FREQUENTLY ASKED QUESTIONS FOR REMOTE PROCTORED EXAMS

1. **WHAT IS REMOTE PROCTORING?**
Remote proctoring is an exam delivery method administered by BPS's test administration vendor, Prometric, using their ProProctor remote assessment platform. Remote proctoring provides you with the option of taking the BPS certification exam in a convenient location of your choice (i.e., at home) versus testing at a Prometric test center, provided your residence or office is located in a country eligible for the service and your chosen testing environment and systems meet Prometric requirements.

2. **WHAT DOES IT MEAN WHEN THE REMOTE TESTING EXPERIENCE IS REFERENCED AS "LIVE" REMOTE PROCTORING?**
Live remote proctoring simply means the testing session is monitored by a qualified proctor through audio-video and screen share feed in real time.

3. **WHAT ARE THE MAIN DIFFERENCES BETWEEN TEST-CENTER TESTING AND REMOTE PROCTORING?**
Location, and of course the testing experience are the main differences. Everything else is primarily the same to include the level of scrutiny built into security management/maintenance. Remote proctored exam testing is an additional testing option and not a replacement of in-person testing. Both are available alternatives for the September-October 2020 examination window. BPS has developed an In-center Testing and Live Remote Proctored (LRP) Testing Considerations resource document to help candidates consider their options when applying for the September – October BPS certification examinations:

4. **IS THE REMOTE PROCTOR TESTING OPTION OFFERED WORLDWIDE?**
Remote proctored testing is currently only available in the US and Canada during this BPS pilot due to a larger candidate pool, a higher prevalence of site closures in North America, as well as reduced seating capacity resulting from social distancing requirements. Candidates outside of the U.S. and Canada will still be able to schedule examinations at available Prometric testing centers. BPS is regularly assessing site closures in the U.S and abroad.

5. **I ALREADY SIGNED UP TO TEST AT A TEST CENTER BUT WOULD LIKE TO CHANGE TO REMOTE PROCTORING. HOW DO I DO THAT?**
To change your appointment to remote proctoring you will need to cancel your existing appointment first. Go to https://www.prometric.com/test-takers/search/bps and click on the "Reschedule/Cancel" option under the "Actions" panel, then click on the "Schedule" option in "Remotely Proctored Exam" to schedule.

6. **WHAT ARE THE SYSTEM REQUIREMENTS FOR REMOTE PROCTOR TESTING?**
To test remotely you will need the following:
• Desktop or laptop (Windows and MacOS compatible)
• Microphone or headset
• Must use a well-lit room, with a closed door, and free from background noise and disruptions • Desktop or laptop (Windows and MacOS compatible)
• Dual-monitor configurations are **prohibited**
• Webcam (at least 640 x 480-pixel resolution)
• High-speed Internet Access (i.e., recommended upload/download speed of 0.5 mbps and 1 mbps; respectively)
• Google Chrome

IMPORTANT INFORMATION ABOUT INTERNET CONNECTIVITY
• The testing platform works best when used on a wired versus a wireless network
  (if possible, connect directly to your router).
• If testing from home, ask others within the household to avoid internet use during your exam session.
• Tethering to a mobile hotspot is prohibited.

7. **HOW DO I KNOW IF MY COMPUTER SYSTEM MEETS PROMETRIC'S REMOTE PROCTORING REQUIREMENTS?**
   You can perform a ""System Readiness Check"" at the following link any time before you take your exam:
   https://rpcandidate.prometric.com/Home/SystemCheck.

8. **HOW DO I SIGN UP TO TEST VIA REMOTE PROCTORING?**
   Once you receive your Authorization to Test Letter (ATT) you may schedule your exam appointment online.
   To schedule online go to https://www.prometric.com/test-takers/search/bps, scroll down and select the
   "Schedule Your Remote Proctored Exam" option.

9. **CAN I DOWNLOAD THE PROMETRIC PROPROCTOR APPLICATION AHEAD OF TIME?**
   Yes, the ProProctor app may be downloaded at any time to your PC or Mac laptop or desk top computer.

10. **CAN I USE A TABLET OR SMART PHONE TO TAKE MY REMOTE PROCTORED EXAM?**
    No, testing must be done on a computer. Testing is not compatible with a tablet, mobile phone or a hybrid
    tablet/laptop device (e.g., Microsoft Surface).

11. **WHAT ARE THE ENVIRONMENTAL REQUIREMENTS FOR REMOTE PROCTOR TESTING?**
    To comply with the security procedures, there are various requirements for your testing environment:
    • Regardless of whether you choose to test in your home, your office, or another location, you must ensure a
      testing location that is indoors (walled), well lit, with a closed door and free from background noise and
      disruptions.
    • Your workstation and surrounding area must be free of pens, paper, electronic devices, etc.
    • No content that could potentially provide an unfair advantage during your examination, including anything
      posted on walls or within your immediate area, is allowed during your session.
    • Candidates must ensure that no one else (i.e., person or pet) is present, is audible, or enters the room for
      the duration of the exam. If this occurs, the exam will be terminated and/or results invalidated.
    • Leaving the camera view while the exam is in progress is strictly prohibited.
    • Computer View: Candidate's computer must clearly be shown and fully inspected during the check in
      process. If this cannot be accomplished with an external web-camera for desktops or mirror for laptops,
      Prometric will notify BPS.

