



# ProProctor™ User Guide

Version 7.4

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# User Guide

## Available in the following languages

### Français

[Le guide utilisateur est disponible en française en cliquant sur ce lien.](#)

### Español

[La Guía del Usuario de ProProctor está disponible en Español haciendo clic en este enlace.](#)

### 简体中文

[点击此处获取《ProProctor用户手册》简体中文版](#)

### 繁體中文

[點擊此處獲取《ProProctor用戶手冊》繁體中文版](#)

### 日本語

[ProProctorユーザーマニュアルの日本語版を入手するには、ここをクリックしてください。](#)

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### *Proprietary Information Notice*

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# Welcome to ProProctor™



Prometric's ProProctor online proctoring platform has two goals: one is to bring you a reliable, and valid way to test that is also convenient, the other is to make your testing experience as stress free as possible.



ProProctor gives you greater flexibility to choose where to test, when to test, and how to test. It is a reliable, convenient – yet secure – testing experience.



ProProctor support tools, such as this User Guide, show you how to prepare for your test day so that you'll be less nervous when the time comes. We believe that the more you know about what to expect in advance, the more comfortable you will feel testing remotely.

# The Essentials

This user guide outlines what to expect and prepares you for specific procedures and requirements on exam day. Please read the information in this guide aligned with the version of ProProctor you will use to take your exam, as procedures and system requirements vary. Find your version information in the Exam Details section of the Candidate Portal after entering your confirmation code and last name.

## ProProctor AI

ProProctor AI is a fully automated remote testing solution without live agents. Your test sponsor may refer to ProProctor AI as “Auto-proctoring” or “Record and Review.” You will follow a series of screens and instructions to guide you through the auto check-in process. During your exam, you will be monitored by AI only.

**AI ONLY**

Where you see this symbol in the User Guide, it denotes a procedure or requirement only found in a ProProctor AI exam.

## ProProctor AI + Pop In

AI will monitor you from ID verification to the Environment and Security Scans through the Exam Session. Note that your exam may include all or only some of the Environment and Security scans. AI alerts will escalate to a Pop In proctor who may conduct a security review based on the issue the AI flagged.

**POP IN ONLY**

Where you see this symbol it denotes a procedure or requirement only found in a ProProctor AI + Pop In exam.

## ProProctor Live

On exam day, you will interact with live agents, who will guide you through the check-in process and monitor you during the exam.

**LIVE ONLY**

Where you see this symbol it denotes a procedure or requirement only found in a ProProctor Live exam.

# Environmental Requirements

Regardless of the ProProctor version you will be using, your testing space must meet the following requirements:

- ✓ Your testing space must be indoors (walled), well lit, free from background noise and disruptions.
- ✓ No third party may be present in the room or enter the room for the duration of the exam.
- ✓ Your testing space and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, should be present during your exam.

- ✓ Two tissues are permitted in your testing space

**LIVE ONLY**

If testing with ProProctor Live, you must allow the Proctor to inspect your tissues prior to the start of the exam.

- ✓ Your test sponsor may also require additional items to be removed.
- ✓ Your testing space must be set up to eliminate distractions and prevent outside viewing. This may mean covering windows and non-frosted glass doors.
- ✓ If you are testing in public spaces such as offices or libraries. Walls should preferably be solid, if they are glass they should be frosted and not transparent.
- ✓ For public space, there are no restrictions on monitor size.

# Testing Procedures



**While specific testing procedures may vary based on your exam, here's what to expect on exam day.**

- ✓ An original, valid (unexpired), government-issued photo identification is required to take an exam. Validity and the number of acceptable IDs is predetermined by your test sponsor. Check your exam confirmation email for specific requirements.
- ✓ Be prepared to show your workstation and surrounding area.
- ✓ As part of the check-in process, you may be required to empty and turn all pockets inside-out and raise shirt sleeves above your wrists prior to every entry into the online test. If you are wearing eyeglasses, you may be required to remove them for visual inspection to ensure they don't contain a recording device. In addition, large jewellery items must be removed.
- ✓ If you have long hair that covers your ears, you may be asked to pull your hair back to ensure nothing is attached to your ear that could provide an unfair advantage (such as a Bluetooth earpiece).
- ✓ Leaving the camera view while the exam is in progress is strictly prohibited unless otherwise specified by the test sponsor.

