ONLINE-EXAM PROCTOR U

Instructions & Requirements

To make your ProctorU-Online testing as simple and transparent as possible, we provide you this guide that will lead you step by step through the process of online examination with ProctorU.

We wish you a successful exam!

ProctorU Process at a glance:

ProctorU is a unique service that allows candidates to complete their exams, certifications and assessments at any time while still ensuring academic integrity for the institution. Candidates can take exams from home, work or anywhere with Internet access while utilizing almost any computer and webcam.

Exams can be taken through ProctorU 24 hours a day, seven days a week. During your exam, you will be connected to a live Proctor who will guide you through the process and assist with any technical issues.

A few days after you have ordered your online exam with us, APMG International will send you a registration email with a link to the APMG Candidate-Portal where you in a next step have to create a personal account. The registration email also includes an Exam-ID ("Booking Reference"). This ID is required to schedule an appointment for your online exam. Using this account you can schedule your appointment and sit your exam.

Please be aware of the following restrictions:

At least 3 full days (72 hours) must elapse between the application for examination and the exam itself. The "reservation" of an appointment in the system is automatically a fixed booking.

In case you want to cancel or reschedule your appointment, this has to be done at least three days before the examination. If you do not attend your reservation expires and you have no claim for free retaking. Therefore, we would ask you to enter your exam appointment in your personal calendar. For more information, for example

how to change or cancel an exam appointment, please refer to the document "ProctorU Frequently Asked Questions (FAQ)", which you can also access on our online training portal.

Technical Requirements

➢ A reliable computer running Windows Vista (or higher) or Mac OS X 10.5 (or higher).

➢ A web cam with 640x480 video pixel resolution or higher.

➢ Headphones or working speakers connected to the computer.

➢ A working microphone connected to the computer (your web cam or laptop may already have one built into it).

➢ An actual web browser (Google Chrome, Mozilla Firefox, Internet Explorer 8 or higher) with the actual Adobe Flash Player installed. Preferred Browser is Google Chrome.

➢ A reliable, high-speed Internet connection (Min. Download: 768 Kbp/s | Min. Upload: 384 Kbp/s)

➢ The ability to allow video and screen-sharing connections to the computer used to take an exam.

You can conduct a diagnostic of your computer, webcam and Internet connection at http://www.proctoru.com/testitout/

ProctorU – Step by Step

Step 1 – Registration at the APMG Candidate-Portal

Once you have received your Registration email from APMG International you can schedule your exam.

Therefore you have to create a personal account on the APMG Candidate-Portal. To create an Account **please click on the link "Click here to Get Started" in the Registration Email.**

This will take you to the login page where you can start to create your account.

Exam registration required

Hello Silke,

You have been booked to take an exam with APMG International.

Accredited Training Organisation:	**Maxpert GmbH**
Booking Ref:	**SPeters_Test_ProcorU**
Exam:	**PRINCE2 (2009)**
Level(s):	**Foundation**
Exam Type:	**ProctorU**
Expiry Date:	**29 Feb 2016 00:00**

Please follow these steps:

1. **Create an account** / Login
2. **Register** for your exam
3. After your exam, **view** your results and feedback once released.

Click here to Get Started

If you have cancelled this examination, you can stop the registration emails by **clicking here**

Regards
APMG International

Step 2 – Create an Account

Please complete the registration process by entering a password, memorable date and memorable word or pin then select the "Create your account with the Portal" button.

On the day of the exam you will need to log into the candidate portal using the email address and password you used when registering on the candidate portal. Once logged in please enrol for the exam.

Note: If you do not provide your memorable date, email address and memorable word, your results will go ON HOLD until your identity has been confirmed by APMG!

Step 3 – Registering for your Exam

Once you have logged into the candidate portal after completing the registration process, you will be taken through a **4 step exam registration process** as outlined below. This will need to be completed for any exam taken with APMG International, however your registration information is saved for future reference. Mandatory fields are marked with an asterisk and will be highlighted in red if you try to skip them.

Registering means you are signing up to take the specific exam/s booked for you and agree to the applicable terms and conditions for the examination and the examiner. If you have been booked for multiple exams by your training organisation, you can complete the registration for all exam sessions in one go.

