The College of Naturopaths of Ontario

GUIDE

ONLINE ONTARIO CLINICAL SCIENCES & BIOMEDICAL EXAMINATIONS
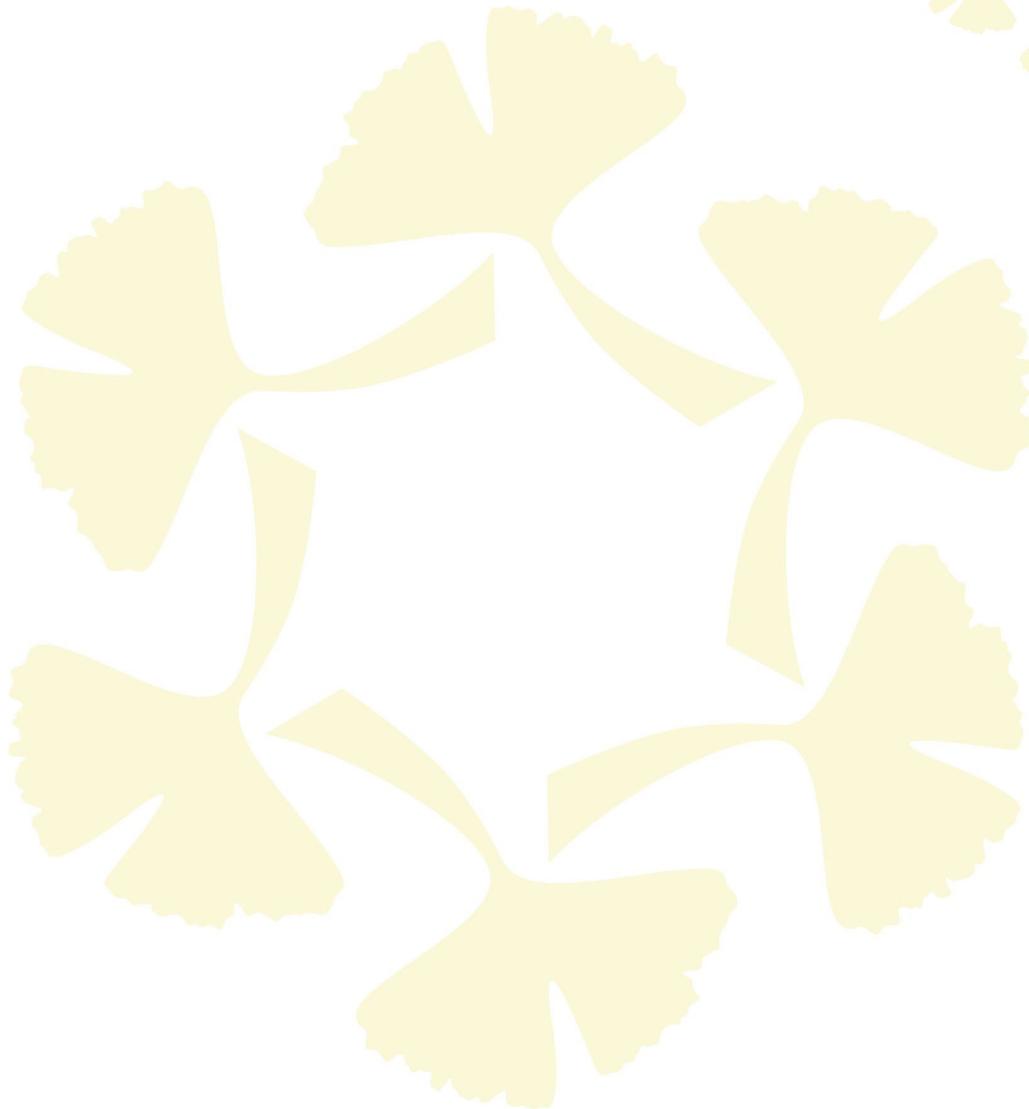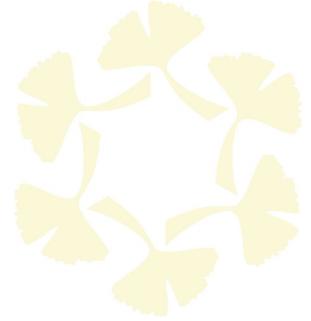
November 2023

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GENERAL INFORMATION

This online exam reference guide has been prepared as an addendum to the Ontario Clinical Sciences and Ontario Biomedical Sciences Examinations Handbook to outline requirements for sitting the Ontario Biomedical Exam or Ontario Clinical Sciences Exam through the online exam delivery and proctoring platform. Candidates are expected to have reviewed both documents before sitting an online session of the Ontario Clinical Sciences Examination or Ontario Biomedical Examination.

Exam Delivery

The exam is administered by Meazure Learning on behalf of the College. Proctoring of examinations is handled by ProctorU, a branch of Meazure Learning.

If you require further clarification on matters related to the Ontario Clinical Sciences Examination or Ontario Biomedical Examination, which have not been addressed in either the handbook or this guide, please email the Examinations Department at exams@collegeofnaturopaths.on.ca.

Collection of Candidate Information

Meazure Learning collects the following candidate information to confirm candidate identity and to monitor quality assurance and exam content security during the online exam administration:

- enrollment (CLPNA)
- first name
- last name
- created username
- created password
- time zone
- phone number
- address
- email address
- photo of the candidate
- photo of the candidate's I.D.
- recording of candidate's webcam during the exam
- recording of candidate's screen during the exam

Meazure Learning is a combination of a test administration company previously known as Yardstick Assessment Strategies, a psychometric and test administration company, and ProctorU, a proctoring platform which is based in the United States of America (US); therefore, data collected will be stored in the US with government-grade protection. All data, except for candidate photo identification, is stored for up to two years in accordance with the terms and conditions set by Meazure. Candidate photo identification is stored for up to seven days following the exam session.

All data is encrypted and securely stored on Amazon Web Services and Google Cloud servers. Meazure Learning does not use the information collected for any reason other than the proctoring of the online exam, nor does it sell any candidate information to third parties. Candidates will be required to review and agree to Meazure Learning's Privacy Policy and Terms of Service during account creation and when completing the *Online Clinical Sciences Exam Agreement* with the College.

Exams Format

The Ontario Clinical Sciences examination consists of 200 questions written over a 4-hour period. The 4-hour exam duration is broken up into two, 2-hour components with a 15-minute break in between. Each 2-hour component contains 100 questions.

The Ontario Biomedical Examination is 150 questions written over a 3-hour period. The 3-hour exam duration is broken up into two, 1.5-hour components with a 15-minute break in between. Each 1.5-hour component contains 75 questions.

Web cameras and microphones must remain on and remain unobstructed (i.e., no shielding, covering, or moving) for the entirety of the examination period, which includes breaks (washroom and mid-section), and may only be turned off once the exam has been submitted and you have disconnected from the proctoring platform. While completing your exam, your full face (forehead to chin) must always remain visible to the proctor; please refrain from covering or obstructing the proctor's view of your face/mouth (e.g., with your hands) as this may be flagged as a potential exam violation by the proctor.

Questions submitted before mid-session breaks may not be accessed or reviewed upon return for the second half of the exam. During mid-session breaks, candidates must remain logged into the testing platform and will be required to re-scan the examination room with their web camera or laptop camera on return. Outside of food and beverages, other objects, such as personal belongings and electronic devices, cannot be accessed during the break.

Two 5-minute bathroom breaks, one per exam section, are permitted during both the Ontario Biomedical and the Ontario Clinical Sciences exams; however, candidates must first notify the proctor using the available chat application or speaking out loud to the proctor. The timer will not be paused during this time and candidates will be required to re-scan the examination room with their web camera or laptop camera on return.

Use of Accommodation-based Software During the Online Exam

Due to interfacing issues with the online delivery platform, use of accommodation-based software (e.g., Kurzweil or other text-to-speech programs) cannot be used for the online exam session.

If you require use of this software to sit the examination, please contact the Examinations Department at exams@collegeofnaturopaths.on.ca before registering for the exam to discuss alternative options.

Reminder: Requests for accommodation must be made to the College at the time of registering for the exam and must be substantiated with appropriate documentation, as noted on pages 9 to 11 of the *Ontario Clinical Sciences and Biomedical Exams Handbook*. Late requests for accommodation and/or late submission of accommodation documentation are not accepted.