# Prohibited Items and Examinee Conduct

## The following items are prohibited while taking your remote exam:

- ⊘ Unauthorized personal items may not be accessible while testing. Such items include, but are not limited to outerwear, hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- ⊘ Eating, drinking, smoking, and chewing gum are prohibited during the exam.
- ⊘ Written notes, published materials, and other testing aids are strictly prohibited.
- ⊘ Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung your chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, raincoats, etc., is not permitted in the immediate testing area.

# System Requirements

## Device

Check your device and hardware to ensure they meet the following system requirements. Where appropriate, we will direct you to further information which can be [found on our Knowledge Base](#).

### Device Type



You must only use a laptop or desktop computer for your exam. Taking your exam on a mobile phone or iPad/Android tablets is not possible.

Microsoft Surface or similar devices can be used only when configured in laptop mode.

### Internet Connection



**5.0 Mbps** or greater download speed

**0.5 Mbps** or greater upload speed

Use a strong internet connection to avoid losing access to ProProctor. For the best experience, connect directly to your router with an Ethernet cable. If using Wi-Fi, place your device where the signal is strongest. Avoid streaming, gaming, or other high-bandwidth activities on the same network.

### Power Source



Please plug your device directly into a power source, unattached from a docking station.

### Organization-owned device



To install and configure ProProctor, you need administrator rights. Firewalls or security settings on organization-owned devices may prevent the app from launching. [Visit our Knowledge Base for setup help](#).

#### POP IN ONLY

If you are taking an exam with ProProctor AI + Pop In, you can use an organization-owned device without administrator rights/privileges, since it runs in a web browser. Be sure to allow browser access to your microphone and camera and follow the firewall instructions above.

# System Requirements

## Hardware

### Monitor



You can only use a single monitor for your exam, please ensure you unplug any additional monitors you have connected to your device.

If you are using a laptop, you are permitted to connect a single external monitor, however you must close the laptop. In this case you will NOT be able to use the laptop's integrated camera, keyboard or trackpad. Wall Mounted Monitors (such as TV monitors) are not permitted. There are no restrictions on monitor size for ProProctor exams. This includes large and curved monitors.

### Camera



You must have a working camera connected to your device, external camera required if using a desktop. The camera is used as part of the check-in process and during the exam.



#### Pro Tip

Close all applications on your device that may be using your camera and/or microphone. This will help you avoid camera connection errors in the ProProctor application.

If you are using a desktop computer or a laptop with the screen closed, the camera must be connected via USB.

Keyboard cameras are not permitted.

### Speakers



You must have working speakers connected to your device. Please ensure that the volume is loud enough prior to your exam, as you will be unable to adjust the volume once you launch the ProProctor App.

Wired headphones and microphones may be permitted to be used – verify first with your test sponsor before test day. In-ear/earbuds and wireless headsets/headphones are not permitted.

### Microphone



You must have a working microphone connected to your device.

# System Requirements

## Operating System

### Supported



- ✓ Windows 8.1 or higher.
- ✓ All versions of Mac OS Monterey 12
- ✓ All versions of MacOS Ventura 13.3 and higher
- ✓ All versions of MacOS Sonoma 14
- ✓ All versions of MacOS Sequoia 15
- ✓ All versions of MacOS Tahoe 26

### Not Supported

- ⚠ Mac OS Ventura 13.0 - 13.2.1
- ⚠ All versions below Mac OS Monterey 12.0
- ⚠ Chrome OS
- ⚠ Linux based distributions
- ⚠ Virtual machines

### Screen Resolution



The recommended screen resolution is

**1920 x 1080**

Minimum resolution is

**1024 x 768**

### Screen Scaling



Operating systems do allow you to scale items displayed on screen. Ensure that you have your system scaling set to 100%. More information on scaling can be found on the Knowledge Base.

