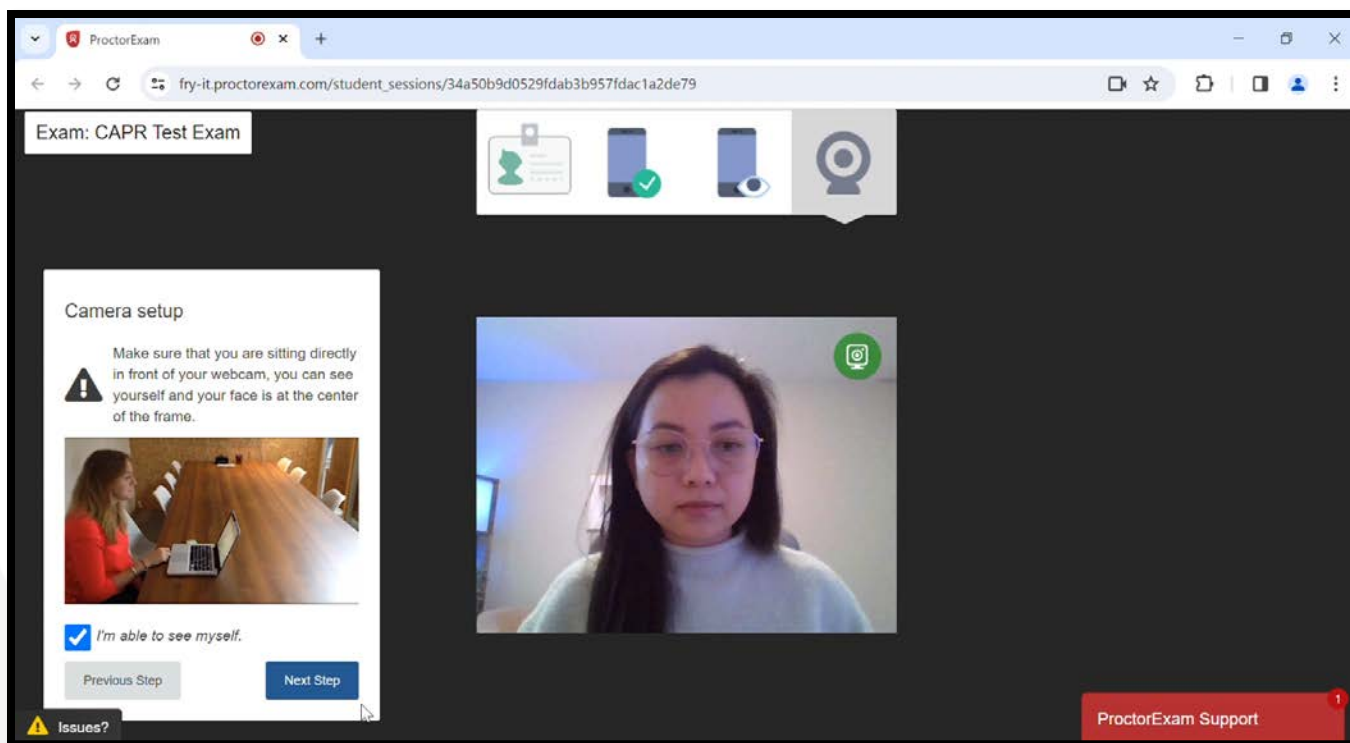
The proctor will ask via chat to inspect the following items/areas after you complete the onscreen prompts:
- The Exam Appointment Confirmation email printout
- Your hands, forearms, and wrists
- Your pockets
- Any other items on your workstation and immediate environment

