What technology is required by the student?
A simple webcam and access to the internet is all that is required.

Is a special webcam needed, or will any 640 X 480 camera work?
Any 640 x 480 web camera is sufficient.

Does the online proctoring work on MACs or Linux?
Yes, we can provide online proctoring for those systems as well.

Can I take my exam on a wireless internet signal?
Yes if it a strong high-speed wireless signal. We prefer a hard-wired connection.

How does the student grant the proctor remote access to their system?
The student must click a button to allow the proctor to access their computer. It is a simple applet, similar to many online conferencing applets.

Is a software installation required for remote access?
No. An applet will run on the computer while connected to the proctor.

What is the minimum bandwidth required to successfully complete an exam session?
We suggest the minimum bandwidth of 115kps.

When is support available for the online exam process and technology check?
We are pleased to offer 24/7 support! That is full live support 24-hours a day, 7 days a week.

Are students required to have any special knowledge or computer skills?
No special knowledge or computer skills needed to successfully complete an online proctored exam.

How do you protect privacy?
All of the information collected during the exam is done so securely. The online proctored exam information is stored in a fully secure environment.

How long does it take to get started before I can take my online exam?
It typically takes about 15 minutes for our proctors to set your system up to allow remote proctoring. Most of this time is spent explaining the proctoring processes and requirements for taking the online exam.

What happens if I am disconnected during my online proctored exam?
When we first connect to your computer, we enable our technology to automatically reconnect if you and your proctor are disconnected in any way during the online proctored exam. Of course, rules will be established as to how long we allow the connection loss before stopping the exam, to ensure the connection loss was not deliberate.
Can I test my system prior to my exam?
Yes, please test your system prior to your scheduled test session at any time 24-hours a day.

How will the video be used during my online proctored exam?
The webcam is designed to monitor the immediate surroundings and ensure you are the person taking the exam. We randomly ask that you rotate your webcam so we can validate your surroundings.

How do I schedule my online proctored exam?
In your Live Online Proctoring Center, click on the link entitled Schedule Your Exam. You will register with your email address and then see the proctors’ availability 24 hours a day. Simply click on the available desired time slot to schedule your exam session.

How do you authenticate the student?
We require that the student display a photo ID within the established video meeting room. This gives us visual confirmation of the student compared against their registration information (name, picture, address).

How easy is this to use?
We designed our solution with the student in mind. There is no software to install, and other than a webcam, the students only need internet access. Once students establish their initial connection, our proctor navigates them to the web pages and other areas required for the proctored exam. Our focus is on the student; ensuring they are prepared for the exam and not concerned about technology or connecting to the proctors. We also have a pre-exam test site where students and faculty can test their connections in advance. When it is time to take the exam, the students are ready to go.

Are firewalls an issue?
This system is used with many individuals, institutions and corporations. Firewalls are rarely a problem, but might be depending on the settings. For this reason, the new process allows students to take their exam from home. The student is strongly encouraged to test their system before the exam time.

Will any ports need to be "open" on the computer to run the exam session?
No ports are required to be open to run the exam session. Only a web browser is required.