### Browser Requirements



**POP IN ONLY**

Browser requirements are only applicable for ProProctor AI + Pop In (Web) exams.

#### Supported

- ✓ Chrome Version 96 or higher.
- ✓ Edge Version 96 or higher.

Your browser must have permission to use your camera and microphone. When prompted, select Allow. If you block access, your exam will end.

# Before You Schedule Your Exam



## Check your System

It is important to know whether your device and network connection are suitable for a remote exam.

Run a system check on the Candidate Portal to validate your device meets ProProctor's basic system requirements. If it doesn't pass, you may need to contact your test sponsor to make other arrangements.

LIVE ONLY

### Please note

AI ONLY

VPNs, firewalls, and anti-virus software can prevent you from launching a ProProctor exam. Please ensure these are all de-activated [this Knowledge Base article on VPNs](#) provides further guidance on how to do this.

# Before Test Day

After scheduling your test, you will receive a confirmation email outlining the details of your exam. Your test sponsor may send you a separate communication to confirm if you're testing with ProProctor AI or ProProctor Live. Set aside time before test day to get your device ready for the day of your exam. This is the best way you can prepare and avoid unnecessary stress on test day.

1

## Download ProProctor

For Proctor AI and ProProctor Live, download and install the latest version of the ProProctor application from the Candidate Portal.

### Important Information

If your computer's firewall blocks the download, the [Knowledge Base article on installation](#) provides further information ([Mac instructions are found here](#)). This also includes adding the software to your computer's whitelisted application list, on either Mac or Windows computer.

- ⚠️ If you are taking the exam on an organization-managed device, ensure you have the appropriate rights/privileges.
- ⚠️ ProProctor is not compatible with devices running in Administrator Mode (this applies to Mac and Windows). You may need to contact your IT team for assistance.
- ⚠️ If you are using a Mac computer, and the app is blocked from installing by the operating system, you may need configure your system to allow it.
- ⚠️ For ProProctor AI + Pop In (Web), launch the web application from the Candidate Portal.

**POP IN ONLY**

2

## Conduct a System Check

### ProProctor Live

Open the ProProctor app, enter your confirmation number and last name/surname, then select Check My System. This system check helps you confirm your setup and shows what to expect during exam day check-in.

### ProProctor AI or ProProctor AI + Pop In

For this type of remote exam, select the link for the Candidate Portal that can be found in your confirmation email and run the system check found on that site.

# On Test Day

It's the day of your test. Please read below for some last-minute tips to prepare before you log in to your test.

When you are ready to test, you will go through the check-in process, below details what to expect depending on the type of test you are taking.

1

## Prepare Your Device

- ✓ If you're using ProProctor AI or ProProctor Live, don't forget to disable any VPNs, add exceptions to firewalls, and add exclusions to anti-virus software. Please review this Knowledge Base article for more guidance.
- ✓ Ensure you have closed all open applications and web browsers before launching ProProctor.

### Important Information

- ⚠ If you're using a Mac device and your test sponsor has enabled desktop recording, go to your OS Settings to allow ProProctor to record your screen. For instructions, go to this Knowledge Base article.
- ⚠ ProProctor AI and ProProctor Live are not compatible with devices running in Administrator Mode (this applies to Mac and Windows).

2

## Prepare Your Testing Space

Make sure you allow 15 minutes to prepare your testing space. Please review again the environmental requirements earlier in this document just to make sure you are properly prepared.

3

## Prepare Your Documentation

- ✓ Have your valid government-issued photo ID ready.
- ✓ Have your registration confirmation code ready.
- ✓ Consult with your test sponsor for any additional information required on test day.

