Easy Guide for

iSQI Remote Proctored On-Line Exams

This guide is for anyone who will take a certification exam via a remote proctor with iSQI. Your training provider will confirm whether you are scheduled to attend a pre-booked exam session on a given date and time or whether you will need to select a date and time yourself. Please check with your training provider if you are not sure!

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WHAT YOU WILL NEED TO TAKE YOUR EXAM

✔ **Desktop or laptop with a webcam and a microphone**

To take the exam, you will need a laptop or a desktop computer, as the Google Chrome extension required to share your screen is not compatible with mobile devices. Your laptop or desktop must be equipped with a webcam and a microphone.

✔ **Google Chrome browser needs to be installed (a Chrome plugin will need to be installed)**

No installation of unnecessary software is needed, but please use Google Chrome so that you can add the extension required for screen sharing. Please make sure that you have the administrator rights in order to add the extension to your browser.

✔ **Photo ID**

Before starting the exam, you will need to identify yourself with your passport, ID card, or a driver's license that has your name and photo on it. Be sure to cover private information – the proctor is checking your name and photo.

✔ **Tablet or smartphone with a camera**

You might be required to use the camera of your smartphone or tablet. We will let you know whether this is applicable. You will need to download an app (34MB) which is compatible with any Android 4.1 or higher and iOS (Apple) 8.0 or higher.

✔ **Stable internet connection**

In order to run the exam without any problems, you need to have a steady internet connection (Wi-Fi will be required for mobile streaming) with a minimum upload speed of 1MB/sec.

HOW TO PREPARE INCLUDING THE SYSTEM CHECK

1. **Your training provider will confirm if they have booked a date and time for your exam or whether you need to select this yourself.**

   - **Exam already booked by the training provider:**

     Your training provider will provide iSQI with your email address and you will receive an email from exams@proctorexam.com, as below, a few days before the exam session is due to take place.

   - **Training provider has indicated that you need to select your date and time yourself:**

     Your training provider will have given iSQI your email address and you will receive an email from exam@isqi.org – you confirm your preferred date and time by replying to this email. If your preferred data and time are available you will receive an email from exams@proctorexam.com, as below, a few days before the exam session is due to take place.

Please be aware, if you are unable to take your exam on the date and time agreed then your access to the exam will expire. The fees will not be refunded.

iSQI will need 48 hours' notice to cancel your exam.

2. **You will receive an e-mail from our platform provider "ProctorExam" giving you a 3-step guide on how to check your system and set up for the exam.**

FOLLOW THESE STEPS:

STEP 1: Download the ProctorExam chrome plugin. Click here

STEP 2: Complete the System Check [48 hours in advance]. Click here

STEP 3: Once you finish the System Check you will receive an invitation to your exam.

ASSISTANCE

- Your exam schedule: Contact your institution iSQI
- Video instructions: Click here
- Exam rules: Click here
- Other questions: Click here

