



APMP Practitioner Orientation

Lesson 5: How the technology works when you sit for the exam?

Online examination under the control of a proctor

- When getting ready to take the exam, you should allow time for set up with the examination proctor. The APMP & APM Group have chosen to use a service called “ProctorU” to support this exam.

What is ProctorU?

- ProctorU is a live remote proctoring service that allows you to take your exam online while ensuring the integrity of the exam.

What will be downloaded to my computer?

- ProctorU use Support-LogMeIn Rescue software, which is a common, trusted remote control software.
- Details can be found - <https://secure.logmein.com>. This 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.

What do I need to have with me on the day of my exam?

- You need to bring a form of photo ID (i.e. driver's license, passport, etc.) to show to your proctor and any materials authorized for the exam.
- Bring a reflective surface (e.g. a mirror or smartphone) to show the proctor your screen if you have a built-in webcam.

What do I do at the time of my exam?

- Log into the Candidate Portal click '**Next**' and click '**Connect to your Proctor**' when highlighted after the countdown has completed.
- Follow the instructions onscreen to connect to the Proctor.

How do I know if my computer is compatible with ProctorU?

- Before you enter your exam, you need to **'Test your equipment'**, you can do this by clicking **'Test your equipment'** located under **'Prepare for your exam'**. This will check that you have the following:
 - ✓ Webcam
 - ✓ Microphone
 - ✓ Required ports open (If you're in an office, ports might be blocked by your IT Dept.)
 - ✓ Acceptable bandwidth
 - ✓ Supported Adobe Flash
 - ✓ Supported Operating System
- If you have any errors you can connect to a live person from ProctorU, just fill out the form and click **'Connect to a live person'**.
- Use **'APMG International'** as your institution. Please also ensure you meet ProctorU Technical Requirements by reviewing them here - <https://www.proctoru.com/tech.php>.

What should I expect on the day of my exam?

- After clicking **'Connect to your Proctor'** you will need to:
 - ✓ Agree to be recorded – Click 'Ok'
 - ✓ Allow access to your webcam and microphone - Click 'Allow'
 - ✓ Download the LogMeIn software – 'Click to Download'
 - ✓ Run the software – The downloaded software should be shown at the bottom left of the web browser you are using. If you cannot find this, go to your 'downloads' folder
 - ✓ Accept the ProctorU notification – Click 'Ok'
- On completion of these steps you will be connected to your proctor and you should be able to see and hear them. If you cannot see or hear your proctor, they will try to resolve this issue for you.

What should I expect on the day of my exam?

- If the proctor is happy that he/she can see your work area you may continue with the exam process via the chat window.
- The proctor will:
 - ✓ Take control of your computer
 - ✓ Validate your identity – using one form of formal identity such as a passport, identity card or driving license
 - ✓ Check your environment – using a basic room scan using your webcam or smartphone
 - ✓ Check that your computer meets the required exam conditions

At what time should I arrive for my exam?

Arrive for your exam at the time of your appointment, or just before. You will have 10 minutes after your appointment to connect to your proctor. If you miss your appointment you will need to reschedule.

My exam has a time limit. Does that time start as soon as I connect to the proctor?

No. The timer for your exam starts when the exam has been opened and your first question is visible.

Please ensure any special requirements were requested on the initial booking as ProctorU are unable to add any additional time for these requirements at the time of sitting the exam.

Will the proctor be able to access my computer files without my knowledge?

- No, the Proctor cannot access your computer files without your knowledge. Proctors can view the screen, move the mouse and control the keyboard as if they were sitting next to you.
- The Proctors actions are shown and logged in the chat window. The entire session log is reviewed and saved. There is a permanent record of what actions the proctor took while accessing your computer.

Online examination under the control of an invigilator

When getting ready to take the exam, you should allow time for set up with the examination Invigilator. The invigilator must have been pre-approved to fulfil this role.

Who is acceptable as an invigilator?

An invigilator is a person that has been pre-approved by APM Group International, to undertake the role that allows you to take your exam online while ensuring the integrity of the exam. They may be sponsored directly by APM Group or via an ATO.

At what time should I arrive for my exam?

Arrive for your exam at the time of your appointment, or just before. You will have 10 minutes after your appointed time to set up your system to take the exam. If you miss your appointment you will need to reschedule

How do I know if my computer is compatible with the APMG online exam website?

- We recommend that you try a sample exam by either clicking 'Sample Exams' under further resources in the candidate portal and select a sample exam.
- If you experience any problems with our sample exams please contact the APMG Technical Helpdesk at <https://candidateportal.apmginternational.com/#/contact>, who will be able assist you in preparation for your exam.

Can I use a wireless connection?

We strongly advise against using a wireless connection due to wireless fluctuations. The fluctuations could disconnect you from the exam and Proctor. The exam timer will keep running and you risk having your exam voided. If any problems occur due to a wireless connection, you are not entitled to a free re-sit. Use wireless at your own risk.

Can I use multiple screens?

You are able to use up to two screens, if that is your preferred method of working.