Set-up Requirements Prior to the Online Exam

All candidates are responsible for ensuring the physical exam space, hardware, software and technical requirements are provided for, and exam hardware is tested for functionality before the exam to prevent issues which may result in the need to rebook the exam and having to pay additional fees.

Physical Exam Space Requirements

The exam must be written in a private and well-lit room. The physical workspace (i.e., the table or desk where candidates are taking the exam) must be completely free of other objects, other than those required and permitted items

noted on page five of this guide. Objects and furniture containing texts, such as books, posters and pictures, must be covered or removed from the room. **Your physical workspace must be set up at least 30 minutes before connecting with the proctor on the day of the exam.**

Exam Hardware Requirements

The following is a list of required hardware for sitting the online exam session. Please also review Appendix G for specific information about cameras, operating systems, upload/download speeds, RAM, ports, microphones and browsers.

- computer and screen or laptop computer (Note: You are only allowed to have **one** monitor running during the exam. If you use more than one monitor, please disconnect the second monitor and remove it from the room or ensure it is disconnected and turned around so that the screen is not facing you when connecting to the proctor.)
- keyboard*
- mouse* or trackpad
- webcam (desktop) or built-in laptop camera
- microphone
- speaker/computer audio
- small mirror (you will be required to reflect the image of your monitor back to the proctor).

*Disconnect any equipment that is on a Bluetooth setting

Software and Technical Requirements

As a candidate, you are expected to test your computer BEFORE the examination date. **Candidates who are unable to access their examination due to a failure to complete the computer readiness check before the exam will forfeit their exam booking.**

All candidates are advised to review the Meazure's technical specs before the exam, to ensure the computer being used meets these requirements. To limit technical difficulties on exam day, please ensure your equipment meets ProctorU's recommended (versus minimum) requirements.

Following are the software needs for the online exam session.

- An up-to-date version of Google Chrome web browser (required).
- The ProctorU Extension for Google Chrome (required)
- The Guardian Secure Proctoring Browser (required).

* Additional information is available in Appendix G.

Candidates are advised that the system permissions being requested when downloading the ProctorU Extension and Guardian Browser are required to run the necessary applications, obtain support, and to allow for proctor supervision during the exam. As such, all permissions must be granted; these programs can be uninstalled from the computer or laptop being used following completion of the examination. For additional resources regarding Guardian Browser (e.g., how to download Guardian, required system preferences for Macs), please see Measure Learning's Guardian Secure Proctoring Browser Resources webpage.

In addition, candidates must take the steps outlined below.
- Clear their desktop of all files. Viewing electronic files or browsing the web during your exam, including during connection disruptions, are not permitted and will be considered an exam violation.

- Conduct a computer capability check by logging into your Meazure Learning account and clicking the "Test it out" button. It is recommended that you use Google Chrome to log into your account and complete the capability check. Please ensure you complete the capability check **prior** to exam day.
- Confirm programs can be installed on the computer or laptop being used on exam day; you should be using a personal device and not a school or work computer or laptop.
- Disable any pop-up blockers on your web browser. Note: When connecting to a proctor on exam day, candidates will receive a pop-up prompt to install LogMeIn Rescue software. This program is not available for download before the examination day and will not display if pop-up blockers are not disabled.
- Disable any virtual machines and remote-control software or devices (e.g., apple bootcamp) and any firewall or privacy settings.
- Have either a hardwired internet connection (preferred), or a wireless internet connection; an upload speed of at least **three megabits per second (Mbps)** and download speed of at least **twelve Mbps is recommended**. Candidates are advised that wireless connections may be unstable and carry an increased risk of disconnection during the exam.
- Save the Meazure Learning Technical Support contact number and the College's examination contact number, to your cell phone (please refer to the Permitted and Restricted Items section notation regarding cell phone use during the exam).
- Save your Meazure Learning Login username and booking ID to your cell phone, which may be requested by ProctorU Technical Support staff.

For more information about accessing your Meazure account before the online exam, please refer to Appendix A on page nine of this guide. Please note that you will not be able to access this account before registering for the exam and receiving your account login details directly from Meazure Learning.

Day of the Exam – Processes and Procedures

Required Items

Photo Identification
Candidates must have at least one of the following forms of valid (i.e., not expired) government-issued photo I.D. to present when completing the online check-in for their exam:

- Canadian or international passport (this form of photo I.D. is the easiest for the ProctorU automated system to confirm).
- Canadian driver's license.
- Canadian citizenship card with photo.
- Canadian permanent resident card with signature.
- Provincial identification card (formerly known as the Age of Majority card).
- Secure certificate of Indian status card (issued on or after December 15, 2009).
- Temporary visitor's permit.

Health cards are not accepted as photo identification.

The first and last name on the government-issued photo identification must match the first and last name on the College's exam registration list. **Candidates without valid government-issued photo identification, or whose identification does not match the name noted on the exam registration list, will not be permitted entry to the examinations (no exceptions).** Please note that the proctor may request a second form of photo I.D. as additional verification; as such, candidates are advised to consider having two types of photo I.D. readily available on the day of the exam.

Meazure Learning Login

In addition to identification, candidates must have their Meazure username, password (reset prior to the exam) and booking ID readily available. Please save this information to your cell phone; **ou will be required to provide your Meazure username if needing technical support and/or if needing to rebook your exam.**

Permitted and Restricted Items

The following items are **permitted** for the online exam session:

- juice/water/coffee in a clear, label free, container.

The following items are **restricted** for the online exam session:

- hats and other non-religious head coverings
- *scrap paper
- *writing utensils
- earplugs/earphones
- **mobile phones
- ***calculator
- hand-held computers/personal digital assistants (PDAs)
- any other electronic devices
- any recording devices
- pagers
- watches
- wallets
- purses/bags
- coats
- books, and/or notes (hardcopy and electronic).

*A notepad function in the exam interface will be available during the exam for making notes.
A cellphone may be present in the room solely for the purposes of contacting technical support in instances where the online chat feature or other online capabilities are disabled. Prior to the start of the exam, cellphones must be put on silent and shown to the exam proctor who will instruct you to place them in an area of the room visible to proctoring staff. **Cellphones may not be accessed for any purpose during the exam, which includes break periods (washroom and mid-section), other than contacting Meazure's technical support team as noted above.
***A calculator function in the exam interface will be available during the exam.

Candidate Login

Candidates are advised to log into their Meazure exam account, using the Google Chrome browser, at least 15 minutes ahead of the scheduled connection time to prevent any delays resulting from last-minute technical difficulties.

At your connection time, you will connect to your virtual/online proctor who will walk you through the registration process. This process may take up to 15 minutes. Please do not refresh your browser or open multiple testing sessions. Once connected, you may either speak out loud to be heard by the proctor, or you may chat to your proctor using the chat application. These communication methods are available throughout the testing session.

Additional information about logging into the Meazure account is available in of this guide.

At initial connection with the exam proctor, the proctor will review exam expectations, the examination format and exam guidelines with each candidate before they start the pre-check process.

Note: While French language versions of the examination are available from the College if requested by the candidate before the exam, communication with the proctor and technical support team during the online exam is currently available in English only.

Candidate Pre-Check - Automated Authentication Process

The pre-check/authentication process is a fully automated process where the candidate will be prompted to respond to a series of instructions.

1. Facial recognition: Candidates will be instructed to take a photo of themselves and of their government-issued photo I.D. using their webcam or laptop camera.
2. Physical environment check and artificial intelligence (AI) technology: You will be required to complete a 360-degree pan of the examination room (ensure your camera is small and lightweight so you can move this easily around your working station). AI technology will also be running in the background to alert proctors of any changes in the environment that requires further investigation (e.g., another person has entered the room). Once the registration process is complete, you will be permitted to access and begin your exam. **Note:** Registration time does not count towards your exam writing time; your examination timer does <u>not</u> start until you have started the exam.

For more information about the candidate pre-check process, connecting to the ProctorU platform and your virtual proctor, please refer to Appendices B – E of this guide (pages 15 - 24).

Scheduled Connection Time and Late Arrivals

Successful administration of the exam is heavily reliant on candidates logging in and connecting to the Meazure platform on time. Candidates who connect more than five minutes after their scheduled connection time will be denied access to the examination and the exam screen will display "expired" when attempting to connect.