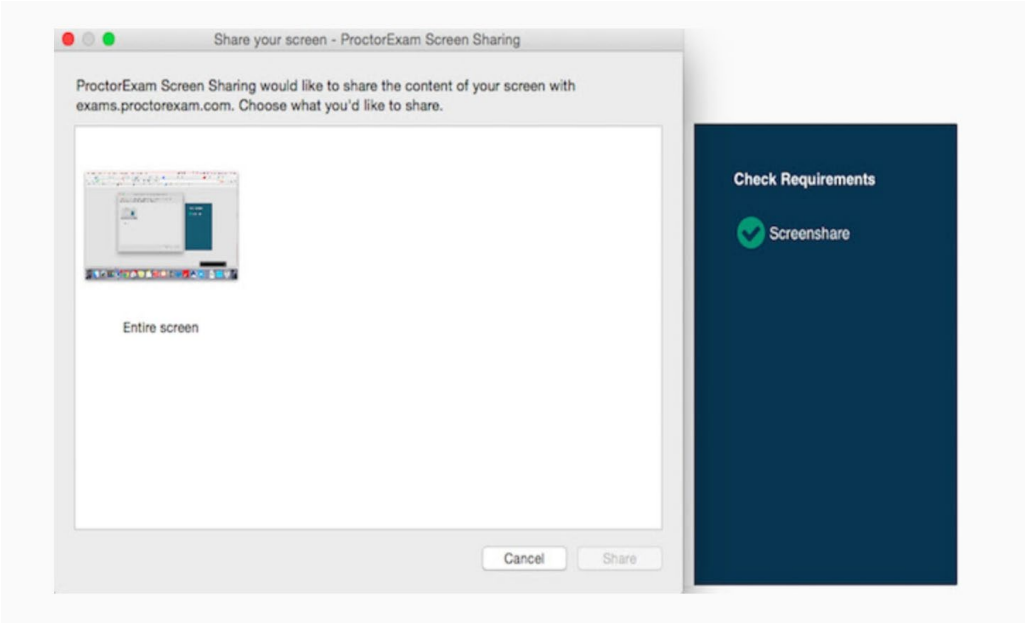
The ProctorExam Team

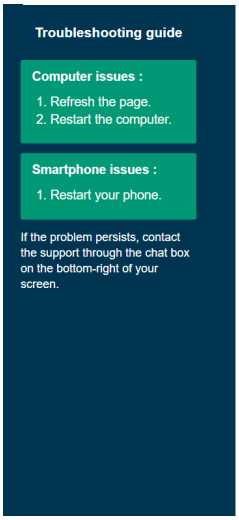
Step 1: Download the Chrome Extension

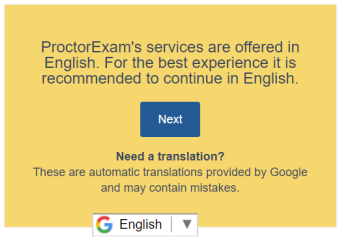
You will need to install a Google Chrome extension (the “ProctorExam” Chrome plugin).

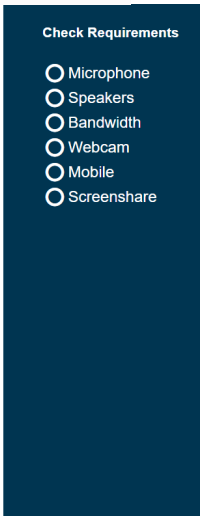
Please be aware, you need administrator rights to install the Google Chrome extension.

Step 2: Complete the System Check (this must be done 48 hours in advance)





