

Live Remote Proctored Test Administration

Live remote proctored (LRP) test administration allows candidates to complete their examinations from their own computers via an internet connection at a time and place of their choosing. Testing sessions are available 24/7/365, based on seating availability.

Meazure Learning uses its proprietary software, PASS™, to deliver examinations to candidates. Meazure Learning provides online, real-time monitoring of testing candidates.

The candidate's computer must have webcam capability as well as a microphone and speakers, and the environment must be private and quiet to avoid distractions and to ensure that the online proctor can hear everything at the candidate's location.

There are technical requirements, such as an adequate internet connection, to ensure that the proctor can access the candidate's computer and that the session can proceed without internet disruption. Candidates are informed of the computer specifications in advance of the testing session.

Test Scheduling

Once the candidate is deemed eligible for testing, the candidate receives the Notice to Schedule email with instructions about how to use Meazure Learning's online test scheduling system to schedule a testing appointment.

The email provides each eligible candidate with a username and password that allow him/her unique access to Meazure Learning's scheduling system.

As part of the scheduling process, candidates first confirm their demographic information, attest to Meazure Learning's privacy policy, and test their computer for both examination delivery and live proctoring system requirements. Meazure Learning strongly encourages candidates to perform the system checks during testing appointment scheduling.

Please confirm your demographic information and update if necessary.

Verify that the first name and last name you used when registering exactly match the first name and last name on the government-issued ID(s) you will present on test day.

| | | | |
|----------------------------------------------|------------------------------|------------------|----------------|
| Name | TEST KATRINA | Street Address * | STREET |
| Please contact Scantron to update your name. | | | |
| Time Zone * | US Eastern Time (-05:00) | Street Address 2 | STREET 2 |
| Email Address * | katrina.simmons@scantron.com | Country * | US |
| Home Phone * | 919-572-6880 | State/Province * | North Carolina |
| Work Phone | 919-572-6880 | City * | CITY |
| Cell Phone | | Postal Code * | 27560 |

Microphone Camera Speaker

Select your microphone

Default - Microphone (Realtek(R) A1)

Select your camera

Integrated Webcam (0bda:565a)

Select your speaker

Default - Headset (DELTON20X Han)

Retest

Congratulations! You are ready to take your online proctored test!

The automated equipment check does not guarantee your equipment's functionality on exam day.

Candidates whose computers fail the check of system requirements receive feedback on the hardware or software issues. The candidate must correct the issue, update the computer, or obtain another computer to complete the testing appointment.

The same system requirements check is included in the confirmation email, and candidates are reminded to perform the check prior to testing.

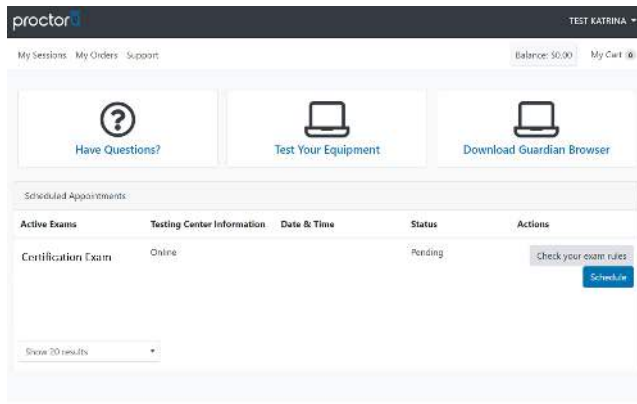
Following these administrative tasks, the candidate selects "Schedule" to proceed to testing appointment scheduling.

