Remote Proctor Now
Student Guide

Remote Proctor NOW

Website ............................................................................................................................... 2
Video Walkthrough ............................................................................................................. 2
Authentication ................................................................................................................. 2-8
Taking an exam .............................................................................................................. 8-12
Common Errors ................................................................................................................. 13
RPNow Student/Exam Taker Guide

Website: http://www.remoteproctor.com/rpinstall/

Video Walkthrough

Exam Takers can watch a short video walkthrough of the Remote Proctor Now system at:
http://www.screencast.com/t/dJM4WfTRI (Or, you can click the “Click here to watch...” link found on
the main RPNow website. See picture below)

Authentication

The process of Authenticating confirms the student’s identity and the exam room’s environment.

1. Choose “PC” or “MAC” based upon your Operating System.

2. Select “Run”.
   Note: The specific dialogue window may vary slightly in location and appearance, but “Run” should still be
   an option.
3. In the “Application Warning” window, select “Run”.

4. Wait for the application to finish downloading and launching.

5. Select each of the following: Organization, Exam Teacher/Sponsor, Exam.

6. Note who to contact if an item is missing.

7. Fill out your First Name, Last Name, Email, and Phone Number.
8. Select “Next”.

9. Select “Allow” to allow the system to connect to your webcam.

10. Be sure that your entire face is located within the camera’s viewing range. If not, adjust the camera (or yourself) so that you are.
11. Select “Take User Photo”.

12. The system will then snap a picture of you. Ensure that the picture is centered, clear, and can be used to confirm your identity.
If so, check the box to confirm it, and click “OK”.
If not, select “Retake Photo”. Repeat steps 11 and 12 until the picture is centered, clear, and can be used to confirm your identity.

13. After checking the box and clicking “OK”, the system will prompt you to take a Photo ID.
14. Hold your ID towards the camera and then select “Take Photo ID”.

15. Make sure the Picture is clear and legible.
   If it is, check the box to confirm it is legible, clear, centered, and can be used to confirm your identity and click “OK”.
   If not, select “Retake Photo”. Repeat steps 14 and 15 until the Photo ID in the photo is clear, legible, and can be used to confirm your identity.

16. After checking the box and clicking “OK”, the system will then display you through the webcam.
17. Click “Show Room” to show the contents of your room.
   Note: Do not rush this step. Show us the table top, under the desk, and a 360 degree span of the room. Additionally, do not move the camera too fast as the content will blur. Instead, slowly progress the camera around the room.

18. After showing the Exam Room’s Environment, return the laptop/camera to its place and select “Room Scan Done”.
   Note: Please be sure that you are again centered in the camera view and maintain this orientation throughout the exam. Be careful not to change the position of your camera or your position in front of it, or you could be flagged for not being in full view of the camera.
19. Next, select “Continue to Exam”.

20. Click “OK” in the window that opens, which confirms Authentication has been completed.

21. The system will then take you to your organization’s Course Management System (CMS) or Exam Management System.

Taking an Exam

Note: The following instructions are completed using the Software Secure, Inc internal Blackboard CMS. Specific instructions may vary based upon your institution’s CMS and any additional customizations they may have.

1. A pop-up window will display showing you how much time you have available to populate the exam’s password. (The specific amount of time varies by institution).
2. Click “OK”.

3. Once you select “OK”, an “Insert Exam Password” button, as well as a timer, will appear at the top of the page.
   Note: DO NOT PRESS “Insert Exam Password” while on the CMS login screen. Wait for further instructions. Failure to do so will result in you being unable to login.

4. Login using your standard LMS credentials.
   Note: If you do not know this information, contact your institution.

5. After logging in, select the course that you will be completing the exam in.
   Note: This should match the course you selected in “Step 5” above.
6. Next, navigate through the course material and locate the exam.

7. Once located, choose the exam.

8. Try to enter into the exam (select “Begin”, “Start”, “Take Assessment”, etc...)

9. Note the password field on the page.
10. Select “Insert Exam Password”.

11. The password for the exam will appear.

12. Click “OK”, “Enter”, “Submit”, “Start”, etc... and begin the exam.

13. Take the exam as you normally would.

14. After completing the exam, “Submit” the exam and finalize it. Click “OK” on any additional confirmation windows to confirm submission and finalization of exam.
15. You may be able to review the exam’s answers and questions, or at least confirm submission, based upon that exam’s settings.

![Test Submitted: Early American History Quiz]

Test saved and submitted.
- **Student**: student1@student1
- **Test**: Early American History Quiz
- **Course**: American History 101 A (A1HS_101-A)
- **Started**: 21/03/12 7:50 PM
- **Submitted**: 21/03/12 7:53 PM
- **Time Used**: 2 minutes

Click OK to review results.

16. **Important**: Although you have submitted and finalized the exam, the Remote Proctor Now system will still continue to record you. You must hit the “X” on the top-right of the screen, and select “End Exam and Exit Program” in order to stop recording.

![End Exam Warning]

17. Once the RPNow logo is no longer visible in the Menu Bar at the bottom of the page, you can confirm that recording has stopped.

**Note**: In the example below, recording is still occurring.

![Recording Still Occurring]

**Note**: In the example below, recording is no longer occurring (as the RPNow system is not running).
Common errors

The following error opens after the time limit has expired. You can “quit” the application, which will result in you not taking the exam, you can state “I’m in the exam now”, and the timer will not start again, or you can select “I need more time”, which will reset the time to its original amount. However, “I need more time” will only work one time—if the time limit ends again, the Remote Proctor Now system will close automatically.

The following error occurs when the exam taker has hit the “Insert Exam Password” button—but there is no password field available.

Remember: Do not hit “Insert Exam Password” while on the Username and Password page of your institution’s CMS.