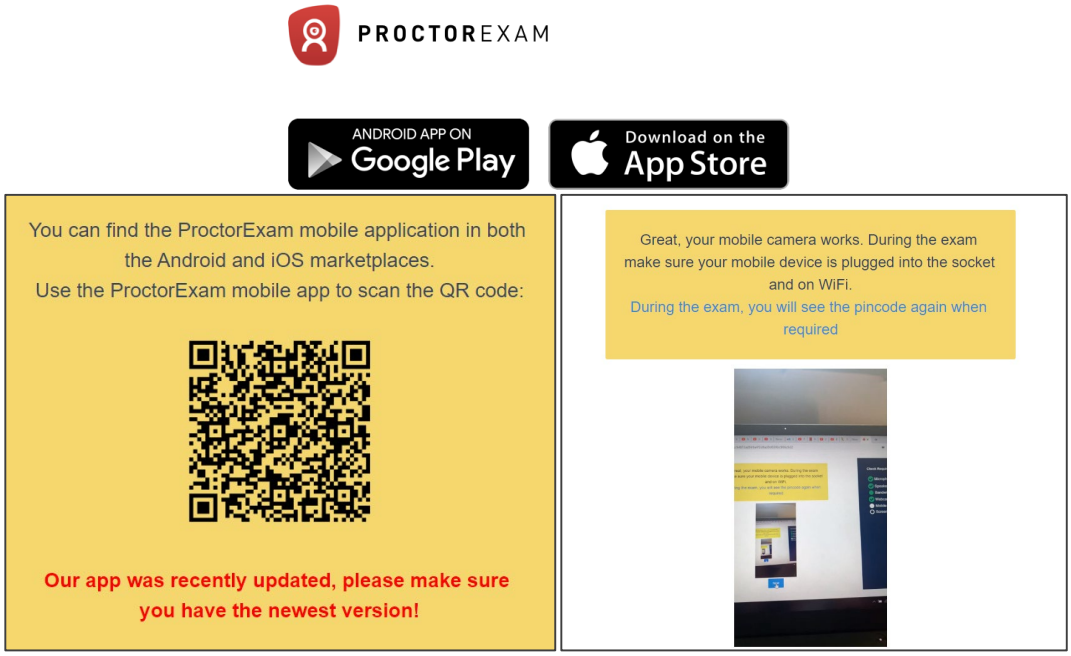




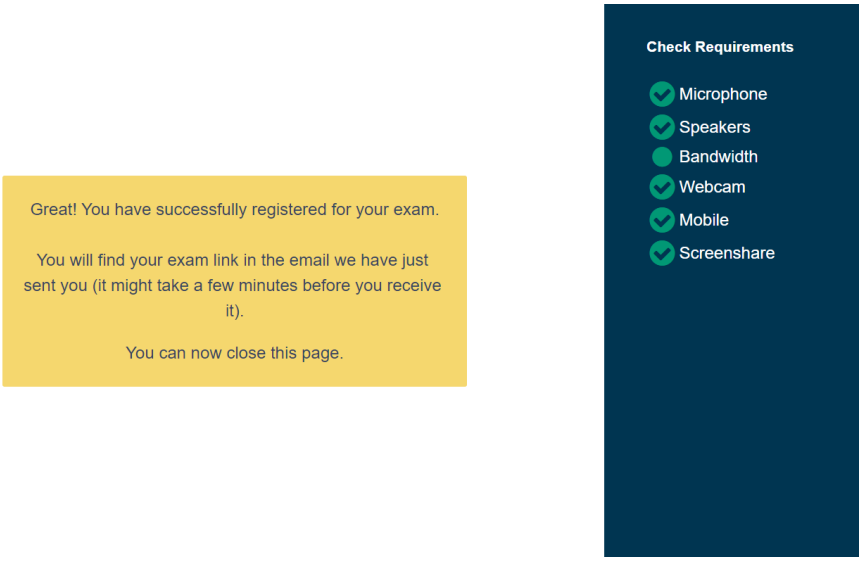
During the system check, you will be asked to install the ProctorExam mobile application on your smart device

Note: For some exam modules, it is not required to use a smart device, so this step will not appear during system check

After installing the application, please scan the QR code and proceed with the system check



System check completed



Please be aware, you must complete the system check at least 48 hours before the exam! If this is not done on time and your system is not functioning well, you will not be able to postpone the exam, your exam access will expire and the fees will not be refunded.

3. **After the system check is completed, you will receive another email from "ProctorExam" – this includes the invitation to your exam.**

The invitation e-mail

FOLLOW THESE STEPS:

STEP 1: Keep your **photo ID** at hand.

STEP 2: Check when your **exam** time slot opens. Click here

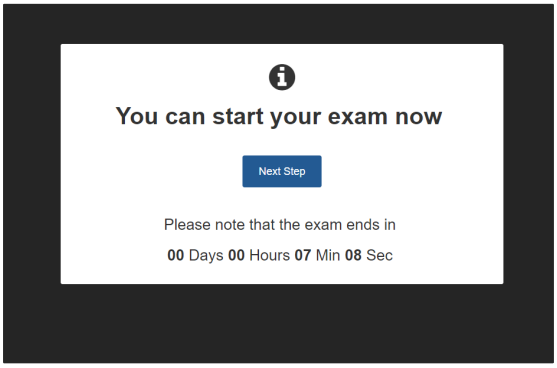
STEP 3: Once your exam time slot opens please go back to the link on **STEP 2.**

ASSISTANCE

- Your exam schedule: Contact your institution
- Video instructions: Click here
- Exam rules: Click here
- Other questions: Click here

Please be aware that you will only be able to start the exam during the time indicated in Step 2 of the e-mail. If you start your exam before this time, you will not be able to log into the system. If you miss this timeframe, your exam login will expire and you will not be able to start the exam anymore. The fees will not be refunded.

The time below indicates the timeframe during which you will be able to start the exam, not the duration of the exam!



ON THE EXAM DAY

✔ **Prepare your environment**

Before starting your exam, please make sure that:

- the room is well lit and quiet
- you are alone
- you have your mobile phone ready with the ProctorExam App
- there are no additional devices or materials in your room **(see page 13 for what is allowed)**

You will have to show your room and your workspace to the proctor and will not be able to start the exam if there are additional devices, books or other forbidden aids that can help you during the exam. The proctor will also check that you are not wearing any smart devices or hearing devices.

