



CAPR
Canadian Alliance
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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 February 2025



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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 our exam delivery partners, [risr/assess](#) and [ProctorExam](#).

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

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 must also review the 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.

For exam security purposes, you will be video-, screen- and audio-recorded from the time you enable screen sharing and recording during the check-in process 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 identification are secured by risr/ and/or CAPR to protect your privacy.

2. Remote Proctors

You will interact 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:

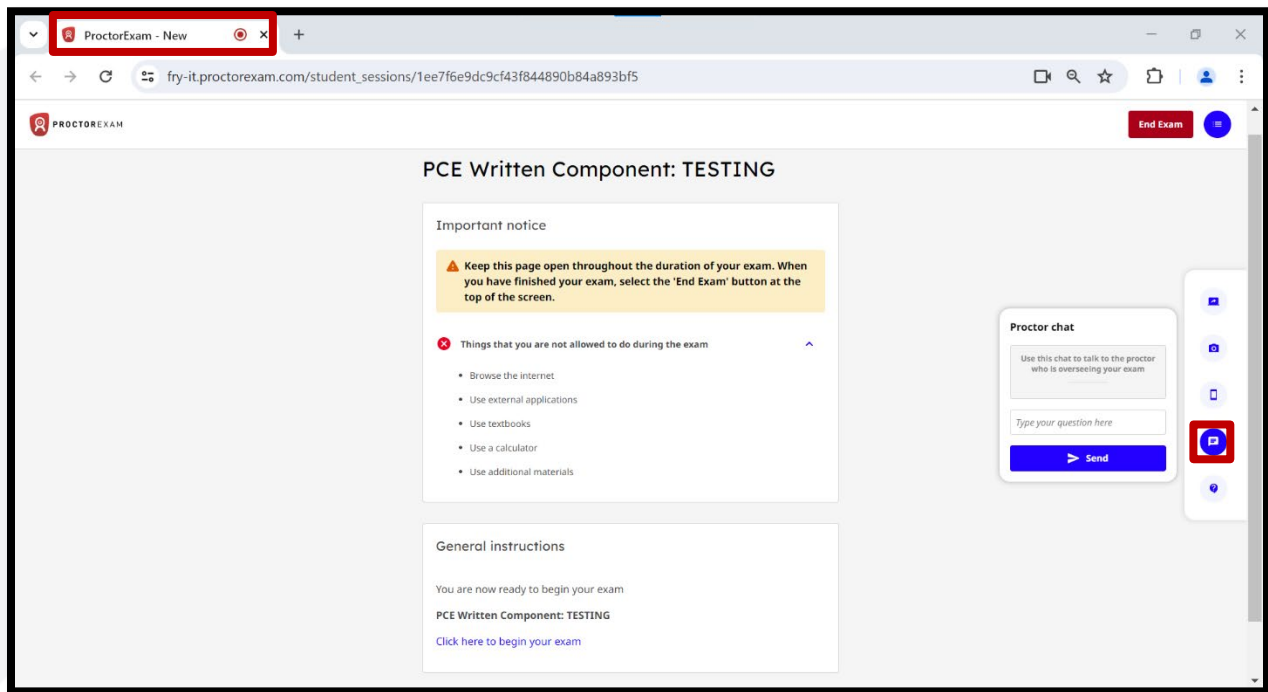
- ensure that only registered candidates are admitted into the exam
- screen candidates, their personal belongings, and their testing environment during check-in, after the break between Part 1 and Part 2 of the exam, and, if needed, at any time during the exam
- refuse admission to candidates who are unable to complete any stage of the check-in process
- monitor candidates throughout the exam through continuous live video, screen sharing, and audio feeds
- communicate with candidates and/or conduct additional security checks related to any behaviour(s) or testing environment issues observed during the exam (note: the exam timer will not be paused during this time), and



- terminate a candidate's exam session if they violate the [Rules of Conduct and Examination Security](#) and/or commit any other [examination violation](#).

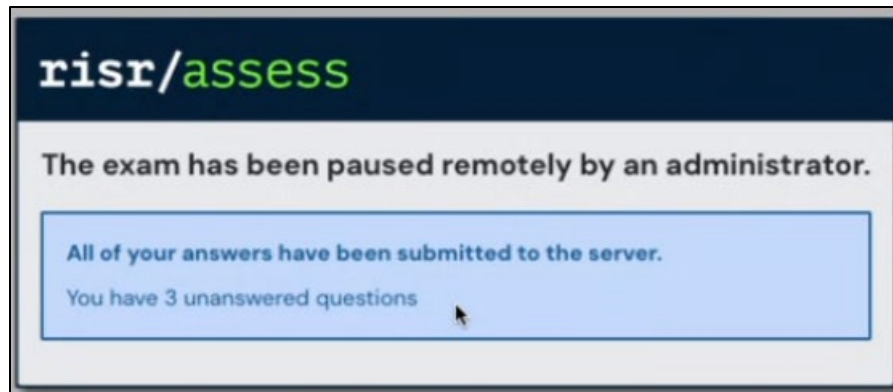
2.1 Communicating with your proctor

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



NOTE: You must ensure that the browser tab labels are visible for the duration of your exam and that you are able to easily switch between the risr/assess and ProctorExam tabs. Do **NOT** put your browser in full screen mode.

