



Remote Proctor Now User Quick Guide

Remote Proctor NOW

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Step 1: Access the Online Software



1. To access the software, you will go to the following website

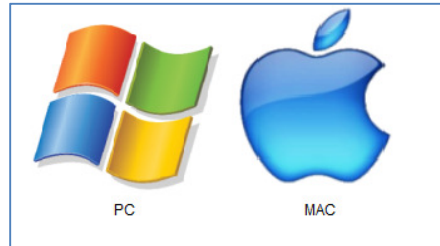
Website: <http://www.remoteproctor.com/rpinstall/>

2. **Video Tutorial:** Exam Takers should watch a short video walkthrough of the Remote Proctor Now system at: <http://www.screencast.com/t/dJM4WfTRl> (Or, you can click the "Click here to watch..." link found on the main RPNOW website. See picture below)





- Choose "PC" or "MAC" based upon your Operating System.



- Run the application.** You will be presented with a command to Run, Save, or Cancel the application set up. **Select "Run".**

Note: The specific dialogue window may vary slightly in location and appearance, but "Run" should still be an option.



- In the "Application Warning" window, select "Run".



- Wait for the application to finish downloading and launching.

Step 2: Select your Exam



To select your exam follow these simple steps:

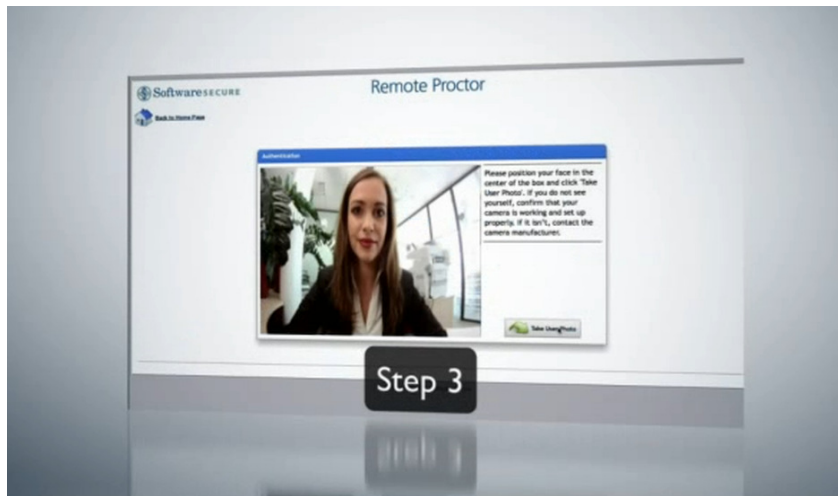
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1. Pick Your Organization
2. Pick Your Exam Teacher/Sponsor
3. Pick Your Exam
4. Enter Your Contact Information
5. Pay for the exam (see note)

Note: Some organizations and/or exams require payment from the exam taker.

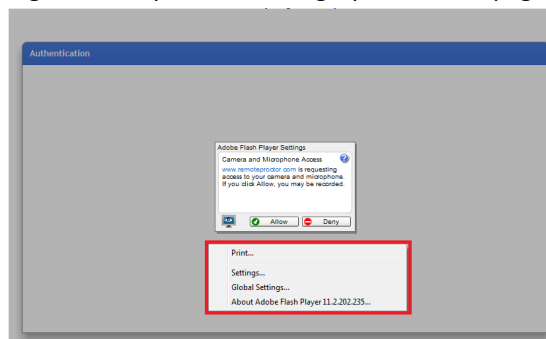
Step 3: Verify Identity



Follow the on-screen prompts to take a picture of yourself as well as a valid Photo ID (school ID, Government issued ID) to verify your identity. You must have a working webcam and microphone to use this system.

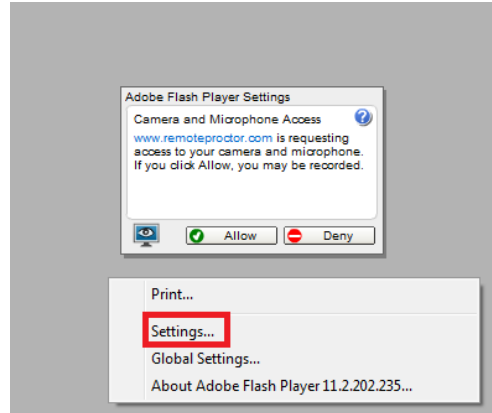
Note: You will have to choose “allow” each time you access this step. To permanently allow a webcam and microphone, you can do the following:

- a. Right-click anywhere on the grey area of the page.

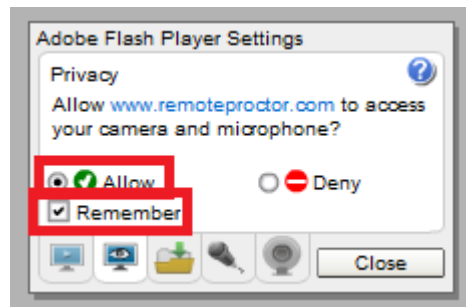




- b. Choose "Settings".