Before scheduling a live remote proctoring exam, please make sure that you test your system for *both* of the following system requirements:

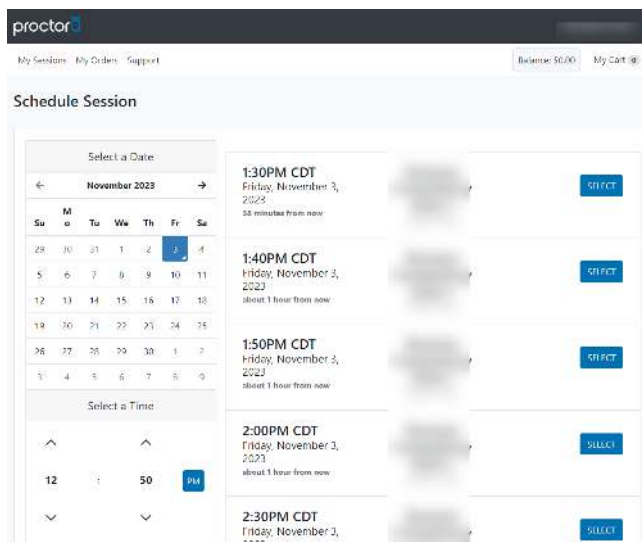
[Examination Delivery Requirements](#) (This check is not needed for AAPC exams)

[Live Remote Proctor Requirements](#)

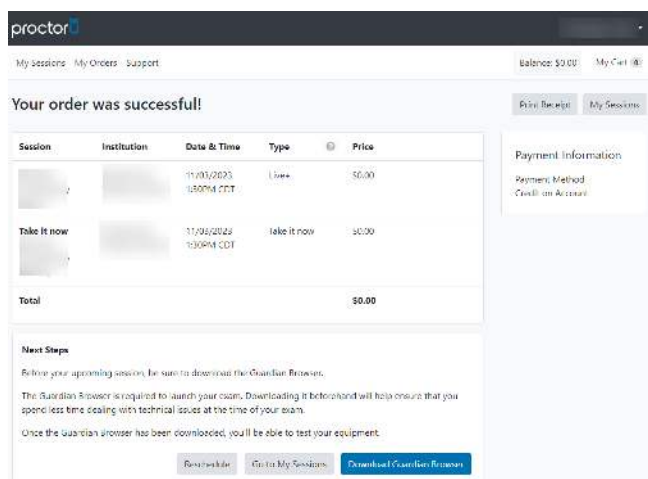
Schedule / Take a live remote proctoring exam



The candidate is directed to ProctorU's and can select "Schedule New Session" to proceed. On the scheduling page, the candidate will select the exam program and exam name to schedule a testing appointment. Only exam programs and exam names for which the candidate is eligible will appear in the dropdown lists.



Once the candidate selects the exam program and exam name, the exam duration and the scheduling window are displayed. Available testing appointments are displayed based on the selection of a date on the calendar. The select time notes the start time for the testing appointment. Once the candidate selects a date on the calendar and a time on the time grid, he/she selects "Schedule" to confirm the testing appointment specifics.



Once the candidate confirms the testing appointment, the successful scheduling is noted on the screen. Candidates also receive a confirmation notice with their testing details.

Confirmation Notice

Scheduled candidates immediately receive a confirmation notice email with the testing appointment details (date and time) and directions as well as a URL link to initiate the testing appointment at the appropriate time.

Exam Confirmation

To:

IMPORTANT: DO NOT DELETE THIS CONFIRMATION NOTICE PRIOR TO YOUR EXAM APPOINTMENT.

- You must read this entire document as it contains vital information regarding your examination.
- This notice is to confirm that you have chosen to test via Live Remote Proctoring (LRP) through the ProctorU platform.

EXAM APPOINTMENT DETAILS

You have scheduled the following appointment:

- Your examination is:
- Your appointment date and time is:
- Your exam password is:
- Please either print this confirmation or write down your exam password as you will need it for access to your examination.**
- Please note: Your exam password is different from your account password below. It is unique to this appointment and will change if your appointment is rescheduled or cancelled.

ACCESSING YOUR PROCTORU ACCOUNT

To access your ProctorU account, you must first login to your Meazure Learning account with the details below. You will need to confirm the demographics and complete the attestation statement page before you will be transferred to your ProctorU account.

NEED HELP?

On Exam Day or for technical support:
(available 24 hours a day)

- Use the chat option in the bottom right corner of your ProctorU account or
- Call 855-772-8678

Regarding registration, rescheduling/cancelling, or pre-exam questions:
(available M-F 8:30am-5:30pm Eastern)

In addition, the testing appointment is noted on the ProctorU LRP dashboard.