You must go to the ProctorExam page to view and respond to your proctor's message. You **MUST** address your proctor's message(s) **within 5 minutes**. If you do not, your exam will be paused, and the below pop-up message will display on 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

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	<ul style="list-style-type: none">• You must take the exam in an indoor room.• Ideally, this room should have four walls and a door that can be locked/closed.<ul style="list-style-type: none">○ OPEN SPACES: If the room has no door and/or no walls to separate different spaces, you should use temporary dividers (room dividers or sheets) to isolate your testing space. This includes covering open archways and hallway entrances where other persons may be visible if they pass.○ WINDOW(S): If the room has a large window where other persons or objects may be visible, the window must be shut and covered.	
	<ul style="list-style-type: none">• Your testing room must be well-lit – you and your testing environment must be clearly visible for the duration of your exam.	<ul style="list-style-type: none">• Backlighting, as this results in you not being clearly visible.
	<ul style="list-style-type: none">• You must be alone while you are taking the exam.	<ul style="list-style-type: none">• No other persons or pets are allowed in the testing room for duration of the exam.
	<ul style="list-style-type: none">• Your testing room must be uncluttered.	<ul style="list-style-type: none">• There should be no reference materials in the testing room, and ALL loose items must be put away.• Walls should be bare/blank (everything removed or covered).• Large furniture (e.g., bed, sofa, table) should be covered and/or not have anything on them.• Large appliances (e.g. TV) should be covered.



Item	Requirement	Restriction (if applicable)
	<ul style="list-style-type: none">Your testing room must be distraction-free.	<ul style="list-style-type: none">Large storage furniture (i.e., shelves) should be shut and covered or emptied.There should be no background noise or visual distractions for the duration of your exam.
Workstation	<ul style="list-style-type: none">Your desktop or laptop computer must be placed on a desk or table, and you must sit on a chair.Your workstation (desk and chair) must be set up in a way that ensures that you will be sitting upright and fully visible in the cameras for the duration of your exam.Desk or table drawers must be empty.	<ul style="list-style-type: none">You are not allowed to test on your bed, on the floor, etc.You are not allowed to use a sit-to-stand desk.You are not allowed to change positions (e.g., stand and stretch, walk around) or change locations while you are testing.You are not allowed to have a secondary/external monitor on your workstation. This must be removed or covered.
Camera setup (camera views)	<p>Your proctor must be able to clearly see you and your surroundings for the duration of the exam.</p> <ul style="list-style-type: none"><u>Testing device web camera view</u>: you must be visible from the chest up.<u>Remote proctoring camera view</u>: 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). It is likely that 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 testing environment requirements for the duration of your exam.



NOTE: If your room, workstation, and camera setup do not meet the requirements outlined above on exam day, you will **NOT** be allowed to proceed with your exam. If this occurs, you will be required to move to another exam date, which will be subject to the 'Cannot Test Service Fee' of \$200.

3.2 Technology and Network Requirements

Item	Requirement	Restriction (if applicable)
Testing Device	<ul style="list-style-type: none">You must use a desktop or laptop computer that has a:<ul style="list-style-type: none">single monitorfunctional mouse, touchpad, or trackpad (built-in or external), andfunctional keyboard (built-in or external).Your testing device must be plugged into a power source for the duration of your exam.	<ul style="list-style-type: none">Tablets, Chromebooks, smartphones, and cell phones are not compatible.Testing using a dual monitor setup is not allowed. This includes connecting a laptop to a larger screen while keeping the laptop lid closed.All unnecessary devices and connections (e.g. printers, etc.) must be disconnected and either removed from the room or covered.
Web camera	<ul style="list-style-type: none">You must have a functional internal or external web camera connected to your testing device.	
Microphone and Speakers	<ul style="list-style-type: none">You must have a functional internal or external microphone.You must have functional internal or external speakers.	<ul style="list-style-type: none">Headphones (wired or wireless) are NOT allowed.
Hard drive (HDD) storage space	<ul style="list-style-type: none">Your testing device must have a minimum of 20GB of free space available.	
Total memory (RAM)	<ul style="list-style-type: none">It is recommended that your testing device has 8GB of RAM, but it should have a minimum of 4GB.	
Operating system	<ul style="list-style-type: none">Your device should have the latest available operating system installed. The minimum requirement is:	



Item	Requirement	Restriction (if applicable)
	<ul style="list-style-type: none">○ Windows – Windows 10.○ Mac – OS 10.13.	
Internet connection	<ul style="list-style-type: none">● You must have a strong, stable Wi-Fi connection and sufficient bandwidth:<ul style="list-style-type: none">○ at least 3 Mbps download and 3 Mbps upload speed, ping under 25 ms.● To reduce the chances of internet connectivity issues, you should set up your testing environment in the location where the Wi-Fi signal is strongest.	<ul style="list-style-type: none">● Hotspot connections/cellular data are not allowed. If you use either of these, you will not be able to proceed with your exam.● Virtual private networks (VPNs) MUST be disabled.● 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.
Web browser	<ul style="list-style-type: none">● Google Chrome is the only supported web browser. The latest available version should be installed.● The ProctorExam Google Chrome plugin must be installed.● Notifications for ProctorExam must be enabled.● Pop-up blockers should be disabled.	<ul style="list-style-type: none">● All other web browsers are NOT compatible.
Remote proctoring device	<ul style="list-style-type: none">● You must use a smartphone or a tablet as your remote proctoring device. This mobile device should:<ul style="list-style-type: none">○ have an operating system of Android 8 or higher or iOS 15.8 or higher,○ have the ProctorExam mobile app installed,○ be connected to Wi-Fi, and	<ul style="list-style-type: none">● A second laptop cannot be used as a remote proctoring device.● Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 or newer are not compatible.