Please leave the needed Information's (Mandatory fields are highlighted with *).

> ➤ **1ˢᵗ Step: Leave Personal Details**

Note: Please ensure to add any academic titles that you would like to be printed on your certificate into the field "Title", e.g. Professor, Dr., etc.

> ➤ **2ⁿᵈ Step: Leave Address Details**

Note: Please be aware, that APMG will use the address you indicate as delivery address for your paper certificate. Please ensure to add your company name in case you enter your company address in the address details.

➢ **3rd Step: Leave Industry an Preferences**

NOTE: The "Name on certificate" option controls how your details will appear on your certificate.

Exam Registration - Step 3 of 4

Industry

APMG monitor the take up and promotion of this product within our industry and for our internal use, it would be very helpful if you could confirm the sector in which you currently work.

Industry Sector *   Education ▼

Preferences

Method of contact *   Email ▼

Please note that APMG's preference will be to contact you via email for any issues or updates to your examination.

Name on certificate * ○ Last Name / First Name / Middle Name
                  ● First Name / Middle Name / Last Name
                  ○ Last Name / Middle Name / First Name

[Previous] [**Next**]

➢ **4th Step: Confirmation**

Please finish the registration process by clicking on the button **"Complete Registration"**.

Exam Registration - Step 4 of 4

Confirmation of Successful Candidate Register Preference

If you do not want your name to be included on the online Successful Candidate Register (SCR) please place a tick in the box below.

☐ I do not want my results included on the online successful candidate register

Data Protection Statement

APMG run examinations on behalf of other organisations who hold the IP and have overall control of the examination scheme – known as the 'Scheme Owner'. Please note that APMG are obliged to provide information to the Scheme Owner on request so they may also hold records of the candidates who have passed their examinations.

APMG will never pass your information on to any other 3rd party or marketing organisations, apart from the relevant Scheme Owner.

APMG will only contact you with regards to the examination(s) that you have taken with us unless you give permission as per the indications below.

In some instances, the Scheme Owners and APMG would like to use this information to contact you with regards to offers or updates they believe will be of use to you. If you **do not** wish to be contacted unless it is to do with the examination(s) taken, please tick the box(es) below.

     * ☑ I have read and agree to the terms within the Data Protection Statement

     ☑ I do not wish to be contacted by APMG unless to do with the examination(s) taken

     ☑ I do not wish to be contacted by the Scheme Owner unless to do with the examination(s) taken

Declaration

I apply today to sit the examination(s) listed below for which I have booked and for the associated certification(s) upon achieving a pass in a relevant examination.

- PRINCE2® (2009) Foundation

I confirm that I will comply with the Terms and Conditions of certification as summarised with this form and shown in full on the APMG website or as requested from my invigilator.

I confirm that the information I have given on this form is correct and that I understand and agree to the use of my personal details described within the criteria for certification.

Signature *   Silke Peters

Date *   8 Dec 2015   📅

     * ☑ I have read and agree with the Terms and conditions

[Previous] [**Complete Registration**]

Maxpert ®

Afterwards, your exam session/s will be visible and confirmed as **"Registered".** At this point of time, the exam status shows as "**Not Yet Taken".**

Please click the button '**NEXT**' to schedule a specific date and time for your online exam with ProctorU.

Step 4 – Schedule an exam appointment

After you have clicked the 'Next' button, the following page appears:

You will need to create an appointment using the calendar and available timeslots. Available slots are in bold, unavailable time slots will be disabled and greyed out. You can book any available timeslot up to your expiry date. The times are based on your computers time zone. When you are happy with the details please click on "**Schedule Exam**".