The confirmation notice email also provides information regarding an online tutorial of Meazure Learning’s test delivery system, Proctored Assessment System (Meazure Learning PASS™). Through the online tutorial, candidates can simulate use of the mouse and keyboard, enter responses, and become familiar with the process for reviewing items and changing responses. This tutorial is provided free of charge.

Candidates can view a sample test and testing instructions via Meazure Learning’s website:

<https://www.assessments.meazurelearning.com/preparing-for-your-test/>

Test Rescheduling and Cancellation

Candidates may cancel or reschedule their testing appointments up to 24 hours prior to the scheduled date and time of the testing appointment. Candidates must cancel or reschedule their testing appointments by accessing the online scheduling system and should refer to their Notice to Schedule email for the specific policies concerning rescheduling and canceling. To reschedule, use the link in the confirmation email and login with the username and password provided in the Notice to Schedule email.

Time to hit the books! Your next session begins in:

Scheduled for Friday November 3, 2023 1:30PM CDT

Business Competency Exam 1 — Check your exam rules

00 00 28 47
DAYS HOURS MINUTES SECONDS

Scheduled Appointments

| Active Exams | Testing Center Information | Date & Time | Status | Actions |
|----------------------------|----------------------------|-----------------------|-----------|-----------------------------------------------------------|
| Business Competency Exam 1 | Online | 11/03/2023 1:30PM CDT | Scheduled | Check your exam rules Reschedule Premium Reschedule |

From the ProctorU LRP dashboard, the candidate should select “Reschedule” to proceed. The candidate should select “Reschedule or Cancel” for the appointment they wish to modify.

For rescheduling, the candidate will be directed to a page showing the currently scheduled appointment as well as available appointments for scheduling. Once candidate selects a date on the calendar and a time on the time grid, he/she selects “Reschedule” to confirm the new testing appointment specifics. Once the candidate confirms the testing appointment, the successful scheduling is noted on the screen. Candidates also receive an updated confirmation notice with their testing details.

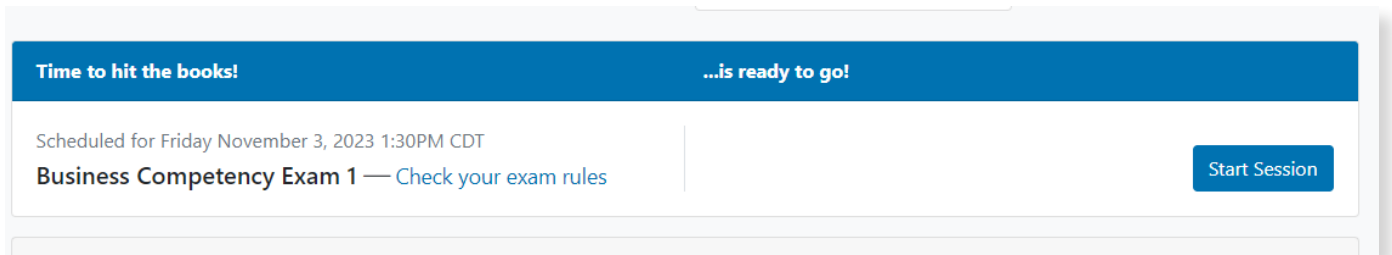
Please note: If the candidate is more than 30 minutes late to the scheduled testing appointment start time, the candidate will be considered a no-show.

Live Remote Proctored Test Delivery

With LRP, the candidate to proctor ratio is low; there are ~ 4 candidates to each proctor. When the candidate checks in for the appointment, the process may take approximately 15 minute to complete the check-in process, which includes security checks, ID verification, attestation statements, etc.

On the date and time of the candidate's scheduled testing appointment, the candidate clicks on the link provided in the confirmation notice email, entering his/her username and password from the Notice to Schedule email to return to the LRP dashboard. From the dashboard, the candidate selects "Start Session" to begin the testing appointment.