Late exam connections are treated as a "late arrival" on exam day and are not permitted. In such instances the exam fee is forfeited, unless the late arrival was due to an unforeseen circumstance which can be substantiated by the candidate. Additional information about late arrivals on exam day, including seeking a deferral due to an unforeseen circumstance, is noted on page 12 of the [Ontario Clinical Sciences and Biomedical Exams Handbook](). Candidates who arrive late, regardless of the circumstance, are ineligible to rebook their exam, and will need to wait to sit the exam at the next regularly scheduled exam session.

Technical Support on Exam Day

<u>Before the Exam:</u> If you are unable to start your exam, please contact Meazure Learning Support at 1-888-900-0005. If you are unable to connect to your proctor, or you are having issues with the ProctorU program (e.g., you are unable to complete your pre-check process), please contact ProctorU immediately either through the live chat option on the bottom of the test page or by phone at 1-855-772-8678.

<u>During the Exam:</u> If you experience technical difficulties during your exam, please either speak out loud to get your proctor's attention or notify them immediately through the chat box. If you lose connection during your exam or are otherwise unable to complete your examination, please contact Meazure Learning Support at 1-888-900-0005. If you are unable to reach an agent, please contact College exam staff at 416-583-5983.

Please save the contact numbers noted above to your cell phone. Additional information regarding technical support is available on [Appendix F]() (page 25) of this guide.

Please note that while the exam session is in progress, including during disruptions, you may not access any websites outside of the exam administration and proctoring platforms.

Proctor Procedure on Exam Day

Proctor changes during the exam may occur. Changes in proctors are not announced so as not to disrupt the candidate; however, candidates are made aware of the change in writing through the ProctorU chat box. Candidates can expect a minimum of two proctor changes during their exam. Changes to proctors are part of regular ProctorU procedures and are outside of the control of the College. Examination appeals on the grounds of procedural irregularity resulting from the number of proctor changes will not be considered.

Candidates can also expect proctors to request the re-panning of their room outside of the pre-check process and when returning from the washroom or the mid-session break at the discretion of the proctor if suspicious activity is suspected (e.g., irregular noise or voices in the background). In addition, while proctors may take control of your mouse without notice in the event of a suspected violation, they are otherwise required to request control.

For additional information on what to expect on exam day, please review the "Exam Day: What to Expect" article from ProctorU, including the article ""What am I allowed and not allowed to do during my exam?"

Rebooking an Exam

Rebooking an examination is the process of obtaining a new exam time for the scheduled exam session due to an inability to complete the exam as scheduled. Rebooking is limited to specific criteria and is not the same as retaking an examination, which is the process of re-attempting the exam due to a previous unsuccessful attempt.

Criteria for Rebooking

Rebooking an examination is limited to candidates who were unable to complete their exam due to:

a) an inability for the automated Meazure system and the proctor to confirm identification during the pre-check process, or
b) a technical issue (either on the side of the exam host or the candidate) which ended the exam session prematurely.

Those who missed their exam time, or whose session was been terminated by the proctor due to a potential exam violation are ineligible to rebook their exam.

Wherever possible, candidates will be rebooked by Meazure for the same day, unless there are no spots available, in which case they will be rebooked for the day immediately following the exam date. **Candidates are not able to select their preferred time or day for a rebooked exam and must be available to sit the exam at the date and time assigned by Meazure.**

Rebooking Fee

Candidates rebooking an exam due to (a) I.D. confirmation issues or (b) a lost connection attributable to the candidate (e.g., loss of internet connection not attributable to a wide scale power outage, hardware or software issue as a result of having failed or having failed to perform necessary systems checks prior to the exam) will be charged a rebooking fee of $175 + HST which is the cost incurred by the College for the rebooked exam.

Candidate Conduct Reminder

Meazure employs live proctoring, AI technology, machine learning and online monitoring software to prevent cheating and to ensure the security of exam content. Any potential dishonesty or suspicious behaviour is flagged and noted on the candidate's video log file for further review by Meazure and the College. If cheating is detected at any point, the proctor can shut down the exam session to prevent the behaviour from escalating. Please review the exams violation section on page 16 of the Ontario Clinical Sciences and Ontario Biomedical Sciences Examinations Handbook and the Examinations Rules of Conduct (Appendix 1 of the handbook).

Exam Appeals

Exam appeals under the College are limited to an environment or procedural irregularity, or to a perception of undue bias which occurred during the exam, was documented on the day of the exam, and which the candidate believed negatively impacted their ability to be successful in their exam attempt.

Candidate-attributed online exam issues (i.e., issues which could have been mitigated by the candidate), such as failing to start the check-in procedure on time, do not fall within the above criteria for acceptance of an exam appeal. Additional information about exam appeals is noted on page 19 of the Ontario Clinical Sciences and Biomedical Examinations Handbook.

Candidate Feedback

Following the completion of the Ontario Clinical Sciences examination, candidates will receive the College's post-exam feedback survey, emailed directly from Meazure Learning. The information provided will be anonymous and will not affect your exam results in any way. Your constructive feedback regarding your experience with the online delivery format will help inform potential future administrations of the Ontario Clinical Sciences examination via this delivery method.

As feedback is anonymous, issues reported through the feedback link cannot be attributed to a specific candidate and therefore cannot be used as evidence of an incident or irregularity having occurred. For information on reporting an incident or irregularity that occurred during your exam, please refer to the page 14 of the Ontario Clinical Sciences and Biomedical Examinations Handbook.

APPENDIX A: Connecting to Your Account Before the Exam

All candidates are required to complete the following Automated System Check before the exam day:

- Confirm your computer passes the Automated System Check. It is recommended that you use Google Chrome for this step. Automated System Check is available on your exam portal, where exams are listed (see below).
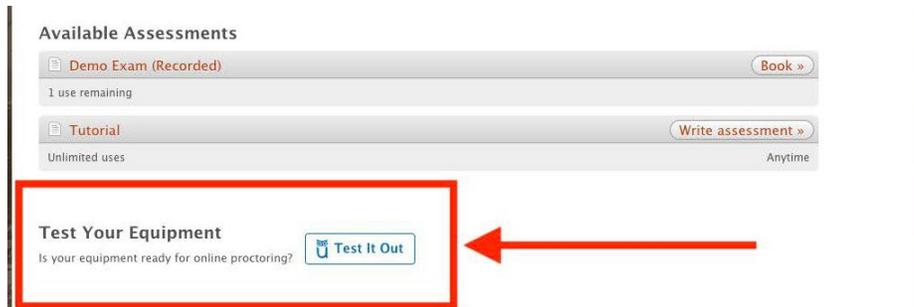
- Confirm you are registered for your exam and review the date and time of your exam on the exam portal.
- Use the exam tutorial to ensure you are comfortable with the platform. You can do this as many times as you want; the results are not taken into account.

Complete the following section *before* your exam to be ready to start the connection process at the time of your booking.

Please note that you must use the Google Chrome browser to launch your exam before being directed to the Guardian browser.