✔ **Have your photo ID with you**

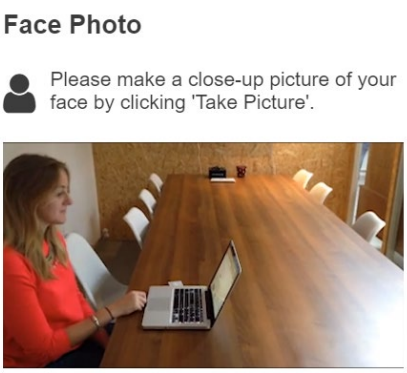
✔ **Log into the system on time**

You can start the exam by following the link from **Step 2** of your invitation e-mail.

The exam access is only valid during the time indicated in Step 2 of the e-mail

After logging into the system, you will be guided through the following steps:

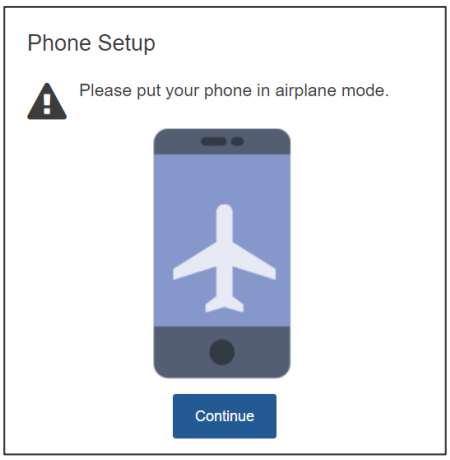
1. Identify yourself

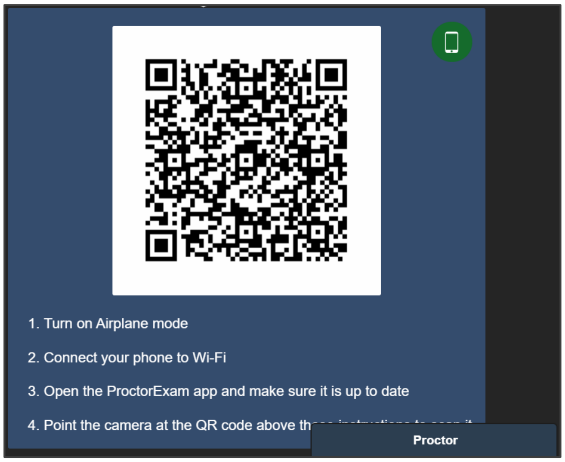


2. Set up your smart device

Note: For some exam modules, it is not required to use a smart device, so this step will not appear.

Scan the QR code on your screen with the ProctorExam App that you have downloaded on your smart device. Please make sure that your smart device is connected to Wi-Fi.

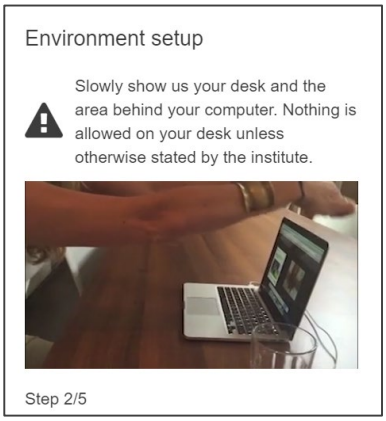


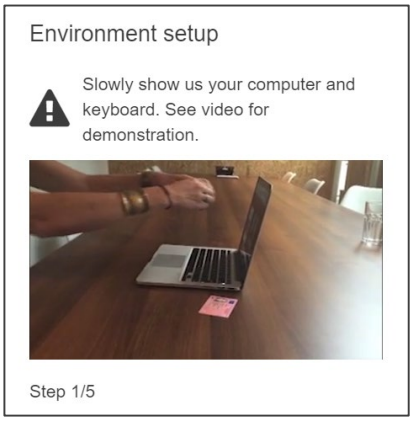


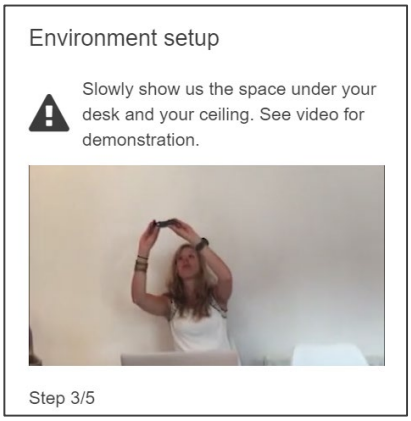
The camera on your smart device will start recording. **Please make sure that your device is charged!**

