

APMG-International

ProctorU

Frequently Asked Questions



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Q: This is my first time using ProctorU. What do I do to get started?

A: Visit <http://www.proctoru.com/portal/apmg-international>. Once you reach the site, click “Sign up” and create an account. Fill out the form and double check for any incomplete fields. Ensure the institution is set to APMG-International* and you select your time zone. Read and agree to the terms of service. Click the create account button. Congratulations! You are all set to schedule your first exam.

Q: How do I schedule an exam?

A: Visit <http://www.proctoru.com/portal/apmg-international> and log in using your ProctorU username and password. Further details can be seen by viewing the ProctorU Candidate Guidance document located - <http://www.apmg-network.com/nmsruntime/saveasdialog.aspx?IID=10793&slD=268>. Click Schedule New Exam, Confirm your institution APMG-International* Select a term (Current Assessment) and select your exam. Find Reservations. Select your chosen date and time – Book the reservation.

NOTE: Insert your booking reference into the comments box along with the beginning of your authorisation code located in the email with your exam details. Please contact your training organisation to obtain these details.

Q: Will I be billed for my exam?

A: If you attended training with an accredited training organisation (ATO), the ATO will be billed for your exam. You must give one hour’s notice before the desired start time.

Q: I can’t remember my password. How can I retrieve it?

A: Visit <http://www.proctoru.com/portal/apmg-international> click Log in and click “Forgot password?” Provide your username and click “Reset Password” and your password will be e-mailed to you.

Q: What equipment will I need in order to be proctored?

A: You will need a Laptop or a PC with a working webcam, microphone and speakers.

Q: How do I know if my camera and microphone will work with your website?

A: You can visit <http://www.proctoru.com/testitout> to test your equipment, please read through ProctorU’s Help Desk Frequently Asked Questions located on this page – if you have any errors you can connect to a live Proctor to assist. Other Technical requirements are located - <http://www.proctoru.com/tech.php>

Q: How can I test my computer is compatible with the online exam test site?

A: Open the online exam website <http://www.apmg-exams.com> and try a sample exam, if the sample exam is not working you need to add apmg-exams.com to the pop up blocker Google Chrome is the preferred web browser.

Q: What should I do if I fail the bandwidth test?

A: The system test page includes a number of processes you can try to improve your bandwidth speed. Alternatively, you can connect to a ProctorU technician for further assistance. Please ensure you are connected via a network cable to your router.

Q: I am using a computer and/or internet connection that does not belong to me. What steps should I take to ensure it is compatible with your service?

A: First, confirm that the owner will allow you to access the online exam test site as well as the following:

apmg-exams.com

Tokbox.com

Logmeinrescue.com

Proctoru.com

Also, make sure that remote access to the computer is allowed and that any firewall protection is disabled before your appointment.

Q: At what time should I arrive for my exam?

A: Arrive at the start time you chose when scheduling the exam or up to five minutes before. If you have any technical difficulty or have any other problems preventing you from logging in at your scheduled exam time, please call 855-772-8678 or open <http://www.proctoru.com/help> - This will connect you to a ProctorU representative. You can always speak to an APMG Technical Engineer by calling UK 01494 452 450 opt1. Before you start the exam, your Proctor will prompt you to present a form of identification, and complete a scan of your room with your webcam. This process should take no longer than 10 minutes, after which your Proctor will take control of your system and log you into your exam.

Q: Is my exam time shown in my time zone or ProctorU's time zone?

A: It is shown in your time zone. When you are scheduling the exam, the time zone is located to the right of the time you choose. If it is incorrect, click "My Profile" to select the correct time zone. Military time is not used.

Q: What do I need to bring with me on the day of my exam?

A: You need to bring your booking reference which you should have received from your training provider, your candidate ID if you have already registered. One form of photo ID (i.e. driver's license, passport, etc.) to show to your proctor and any materials authorized for use by your trainer. The PRINCE2 Manual is only permitted to be used during the Practitioner exam. Bring a reflective surface (e.g a mirror or smartphone) to show the Proctor your screen if you have a built in webcam.

Q: My exam has a time limit. Does that time start as soon as I log into ProctorU's site?

A: No. The timer for your exam does not start until the exam has been opened by either you or your proctor. Please ensure any special requirements were requested on the booking as ProctorU are unable to add additional time to the exam system.

Q: What do I do at the time of my exam?

A: Logon to <http://www.proctoru.com/apmg-international>. Log in go to My Exams and click Start.

Q: I'm ready to start but the "Click to start" button is inactive. What should I do?

A: First, try refreshing the page or logging out then logging in again. If you are still unable to click the button, ensure that your exam is actually scheduled for that day and time. You can see a countdown to when your exam starts. Also, click "My Profile" and verify that you have selected the correct time zone for yourself. Call ProctorU 855-772-8678 or connect to <http://www.proctoru.com/help> - and they will be able to confirm your appointment. If you do not see an exam listed, you will need to schedule an appointment.