Item	Requirement	Restriction (if applicable)
	<ul style="list-style-type: none">○ be set on silent, airplane mode (or equivalent), the auto-lock or screen timeout feature is set to 'Never' (or equivalent), and screen rotation is enabled.● Your remote proctoring device should be in landscape orientation and plugged into a power source for the duration of your exam.	

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. If this occurs, you will be required to move to another exam date, which will be subject to the 'Cannot Test Service Fee' of \$200.



3.2.1 Complete the System Check

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 the System Check.

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

The System Check is a **self-check**. You must confirm during this process that all relevant components of your testing and remote proctoring devices are functioning, and that you have a strong, stable internet connection. A video showing the System Check process is available [here](#).

You must ensure that you meet the [technology and network requirements](#) **BEFORE** starting the System Check. When your devices and network are ready, click on the link in Step 1 in the ProctorExam email to be directed to the System Check. If you do not have the ProctorExam plugin installed, this will first open the Chrome Web Store download page for the ProctorExam plugin.

You must complete the System Check **using the device that you intend to use on exam day, and in the location where you intend to test.**

You must complete the System Check no later than 48 hours before the exam, but we strongly encourage you to **complete the System Check as soon as you receive the email from ProctorExam**. This helps ensure that you have enough time to address any deficiencies before exam day.

If you have any issues with completing the System Check, contact exams@alliancecept.org for support.

3.3 Exam link

After completing the System Check, you will receive a **“You are now ready to take the exam”** email from ProctorExam, which will contain the link that you will use to access the ProctorExam page at your *‘Part 1 – Connect to Proctor 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.**

3.4 Login credentials

CAPR will send you an Exam Appointment Confirmation email **21 days before your exam**. This email will contain your *‘Part 1 – Connect to Proctor Time’* and *‘Part 2 – Latest Start 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.

4. Examination Day

The average time for a candidate to complete the check-in process is 20-25 minutes, but additional time may be required if you, your devices, or your testing environment are unprepared. You will have **a maximum of 40 minutes** from your “*Part 1- Connect to Proctor Time*” to complete the check in process.

To be prepared, you should ensure that:

- your testing device that has passed the System Check is ready and plugged in to a power source,
- your remote proctoring device is ready, and you have found an appropriate place in your testing environment to securely position and plug it in to a power source (after completing the room scan) for the duration of your exam,
- your testing environment meets the requirements and is clutter-free by doing a final check 30 minutes before your ‘*Part 1 – Connect to Proctor Time*’, and
- you are not wearing accessories or have any other personal items on you.

Late: If you have not completed the check-in process **by 40 minutes after** your ‘*Part 1 – Connect to Proctor Time*’, you will be considered late and will not be allowed to take the exam. Where this occurs, you will have to move to another exam date, and this will be subject to the ‘Cannot Test Service Fee’ of \$200.

No-show: If you do not attend Part 1, 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/No-show will **NOT** count as an attempt in your exam history.

Abandonment: If you have not started Part 2 by the ‘*Part 2 – Latest Start Time*’, it will be considered abandoned, and your exam will be scored based on Part 1 only. Because Part 1 accounts for 50% of the exam, the maximum possible score for that part is not sufficient to pass the exam; therefore, this will count as a failed attempt in your exam history.



4.1 Accessing the ProctorExam Page

At your ‘Part 1 – Connect to Proctor 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. The ProctorExam page must be kept open for the duration of your exam, including during the optional break.

When you are ready, click ‘Set up ProctorExam’ on the ProctorExam page to start the check-in process.

NOTE: Your exam timer will **NOT** start at this point. The time taken for the 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 check-in process.

4.2 ProctorExam set up

You will complete guided set up steps as part of the check-in process. Before starting, be sure that you are ready to start the exam; if you leave your testing environment at any time after you have started the check-in process, you will need to repeat the check-in process.

1. Allow ProctorExam to send you notifications.
 - If you have any other tabs or windows open, you will be asked to close them at this stage. You will not be allowed to continue until all tabs other than the ProctorExam tab are closed.
2. Enable screen sharing with ProctorExam. Your screen will be recorded from this point until you end your exam.
 - You **MUST** select ‘Entire Screen’ during this step. Not sharing your entire screen is an examination violation and may lead to your exam being terminated.
3. Set up your microphone, speaker, and web camera.
4. Take a picture of your face. You must ensure that your full face is visible during this step.
5. Take a picture of your government-issued photo ID. You must ensure that the photo and name on your ID are clearly visible during this step.
 - The proctor will compare the image captured of your face to the photo on your photo ID. If the image capture of your photo ID is unclear, you will be asked by your proctor to show it again on the web camera.