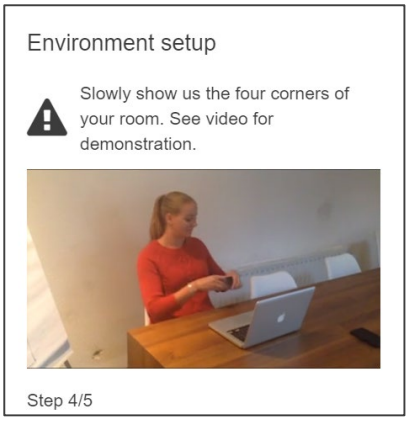
3. Show your surroundings

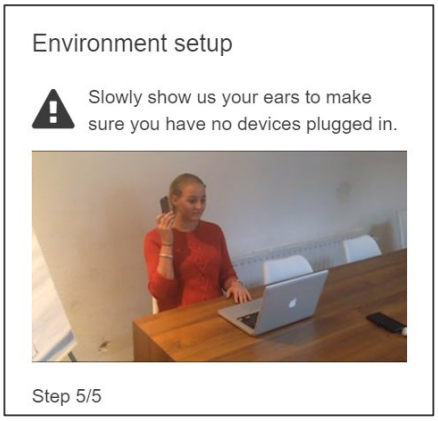
Using your smart device camera, show your surroundings to the proctor.





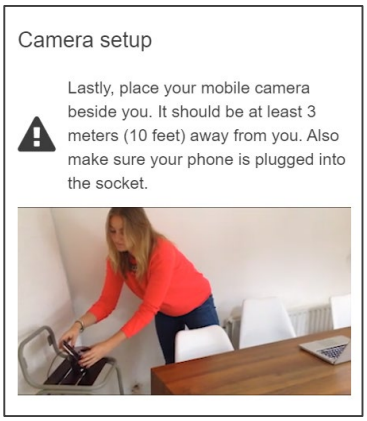


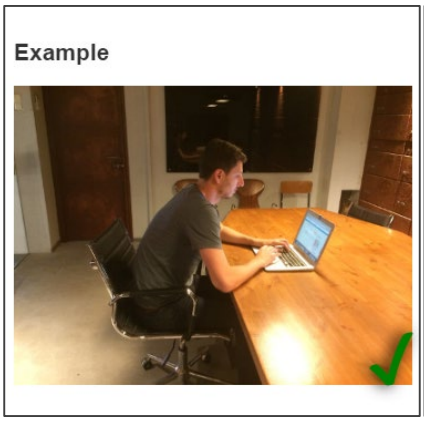




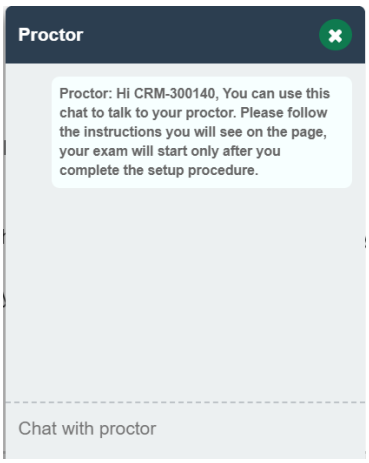
4. Set up your cameras

Both of your cameras – the webcam and the smart device camera must be set up.





Note: You will be greeted by the proctor in the chat window at the bottom of the screen. You can contact the proctor via the chat window throughout the duration of the exam.



