

**1. Arrival and check-in on exam day**

On exam day, you should be at your desk and ready to begin at least 30 minutes prior to the scheduled connection time. This will allow you to familiarize yourself with the workstation and to make sure no technical issues are happening on exam day. Here are some additional tips:

- Have your login credentials to the candidate portal ready.
- Ensure you have [Google Chrome](#) installed as your preferred browser. If you don't have access download before going any further.
- Have the [Guardian Secure Browser](#) and [ProctorU Extension](#) installed.
- Disable your browser's [Pop-Up Blocker](#) and clear out your browser's [Caches](#).
- Test you equipment using the [Test It Out](#) feature located in your [CKO Examination Site](#).
- You will be required to read and agree to Meazure Candidate Statement of Understanding policy before moving forward with the exam.
- Wear layers of clothing.

**2. Late Arrivals:** If you connect 15 minutes after the scheduled connection time, you will be denied access to the examination and the exam will show "expired." No refunds will be issued in such cases. If you miss your examination sitting, please [contact the CKO](#) for next steps.

**3. Photo and authentication:** The remote online proctor will validate your identity. Your first and last name in the Meazure system MUST match the name on your government-issued photo identification. You must present a current, valid government-issued photo identification with signature (e.g., driver's license, passport). Health cards are not accepted. Candidates who do not present valid government-issued photo ID will not be permitted to write.

**4. Chat box download:** You will be prompted to download and run the Proctor Chat Application. This applet will allow you to chat with your proctor. When prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you have successfully downloaded the applet and your proctor will be with you shortly. Do not close this window or re-download the applet file as that will put you back at the end of the queue.

**5. Proctor Connection & Confirmations:**

- As soon as the pre-checks begin you will be added to the queue for connection to a proctor.
- Your proctor will greet you and confirm that you passed your identity verification steps.
- Your proctor will ask you to share your screen, a required part of being proctored online.
- You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements. Please note that you and your computer screen will be recorded through your webcam.
- The proctor will also review the exam rules with you.

- 6. Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the Proctor Chat Application in order to make sure no non-permitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.

**Monitor Scan:** The proctor will ask you to take a photo of the edges of your screen using your cell phone camera. The proctor will guide you through this process after which you will be required to remove your cell phone from the work area.

**Cell phone use:** Cell phone use is not permitted during the entirety of the exam including the break between Part I and Part II. Cell phone use is only permitted after Part II of the exam has been submitted.

- 7. 6-point Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space and below your desk space via your webcam. You may or may not also be asked to show your computer monitor. Your proctor will make sure your cell phone is out of reach. Your physical workspace must be completely cleared except for any approved materials.
- 8. Person Check:** The proctor will ask you to show your forearms and ears to ensure they are free of watches and listening devices. You will also be asked to remove any hats or head coverings that obstruct your eyes and face (i.e., except for religious headwear).
- 9. Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready. Your exam time does not start until the Proctor allows you into the exam.
- 10. Washroom Breaks and Duration of Exam:** The exam is 3.5 hours divided into two 1 hour and 45 minutes parts (105 minutes). You have 1 hour and 45 minutes to complete each part. There is a 15-minute break between parts.

- You can choose to take a break after 100 questions or at the 1 hour and 45 minutes mark, whichever comes first.
- You will not be able to complete questions in Part I of the exam after the break.
- You may leave the exam room during the break.
- The total break time is 15 minutes; however, candidates are required to return to the exam room after 10 minutes in order for the proctor to re-pan the exam room.
- The examination will automatically resume 15 minutes after completing Part 1. You may choose to resume the examination after 5-minutes if you do not want to take a 15-minute break.
- Break time will not be deducted from the allotted exam time.
- Do not use your cell phone or computer during your break.

- 11. Technical issues:** If you experience technical difficulties (for example, disconnection) during the exam contact your proctor through the 'Click on "Having Trouble with an Exam" and then "I am a test-taker" link. You will see these options at the bottom of the screen.
- 12. Live Chat:** This function is available on every window of the remote proctoring system. The proctor will assist you to the best of their ability.
- 13. Alert the proctor when you are finished the exam:** let your proctor know through the chat box that you're finished.
- 14. Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of all browser tabs.
- 15. Close out of ProctorU chat box:** This will end your session with ProctorU. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.
- 16. Done:** You're done! Enjoy your day!