- If the proctor suspects that you do not match the photo on the photo ID provided, this will be escalated to CAPR and you will not be able to proceed until this has been resolved.
6. Set up your remote proctoring device. You must ensure that your notifications are disabled and that your screen will not lock for the duration of your exam, as these may disrupt your remote proctoring device connection and recording.
 7. Enable recording on your testing device web camera and remote proctoring device. Your cameras will be recorded from this point until you end your exam.

A video showing the Exam Day Check-in process is available [here](#).

4.3 Security check-in

After you complete the setup steps, you will connect with your proctor who will guide you through the final security steps before starting Part 1.

The environmental and candidate check is completed using your remote proctoring device. Follow the steps on your remote proctoring device to scan your room to verify that your testing environment meets all the requirements.

You must ensure that you move slowly through these steps and capture your testing environment thoroughly. Your proctor will inspect your room and workstation as you do this, and they may ask you to repeat steps and/or remove items from your testing environment. The security check-in consists of the following steps:

1. Show your computer and keyboard.
2. Show your workstation, including the space behind your computer and drawers on your desk/table.
3. Show the space under your workstation and your ceiling.
4. Show your entire room.
5. Show your face and ears.



If the proctor confirms that the room scan was adequate, they will then ask via chat to inspect the following items/areas:

- The Exam Appointment Confirmation email printout
- Your hands, forearms, and wrists
- Your pockets

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.



4.4 Required, Allowed, and Prohibited Items

Required	Allowed	Prohibited
<p>Documents and information:</p> <ul style="list-style-type: none"> • Government-issued photo ID (Canadian Driver’s Licence, Canadian Permanent Resident Card, or Passport) • A printed copy of the Exam Appointment Confirmation email from CAPR with your Username and Password 	<ul style="list-style-type: none"> • Ear plugs (standard foam, no strings) • 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, labels or paper inserts), including eye drops, EpiPens, inhalers • Orthotic devices and aids (e.g., arm slings, braces, casts, collars, canes, crutches, walkers, wheelchairs) • Snack (small, odourless, noiseless, nut-free, removed from its original packaging and placed in a transparent, unlabelled, zip-sealed bag) Small fruits and vegetables are acceptable, provided they comply with the above description. • Tissues (a few unpackaged sheets) • Water (one transparent, unlabelled bottle) 	<ul style="list-style-type: none"> • Bag, wallet, keys • Beverages (other than water, e.g., coffee, tea, smoothie) • Calculator of any kind • Communication devices (cell phone, smartphone, pager) • Electronic devices (including medical devices that are dependent on the use of a communication device**) • Headphones, earphones (or ear plugs that look like earphones [e.g., loop or similar]), earbuds (wired or wireless) • Jewellery (unless for religious reasons), watch • Notes and other study/testing aids • Outerwear (e.g., jackets, coats), hat, or head coverings (unless for religious reasons) • Paper (apart from the printed copy of the Exam Appointment Confirmation email), notebook, whiteboard • Pen, pencil, highlighter • Wearable technology (smartwatch, smart jewellery, fitness/activity trackers)



**If you need to use a medical device during the exam that requires the use of a communication device, you must submit a [Testing Accommodations Request](#).

NOTE:

- The required and allowed items list above is **exhaustive**. Items that are not on these lists are prohibited. All required and allowed items that are brought into your testing environment will be inspected by the proctor.
- The prohibited items list above is **not exhaustive**. Prohibited items are not allowed at any time during the exam. The proctor will ask you to remove any prohibited item(s) during the check-in process.
- Light clothing items such as sweaters, etc. will be inspected during the check-in process. If you remove such items during the exam, they must be hung on your chair, not placed on your lap or on the workstation.