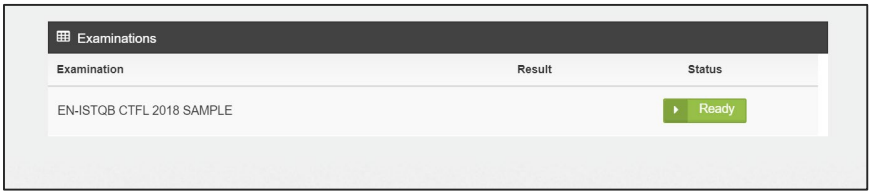
✔ **Start the exam**

TAKING THE EXAM

1. **Read and accept the examination conditions**

2. **Fill in your personal data. Make sure that there are no typos or mistakes in your name or e-mail address**

3. **Start the exam by clicking 'Ready'**



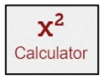
4. **Read the exam-specific conditions and accept them**

5. **Your exam starts now**

By using the toolbar on top of the window, you can:

go to next or previous question

mark the question

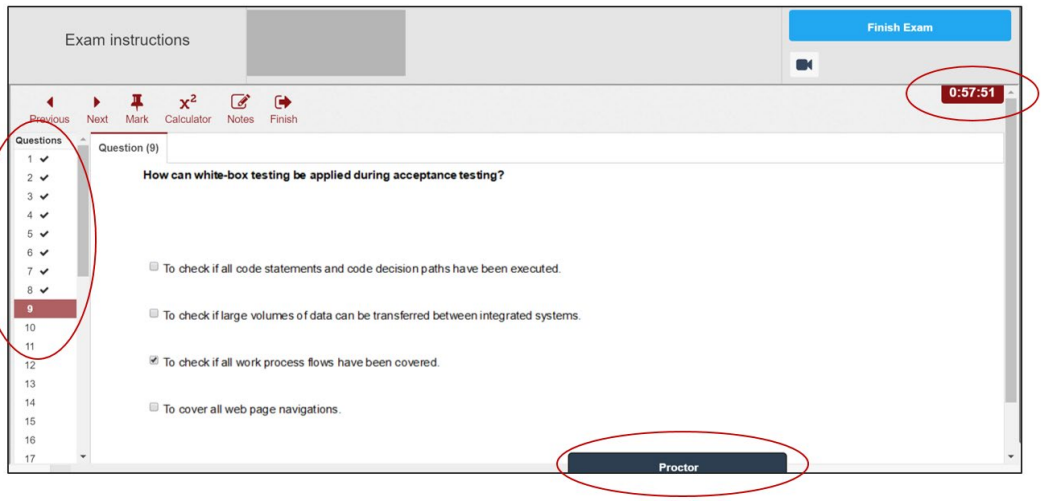


open calculator

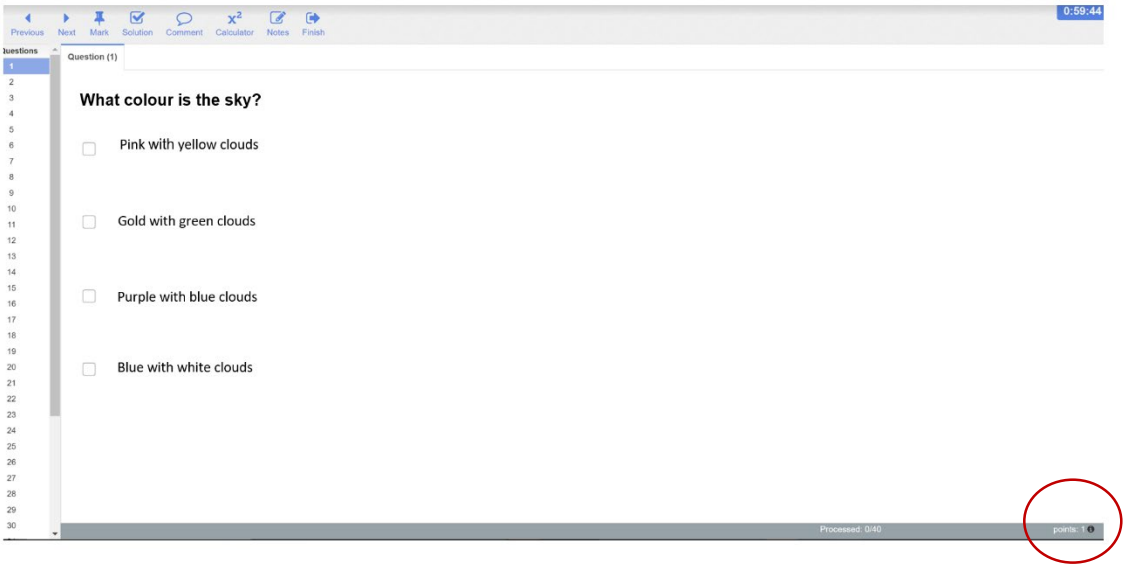
make notes

finish the exam if you are done before the exam time runs out

You can see the remaining exam time in the top right corner.
You can see which questions you have already answered by the checks on the left side of the screen.
It is always possible to contact your proctor in the chat window at the bottom of the screen.