1. Open up the Google Chrome browser and log in to your Meazure account at https://cono.ysasecure.com/.
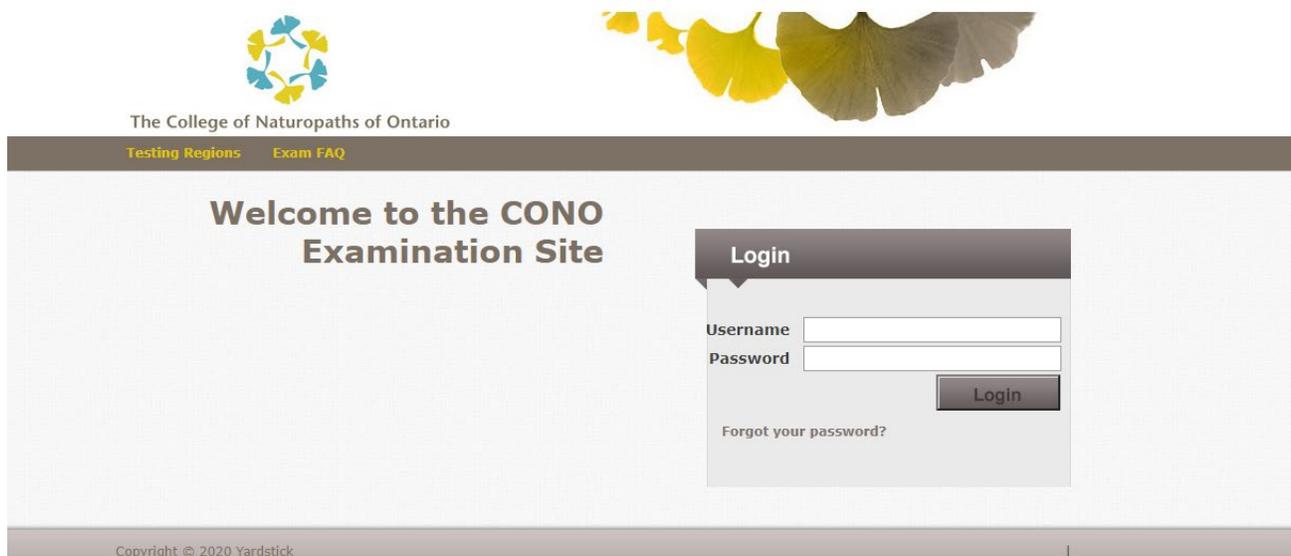
2. After connecting successfully, you will see the page below. Please click "Exams" or "Assessments".
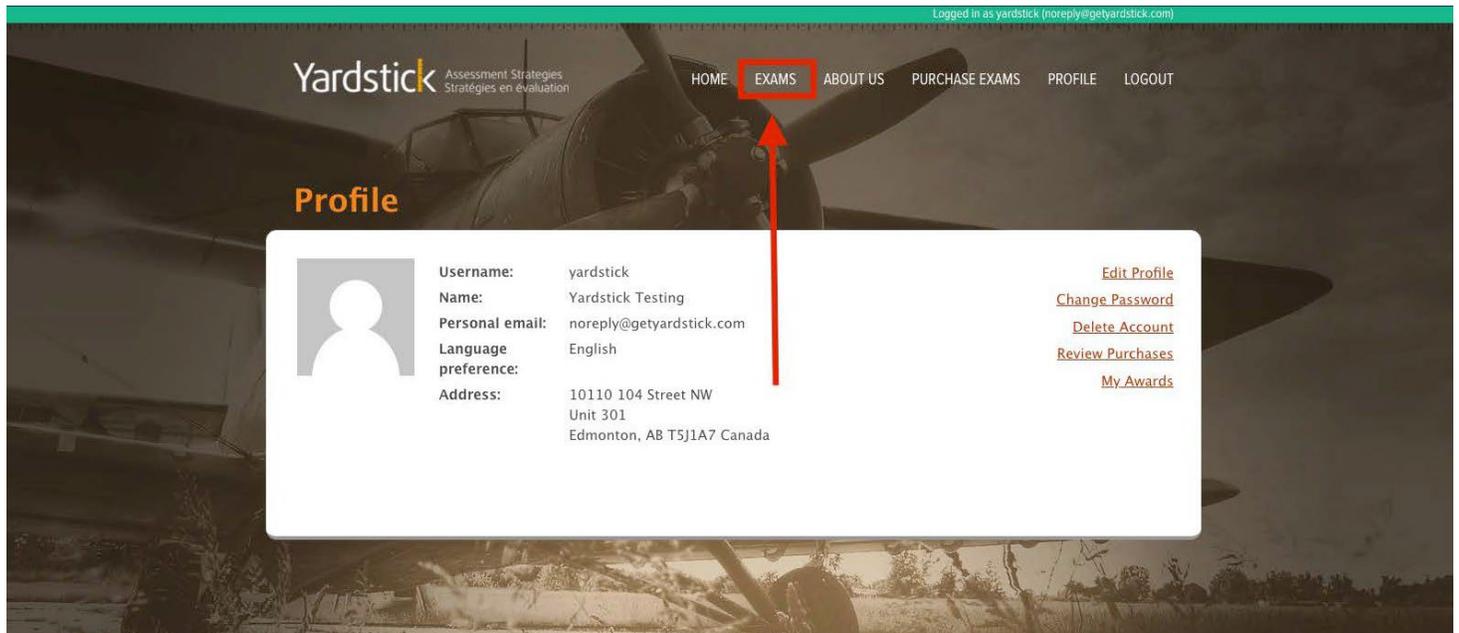
3. On this page, you will see the list of exams currently available to you. Check if the exam you booked is there. A countdown will indicate the time left before you can start the connection process. You can click "Status" to see your booking's details. You can also run an Automated System Check from this page.
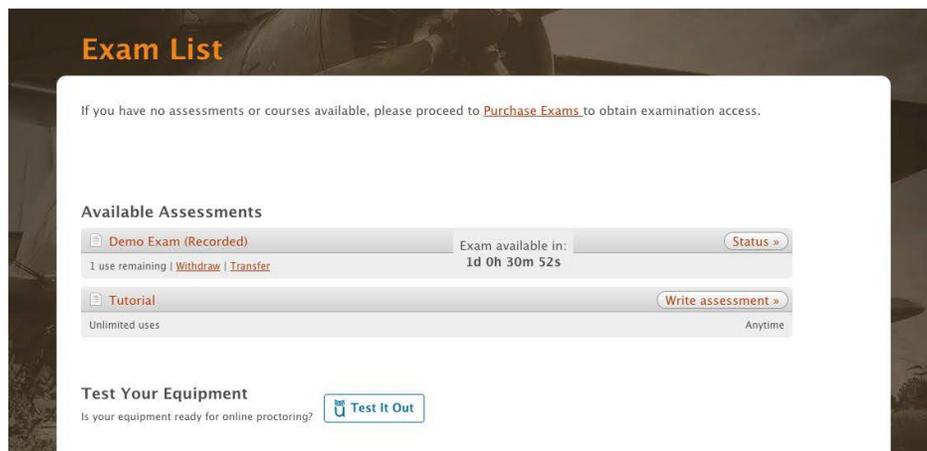
4. Once the countdown reaches "0", the button will change from "Status" to "Launch assessment", indicating you are now able to connect to your exam session. Click on this button.

   The red countdown indicates the time left before the exam booking expires (if the time does not change, refresh/ reload the page).

| ProctorU Demo (Take It Now) | Exam expires in: | Launch assessment » |
| 1 use remaining | 0d 0h 28m 22s | |

If you do not see the button, check if you are either late (i.e., after your booked start time) or too early (before the exact start time) for your exam. The "Launch assessment" button will only be available for 30 minutes from the exact start time indicated on your exam booking confirmation email.

If the "Write assessment" button is unavailable at your start time, please contact Meazure immediately via chat or telephone:

ProctorU Live Chat available on the bottom of your test page

OR

Telephone: 1-855-772-8678

A remote proctor will assist you, and help you troubleshoot any issues you may be experiencing.

If the proctor is unable to help due to technical issues within Meazure's control, please refer to Appendix F on page 25 for your next steps.

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APPENDIX B: Connecting to the Proctor on Exam Day

The following provides detailed information regarding the connection process with your proctor. Please be patient during this process; it is *possible* you will have to wait for a while before the ProctorU connection starts. During high volume periods, it can occasionally take up to 15 minutes. **During the wait, do NOT try to refresh/reload or leave the page to restart the process.** Select the 'Support' link on the top left side of the Guardian Secure browser if you need assistance.