Please remember: the candidate whose computer fails the check of system requirements must correct or update the issue or obtain another computer to complete the testing appointment; candidates are expected to pass the system requirements check prior to testing.



After the system requirements check, the proctor verifies the identity of the candidate by examining the candidate's government-issued ID. The candidate may communicate with the proctor via chat features available within the live online-proctoring launch site. If directed by the proctor, or in case of technical difficulties, the candidate may contact the provider by telephone or chat.

The proctor has complete access to the candidate's computer to monitor for unauthorized activities, such as accessing other software applications, using multiple monitors, or having someone else take the examination remotely. The proctor can terminate the testing appointment for integrity reasons at any time.

As part of the login process, the candidate shows the proctor a 360-degree view of his or her environment, including the desk, by holding and moving the webcam or laptop with a webcam as directed by the proctor. After the environment check, the proctor enables the monitoring software, which allows the proctor to watch the candidate via the candidate's webcam and record video and audio during the testing appointment. When the proctor has completed the necessary steps to ensure monitoring, the candidate clicks a link to launch the examination login process.

During the examination login process, the proctor and candidate complete a dual login in which the candidate verifies his or her information, completes the candidate attestation statement, and reviews the testing rules and policies. In addition, prior to launching the examination, the candidate can review the online tutorial of Meazure Learning PASS™.

Testing time for candidates begins when the examination is launched. When candidates complete their examination, they click the "Submit Exam" button and confirm that they are ready to submit the examination. Depending on the examination, a thank-you message or an immediate score report is presented to candidates. Candidates should print this message/report.

Meazure Learning PASS™ Technical Specifications for Secure LRP Test Administration

With LRP, the candidate to proctor ratio is low; there are ~ 4 candidates to each proctor. When the candidate checks in for the appointment, the process may take approximately 15 minute to complete the check-in process, which includes security checks, ID verification, attestation statements, etc.

Requirements

- You must use a computer with admin access. If you are using a work-issued device, Admin access is required to Download
- A functioning microphone (some web cameras have them built-in); the microphone should not be part of headphones
- Headphones are generally not permitted, check with your testing organization to determine if headphones are permitted
- Purses or handbags
- A compatible browser: Guardian (If applicable), Google Chrome, or Mozilla Firefox
- Optional: Printer (to print candidate score report)
- Browser must:
 - Accept cookies from Meazure Learning's site
 - Allow popup windows
 - Support JavaScript and have it enabled
- Browser must be able to load the following:

-jQuery, a javascript library (ajax.googleapis.com)

-AJAX Content (ajax.aspnetcdn.com)

-MathJax (cdn.mathjax.org) (Can only be accessed while in the PASS test driver)

-CDN (<https://cdn.assessments.meazurelearning.com/blob.core.windows.net>) (Can only be accessed while in the PASS test driver)

- <https://www.assessments.meazurelearning.com/candidate-services/> should be made a trusted site on all computers used for testing. A trusted site is a Web site that you trust not to damage your computer

Review the following minimum and recommended requirements for your camera, operating system, upload/download speeds, RAM, ports, microphones, and browsers.

| TYPE | MINIMUM | RECOMMENDED |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Internet Connection | Wifi Connection | Wired Connection |
| PC Users | Windows 10 (Windows 10 S mode is not supported) The Guardian browser requires 64-bit Windows 10 | Windows 10 (10 S mode is not supported) |
| Mac Users | MacOS 10.13 (Oldest Still Maintained Version) | MacOS 10.15 |
| CPU | more than 2 core CPU less than 85% CPU Usage | more than 4 core CPU less than 50% CPU Usage |
| Webcam | 640x480 resolution | 1280x720 resolution |
| Internet Download Speed | 1 Mbps | 12 Mbps |
| Internet Upload Speed | 1 Mbps | 3 Mbps |
| RAM | 4 GB less than 95% Ram Usage | 16 GB less than 90% Usage |
| Connectivity Ports | 1935, 843, 80, 443, 61613, UDP/TCP | 1935, 843, 80, 443, 61613, UDP/TCP |
| Screen Resolution | 1366 x 768 | 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. | Chrome device is running the latest version of Chrome OS. |