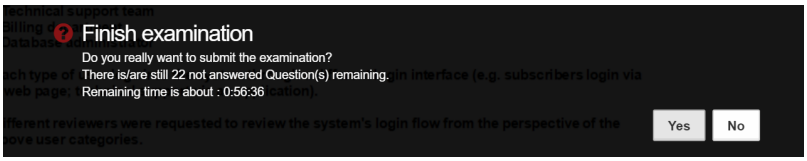


You can see the mark allocation in the bottom right hand corner

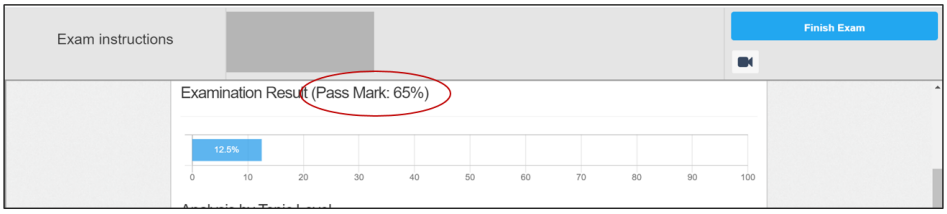


After you have answered all the questions and would like to finish the exam, please use this button. DO NOT PRESS THE BLUE BUTTON YET!

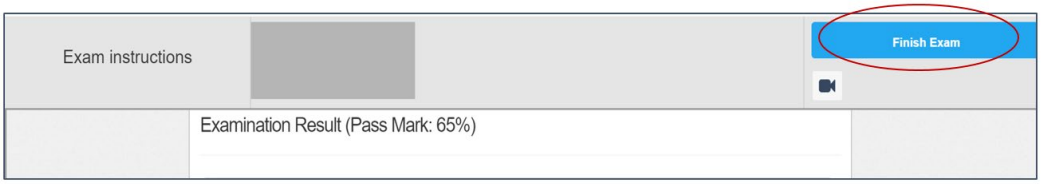
After finishing the exam it is NOT POSSIBLE to continue the exam again!

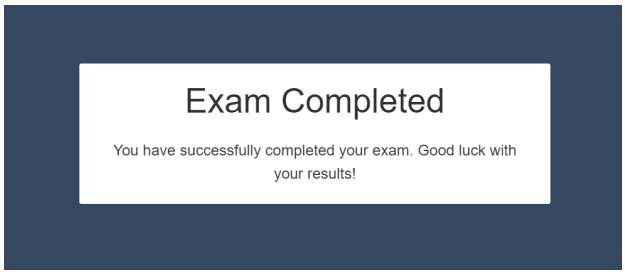


6. **Your result will be displayed on the screen**



7. **You can now exit the exam system**





Your exam results as well as your certificate will be sent to you via e-mail!

WHAT IS NOT ALLOWED DURING THE EXAM?

- ⊗ any other persons in the room
- ⊗ books, paper, or additional materials/devices
- ⊗ dictionaries
- ⊗ headphones
- ⊗ hearing devices
- ⊗ smart watches
- ⊗ talking or singing (you cannot read the questions out loud)
- ⊗ toilet breaks

Please be aware that if you break the exam conditions or involve yourself in fraudulent exam practices, the proctor must stop your exam. You will not be refunded.

WHAT IS ALLOWED DURING THE EXAM?

- ✓ White board or chalk board that can be wiped clean
- ✓ Mobile phone or tablet with the ProctorExam app (this will be used to video your environment as an extra security measure)

CONTACT

In case of emergency, please contact iSQI:

If you need to reschedule your exam date or cancel an exam, please let iSQI know 48 hours in advance to your original exam booking (e.g. If your exam is booked for 15.00 on a Wednesday, we need to know by 15.00 on the Monday). Please note: If your exam is booked for a Monday we need to know by the Friday beforehand (within business hours).

The full fee for a rescheduled exam will apply, if the required notice is not given.