Connecting to the Meazure Platform

1. Please click "Launch assessment". You will be automatically redirected to your "Meazure" connection screen.
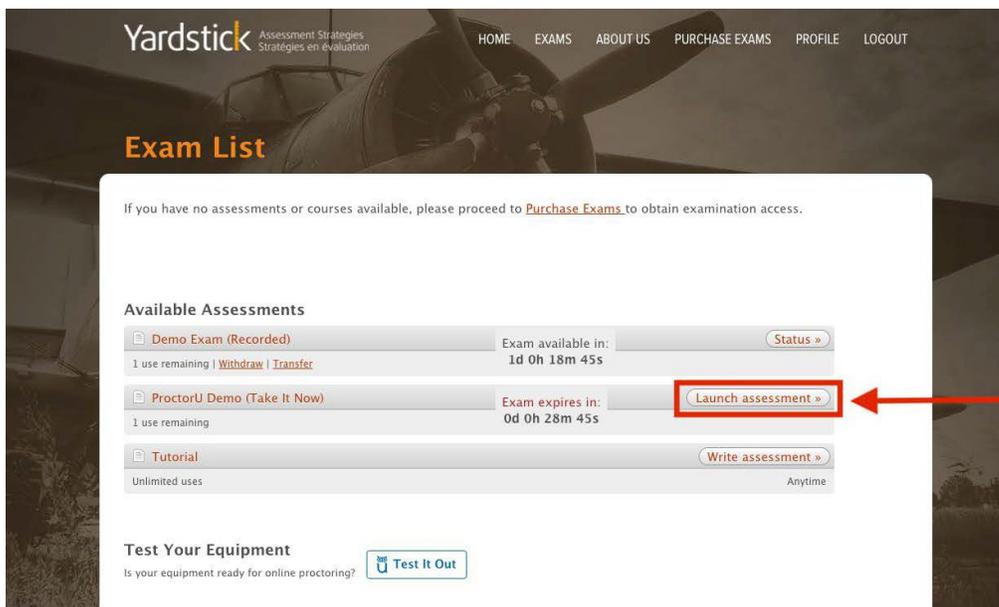
2. If prompted to allow go.proctoru.com to "Show notifications". Please click on "Allow".
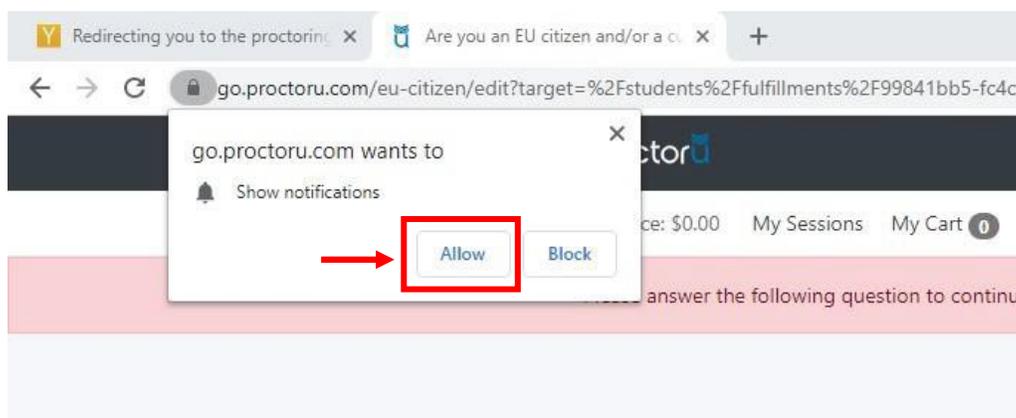
3. If you didn't install the Guardian Browser before your exam, the system will prompt you to take those steps prior to moving forward.

4. You will then be redirected to the welcome page of Meazure. Click [Let's get started!] to begin the pre-check/authentication process.
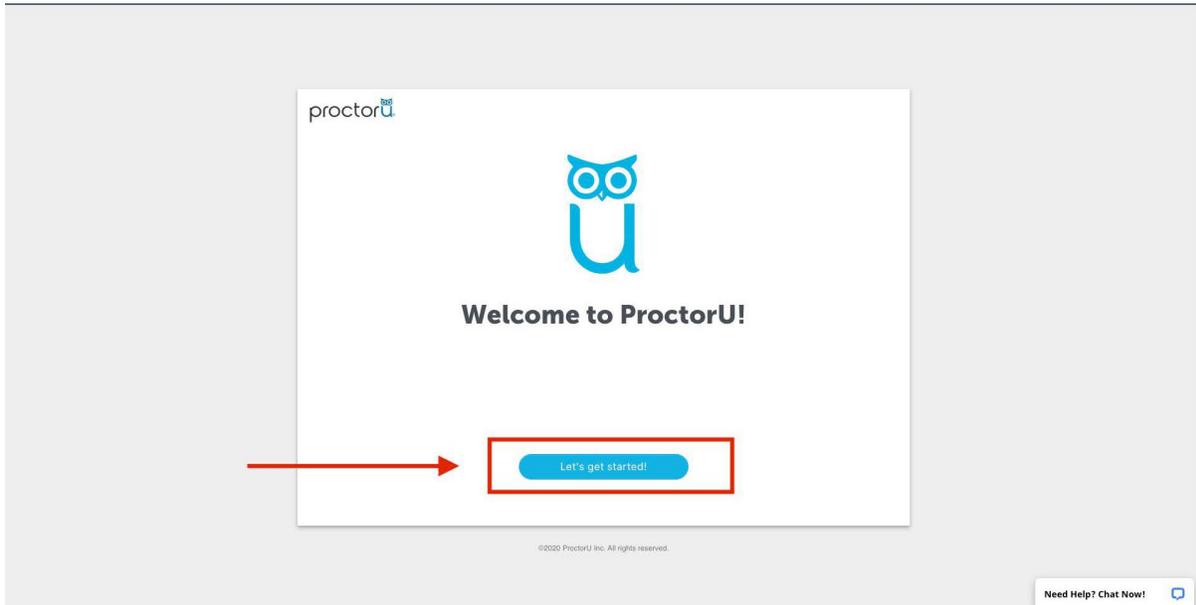
Candidate Pre-Check - Automated Authentication Process

1. You will now complete the pre-check/authentication process. First confirm that you understand how to request help (click "Help").

2. This screen advises you that this is your last opportunity for a quick break before starting the exam. Please ensure you have your allowable materials ready and complete any preparations you need to do before clicking "continue" to proceed.