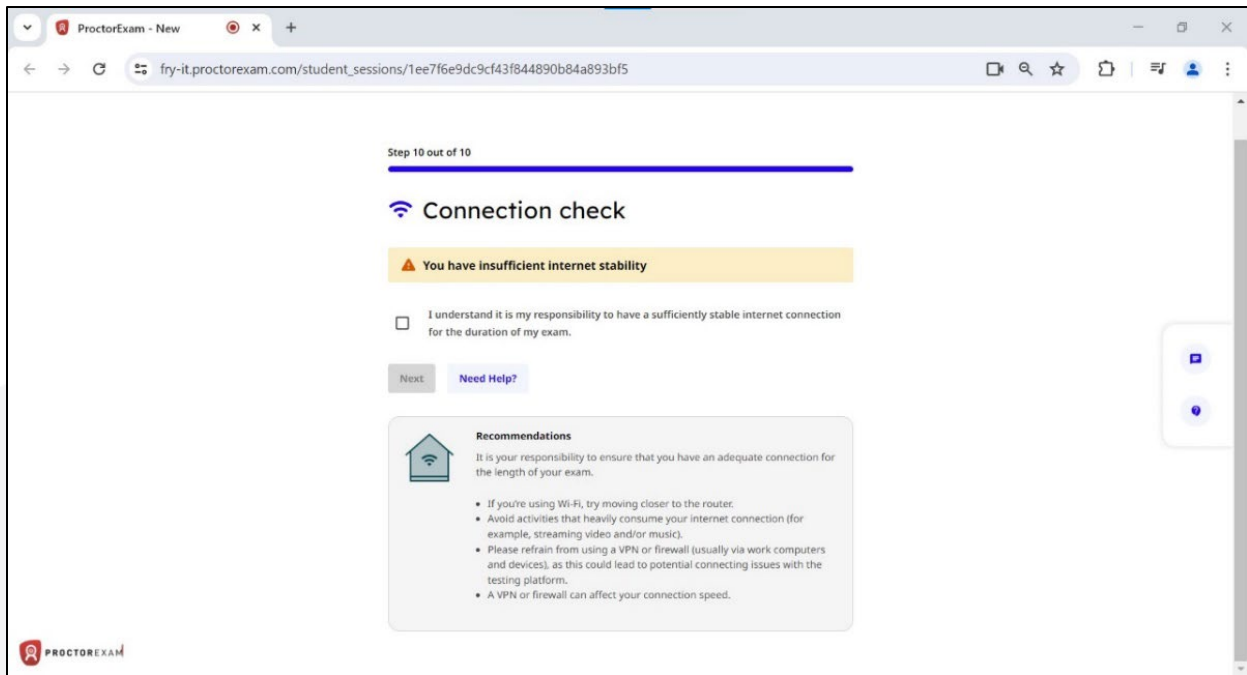
4.5 Connection check

The last step before you start your exam is a connection check.

If you have insufficient internet stability during this step, remember that it is a point-in-time check. If your internet was found to be stable during the system check and you have ensured that you

- are taking the exam where the Wi-Fi signal is strongest in your testing location,
- are not using a hotspot connection or any other portable internet device,
- have ensured that virtual private networks (VPNs) are disabled, and
- have told everyone in your testing location not to use the internet while you are taking your exam

then you may check the box and proceed.



NOTE: CAPR will be actively monitoring your exam through the risr/assess and ProctorExam platforms, and will be able to assist in the event of internet connectivity issues.



4.6 Starting Part 1

A link to begin your exam will appear on the ProctorExam page after you complete the check-in process. Your proctor will confirm that you have completed the check-in process appropriately, and then provide you with the Exam PIN.

NOTE: Before starting Part 1, make sure that you are familiar with the ProctorExam buttons that appear on the right-hand side of the page. If you encounter issues during the exam, you may be able to fix the issues by clicking on the relevant button.

The screenshot shows a web browser window with the URL `fry-it.proctorexam.com/student_sessions/1ee7f6e9dc9cf43f844890b84a893bf5`. The page title is "PCE Written Component: TESTING".

Important notice

Keep this page open throughout the duration of your exam. When you have finished your exam, select the 'End Exam' button at the top of the screen.

Things that you are not allowed to do during the exam

- Browse the internet
- Use external applications
- Use textbooks
- Use a calculator
- Use additional materials

General instructions

You are now ready to begin your exam

PCE Written Component: TESTING

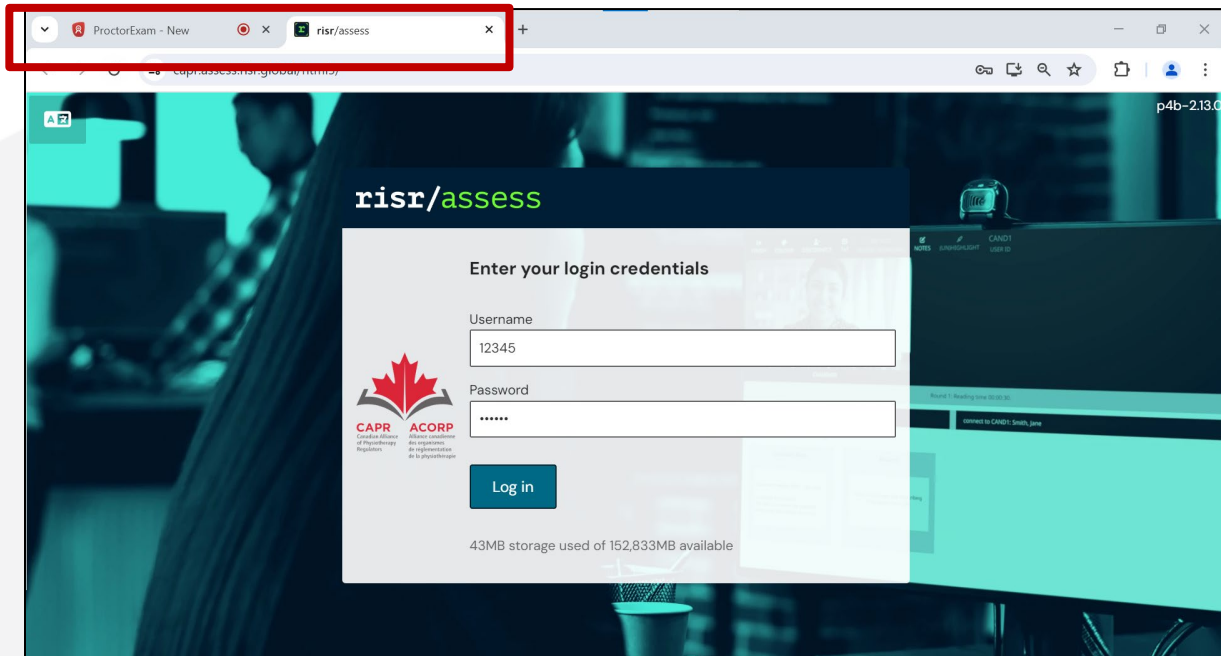
[Click here to begin your exam](#)