12. **CAN I HAVE A GLASS OF WATER ON MY DESK WHEN TAKING A REMOTE PROCTORED EXAM?**
    No. Eating, drinking, smoking, and chewing gum are prohibited during the exam. However, if you have a
    medical condition that requires you to drink water or take any other action required to manage your medical
    condition please submit a testing accommodation request.

13. **WHAT DO I DO IF THERE IS AN UNEXPECTED POWER OR INTERNET DISRUPTION DURING MY REMOTE
    PROCTORED EXAM SESSION?**
    In the unlikely event, that an LRP examination is interrupted for more than 10 minutes (including, but not
    limited to, extended power outage, loss of internet connection or poor internet connection) the examination
    session will be terminated and a report filed with BPS. **To maintain the security of sensitive examination**

content, candidates will not be permitted to retest in the current examination window. However, each case will be reviewed and after review candidates may be granted an opportunity to register to retake an examination in a future testing window. Please be sure to select a testing location with stable, high-speed Internet access.

14. **IS A BREAK ALLOWED AT SOME POINT DURING THE EXAM?**
Yes, **one (1) <u>scheduled</u>, but optional, break of up to 30 minutes** is provided between Part 1 and Part 2 of the initial certification examination**. No more than one (1) <u>unscheduled</u> break will be allowed per section**, and for no more than five (5) minutes in duration. If an unscheduled break exceeds five (5) minutes, BPS will be notified. If a candidate takes an unscheduled break outside of the optional break time or during a recertification examination, that time is deducted from their examination session. Please note that the remote proctor will repeat the check-in procedure after each break (unscheduled or otherwise).

15. **CAN I USE MY WORK COMPUTER FOR TESTING?**
Doing so could be problematic due to the corporate firewalls (or VPN requirements) that most organizations have established. If you choose to test from the office, BPS strongly recommends you involve your IT team to resolve any issue well-before test day.

16. **I'VE HEARD THAT THE SECURITY CHECK-IN CAN TAKE LONGER THAN ANTICIPATED WHICH COULD RESULT IN A DELAY WITH MY EXAM START TIME. WHEN THIS HAPPENS WILL I STILL GET THE FULLY ALLOTTED HOURS TO TEST?**
Yes, you are expected to launch the exam 30 minutes prior to your scheduled appointment time to go through the Prometric security check-in process. However, delays do occur. If this should happen, rest assured that the extended time spent during security check-in will not affect your exam time and you will be provided with the fully allotted hours to test.

17. **ARE THERE TESTING ACCOMMODATIONS AVAILABLE FOR REMOTE PROCTORED EXAMS?**
BPS complies with the relevant provisions of the Americans with Disabilities Act (ADA). Currently testing accommodations are limited for live remote proctored exams, depending on the request. Approved accommodations are still available at testing centers. Candidates should complete the request for "Special Accommodations" form that can be accessed when applying, and BPS will review the request and determine whether an accommodation can be granted.

18. **CAN I USE SCRATCH PAPER WHEN TAKING A REMOTE PROCTORED EXAM?**
Options for the use of two pieces of blank candidate supplied scratch paper (or as an alternative an online digital whiteboard) will be confirmed by Prometric at the time of LRP test administration. If using blank paper candidates must show the blank paper (front and back) to the proctor during check-in. At the end of the exam, candidates must rip up the scratch paper in front of the camera so that the proctor can observe disposal of the scratch paper. Please note that the testing engine used by Prometric contains an online calculator for use during the testing session. **The use of a separate calculator is strictly prohibited.**

19. **WHAT IS PROMETRIC'S DATA PRIVACY PROTECTION POLICY SPECIFICALLY AS IT RELATES TO THE DURATION OF STORING IDENTIFYING DOCUMENTATION SUCH AS MY GOVERNMENT ISSUED PHOTO ID?**
Prometric retains examinees' test related documentation for 30 days. After that time, the information is removed from their system. You will be asked to acknowledge and consent to this as part of the privacy policy review.

20. **HOW WILL I RECEIVE MY EXAM RESULTS AFTER I TEST?**
All scores will be reported approximately 6-8 weeks following the end of the September – October Testing Window (i.e., late-November or early December 2020)

21. **HOW DOES REMOTE PROCTORED EXAM DELIVERY AFFECT BPS'S CERTIFICATION ACCREDITATION?**
Live remote proctored exams meet the standards established by BPS's accrediting body under a special exemption program, therefore, BPS's accreditation is not affected.