Q: I am in the proctor room but I don't see my proctor. What should I do?

A: Ensure you have allowed the flash player setting, downloaded, run and opened the software. Once run your proctor will request remote access to assist you. If you continue to experience problems, please call ProctorU at 855-772-8678 or contact via <http://www.proctoru.com/help>

Q: I am attempting to connect my screen but I'm receiving an error message. What should I do?

A: Here are a few tips that may help:

- Disable any firewall protection that has been installed on your computer
- Always use an Ethernet cable to connect
- You may need to restart your router to establish a more stable connection
- Restart your computer

Q: What should I expect the day of my exam?

A: Once you login to the schedule and click the "Start" button, you will be taken to an online classroom where you will complete three steps:

- Step 1: Connecting your desktop to your proctor's computer.
 - Click the "Click Me!" button then run the file and open "Support-LogMeInRescue" in the downloads folder. If you are using Mozilla Firefox, you will need to save the file and then open it.
- Step 2: Showing Photo ID
 - Once your camera and desktop are connected to your proctor's, you will be asked to show your photo ID
 - You will also be required to pan your work area with your webcam and – if this is your first exam via ProctorU - have your photo taken to be saved to our system.
 - Once all of these steps have been completed, you will open a new tab or window and bring up your test site, log in and select the exam you will be taking.
- Your proctor will enter in the password to unlock your exam at which point you can begin.

*Please note: You need to be alone in a well lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted. Have your booking reference to hand.

Q: What will be downloaded to my computer?

A: ProctorU will download Support-LogMeInRescue which is a common, trusted remote control software – Details can be found - <https://secure.logmein.com> – ProctorU may also download their secure web browser which will allow them to lock your desktop for security – These will not install anything onto your computer such as viruses or malware. A security prompt will appear on your desktop advising you of any additional software downloads.

Q: Are breaks allowed during my exam?

A: Your proctor will be able to tell you the day of your exam how many (if any) restroom breaks are allowed.

Q: Am I allowed to take notes during my exam?

A: Only if you're using an approved erasable board and marker pen. Notes must be erased in front of the Proctor after the exam, see board rules below:

Board rules (Dry wipe board / wipe clean tablets / Dry erase boards):

- Paper is definitely not allowed.
- APMG will not provide the boards, however will allow candidates to use their own boards if they wish to take notes during the exam.
- Candidates will need to show a clear board before starting their exam.
- Candidates will need to accept they may be asked to show the board/desk from time to time during the exam.
- If a candidate refuses to wipe their board clean at the end their result will be voided.

Q: Can I make changes to my reservation?

A: Yes, as long as you are rescheduling for a date before your set exam expiry date which is shown on your exam booking confirmation. Please confirm this date with your training organisation. Once you have confirmed this and you are within your expiry date you can login into your account and click the "Edit" button next to your exam. From there, you will be able to choose a different exam and change the date and/or time. Click "Update Reservation" to save any changes. If it is less than two days before your appointment, you may need to contact ProctorU directly to make any changes.

Q: How do I cancel a scheduled exam appointment?

A: You have four options – These options only cancel your exam reservation with ProctorU and not your exam booking. Please speak to your training organisation regarding your booking if required.

- If there are at least two days before your exam, login to the site just as you did to schedule, and click the "Cancel" button next to your exam. Select a reason from the drop down menu and provide a brief explanation.
- Send an e-mail to help@proctoru.com with your name, school, the date and time (including the time zone) of your current appointment and the date and time frame you wish to change it to.
- Call 855-772-8678 and speak with a proctor. He/she will request the same information that you would have provided in an e-mail and help you to reschedule.
- Call 01494 452 450 opt 2 and speak to a member of our Customer Interaction team. He/she will be able to assist you with your query.

Q: Will the Proctor be able to access my computer files without my knowledge?

A: No, ProctorU cannot access your computer files without your knowledge. With permission from the test taker, proctors have the ability to view the screen and move the mouse and keyboard as if he or she were sitting next to the test taker. Once the test starts, the proctor will monitor everything but can no longer move the test takers mouse and keyboard. During the entire process, an interface log, or chat box, is running on the test taker's computer and they can see what permissions the proctor currently has at any time. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer.

Q: How far in advance should I cancel an exam?

A: Please contact us at least 2 hours before your appointment.

Q: I don't see my question on the list. How can I get more information?

A: Please refer to the candidate guidance for further instructions or you can contact ProctorU at 855-772-8678 or email passwords@proctorU.com

Support Contacts:

- APMG-International - 01494 452450 alternate number 0845 811 1101
- help@apmg-international.com
- ProctorU - (00) +1 855-772-8678
- passwords@proctorU.com
- www.proctoru.com/help