ver. May 2024

You will then be prompted to set up your remote proctoring device behind you or to your side, in a way that provides a view of your workstation and surroundings that is different from the view from the web camera on your testing device. Follow the proctor's instructions to achieve this.
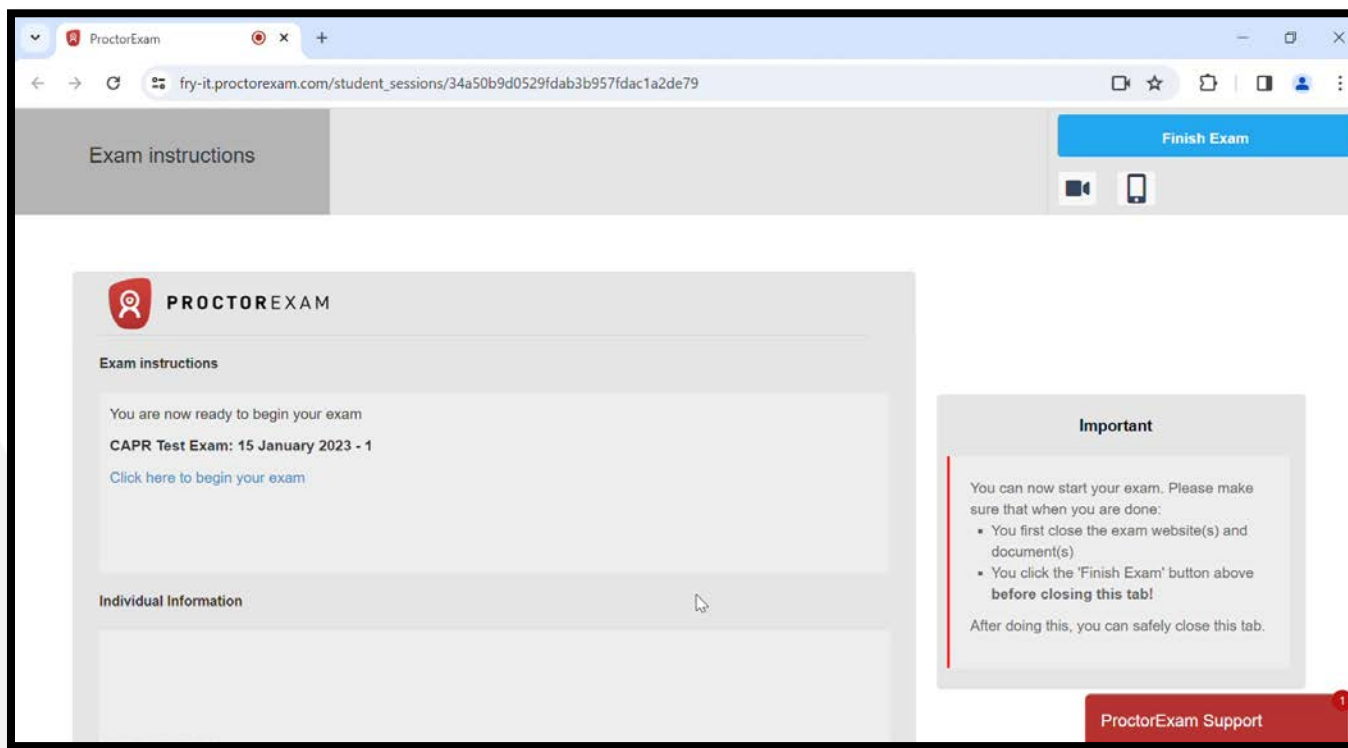
If you leave the web camera view to make adjustments to your testing environment, you will have to go through the security check-in process again.
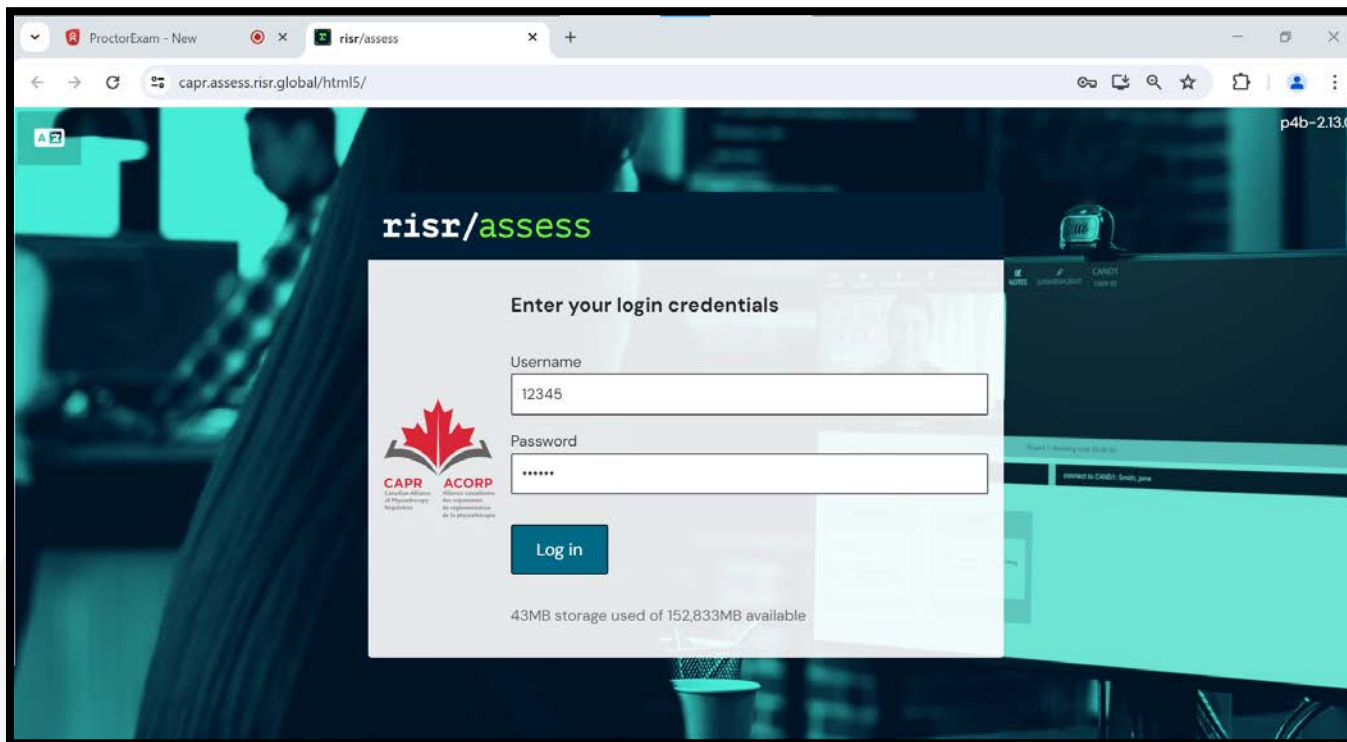
4.2.3   Log in to the exam