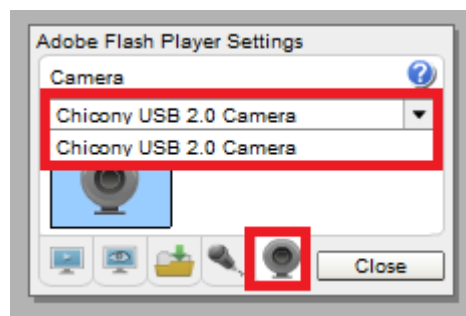
- c. Click both "Allow" and "Remember".



- d. Click the Microphone icon and choose from the available microphones that you want to use in the dropdown.



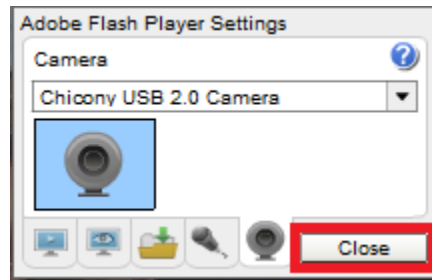
- e. Do the same for the webcam icon and choose from its dropdown.



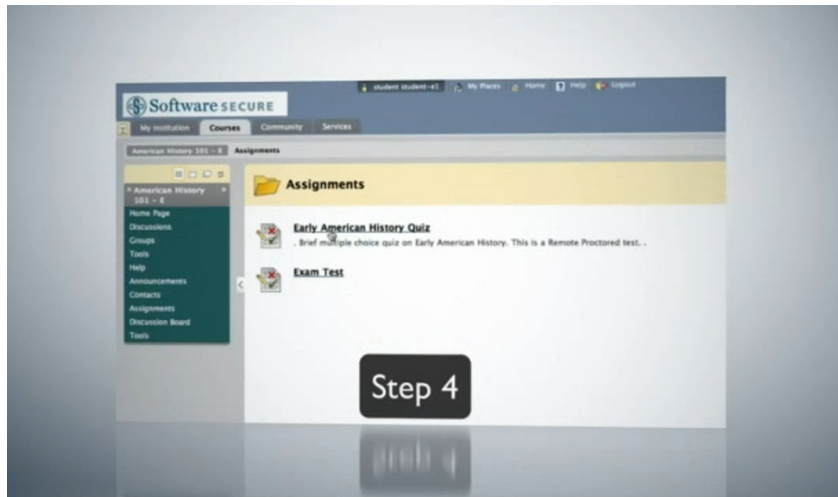
- f. Click "Close" when you are done. From now on, the system will remember which webcam/microphone items you chose and you will not need to click "Allow"



when this window opens.

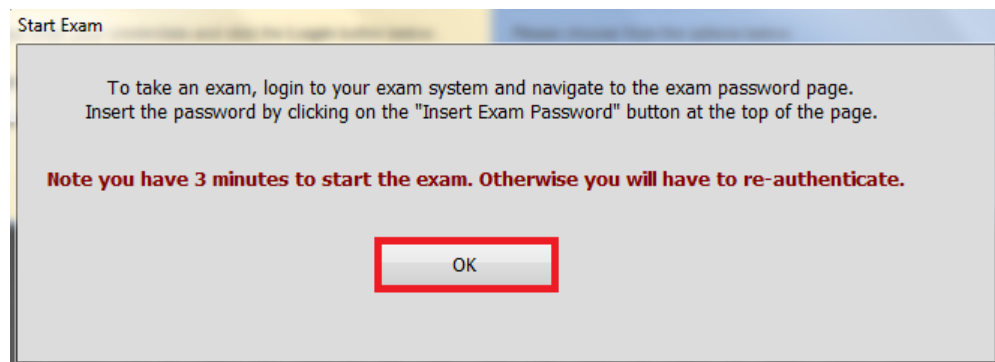


Step 4: Taking an Exam



Note: The following images show the process using a Blackboard CMS. Specific instructions may vary based upon your institution's CMS and any additional customizations they may have.

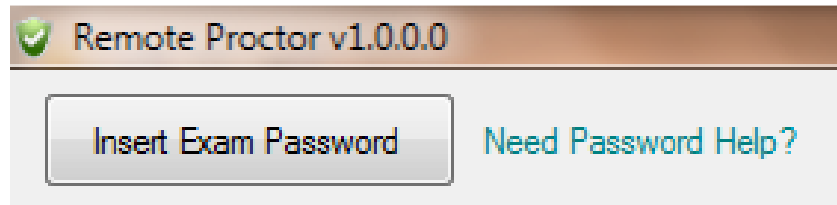
1. A pop-up window will display showing you how much time you have available to populate the exam's password. (The specific amount of time varies by institution). This is not used for your CMS login password.



