

APMG International

ProctorU

Frequently Asked Questions



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Frequently Asked Questions

What is ProctorU?

ProctorU is the world's leading online exam proctoring solution that offers a powerful, convenient, secure alternative to traditional test centres.

How do I get started?

To get started we recommend that you watch the video to give you an idea of what to expect with ProctorU's Live+ service. Once you have watched the video, please read the instructions to ensure you meet the system requirements and secure exam conditions.

[Video Link](#)

You need to use either Google Chrome or Firefox. If you do not have either of these browsers, you need to download one of them.

Open Google Chrome or Firefox and install the ProctorU extension.

Test your equipment and schedule an appointment for your exam using the calendar. Once you have scheduled your exam, we recommend adding the appointment to your calendar, you will also receive an email reminder with your chosen exam date and time.

How do I know if my computer is compatible with ProctorU Live+?

You need to ensure you meet ProctorU's minimum requirements as shown in the "System Requirements" and have tested your equipment.

[Equipment Test](#)

We strongly recommend using a personal computer with admin rights on a home network. ProctorU advises against using work computers and networks as they often have strict security settings that prevent the software from working properly. Permission to download and run executable files from the internet is required.

If you are unable to use a personal computer, please contact us so we can discuss the options available to enable you to take your online exam.

It is essential that in your exam you have strong reliable internet connection.

Who do I contact for support?

APMG International have a dedicated 24/7 Technical Helpdesk, who are there to help you at any stage during your exam. You can contact the APMG Technical Helpdesk using the Live Chat function located at the bottom right-hand corner. Click the blue icon to start the chat. If the agents are away, please send us a message and one of our support agents will get back to you.

If your query is urgent, use the contact telephone number provided on the "[Contact Us](#)" page.

While connected to ProctorU, ProctorU have their own Live Chat and will automatically provide Technical Support if required. Should you require further assistance to the ProctorU Technical Support, please contact APMG Technical Helpdesk.

I need help with the requirements/software what shall I do?

If you require assistance with the requirements/software, please contact APMG International using the Live Chat or "[Contact Us](#)" webpage.

Can I change my exam time?

Yes, you can reschedule in the APMG Candidate Portal and you are required to give at least 24 hours' notice before your scheduled appointment. If you do not provide at least 24 hours' notice or you miss your scheduled appointment, you will need to pay a fee to be able to reschedule, so please ensure you give 24 hours' notice of any changes, to avoid the fee. APMG cannot make slots available, these are provided on a first come first serve basis.

What happens if I miss my scheduled appointment?

ProctorU will try to contact you on the phone number provided during registration. If they are unsuccessful in contacting, you will be marked as a "No Show" and you will have to pay a fee to be able to reschedule. If you are in the APMG Candidate Portal but are unable to connect to your proctor at the time of your appointment, please contact the APMG Technical Helpdesk.

What time should I arrive for my exam?

Arrive at the time of your scheduled appointment.

What do I need for the day of my exam?

- A form of government issued photo ID (i.e. Driving license, passport, military ID). You may be asked to provide a secondary form of photo ID.
- A small mirror, reflective surface or camera enabled mobile phone to show the proctor there is nothing attached to your computer screen.
- A working webcam and microphone.
- A reliable internet connection.
- A private, well-lit room.
- An erasable whiteboard if required.

How do I connect to my proctor at the time of my scheduled appointment?

Return to the APMG Candidate Portal and you will see a countdown, click "Connect to your proctor" to begin the process and follow the on-screen instructions.

Does my exam begin when I connect with ProctorU?

No, the allotted time for your exam does not begin until the exam has been unlocked by your proctor and you click "Start Exam".

Will I have the same proctor throughout my exam?

Throughout your exam, your proctor may occasionally change because of breaks and shift changes. However, you should not be interrupted by the change of proctor.

Are breaks allowed during my exam?

Your proctor will let you know whether any breaks are allowed during your exam.

Can I use a headset or headphones during my exam?

ProctorU do not allow headset or headphones to be used in your exam. You will be asked to remove the headset or headphones before you start your exam. Failure to follow this instruction may result in your exam results being void."

Am I allowed to take notes during my exam?

Only if you are using an erasable board and marker pen. We do not allow scrap paper during your online exam. You are required to show the Proctor your erasable board before the exam and notes must be erased in front of the Proctor after the exam, see board rules below.

Board rules (Dry-wipe board/wipe clean tablets/Dry-erase boards):

- No Paper is allowed on the work area.
- APMG will not provide the boards, however it will allow candidates to use their own boards if they wish to take notes during the exam.
- Candidates will need to show a clear board before starting their exam.
- Candidates will need to accept they may be asked to show the board/desk from time to time during the exam.
- If a candidate refuses to wipe their board clean at the end of the exam session their result will be voided.

Will the Proctor be able to access my computer files without my knowledge?

No, the Proctor cannot access your computer files without your knowledge. Proctors can view the screen, move the mouse, and control the keyboard as if they were sitting next to you. The Proctor's actions are shown and logged in the chat window. The entire session log is reviewed and saved. ProctorU will keep a 7-year record of what actions the Proctor took while accessing your computer.

What will be downloaded to my computer?

ProctorU use Support-LogMeIn Rescue software for remote control, which is a common, trusted remote control software. Details can be found at <https://secure.logmein.com>.

This will not install anything onto your computer such as viruses or malware. A security prompt will appear on your desktop advising you of any additional software downloads. Scripts are run on start up to disable 3rd party screen capture software and to determine whether you are using a virtual machine.

How do I uninstall the ProctorU extension after my exam?

Instructions on how to uninstall Google Chrome extensions can be found [here](#)

Instructions on how to uninstall Firefox extensions can be found [here](#)

Where can I find ProctorU's Privacy Policy, Terms of Service, Compliance, and Accessibility Statement?

[ProctorU's Privacy Policy](#)

[ProctorU's Terms of Service](#)

[ProctorU's Accessibility Statement](#)

[ProctorU's Compliance](#)

How long will it take for my exam result to be released?

After you have completed your exam and notified your proctor that you have finished your exam, you should receive a provisional score after submitting your exam. Your exam will then be sent back to APMG for official marking. Please allow up to 2 working days for your official results to be released. You will receive an email from APMG International with your results. If you have successfully passed your exam, you will receive another email to let you know that your e-certificate and digital badge will be ready to collect in your Candidate Portal. You will have to log into your Credly account to download your e-certificate and generate your digital badge. Please allow a further 2 working days for the email about your e-certificate and digital badge. If you need to discuss the release of your results or the creation of your e-certificate and digital badge, please [contact us](#).

How can I claim my digital badge?

Most of our certifications include a digital badge, please [click here](#) for more information.

Where can I find more certifications?

Please visit our website for more information – [APMG International](#)

I don't see my question on the list. How can I get more information?

Please either contact our [Customer Interaction Team](#) or [Technical Helpdesk](#) - please also check [ProctorU's FAQ](#).

How can I provide feedback?

We value your feedback and strive to deliver the best service possible. To improve our service, we would greatly appreciate any feedback you can give about your training provider, our website, ProctorU and your overall experience. Please [click here](#) to provide any feedback.