4

## When You Are Ready to Test

When you are comfortably sitting at your workstation launch ProProctor. Enter your confirmation number and your last name/surname. to launch your exam. You will then begin the check-in process.

# On Test Day

## Check-in Process

Our easy-to-follow, self-serve check-in process will guide you through the final preparations before you complete the Readiness process. Close the doors of the room you are working in, including doors to closets and visible bathrooms.

1

### System Check

Before launching, ProProctor will require one last system check to ensure that nothing has changed with your system that could affect your exam experience

2

### Image Capture

You will be asked to take a photo of yourself. There will be guides on-screen to ensure you position your face correctly. You will need to select the option to take the photo.



#### Pro Tip

Make sure you check that the image clearly shows your face, is well lit and is not blurry, otherwise you will be prompted to retake the photo.

# On Test Day

## Check-in Process *continued*

3

### ID Capture

Next, you will be asked to take a photo of your government-issued photo ID. Again, ensure you position your ID using the guides on the screen then select the option to take the photo.



#### Pro Tip

Make sure you check that all text is readable. For specific identification requirements, check your exam confirmation email.

4

### ID Authentication

#### LIVE ONLY

If there are any concerns around the images not matching, a readiness agent will conduct a manual check.

#### AI ONLY

The system will ask you to authenticate your ID image and your image. If there is a mis-match, you may be asked to retake both images. The number of retakes is determined by your test sponsor.

#### Important Information

You will still be able to proceed to your exam if you are unable to get a match.

#### POP IN ONLY

The system will ask you to authenticate your ID image and your image. If there is a mismatch, you may be asked to retake both images. The number of retakes is determined by your test sponsor. If there is a mismatch, an agent will manually verify your identity.

# On Test Day Readiness

## Next, you will complete the Readiness process.

Your test sponsor may require you to perform a scan of your environment and a security scan. Ensure you have removed any prohibited material and items.

### LIVE ONLY

At this point, for a ProProctor Live exam, you will be connected to a live agent via video chat. The agent will confirm your email, address, and exam details. The agent will also take you through the testing space and security scans.

### AI ONLY

For a ProProctor AI exam you will be guided by on-screen instructions to assist you in completing the testing space and security scans. AI will be monitoring at this time. Please ensure that you have followed the environmental requirements as you may be asked to complete a rescan.

### POP IN ONLY

For a ProProctor AI exam, you will be guided by on-screen instructions to assist you in completing the Environment and/or Security scans. AI will be monitoring at this time. Please ensure that you follow the scan instructions carefully, as you may be asked to complete a rescan. If there are issues flagged, an agent will manually review the scans.

# On Test Day

## Environment Scans

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This will involve scanning various aspects of your testing space. You will have to lift your webcam or laptop and move it around, so ensure you can do this easily. This will be your last opportunity to put away all your personal items. We recommend you have a large bedsheet or linen available if asked to cover any area of clutter.

It's important that you move your camera slowly to help capture all required views.

During the scan, when directed to do so, please ensure you:

- ✓ Show the top of your desk, underneath it, and the floor around you.
- ✓ Show the top, underneath, and the back of your chair.
- ✓ Show a 360-degree view of your room/environment, focusing on the walls, bookshelves, wall hangings.



### Pro Tip

When scanning your desk and chair, take a few steps back to provide a full view.

When scanning your room, move to the center of your room to give your camera a full view of your surroundings ensure you rotate slowly.

### Important Information

Do not have your laptop connected to a docking station anytime during the setup of your exam. This can cause connectivity issues.

# On Test Day

## Security Scans

This will involve you showing the following:

- ✓ Your head, and behind your ears.
- ✓ Your hands and arms.
- ✓ Elements of your clothing.
- ✓ The glasses you are wearing.

If you are wearing any of the following you should remove them:

- ✓ Hat.
- ✓ Jewellery.
- ✓ Hair Accessories.
- ✓ Any Bluetooth devices.