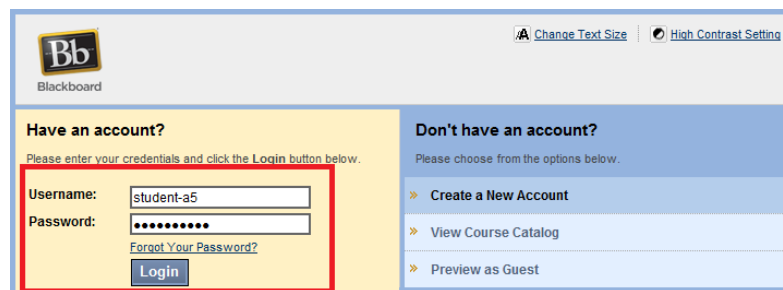


- Once you select “OK”, an “Insert Exam Password” button, as well as a timer, will appear at the top left corner of the page.

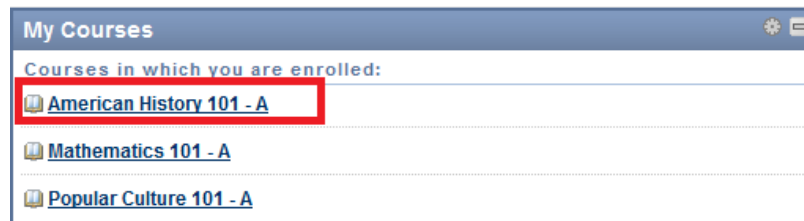
Note: DO NOT PRESS “Insert Exam Password” while on the CMS login screen. Wait for further instructions. Failure to do so will result in you being unable to login.



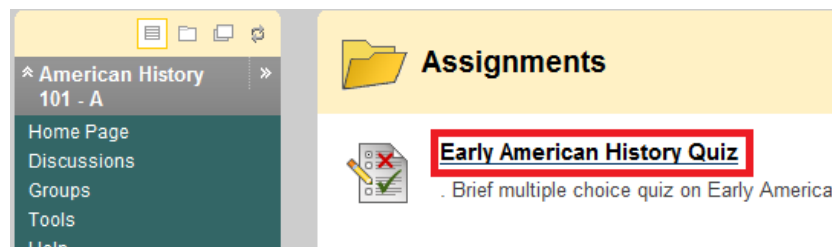
- Login using your standard LMS username & password.
Note: If you do not know this information, contact your institution.



- After logging in, select the course that you will be completing the exam in.
Note: This should match the course you selected in Step 2 (Select your exam).



- Next, find the exam you have selected to take using the Remote Proctor system.



- Enter into the exam (select “Begin”, “Start”, “Take Assessment”, etc...).
- You will be presented with an Exam Password field.



 **Enter Password: Early American History Quiz**


1. Enter Password: Early American History Quiz

Enter the Password to take the Test.

Password

Fri Feb 10 19:00:49 GMT 2012

8. Click on the button "Insert Exam Password" found in the top left corner of your screen.

 Remote Proctor v1.3.0.0

Insert Exam Password [Need Password Help?](#)

9. The password for the exam will appear.

 **Enter Password: Early American History Quiz**

1. Enter Password: Early American History Quiz

Enter the Password to take the Test.

Password

Fri Feb 10 19:48:30 GMT 2012

10. Click "OK", "Enter", "Submit", "Start", etc... and begin your exam.
11. **Take your exam.** Remember your Exam Policies and Rules to avoid being flagged for violations.
12. After completing the exam, "Submit" the exam and finalize it. Click "OK" on any additional confirmation windows to confirm submission and finalization of exam.

Question 2 33.3 points [Save](#)

Which State was not one of the Thirteen Original Colonies?

☒ Massachusetts
☐ Rhode Island
☐ Tennessee
☐ Georgia

Question 3 33.3 points [Save Answer](#)

Who was the first Vice President of the United States?

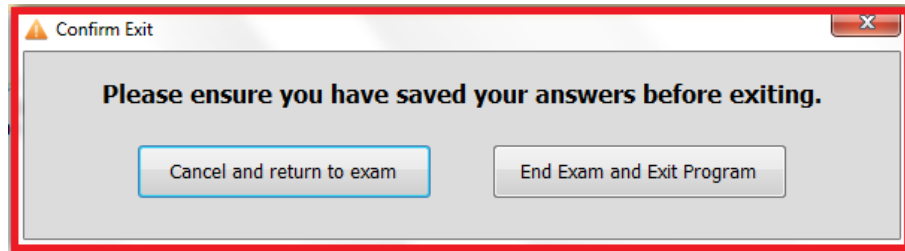
☐ John Quincy Adams
☐ Thomas Jefferson
☒ Alexander Hamilton
☐ John Adams