1. A link to begin your exam will appear on the ProctorExam page after you complete the check-in process

2. Click on the link to open the risr/assess platform in a new tab

NOTE: You must keep both the ProctorExam and risr/assess tabs open for the duration of your exam.
3. Enter the Username and Password from the printed copy of your Exam Appointment Confirmation email
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 exam 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.

ver. May 2024

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 the exam for a maximum duration of 10 minutes out of view of the web camera. If you are away from web camera view for more than 10 minutes, this violation will be reported to CAPR, and may lead to your exam being terminated immediately.

The exam timer will not be paused for breaks. The 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 in the ProctorExam page, e.g. "Break please".

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"
- follow the proctor's instructions <u>before</u> resuming your exam.

NOTE: If you resume your exam before following the proctor's instructions, this violation 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 will communicate violations to CAPR. CAPR may **TERMINATE** your exam if you:

- refuse to follow any part of the check-in or security process
- refuse to follow the proctor's instructions
- 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 microphone, web camera, remote proctoring device camera, or screen sharing
- read questions out loud
- 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 your exam and you may face one or more of the consequences outlined in the Rules of Conduct and Examination Security.

4.3.3   Troubleshooting issues

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 you have been disconnected from the ProctorExam platform. This may happen if you lose your internet connection on your testing device, remote proctoring device, or both. 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 you experience significant interruptions that prevent you from establishing a stable connection 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.

If you are unable to complete your exam due to a technical issue:
- Technical issues that are outside of your control: these are technical issues related to the risr/assess or ProctorExam platforms. Where such issues occur, CAPR will work with you to reschedule you to another available exam date without charge.
- Technical issues that are within your control: these are technical issues NOT related to the risr/assess or ProctorExam platforms, and are related to your testing device, internet connection, or any other technology or network requirement related to taking the exam. 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.

4.4   Finishing the examination

On risr/assess:

1. When you are ready to finish, click the 'FINISH' button in the exam platform. A pop-up window that indicates the number of unanswered questions will appear and ask you to confirm that you are ready to submit your exam
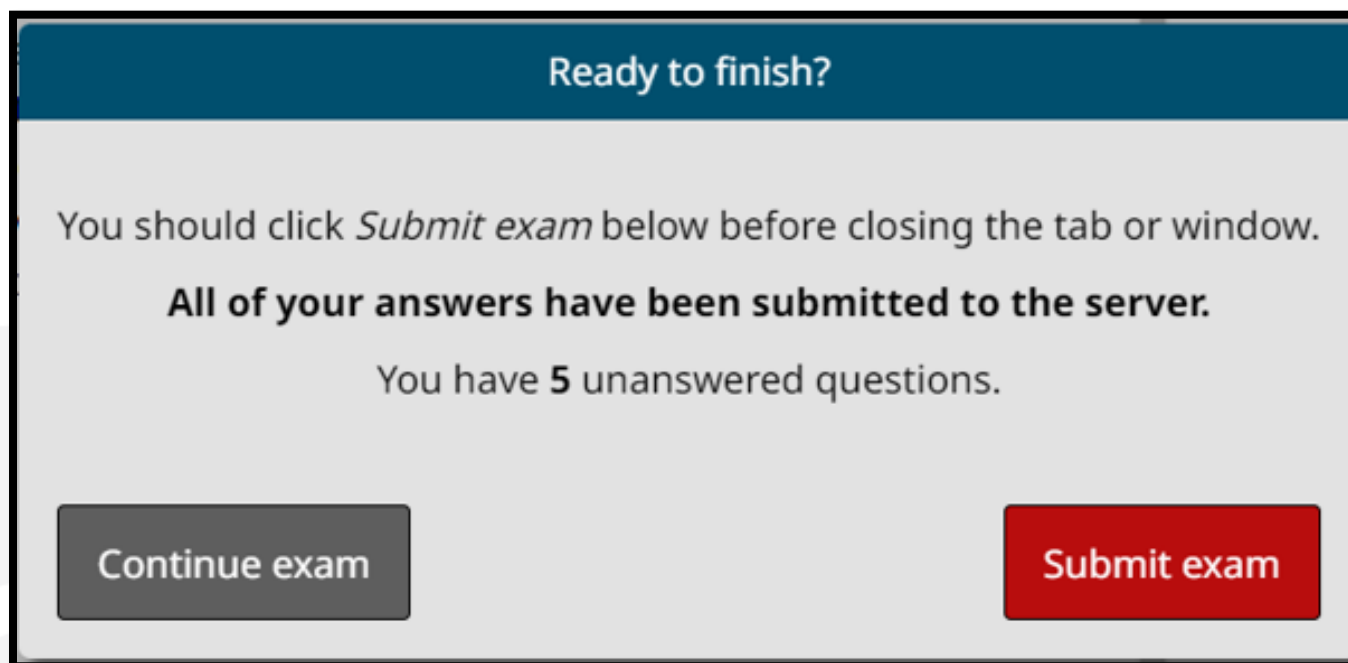

NOTE: When the exam time has elapsed, this pop-up window will automatically appear, but you will not have the option to continue with the exam. You do not need to click on the 'FINISH' button.

