

Exam Confirmation

To: {5}

IMPORTANT: DO NOT DELETE THIS CONFIRMATION NOTICE PRIOR TO YOUR EXAM APPOINTMENT.

- You must read this entire document as it contains vital information regarding your examination.
- This notice is to confirm that you have chosen to test via Live Remote Proctoring (LRP) through the ProctorU platform.

EXAM APPOINTMENT DETAILS

You have scheduled the following appointment:

- **Your examination is:** {0}
- **Your appointment date and time is:** {4}
- **Your exam password is:** {1}
- **Please either print this confirmation or write down your exam password as you will need it for access to your examination.**
- *Please note: Your exam password is different from your account password below. It is unique to this appointment and will change if your appointment is rescheduled or cancelled.*

ACCESSING YOUR PROCTORU ACCOUNT

To access your ProctorU account, you must first login to your Measure Learning account with the details below. You will need to confirm the demographics and complete the attestation statement page before you will be transferred to your ProctorU account.

- **Web Link:** <https://assessments.measurelearning.com/registration>
- **Account Username:** {2}
- **Account Password:** {3}

NEED HELP?

On Exam Day or for technical support:
(available 24 hours a day)

- Use the chat option in the bottom right corner of your ProctorU account or
- Call 855-772-8678

Regarding registration, rescheduling/cancelling, or pre-exam questions:

(available M-F 8:30am-5:30pm Eastern)

- [Email Us](#) or
- Call 919-572-6880

HOW TO ACCESS YOUR EXAM

On your exam day, log in to your ProctorU account using the details above. *Please keep your cell phone with you until the proctor instructs you to store your phone and belongings away from the exam area.*

ONCE YOU HAVE LOGGED IN ON EXAM DAY:

- Click the "Start Session" button to begin connecting with your proctor.
 - Please note the start session button will not be live until 3 minutes prior to your scheduled exam start time.
- Your proctor will complete the check in process and log you in to the exam.
 - You must have your exam password and government issued ID readily available upon logging into your exam session.
 - Please plan for the check-in process and procedures to take 15-20 minutes prior to beginning your exam.

- If there are technical issues lasting longer than 15 minutes the proctor will transfer you to a technical support agent for further assistance. If you are unable to begin your exam within 30 minutes of your appointment time, you may request to reschedule your appointment. **If you proceed to start the examination following technical troubleshooting, you are confirming that you are aware you are starting the exam past your appointment time and will not be eligible for a retake on the basis of the exam starting late.**
- The timer for your exam will not start until you are presented with the first question of your exam (the login process does not take away from your exam time).

PLEASE NOTE: You must stay online after submitting your exam. Do not disconnect from the exam until the proctor dismisses you. Your proctor will have two or three quick procedures for you to follow before disconnecting. If you disconnect from the exam before your proctor has dismissed you, ProctorU will send a report to Meazure Learning, who may inform your exam sponsor.

REQUIRED PREPARATION PRIOR TO EXAM DAY

- Read this email in its entirety, including the “Important Exam Day Information” section.
- **Ensure you have full administrative privileges for the computer you plan to use for your exam.**
 - Please be aware most work-issued devices do not allow full administrative privileges for employees.
 - PC computers are recommended; however, MACs are also acceptable
 - Please Note: Chromebooks, tablets, iPads, dual/multiple monitors, and projectors are not permitted to be used as a testing device.
- Ensure you have the Guardian Browser downloaded. [Click here](#) to download.
 - [Click here](#) for help center articles on the Guardian Browser
- To minimize any disruption during your exam, it is required that you perform a system check prior to taking your exam.
 - To check your system for ProctorU's environment, login to your ProctorU account and click Test Your Equipment.
 - Please note: the system check only verifies the internet speed, webcam function, and microphone function at the time the check is performed and does not guarantee that you will not experience technical difficulties on exam day.
- If using a Mac computer, please review the following support page prior to the exam day: [MacOS X Catalina and Big Sur Users](#)
- **Optional:** To watch a video tutorial of the Live Remote Proctor experience using the Guardian Browser, [click here](#).
 - [Click here](#) to access System Requirements
 - [Click here](#) to access our Help Center

RESCHEDULING AND CANCELLATION POLICY

Please refer to your Notice to Schedule email for the specific policies concerning rescheduling, canceling, and/or transferring testing windows. Rescheduling and cancellation requests must be submitted no less than 24 hours in advance of your scheduled testing appointment. If you fail to appear for your scheduled testing appointment, you will be considered a no-show candidate. See the test sponsor's candidate handbook for information on no-show, reapplication, and retesting policies. To reschedule or cancel your exam, access your ProctorU account with the details from above in the "**ACCESSING YOUR PROCTORU ACCOUNT**" section of this email.

- *If you reschedule your exam, the password on this confirmation notice will be invalidated, and you will receive a new confirmation notice with a new password. If you reschedule your exam and do not receive your new confirmation notice with the new password within 24 hours, please contact Meazure Learning immediately.*

IMPORTANT EXAM DAY INFORMATION

ADMISSION REQUIREMENTS:

- Have a current (non-expired), government-issued photo identification with signature (driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will NOT be admitted without proper identification. **Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees.**

- Original documents are required
- Your first and last name on this notice must match the first and last name on your identification exactly. **Nicknames are not acceptable.**
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice to be admitted. Presenting name change documentation (marriage license, etc.) at the time of the appointment is not acceptable.
- Please contact Meazure Learning at least one week prior to your testing appointment if you if you have questions or need to update your name.