### Pro Tip

Keep your movements deliberate and controlled throughout the scan.

Ensure your ears are clearly visible and not covered by hair.

To expedite the check-in process, please remember to empty your pockets prior to the visual check

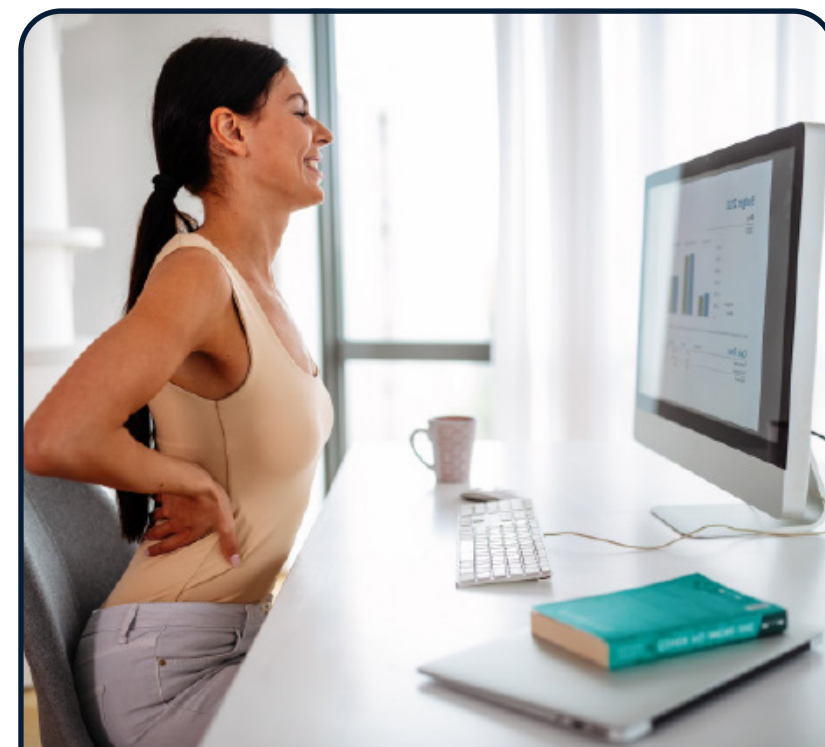
# During Your Test

## Do's

When making final preparations for your remote exam, make sure you pay careful attention to the Do's listed below.



✓ Have a clear, orderly, and well-lit room or workspace.



✓ Sit in an upright position.



✓ Test alone for the entire exam.



✓ Place your desktop / laptop on table or desk.



✓ Stay in view of your camera at all times except for allowed breaks

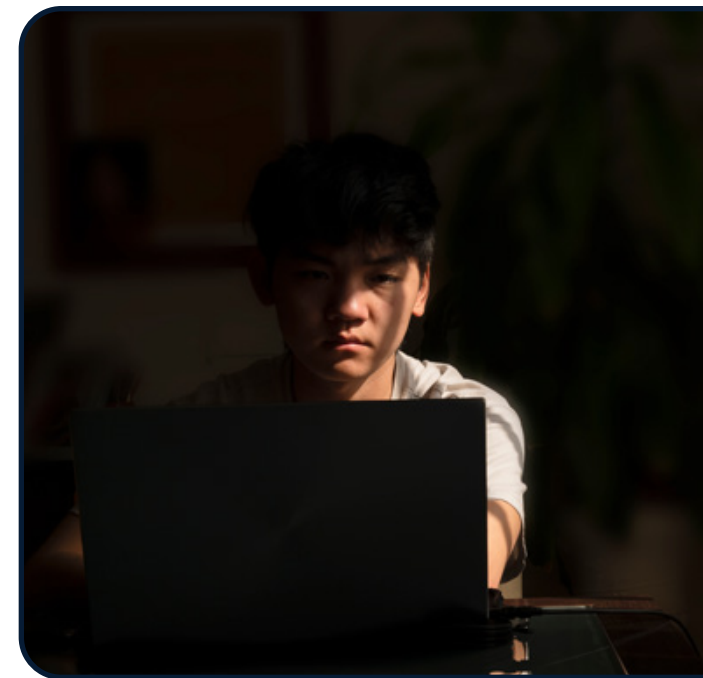
# During Your Test

## Don't's

When making final preparations for your remote exam, make sure you pay careful attention to the Don'ts listed below.