2. Click 'Submit exam' in the pop-up confirmation. You will be re-directed to the risr/assess login page

ver. May 2024

On ProctorExam:

1. Go to the ProctorExam page and click 'End Exam'. You will see an onscreen confirmation that you have successfully submitted your exam
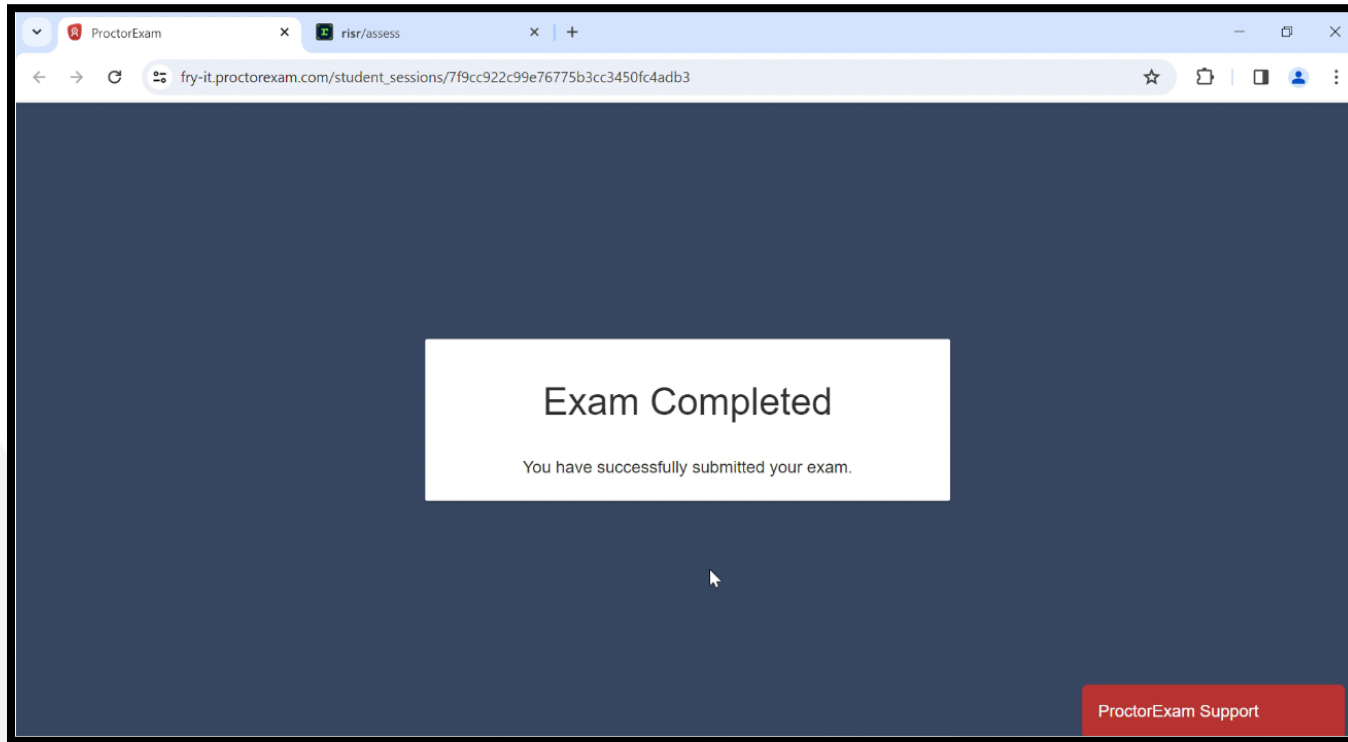
NOTE: The onscreen notification confirms that you have submitted your exam. You will **NOT** receive an exam submission confirmation email from CAPR or risr/, and you do **NOT** need to email CAPR to confirm your exam completion.

2. Once you have finished the exam on risr/assess and ProctorExam, you may close both tabs.

ver. May 2024