3. You will then be taken to the Exam Session Recording Notice. Once accepted, all footage from your webcam and computer screen may be recorded. You can find Meazure's privacy policy here.
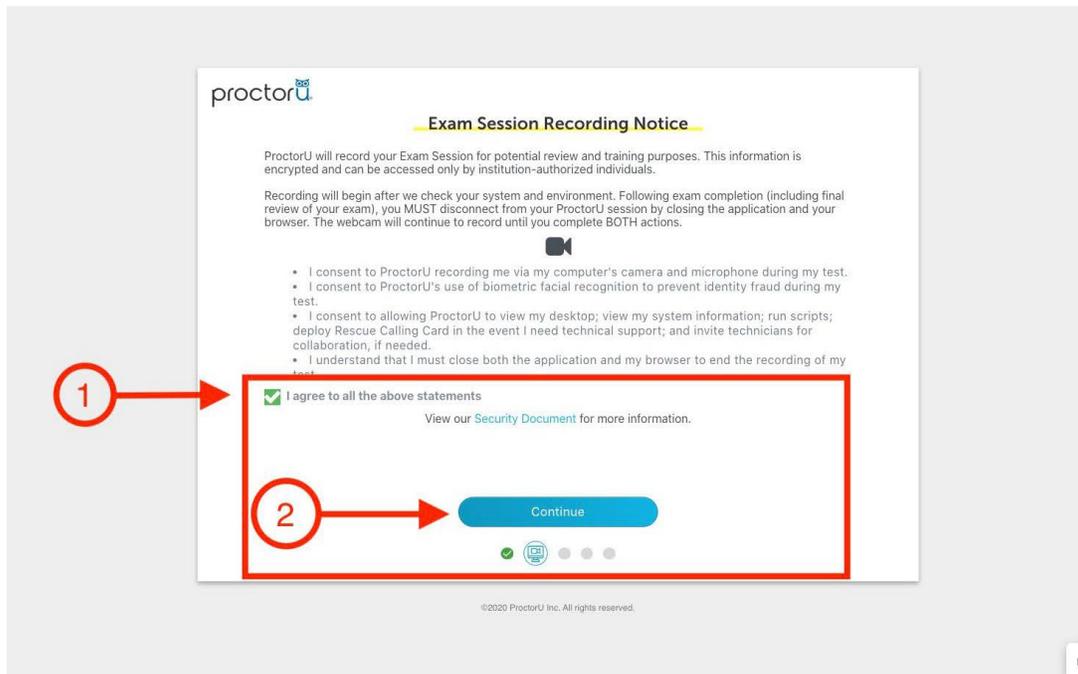
4. If access to your microphone and webcam has not yet been granted, click "allow" now. If access has already been granted, you will be automatically directed to the next step.
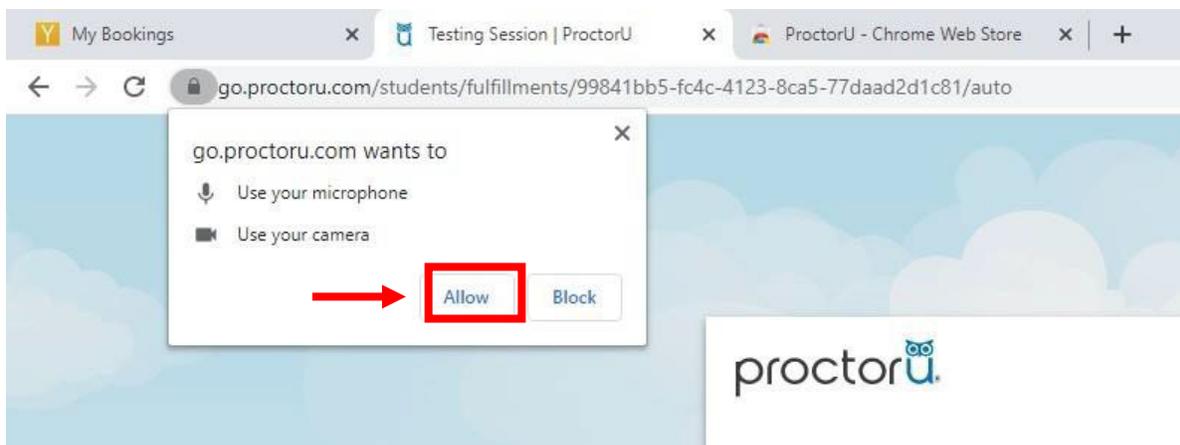
5. First click on the dialog box to enable the "Share" feature. Secondly, select your screen and click "Share" to confirm the screen sharing. You should only have one option, as all other monitors should be disconnected at this point.
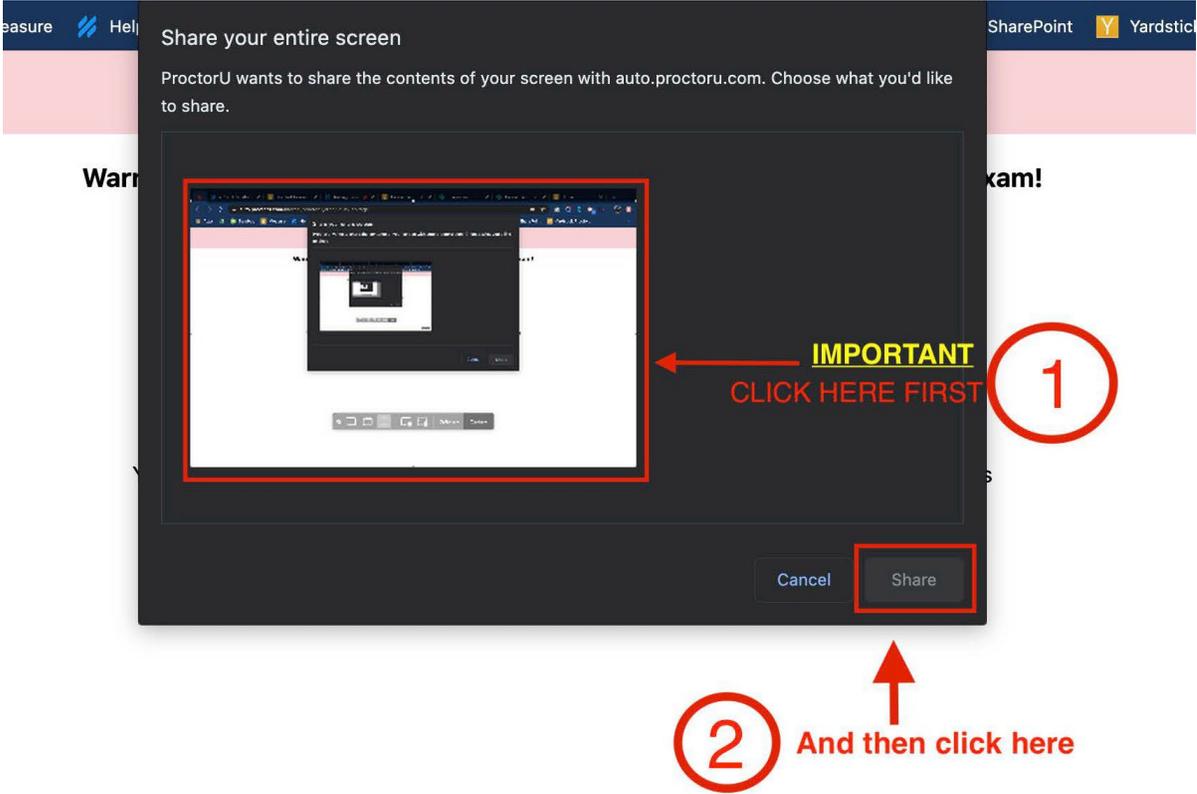
6. This step is to ensure the correct candidate is taking their examination. Centre your face in the red area and click the "Take Photo" button.
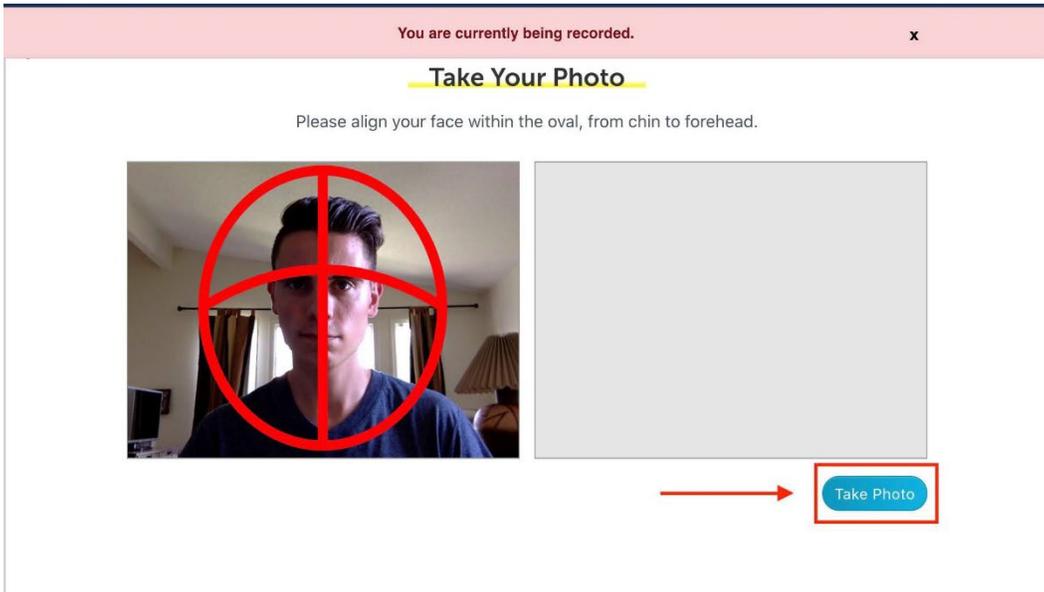
7. Once the picture has been taken, please wait for validation. If successful, you will see a "Step successfully passed" prompt. Otherwise, please retake your picture, until it has been approved.