GENERAL INFORMATION:

- The room you test in must be a private room. Public spaces such as library, computer lab, or coffee shop may not provide adequate private space. The testing room must be well-lit, quiet, and only accessed by you during the examination. You should be seated at a hard surface like a desk or table, and preferably with your back to the main room entrance. Standing desks will not be permitted.
- You will be required to do a room scan before your exam can begin. This will include a 360-degree pan of the room in which you are testing; therefore, **please be sure that your webcam can be rotated to view the entire room and workspace including behind your computer and underneath your desk. In addition, you will be required to show your computer monitor from a reflective surface such as a mirror or cell phone.** If you use a cell phone, the proctor will instruct you to store the phone away from the exam area after completing the room scan.
 - Your desk space must be completely clear of any items not approved for use on your exam (see list of prohibited items below).
 - You must be alone in the room throughout the test. Friends, relatives, pets, and children will NOT be allowed in the room, or in the vicinity, in which you are testing.
 - You may not use dual or multiple monitors during the exam. If you have a second monitor, please unplug it, and place it out of reach.
- You will be required to show your computer monitor with a reflective surface such as a mirror or cell phone. If you use a cell phone, the proctor will instruct you to store the phone away from the exam area after completing the check.
- Your computer must be plugged into a power source (you may not rely on battery power for the exam). The computer must remain plugged in for the entirety of the exam session.
- The proctor must be able to see you (webcam) and hear you (microphone) for the entirety of the exam session.
 - Please ensure you remain within the webcam frame. If you do not, the proctor will ask you to please adjust your camera.
 - The room in which you are testing must be well lit to ensure visibility for the proctor.
- All programs that aren't needed for the exam (**including VPN**) must be shut down.
- Once your exam has started, no talking unless you are asking the proctor a question. **You are not permitted to read exam questions out loud.**
- If your exam timer runs out, your exam will auto-submit.
- Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back into your exam. Upon logging back into the exam, you will resume at the first unanswered question. Your exam time remaining will be the same as it was when the internet connection was lost. Even though internet connections are secure, candidates are strictly prohibited from attempting to access any information, programs or websites while testing.
- **Connecting with the proctor:** If you have difficulty connecting to the proctor to start your test, contact Proctor U support at 1-855-772-8678. If you continue to not be able to connect or access the test, you may ask to reschedule. However, once you access the exam and see exam content, you will not be able to reschedule if you are disconnected and are unable to reconnect.
- **Disconnections:** You must NOT continue with the exam if you are disconnected from the proctor. Doing so may invalidate your exam and prevent you from retesting. You will receive a popup message to reconnect to the proctor. If you need assistance reconnecting, please contact ProctorU support at 1-855-772-8678. If you are unable to complete your examination, you must contact candidatesupport@meazurelearning.com within 24 hours of your appointment.

PROHIBITED ITEMS:

- All candidates are expressly prohibited from having the following items in the room in which they are testing:
 - headphones or earbuds,
 - watches of any kind,
 - cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials,

- book bags, luggage, purses or handbags,
- additional computers, monitors, PDAs, iPods, mp3 players, pagers, or other electronic devices with one or more memories,
- coats and jackets (Please note that sweaters and sweatshirts without pockets or hoods are permitted.)
- Hats, hoods, or other headwear are not permitted in the examination room unless required for religious purposes. All items are subject to inspection by the proctor if suspicious behavior is detected.
- Any person, including friends, relatives, pets, and children
- The following items are prohibited unless expressly permitted in the exam specific information section below:
 - Calculators
 - Scratch paper/Whiteboard
 - Notes, books, dictionaries, or language dictionaries
 - Personal writing utensils (i.e., pencils, pens, and highlighters)
 - Food

EXAM SPECIFIC INFORMATION:

- Restroom breaks are **not** permitted during the exam.
- If your exam does not allow a break, you may not leave your seat at any time or for any reason during the exam. If you do not remain in your seat the proctor will end your exam session and your exam fees will be forfeited. Please use the restroom before the start of your exam.
- You are permitted to use the online calculator built into the exam software. You may NOT use a physical/handheld calculator during the exam.
- You are permitted to use 2 sheets of blank scratch paper during the exam and one writing utensil. You may only take notes on the permitted scratch paper during the exam and may not take notes on any other materials.

Please note: This exam is delivered via Live Remote Proctoring (LRP). By taking this exam, you are attesting that you understand that your examination session, including video, is recorded and may be saved for up to two years. The recordings will be deleted no later than two years after the exam date. By agreeing to take this exam, you agree to have your examination session recorded and reviewed by the testing agency and testing program owners.

CONTACT US

For questions on your exam day or for technical support:

- Use the chat option in the bottom right corner of your ProctorU account or
- Call 855-772-8678
- *Technical support is available 24 hours a day, 7 days a week!*

For questions about your registration, exam instructions, or feedback following your exam:

- Email Us at candidatesupport@meazurelearning.com
- Call 919-572-6880
- *Candidate support is available during our business hours M-F, 8:30am-5:30pm Eastern Time.*

Best wishes as you prepare for the assessment.