**X** Don't sit or recline in a bed or couch with computer on your lap.



**X** Don't have a poorly lit room or workspace.



**X** Don't have a cluttered or crowded room or workspace.



**X** Don't have a person(s) or pet(s) present at any time in your testing space.



**X** Don't use a dual-monitor configuration to take exam.



**X** Don't close your laptop lid if it's open during the test.

*Doing so will stop your camera, making your environment invisible and ending your exam session.*

# Getting Help During Your Exam

## LIVE ONLY

A Proctor will be monitoring you throughout the exam. You will be able to communicate with them using the chat functionality found at the top of your screen. If you experience technical issues, you may be directed to [go.prometric.com/chat](https://go.prometric.com/chat) for support.

## AI ONLY

There are no Proctors monitoring you and no chat support during your exam. If you experience technical issues during a ProProctor AI exam, you will need to exit the ProProctor application and visit [go.prometric.com/chat](https://go.prometric.com/chat) for support.

## POP IN ONLY

There are no Proctors live monitoring you and no chat support during your exam. Proctors will only join the session due to a security concern. If you experience technical issues, you will need to exit the ProProctor application and visit [go.prometric.com/chat](https://go.prometric.com/chat) for support.

# Keep In Mind

- ⊘ Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is strictly prohibited.
- ✓ Candidates are required to be professional, civil, and respectful at all times while testing.
- ✓ All exams are continuously monitored by video and audio recording and AI monitoring capabilities.

## LIVE ONLY

The Agent is authorized to dismiss you from the test session for a violation of any of the Testing Regulations, including exhibiting abusive behavior towards the Remote Proctor. If you are found to have violated any of the regulations during your exam, the Remote Proctor is required to notify Prometric and your test sponsor.

## AI ONLY

Any anomalies are tracked by the system during your exam, and a count is displayed near your webcam video. Your exam session may be reviewed to ensure that no testing regulations have been broken.

## POP IN ONLY

Any anomalies are tracked by the system during your exam. Depending on the severity of the anomalies, a proctor may join your session and conduct a security review. Upon conclusion of the review, they will either de-escalate and allow you to continue testing or terminate your exam session if there is sufficient evidence of cheating.

## Please Note

Prometric, alone or in conjunction with your test sponsor, shall then take any further action necessary to sanction your conduct, up to and including invalidation of your test score and/or pursuit of civil or criminal charges. You acknowledge that you have no right to privacy at your current location during exam delivery and that you waive any and all claims asserting a right to privacy.

If you do not wish to be recorded (either by video or audio), please notify the proctor immediately of your intent not to proceed with the exam.

Client/test sponsor practice policies shall supersede these regulations if a conflict exists.

# Confidentiality of Exam Content and Systems

The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of Prometric and/or your test sponsor.

Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g., verbal, electronic, written, etc.) for any purpose is strictly prohibited. Any reproduction or disclosure will result in immediate notification to your test sponsor and potential filing of administrative, civil and/or criminal charges against you and anyone directing or conspiring with you.

# Help and Support

## Testing Accommodations

If you require accommodations for any illness, learning or physical challenge, please contact Prometric Testing Accommodations at +1-800-789-9947, Option 3.

## Technical Support

PLEASE NOTE: If you require technical support before or during your exam, please click on the link: [go.prometric.com/chat](https://go.prometric.com/chat)