8. Your ID document also needs to be checked in the same way as step six. Please refer to page two of this guide for the list of accepted forms of photo identification. Note: if you disconnect from the platform at any point during the exam, another ID check will be required.
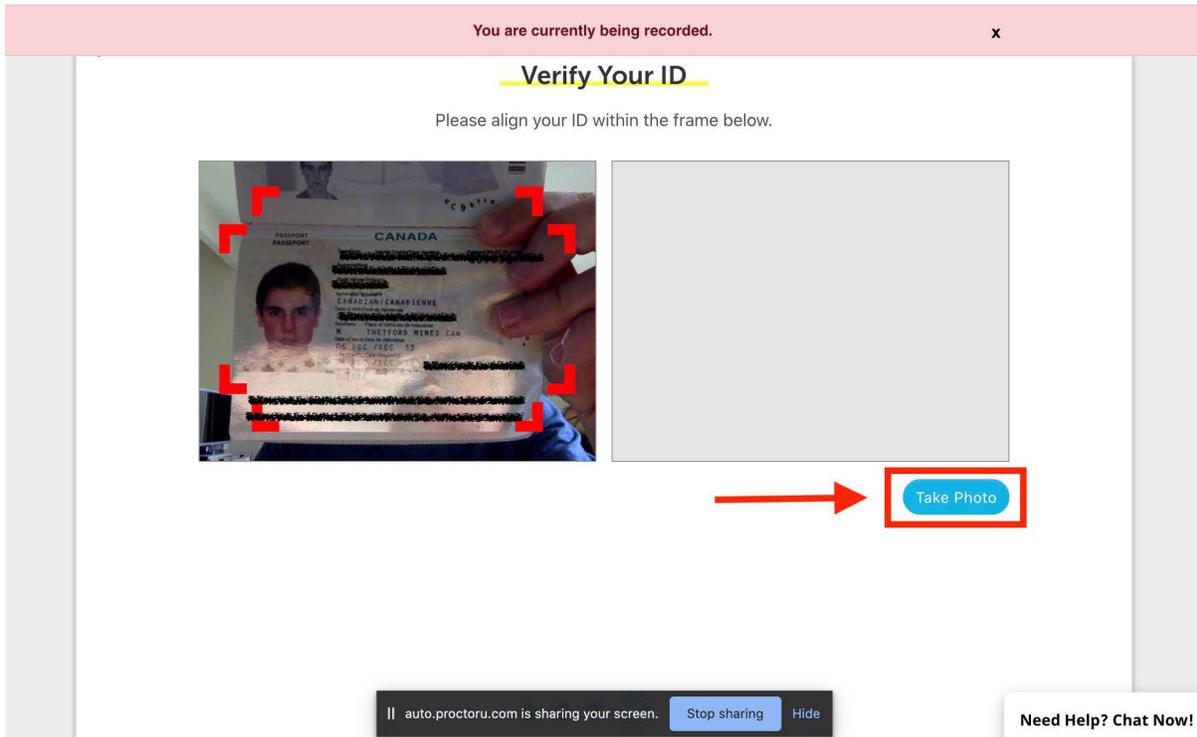
9. Review the examination rules and click "Continue".
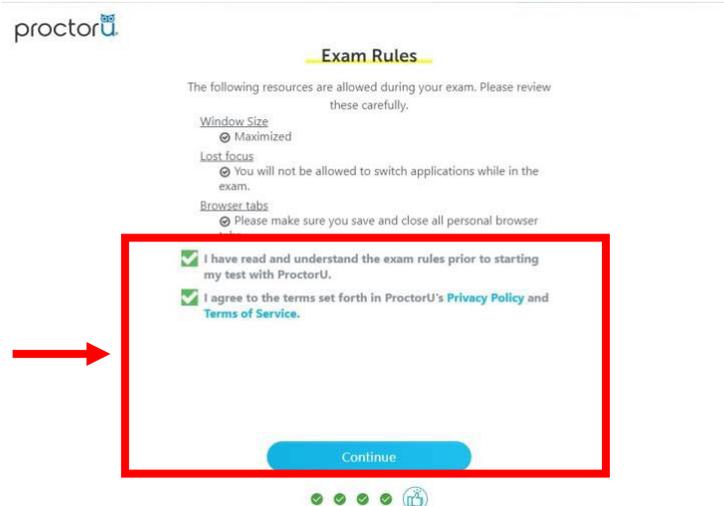
10. Review the general examination rules, and remember to comply with the following:
    - stay seated, face your webcam and do not obstruct the view/leave the frame; and,
    - remain quiet throughout your session. A chat box is available to you to communicate with your proctor.

    Click "Continue" to proceed.
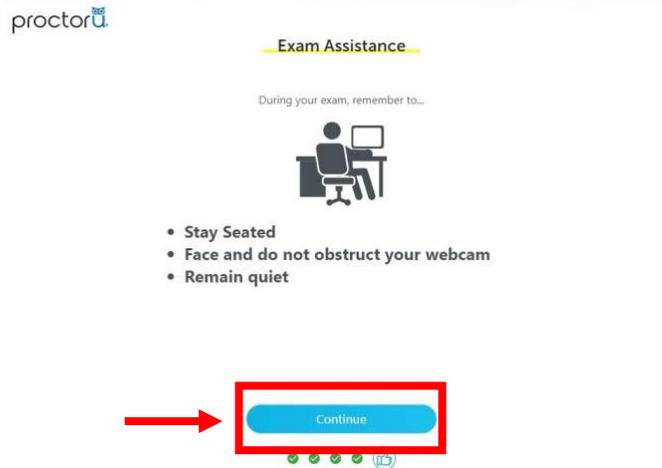
Connecting to the Proctor Using Logmein

1. After successfully completing the Automated Authentication Steps, you will be prompted to download the one-time use Logmein Rescue software/applet to connect to a proctor. Follow the "Download", "Install & Run", "Run the Support-LogMeInRescue.exe File" and "ProctorU Chat Box" steps.

Important: During high volume periods, it may take up to 10 minutes to be connected once the chat box is launched. **Do not close the chat box at any time. Closing this chat box will disconnect you from your proctor, which will invalidate your examination.** Exams submitted after a connection to a proctor was closed will have a "Failed" status.
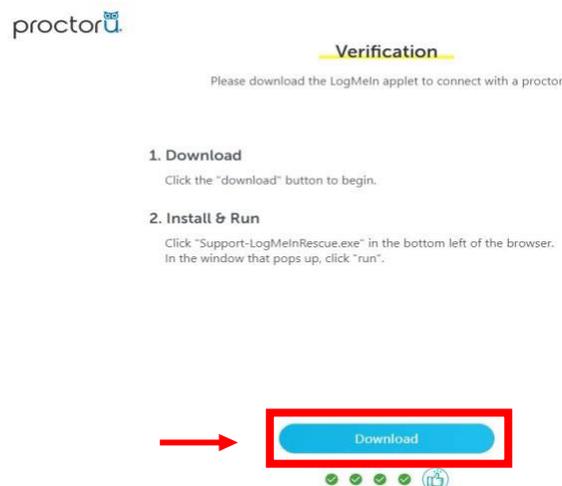
2. The proctor will then request access to your computer to ensure that no cheating occurs. Please click "OK". Remember that the exam session is fully recorded. Any suspicious behaviour will be reported to the College. For exam security reasons, candidates are not provided access to the recording of their exam session.
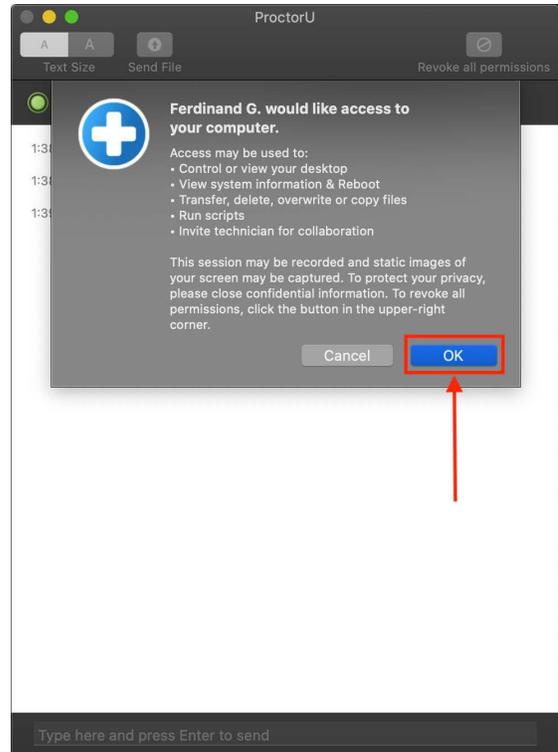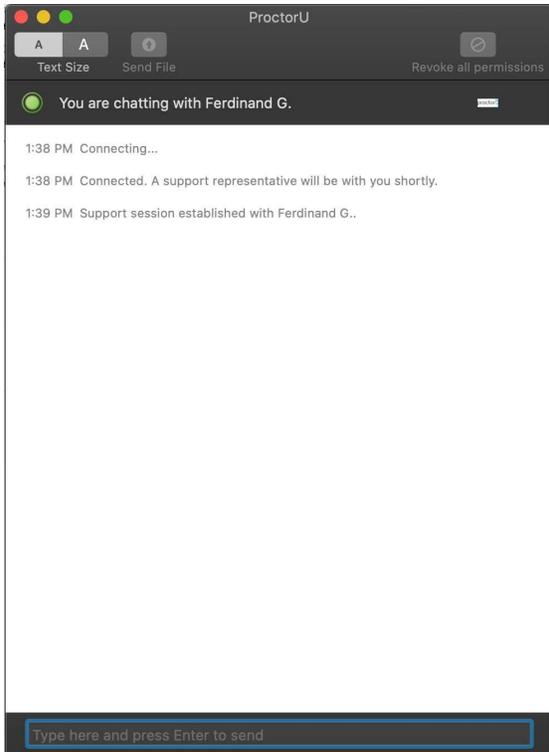
APPENDIX C: Pre-Exam Checklist with your Proctor

1. Your proctor will now complete the authentication process with you. They will review your identification, request you accept the terms and conditions, and review the permitted items list with you.

