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# Remote Proctoring

# Candidate Workflow



Candidate schedules exam via the CIC Test Portal on Gauge/Testcom



Candidate logs in to the CIC Test Portal on exam day



Candidates connect to live remote proctor via Guardian Browser



Candidate writes and submits exam

# Candidate Workflow



<https://measurelearning.wistia.com/medias/x8sicg86fm>

# Candidate Readiness

Your candidates' success starts with you!



## Encourage booking in advance

- Appointment availability is increased the further in advance an appointment is booked



## Encourage testing out equipment

- Prior to exam day
- No dual monitors



## Quiet, private, well-lit location

- Free from other people or distractions
- Testing at a hard surface recommended



## Launch time can range from 5-15 minutes

- Launch process does not take time away from exam time



## Online resources to be provided

- [Guardian Download Page](#)
- [Help center](#)

# Launch Process Details



## Authentication

- Acceptable photo IDs: Government issued IDs
- Proctor can check 1 or 2 IDs
- Candidates will be turned away if they cannot be authenticated



## Environment Check

- 6-point camera pan
- Remove unpermitted materials
- Monitor Scan
- Secure virtual space



## Permitted Resources

- Proctor to confirm rules with candidate
- If resources are needed, online versions recommended
- Physical materials are checked
- Review resources, rules, and breaks policy



## Person Check

- No headphones or earbuds
- Remove Watches
- Anything obstructing view of eyes (except religious headwear)

# Security and Academic Integrity Policies

Meazure Learning takes exam security very seriously. Breaches are reported in three main categories.

All incident reports (IR) will be delivered via email.



## Authentication

- Candidate is not allowed to proceed with exam if they cannot be properly authenticated.
- Candidate must have proper ID that is not expired.



## Behavioral

- If proctor witnesses suspected use of unpermitted resources, proctor will intervene and ask for behavior to stop.
- Formal incident report will follow, and candidate will be allowed to proceed as long as behavior does not continue.



## Exam Security

- If there are blatant attempts to capture exam content, the proctor will intervene and ask the candidate to stop. If the behavior continues, the proctor will ask the candidate to shut down the exam.
- Proctor will file an incident report to institution for further action.

# Remote Proctoring Support and Technical Issues

## Exam Access



At times, issues like needing assistance after being disconnected arise.

Our support team will reach out to your staff to resolve exam access issues.

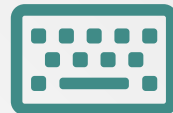


## Technical Issues

Free 24/7 technical support is available to get candidates into their exam.

Basic troubleshooting with proctor for up to 15 minutes.

## Self-Serve



24/7 support with access to an extensive resource center for self-service options for candidates.



## Exam Facilitator

Phone and email support is available by Measure staff.



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# Questions?