

IMPORTANT - Remote Proctoring Candidate Information

The following email includes **critical** information for candidates about the remote proctoring requirements and experience.

Please read the following information thoroughly to ensure you are prepared.

Candidates are responsible for testing their systems and preparing both their technology and environment for remote proctoring.

Am I ready for remote proctoring?

1. I have read the CCEB 'Technical and Environmental Requirements here: <https://cceb.ca/docs/Technical-and-Environmental-Requirements.pdf>
2. I have reviewed the information and performed the MonitorEDU 'connection test' here: <https://monitoredu.com/faq>
3. I have communicated any questions or concerns regarding the system requirements and remote proctoring to the MonitorEDU team via there chat here: ***Please note CCEB staff can not answer questions regarding remote proctoring system requirements or troubleshooting:*** <https://monitoredu.com/live-chat>
4. I have downloaded the LockDown browser available here: <https://app.fasttestweb.com/FastTest/browserlockdown/app#/weblock/download>
5. I have reviewed the LockDown browser troubleshooting information available here: <https://assesshelp.zendesk.com/hc/en-us/articles/360002359331-Troubleshooting-WebLock-Respondus-Lockdown-Browser->
6. I have completed the start time preference survey included at the end of this email.

What should I expect prior to exam day?

1. You will receive an email closer to the exam with your specific exam information which will include:
 - a. Your exam start time.
 - b. A link to the exam platform

2. You should perform a retest of the above systems one (1) week prior to the exam.
3. Confirm that you have successfully downloaded the LockDown browser. You will find it in your system downloads: **Respondus – LockDown Browser OEM**
4. Make sure you have prepared your test area:
 - a. Disconnect and remove (from the testing area) multiple monitors. Having additional monitors connected will disrupt your test experience. Ensure you have only one monitor connected.
 - b. Ensure you have an area/tripod for your mobile device to be set behind you and distant enough for the proctor to be able to see your screen and testing environment.
 - c. Ensure the test area is clear/clean/prepared including the floor, walls and desk.
 - i. You are permitted one (1) clean piece of paper and one (1) pencil and eraser in your test area.
 - ii. Ensure you have the ability to plug your computer and mobile phone (second camera) into an outlet to ensure you do not lose connectivity. This may require an extension cord.
 - iii. Make sure that you will not be disturbed during your exam. You cannot have other people in the room while you take your test.
5. Make sure you have enabled pop-ups on your computer.

What should I expect on exam day?

1. Prepare your mobile phone, which will be used as a second camera during the entirety of your exam.
 - a. Connect it to power.
 - b. Ensure you have Wi-Fi and data enabled; in the event you lose Wi-Fi, you will still be able to communicate with your proctor.
 - c. Turn the volume up on your phone so that you can hear the proctor when you are connected.
 - d. Close all applications.
 - e. Ensure your settings permit camera access.
 - f. Place your phone in do not disturb (or similar) mode to ensure you do not disrupt your test.

2. Prepare your computer.
 - a. Close any applications running in the background.
 - b. Ensure pop-ups are enabled.
3. Follow the link to the test (provided in an email you will receive which will include your test time. See above) about 15 minutes prior to your scheduled test time.
 - a. You will be at ascproctor.com. When prompted to “Select your school / organization”, click on select Canadian Chiropractic Examining Board (CCEB).
 - b. You will have to enter your name and email exactly as you did during registration. ***Your name must match the candidate list the CCEB provides to Monitor EDU***
 - c. You will be directed to a private online chatroom.
 - d. Wait for the proctor to communicate with you in the chat window. This may take several minutes as live proctors are registering other candidates.
 - e. Thoroughly read and follow the instructions provided in the chat window by your proctor.
4. Your proctor will initially provide a link that you must input into your mobile phone to create the first video (and audio) connection to your proctor.
 - a. Once connected, you can communicate verbally with your proctor.
 - b. Use the native browser for your device (iPhone = Safari; Android = Google)
5. You will then be provided a link to use on your laptop/desktop which will activate your second camera (attached to that device).
6. Your proctor will walk you through the next steps including:
 - a. Verifying your identity with your government-issued ID.
 - b. Scanning your test area.
7. You will now receive the test link.
 - a. You will now receive the test link and access code.
8. Your test will now begin.
 - a. Your three-hour test time begins when you begin the exam, not when you begin the registration process.
9. **Before beginning the exam, confirm you see YOUR NAME in the top right-hand corner of the screen. If you do not see your name, alert the proctor immediately.**

Is there anything else I should know?

1. Once you have finished your exam, you must remain in the testing environment until released by the proctor.
 - a. You should expect to be sequestered for the length of the exam time, although you may be released earlier.
 - b. **DO NOT** leave the exam testing environment until you have been authorized to do so by your proctor. **Leaving without authorization (at any time) may result in your exam being invalid.**

2. What happens if my computer connection is lost or something goes wrong during my exam?
 - a. First of all, **don't panic**. This is why we ask that you have your phone data and Wi-Fi enabled. In the event you lose the Wi-Fi connection, your proctor can communicate with you through your data connection and can ensure you have remained in secure testing conditions during the loss of connectivity.
 - b. Your proctor will help guide you through the reconnection process if required. *Remember that unique test code you wrote down earlier?* This is when you will need it.

3. What happens if I have difficulty connecting to the exam link?
 - a. Connect with MonitorEDU here: <https://monitoredu.com/live-chat>
 - b. Note CCEB staff are not able to support or troubleshoot the remote proctoring platform. **You must contact MonitorEDU directly.**

4. What happens if I need to use the washroom?
 - a. Candidates are not permitted to use the washroom during the remote-proctored examination. Please ensure you have used the washroom prior to checking into your exam.