After clicking the 'Schedule Exam' button the appointment will show as scheduled and you will now see a 'Reschedule Exam' button along with a button enabling you to add the appointment to your calendar in Gmail, Outlook and iCal. Once scheduled a countdown to the time of your exam appears, once completed, you will be able to click the Connect to your Proctor' button and this will open ProctorU.
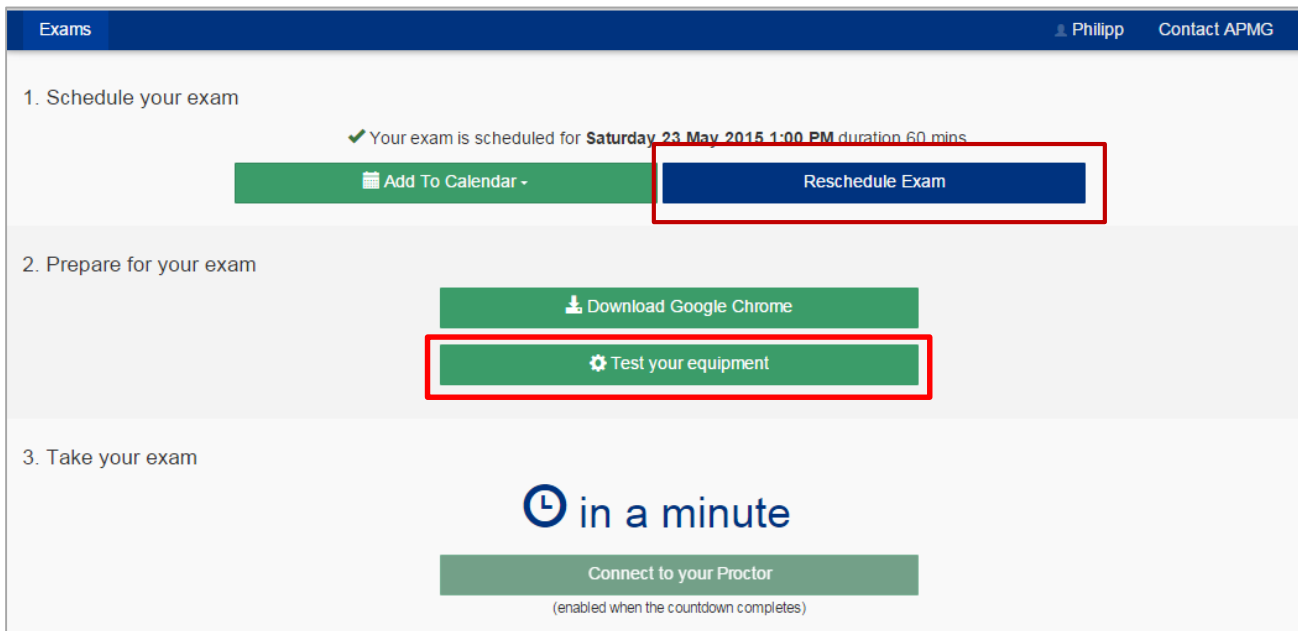
Step 5 – System check (recommended)

To avoid surprises on your exam day we recommend a test of your technical equipment (PC / laptop, camera, microphone, internet bandwidth). For this purpose a checkup function is available on this page. Please click on "Test your equipment".

Note: Please use the same infrastructure for the check-up and the examination.

Additional Information

  ➢ **How to Reschedule a reservation**

If you want to reschedule your exam appointment please login to your personal account at the APMG Partner Portal an click "Proceed". The screen below appears.

With click on "Reschedule" you could cancel your actual booking and will be able to book a new appointment. The countdown to the time of you exam will be updated to your new appointment.

Note: If you do not attend your reservation expires and you have no claim for free retaking.

Step 6 – Exam

➢ **Connecting to the proctor at the time of your appointment.**

A few minutes before the time of your appointment you need to return to the candidate portal, log in and click 'Proceed'. The 'Connect to your proctor' button will be enabled so click this and follow the onscreen instructions to connect to the proctor. The proctor will request permission to your computer so they can take control and log you in to your exam.