   After greeting you, your proctor will complete the following steps with you:
   a. Confirm the exam you are about to take.
   b. Request to take another picture of your ID, if necessary.
   c. Review the Examination Rules (duration, material allowed, etc.).
   d. Review of the Virtual Environment (applications closed, only one monitor, Do Not Disturb mode, etc.).
   e. Review of the Physical Environment (you are the only person in the room, desk is clear, etc.).
   f. Ensure that your cellular phone is put away.

2. Once successfully completed, you will be authorized to begin your exam. Click the "Begin Exam" button to access the exam platform (this will not start your exam timer).

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APPENDIX D: Starting your Exam

At this stage, you should be connected to your proctor, have completed the pre-check/authentication process, covered the rules and regulations of your exam and supervision, and accepted the user agreement.

You will now be presented with the screen below, similar to the one you saw during the exam tutorial. This one will provide you with information specific to the exam. Read the information carefully.
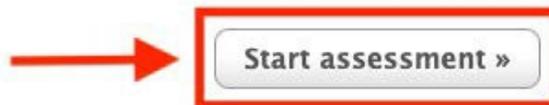

Ensure to agree to the examination rules by checking the box at the bottom of the instructions (see the image above). Once this is checked, you will be able to start your examination.

Please note that your exam time countdown will start as soon as you click the "Start assessment" button. Please make sure you are ready to start your exam before clicking on this button. Your proctor will not be able to give you additional time once you have started the exam.

APPENDIX E: Ending Your Exam

Once you have finished answering the questions, please click "Submit Assessment" at the top right of your screen.

You will now be prompted with a pop-up window that will display all relevant alerts, giving you one last chance to review any unanswered or bookmarked questions.

Once you click the "Submit Assessment" button, you will not be able to go back and access your examination, even if you still have additional time available. Once your answers are submitted, they are final and cannot be changed.

Once you have submitted your exam, you will be redirected to an "Assessment review" page which will

indicate the time you started the and the time you submitted the exam.

You should now be ready to disconnect from your proctor. Please do so, following the proctors' instructions, by ending your meeting on your dashboard.

At this point you will have completed your exam session.

For a short video on how to prepare for the exam, please see the Meazure Learning Online Proctoring FAQ page and scroll down to 'How to Prepare for a Successful Exam Day'.
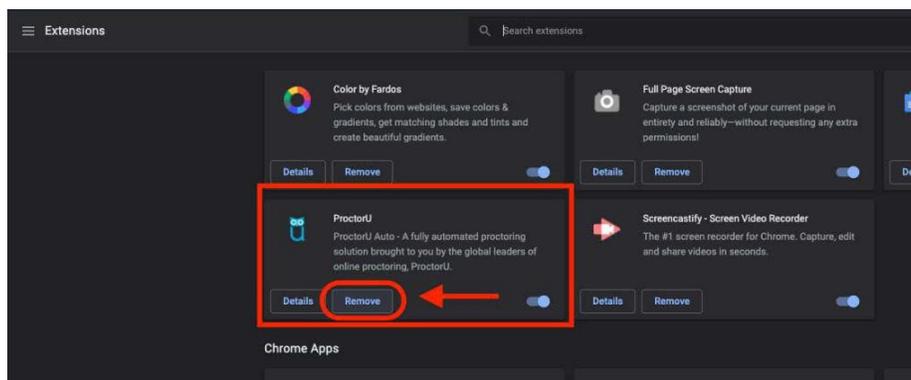
APPENDIX F: Troubleshooting and Support Information

If you are experiencing difficulties connecting to your proctor, please first ensure that:

- You are not late for your exam (more than five minutes after the scheduled start).
- You are not early for your exam (you cannot access your exam before the scheduled start time).
- Your booked time is in the correct time zone.
- Your booking is at the right time (check for 12/24-hour format, AM/PM).
- You are logged into the correct profile.
- You are trying to access the right exam (you are not trying to access the tutorial exam).
- You are using the latest version of the Google Chrome browser.

If you are still experiencing difficulties despite the checklist above, please redo the Automated System Check once again, and take a screenshot of your complete desktop showing that all system checks are ok. Your screenshot must include the date and time on your computer.

On the bottom of the test page, there is an option for chatting live with a technician. You must first contact ProctorU via direct chat, and if this does not work contact them by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

ProctorU Contact Number: +1 (855) 772-8678

If the ProctorU agent is unable to assist you:

- For chat support—request an email copy of your transcript.
- For phone support—write down the name of the agent you spoke to, and the time of your call.
- Take a screenshot of your complete desktop showing the time and date, and that all systems are cleared from the Automated System Check.

Contact Meazure Learning Support immediately if the issues you experienced are determined to be a result of Meazure or ProctorU's servers, you may be able to reschedule your exam for the same day, if available. In this instance, exam candidates will not be charged a rescheduling fee. If the issues are a result of the candidate, the candidate will be directed to the College to pay the rescheduling fee and rebook the exam. Ensure you have your User ID, Booking ID and details of the incident prior to contacting Meazure.

Phone: 1 (855) 772-8678

Testing your equipment
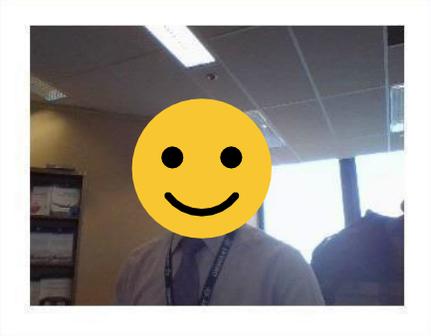
We're here to help.

Complete the form to see the recommended support options

Category
Select the main category of your issue.

Training

Topic
Select the topic covering the problem.

Self-study courses

Subtopic
Select the topic covering the problem.

Exam

Show Support Options

APPENDIX G: Exam Hardware, Software and Technical Requirements

Exam Hardware Requirements

The following is a list of required hardware for sitting the online exam session:

- computer and screen or laptop computer (Note: You are only allowed to have **one** monitor running during the exam. If you use more than one monitor, please disconnect the second monitor and remove it from the room or ensure it is disconnected and turned around so that the screen is not facing you when connecting to the proctor.)
- keyboard*
- mouse* or trackpad
- webcam (desktop) or built-in laptop camera
- microphone
- speaker/computer audio
- small mirror (you will be required to reflect the image of your monitor back to the proctor).

*Disconnect any equipment that is on a Bluetooth setting

Software and Technical Requirements

Apart from having an up-to-date version of Google Chrome web browser, the ProctorU Extension for Google Chrome and the Guardian Secure Proctoring Browser, the following table contains additional recommended equipment requirements.

TYPE	RECOMMENDED
Internet Connection	Wired Connection
PC Users	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.15
CPU	more than 4 core CPU less than 50% CPU Usage
Webcam	1280x720 resolution
Internet Download Speed	12 Mbps
Internet Upload Speed	3 Mbps
RAM	16 GB less than 90% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1920 x 1080 and above
Chromebook Users (Only available for Record+ service utilizing the ProctorU Chrome or Firefox extension)	Chrome device is running the latest version of Chrome OS.

The following are not supported by ProctorU.

- Connecting from within a virtual machine. You will be asked to reconnect using your host operating system to take your exam
- Apple Boot Camp
- Remote Access Software
- Inactive Version of Windows and Test Builds/Test Mode
- Microsoft Edge browser
- Windows 10 in S mode or Surface RT
- Linux operating systems
- Google Chromebooks (with Guardian Browser)
- Google Chromebooks for Live+ or Review+
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Phones

If you require assistance prior to exam day (e.g., confirming either hardware, software or technical requirements, you may contact Meazure through one of the following options.

- Submit a ticket with meazure
- Email testingsupport@meazurelearning.com
- Contact ProctorU Live Chat: ProctorU | Real People. Real Proctoring
- Telephone ProctorU Technical Support at 1-855-772-8678
- Telephone Meazure Support at 1-888-900-0005

APPENDIX H: ProctorU Resources

Please visit ProctorU Support Articles for more information regarding preparing for the exam, including the below articles:

- Exam day: What to expect.
- What am I allowed to do and not allowed to do during my exam?
- Equipment requirements.
- Internet Connection/Bandwidth.
- How do I test my equipment?
- Guardian Secure Proctoring Browser Resources