Right-hand side menu:

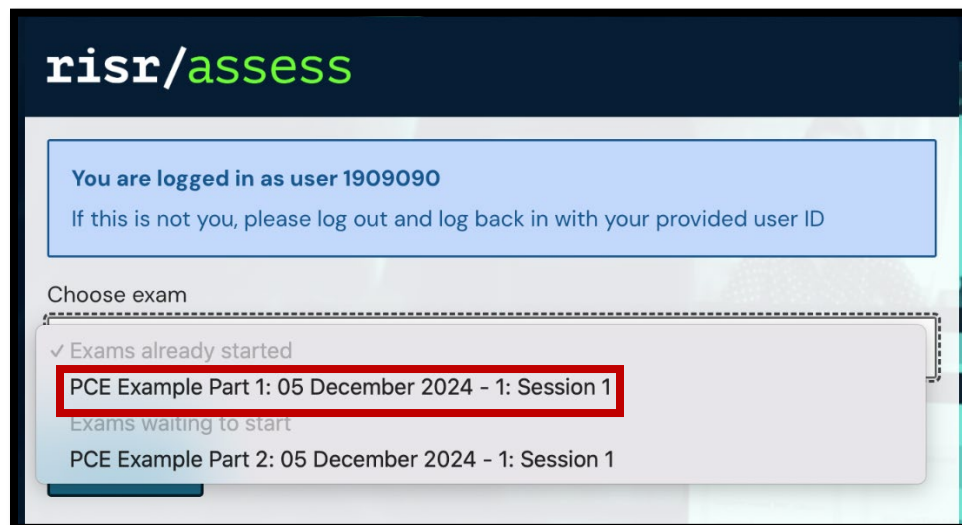
- Screen sharing
- Testing device camera
- Remote proctoring device camera
- Proctor chat
- Support



1. When you are ready, click on the link to open the risr/assess platform in a new tab. **You must keep both the ProctorExam and risr/assess tabs open for the duration of your exam.**
2. Enter the Username and Password from the printed copy of your Exam Appointment Confirmation email.



3. After logging in, select 'Part 1' from the "Choose exam" dropdown menu. NOTE: while Part 2 will show in the dropdown menu, it is not possible to access Part 2 until Part 1 has been completed.





- After you select Part 1, you will be prompted to enter the Exam PIN. NOTE: You will not be able to access the exam without the Exam PIN.

risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Enter the exam PIN you have been provided with

Choose exam
PCE Example Part 1: 05 December 2024 - 1: Session 1

Exam PIN

Logout

- Enter the Exam PIN provided by your proctor in the 'Exam PIN' field and click the 'Take chosen exam' button.

risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Click "Take chosen exam" to start

Choose exam
PCE Example Part 1: 05 December 2024 - 1: Session 1

Exam PIN
123456

Take chosen exam Logout

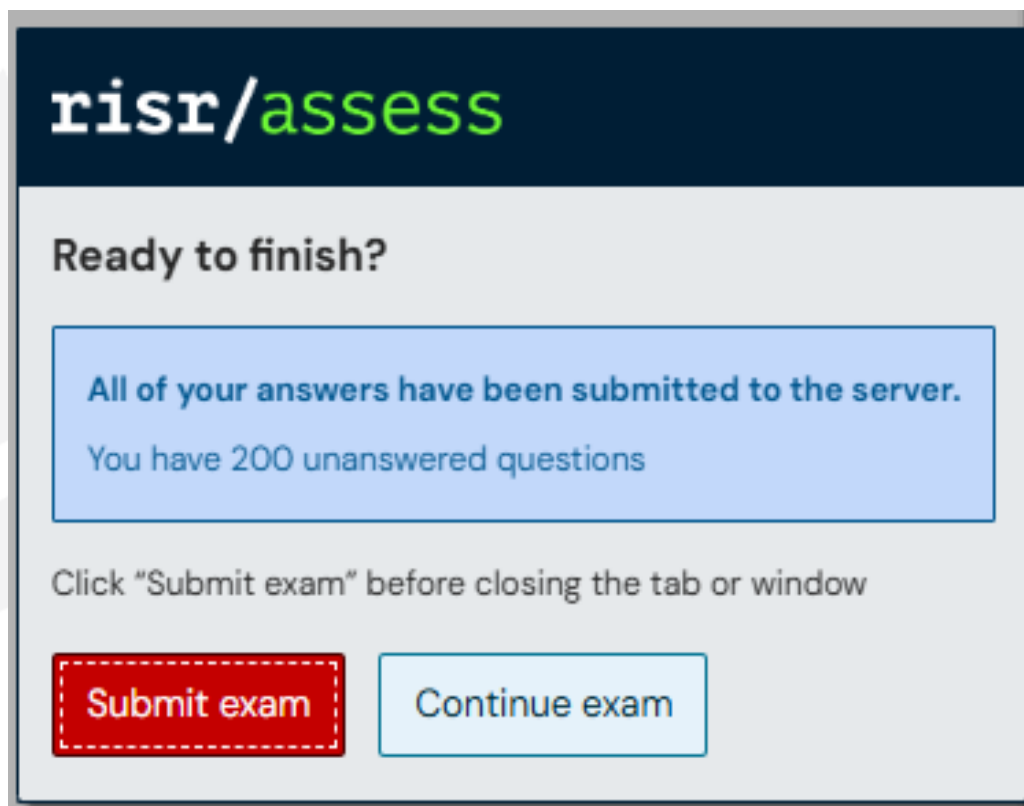
NOTE: Question 1 of Part 1 contains important information about the exam. You will have five
ver. February 2025



minutes of reading time (in addition to your exam time) to review this information. While you will have the ability to navigate through the questions for Part 1 at this time, you are unable to submit any answers. Do not navigate off the reading time screen until the five minutes of reading time has elapsed.

