

Live Remote Online Proctoring FAQs for CPPS Exam

Q: How do I make an appointment for a remotely proctored exam?

A: Please register and schedule your exam through our testing partner, PSI. You will select the remote proctoring option and may reserve a time with a proctor up to 24 hours in advance.

Q: How do I know if my home computer will work?

A: Please use this link (<https://home.psiexams.com/static/#/bcheck>) to check your computer for compatibility. If a part of your system does not pass the compatibility check, you may be able to resolve the issue by turning on a component like a webcam, microphone, or cookies from your settings. Please be advised, using a work computer for the remote proctored is *highly discouraged* due to firewall and IT security systems that prevent exam launch.

Specific technical requirements include:

- Operating system supported: Windows 7 and later; 32bit (x86) and 64bit (x64); MacOS 10.x
- Browsers supported: PSI Secure Lock-Down Browser
- Browser settings: The browser must accept third-party cookies for the duration of the exam ONLY
- Webcam/microphone: Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
- Bandwidth: Minimum 400 kb/s download and upload
- Hardware requirements: 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution

Q: Are breaks allowed during the examination?

A: No, moving out of sight of the webcam is considered suspicious behavior. ***Please prepare to remain in front of the webcam for the duration of the examination (2 hours).***

Q: Is food or drink allowed during the examination?

A: You may have a drink in a clear glass or bottle ONLY. Food is not allowed during the examination.

Q: Are other people allowed in the room while I am testing?

A: No, other people are not allowed in the room where you are testing. Someone else entering the room and/or talking to you is considered an exam violation and may result in termination of your exam. Please be aware of this when planning your virtual exam and be sure to have arrangements in place for children or other dependents so you are not interrupted during your examination period.

Q: How am I monitored while taking an examination at home?

A: You will be paired with a proctor for the duration of your examination. The proctor will monitor you, your computer screen, and your environment using video and audio. Proctors are trained to flag and respond to any violation of set exam rules. Some of these rules will cause the proctor to send a warning through the chat interface and are considered a minor violation. Violation of other rules are considered major violations and may result in the proctor closing the examination session because of a threat to examination security.

The proctor documents every violation. If a test taker accumulates two minor violations, the third becomes a major violation causing the proctor to end the examination session. Consequences of a major violation result in termination of your examination, forfeiture of your examination fee and an investigation into the reported misconduct.

Your examination will be immediately terminated for the following:

- Attempting to use another computer
- Attempting to use a telephone or mobile device
- Leaving the room for any length of time
- Obstructing the view of the camera
- Moving out of the camera's line of sight
- Someone else in the room during the exam
- Speaking to someone else during the exam
- Using reference materials (scratch paper is **not** allowed)
- Using other programs on your computer including but not limited to internet browsers, instant messenger, and recording software
- Changing spaces throughout the course of the exam
- Inability for proctor to see candidate's environment
- Issues with ID including not providing, not valid, not complying with proctor requests, and any inability of proctor to verify
- Writing down, copying, or recording exam content

Q: How long is the security check-in process and does it count toward candidate time?

A: Check in typically takes 5 minutes and does not count towards the candidate's time; the timer does not start until the candidate launches the exam.

Q: How long before the candidate is considered a no-show?

A: A candidate will be considered a no-show if not logged in 15 minutes after the start time.

Q: How far in advance does a candidate need to contact PSI to reschedule?

A: Candidates can reschedule or cancel 24 hours before their appointment.

Q: How will I receive my results following the examination?

A: Your results will be provided on screen and an official score report will be sent to your email address as a PDF after the examination session ends.

Q: What happens if there is a technology problem while I am taking my examination?

A: PSI examination delivery system has historically remained live 99.9% of the time. In the event you do experience issues, the proctor will help you pick up where you left off if possible. Otherwise, you should work with PSI customer support 833-333-4755 to reschedule your examination. Steps you can take to help alleviate potential issues include using a wired connection to the internet instead of wireless and restarting your computer before the examination session begins.