Note: The 'Connect to your Proctor' button is open for 15 minutes after the time of your appointment. If you miss your appointment you will need to reschedule your exam.
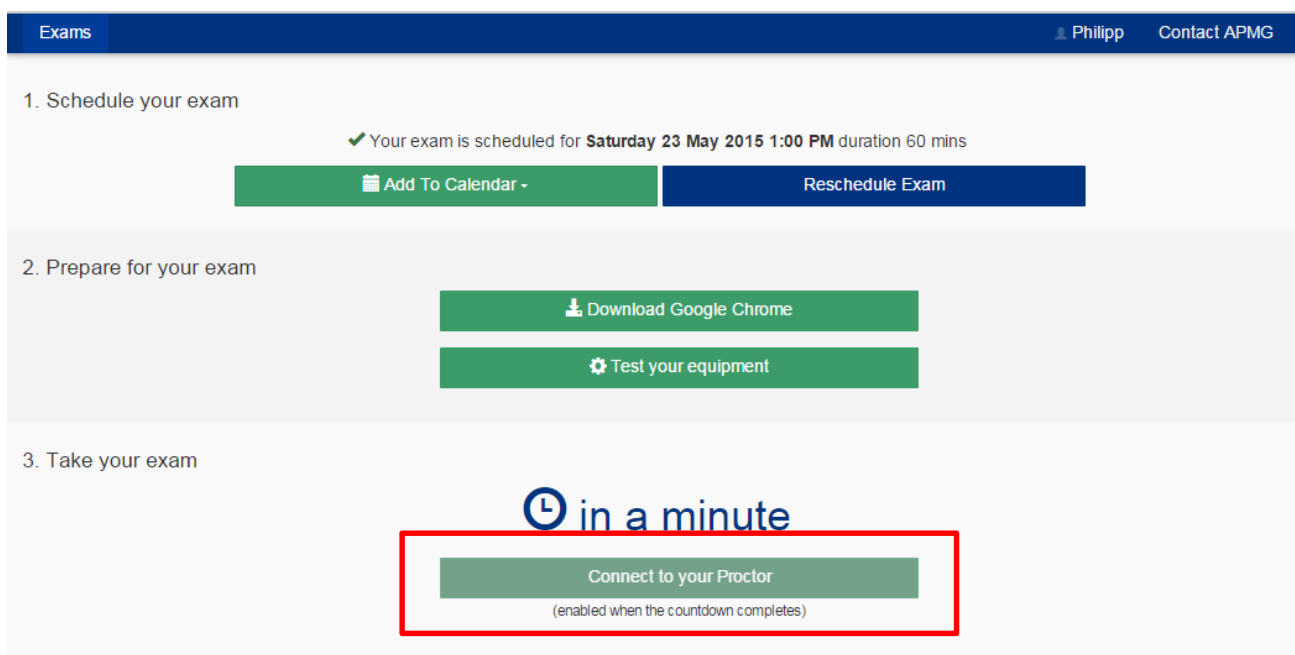
➢ **Remote connection with your examiner**

Your proctor welcomes you on the screen. He / She will walk you through the process and into the exam and will answer your open questions.

> ➤ **Candidate identification**

Once you're connected to your proctor, you will be asked to show your photo ID (i.e. driver's license, passport, etc.). Please place it right in front of the webcam.

> ➤ **Scan your work area**

Next you will be asked to scan your working area using the webcam.

Note: If your webcam is attached to the computer, make sure to have a mirror or reflective surface such as a mirror, CD, cell phone or electronic tablet screen available so the proctor can inspect the computer monitor edges and keyboard.

If you have not entered a photo in your profile, you will be inclined to do this together with your proctor.
Now all preparations for the exam are complete (duration max. of 10 minutes).

> ➤ **Starting the exam**

Please open a new tab or a new window in your browser and bring up your test site, log in and select the exam you wish to take. Your proctor will support you. In consultation with you, your proctor will unlock your exam and the exam starts. You can see the exam paper and the test time starts running.

Note: During the test, you have to be alone in a well-lit room. No papers, documents, smart phones or tablet PC's must be found on your table.

We wish you a successful Exam!

Your Maxpert Team

More Questions?

If you require any assistance with our online exams, please either call us using the telephone number below or email mailto:help@apmg-international.com and we will call you back.

Telephone (24x7): +44 (0) 1494 452 450 | Press option 1 for Technical assistance.
Our Technical Helpdesk is available 24 hours a day, 7 days a week, and 365 days a year.

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