4.7 Finishing Part 1

1. When you are ready to finish Part 1, click the 'FINISH' button in the exam platform. A pop-up window will appear and ask you to confirm that you are ready to submit your exam; it will indicate the number of unanswered questions (if any).



NOTE: If your exam time expires, this pop-up window will automatically appear.

2. In either instance, you must click the 'Submit exam' button to submit your answers. You will then be re-directed to the page with the 'Choose exam' dropdown menu.



risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Please select the exam you are taking

Choose exam

Exam PIN

Logout

IMPORTANT: Between Part 1 and Part 2, you must keep the risr/assess and ProctorExam tabs open. Do **NOT** click the 'End Exam' button on the ProctorExam page.

4.8 Break between Part 1 and Part 2

Breaks are **NOT PERMITTED** during Part 1 or Part 2 of the exam. You must remain in view of the camera in an upright, sitting position in your testing environment for the duration of each part. Leaving the camera view / your testing environment during either part will lead to your exam being terminated.

An optional off-the-clock break **IS PERMITTED** in the time between submitting Part 1 and starting Part 2. The break is **15 minutes maximum**. You do not need to inform your proctor before taking a break, as long as you have submitted Part 1. You may leave the camera view / your testing environment during this time, but your testing and remote proctoring devices **MUST** stay connected and in your testing environment for the duration of the break.

If you choose to take a break, you must ensure that you are ready to begin Part 2 by the '*Part 2 – Latest Start Time*' outlined in your Exam Appointment Confirmation email. If you choose not to take a break, you may begin Part 2 immediately after submitting Part 1.



NOTE: The overall exam time is **NOT** affected by taking a break; all candidates will have a maximum of two hours for each part of the exam, whether they take a break or not.

4.9 Starting Part 2

You can start Part 2 at any time after submitting Part 1, but you must start it no later than the ‘Part 2 – Latest Start Time’ outlined in your Exam Appointment Confirmation email. To start Part 2:

1. Let your proctor know that you are ready through the Proctor Chat. From there, you must complete a shorter check-in process before starting Part 2.
2. Once your proctor confirms that you have completed the check-in process appropriately, they will provide you with the Exam PIN. NOTE: You will not be able to access the exam without the Exam PIN.
3. Select ‘Part 2’ from the “Choose exam” dropdown menu.

risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Please select the exam you are taking

Choose exam

✓ Exams already started
PCE Example Part 2: 05 December 2024 - 1: Session 1

Exam PIN

Logout

4. After selecting Part 2, you will be prompted to enter the Exam PIN.



risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Enter the exam PIN you have been provided with

Choose exam
PCE Example Part 2: 05 December 2024 - 1: Session 1 ▼

Exam PIN

Logout

5. Enter the Exam PIN in the 'Exam PIN' field and click the 'Take chosen exam' button.

risr/assess

You are logged in as user 1909090
If this is not you, please log out and log back in with your provided user ID

Click "Take chosen exam" to start

Choose exam
PCE Example Part 2: 05 December 2024 - 1: Session 1 ▼

Exam PIN
987654

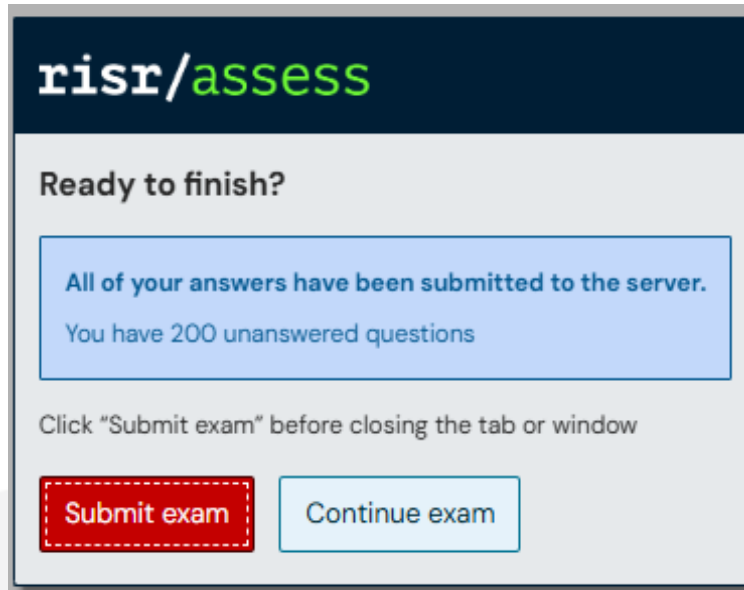
Take chosen exam Logout

4.10 Finishing Part 2

4.10.1 Finishing Part 2 on risr/assess



1. When you are ready to finish Part 2, click the 'FINISH' button in the exam platform. A pop-up window will appear and ask you to confirm that you are ready to submit your exam; it will indicate the number of unanswered questions (if any).