[Save and Submit](#)

[Save All Answers](#) [Save and Submit](#)



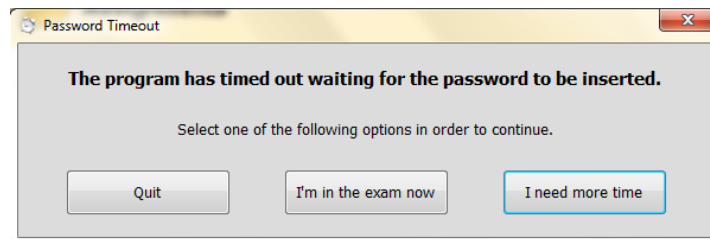
13. **Important:** Although you have submitted and finalized the exam, the Remote Proctor Now system will still continue to record you. You must hit the “X” on the top-right of the screen, and select “End Exam and Exit Program” in order to stop recording.



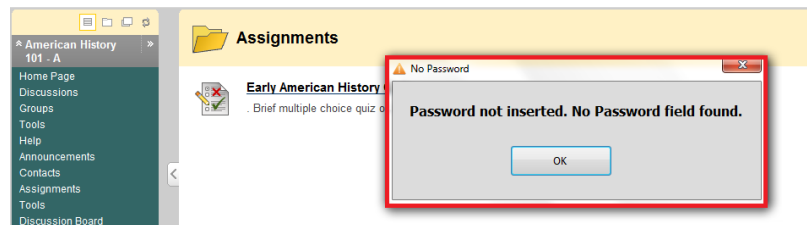


Common errors:

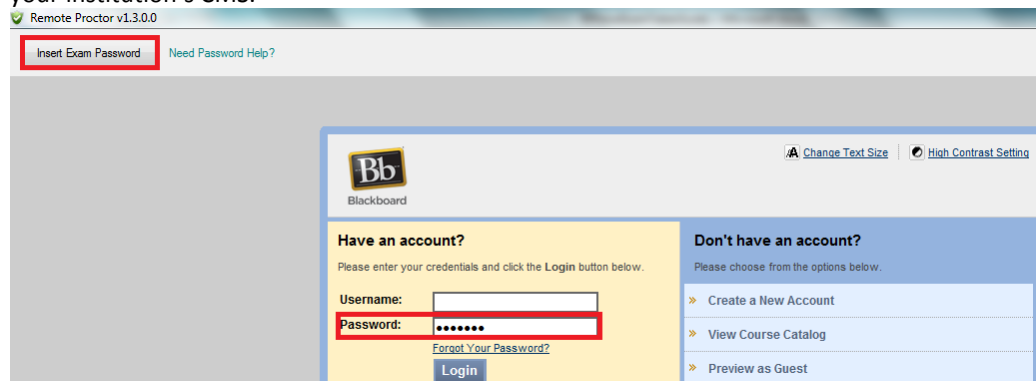
The following error opens after the time limit has expired. You can “quit” the application, which will result in you not taking the exam, you can state “I’m in the exam now”, and the timer will not start again, or you can select “I need more time”, which will reset the time to its original amount. However, “I need more time” will only work one time—if the time limit ends again, the Remote Proctor Now system will close automatically.



The following error occurs when the exam taker has hit the “Insert Exam Password” button—but there is no password field available.



Remember: Do **not** hit “Insert Exam Password” while on the Username and Password page of your institution’s CMS.





System Requirements

Operating System	OS Version	Browser	Required Plug-ins	Connection Speed	Date and Time	Other
Windows XP	SP3, 32-bit only*	IE8 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows Vista	SP2, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
Windows 7	SP1, 32- or 64-bit*	IE7 or greater*	Flash 11.1 or greater** (flash.com)	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	.Net Framework 2.0 or greater^^
MAC 10.6	Any version (10.6.x)*	Safari 5 or greater*	Quicktime 7.6.3 ^{\$}	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	
MAC 10.7	Any version (10.7.x)*	Safari 5 or greater*	Quicktime 7.6.3 ^{\$}	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	
MAC 10.8	Any version (10.8.x)*	Safari 5 or greater*	Quicktime 7.6.3 ^{\$}	Must have at least 200kb/s upload speed^	Must be accurate for your local time zone	



*To ensure most recent version, please go to <http://update.microsoft.com> (XP) or go to Start> Windows Update (Vista, 7)

\$ <http://quicktime.com> or run Apple Updates

**Flash must be installed in the Internet Explorer 32-bit version or in Safari

^This is 200kb/s (.2mb/s) upload speed, not download speed. Contact your provider for additional details.

^^Once installed (<http://www.microsoft.com/en-us/download/details.aspx?id=19>)

Windows Update will auto-update. Vista and 7 come with .Net 3.5.