

STEP

1

Watch this Video

- ▶ <http://ww.screencast.com/t/dJM4WfTRl> to familiarize yourself with the use of this system
-

2

Access the Remote Proctor NOW System

- a. Go to: <http://www.remoteproctor.com/rpinstall>
 - b. **Start System Check** – Follow the on-screen prompts to confirm your computer meets the requirements to use the Remote Proctor NOW system
 - c. Click on the **Windows** or **MAC** icon to download the required software
 - d. **Run** the application by selecting **Run** – In the “Application Warning” window, select **Run** then wait for the application to finish downloading (once installed, the software will then launch automatically)
-

3

Select your Test

- Complete the online form
- a. Select your Organization:
 - b. Select your Exam Teacher/Sponsor:
 - c. Select your Exam:
 - d. Enter your contact information then click **Next**
-

4

Verify your Identity

- Follow the on-screen prompts to verify your identity
- a. Scan your testing area using your webcam
 - b. Take a clear picture of yourself
 - c. Take a clear picture of your valid Photo ID (*Government issued ID*)
-

5

Complete your Test

- a. Click **OK** on the 5-minute timer alert (*allows 5 minutes to enter password*) (*Note: The amount of time varies by organization*)
 - b. Login (if needed) and choose your course/exam
 - c. If required, when you get to the page where you enter a password click the **Insert Exam Password** button (*very top of the screen*)
 - e. Complete the assigned test and **Submit** to confirm completion
-

6

Exit Program

Click the **X** on the top-right of the screen, and select **End Exam and Exit Program**

IMPORTANT: Although you have submitted and finalized the exam, the system will still continue recording until you exit from the program.

Getting Support

Please review the following to be sure you choose the right path for support.

- Contact Your Organization if:
 1. Unable to login to the exam's site
 2. Unable to access the exam
 3. Exam cannot be found, or the exam is no longer available
 4. An "incorrect password" error is received while trying to get into the exam and you used the "Insert exam password" button at the top of the screen

- Contact Software Secure support if:
 1. You need help navigating through the Remote Proctor website
 2. You need help (or receive errors) when attempting Authentication

If you need to contact Software Secure support, use the following options:

- By Phone: [Click here for a list of support numbers](#)
- Online Support: <http://clientportal.softwaresecure.com>
- 🖨 **Browse** the FAQs and common technical issues
- 🖨 **Submit** a ticket by registering online
- 🖨 **Chat** with Support

Software Secure Technical support is open 24/7 for students/candidates and will answer basic questions, such as navigating the website, installation, and other technical issues. More complex technical issues may require escalation. Escalations are monitored 24x7, Sunday 9PM ET to Friday 10PM ET, and 10AM-4PM ET on weekends (closed on all major US holidays).