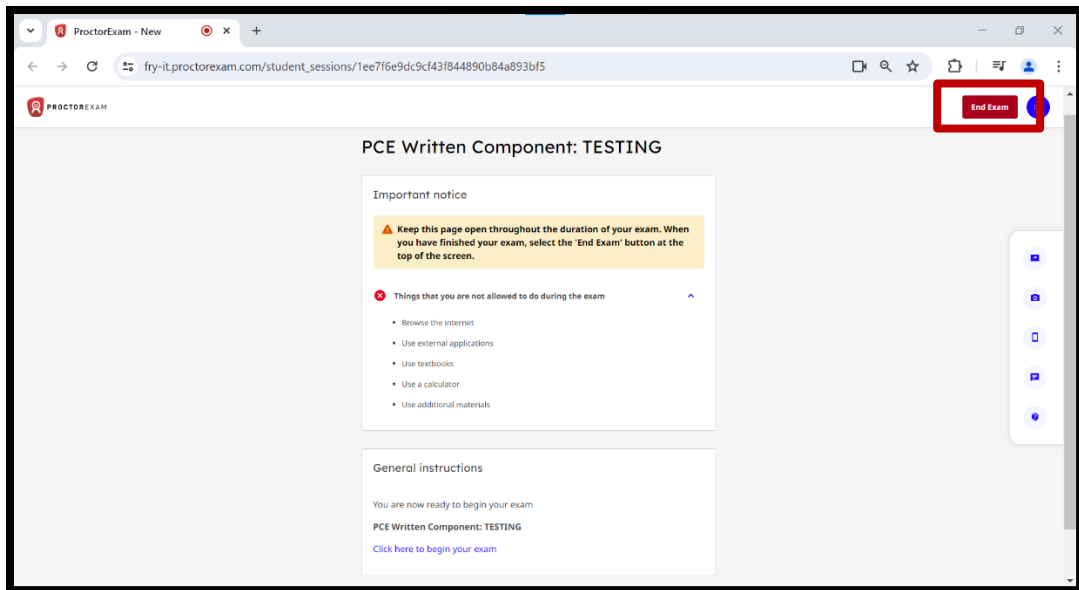


NOTE: If your exam time expires, this pop-up window will automatically appear.

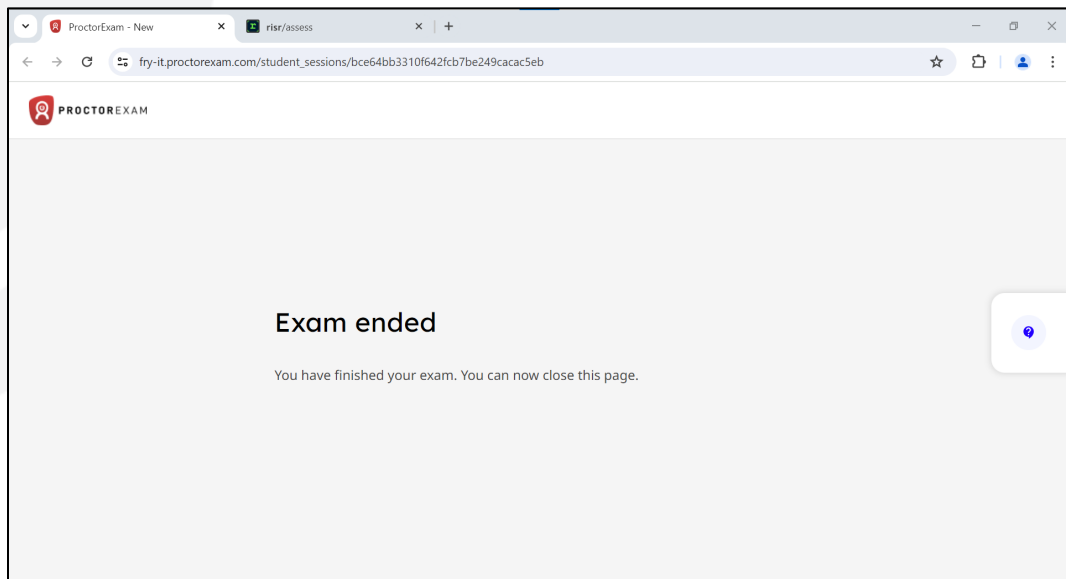
2. In either instance, you must click the 'Submit exam' button to submit your answers. You will then be re-directed to the risr/assess login page, which you may close.

Finishing the exam on ProctorExam

1. Go to the ProctorExam page and click 'End Exam' on the page, and in the pop-up confirmation.



2. You will see an onscreen confirmation that you have successfully finished your exam.



NOTE: The onscreen notification confirms that you have finished 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.

3. Close the tab. You must ensure that both risr/assess and ProctorExam tabs are closed after submitting the exam.



4.11 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 a request related to an additional security check
- refuse to follow the proctor's instructions
- have spyware or recording software operating on your computer
- leave the view of the web camera
- 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
- 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](#)'.

4.12 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.

Contacting CAPR:

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 move 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 move to another exam date, and this will be subject to the 'Cannot Test Service Fee' of \$200.