

Online proctored exam: User guide

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Getting ready for your online proctored exam

Please review the entire guide **before your exam session**. This will help you confirm your equipment requirements, familiarize yourself with the examination interface, and assist you in connecting with your proctor on the day of your exam.

Test takers who do not follow the steps below or those late for their exam may have their exam session terminated and be responsible for the costs associated with scheduling another exam.

Before the exam day

Verify technology requirements

Confirm that you have access to a computer that meets the following requirements.

Minimum requirements	
Operating system	Windows 10 or later Mac OS 11.0 or later All recent compatible versions of ChromeOS (extension workflow only)
Browser (extension workflow only)	Chrome
Connectivity	3 Mbps (3072 Kbps) upload and download speed (mobile hotspots and tethering are discouraged)
Webcam	640x480 resolution
Microphone	All microphones other than those built into headphones are permitted
Speakers	Built-in external speakers are required
RAM capacity	8GB
CPU	4 cores at 2.4ghz
Monitor resolution	1366x768
Ports	UDP/TCP 80 UDP/TCP 443

Getting your computer ready

- Test your internet connection speed using a service such as speedtest.net, and confirm that you have at least 5 Mbps.
    - Any speed lower than 5 Mbps may cause the connection with your proctor to be unstable.
    - Test your connection at a time and in a place similar to when you will take your exam.
- Install the Guardian Browser.
    - There is no need to sign in or create an account at this stage, as it will be taken care of on the day of the exam.
- If you are using a work computer or a computer with restricted access, ensure that you have the permissions to install third-party software.
    - During the connection process, you will be required to install the Logmein Rescue software which will put you in contact with your proctor.

Getting ready in ProctorU

- Confirm that you are able to log in to your myACP and ProctorU accounts.
    - Keep your username and password in a safe location, readily available for the day of the exam.
- Complete the "Platform Tutorial" to ensure you are comfortable with the Meazure platform and confirm your computer passes the "Test Your Equipment" check. Both are available on the exam portal, just below where the exam is listed.



- Confirm you are registered for your exam and review the date and time of your exam.
    - Note that times are listed by 24-hour clock (e.g., 03:00 is 3:00 a.m., 15:00 is 3:00 p.m.). **Double-check your scheduled time!**
- If you are having difficulty with any preparatory steps, you can create a help ticket with Meazure at least 48 hours before your exam.

Review your environment

- Identify a quiet, well-lit room where you can be alone during your exam, facing the computer, ideally with your back toward the door so your proctor can clearly see whether anyone else enters the room.
- Consider putting a “Do Not Disturb” sign on the door and inform your household members you are writing an exam.
- You must be seated at a desk or hard table; testing on a bed, couch, or floor is prohibited.

Meeting identification requirements

- Review the identification requirements in **Appendix A**.
    - Using a passport is recommended for a quicker and smoother authentication process.

On the day of the exam

Organizing your space

- Clear your desk of all material (phones, tablets, scrap papers, etc.).
- Remove any watches, non-religious head coverings, and headphones/earbuds.
- You are permitted a clear beverage in a clear, spill-proof container.

Getting your computer ready

- Ensure your computer is plugged into a continuous power source.
- Use only one monitor; any additional monitors or docks must be disconnected and stored away from your desk.
- Restart your computer, then open only the Guardian Browser to connect to your session.
- Disable your browser’s pop-up blocker.
- Quit and fully close any applications open on your computer.
    - Click here to see examples of prohibited applications that may result in your session being terminated.

Other materials to prepare

Ensure you have the following resources readily available at your desk:

- Government-issued photo identification (passport preferred),
- ACP registrant credentials (the same email and password that you used to book the exam), and
- A copy of your exam confirmation email (printed or electronic).

Logging in

- Log in to your account at least 15 minutes before your exam starts.
    - This will ensure you have enough time to troubleshoot any issues or seek help if required.
- Complete the “Test Your Equipment” check once again to make sure your system is up to date and operating as expected.

Starting the exam process

- The “Launch exam” button will only appear at your exact start time.
    - A countdown will indicate the time left before the exam is made available.
    - Once the countdown reaches “0,” the button will change from “Details” to “Launch Exam.”
- Click on the “Launch Exam” button.
    - The “Launch Exam” button will only be available for 15 minutes from the exact start time indicated on your booking.
- At this time, you will be connected to an online proctor who will walk you through the identity verification and equipment and environment screening processes. This time does not count towards your two-hour exam time.

Troubleshooting

- Ensure you are accessing the right exam (i.e., that you are not trying to access the Platform Tutorial).
- If you still cannot launch the exam once the countdown reaches “0,” refresh the page in your browser.
- If you are experiencing issues, it is important to immediately contact ProctorU for support.
    - You have limited time to connect to your proctor before the system marks you as a “no-show” for your exam.
- Reach out to the Support Team by calling 1-855-772-8678 and selecting Option 1, or by using the Chat Support feature.

Reminders

- Washroom breaks are **not** allowed during the exam.
    - It is recommended you use the washroom prior to your exam start time.

Connecting with your proctor

You are now ready to start the connection process with your proctor! The time spent connecting to your proctor, confirming your ID, and screening your device and environment may take up to 45 minutes. This time does not count towards your two-hour exam time.

- When scheduling your exam, plan for at least **three hours** for the entire exam process.
- You will be prompted to download the one-time use Logmein Rescue software/applet to connect to a proctor.
    - Please be patient during this process; it is possible you will have to wait for a while before the connection starts.
    - During the wait, do not try to refresh, reload, or leave the page to restart the process.
- Once you are connected, you will meet the proctor, who will request access to your computer.
- Your proctor will complete the following steps with you:
    - confirm the exam you are about to take,
    - request to see your identification,
    - review the exam rules (duration, material allowed, etc.),
    - review your equipment (applications closed, only one monitor, etc.), and
    - review your physical environment (confirm that you are the only person in the room, desk is clear, etc.).
- You may be asked to perform a monitor scan to verify the appearance of your computer.
    - You will be asked to use your cell phone's front-facing camera to show the proctor your computer.
- Your proctor will then ensure that your cell phone is placed out of reach.
- Remember that the exam session is fully recorded—any suspicious behaviour, including reading questions aloud or talking to yourself, will be reported to ACP and may invalidate your exam results.

You can watch a three-minute video outlining how you will be connected to a proctor (note the video has no audio).

Completing the exam

At this stage, you should be connected to your proctor, have completed the authentication process, and covered the rules of your exam.

- You will now be prompted to agree to the exam rules by checking the box at the bottom of the instructions on your screen.
    - Once this is checked, you will be able to start your exam, and your exam clock will start.
- During the exam, you will have access to the Standards of Practice for Pharmacists and Pharmacy Technicians, the Standards for the Operation of Licensed Pharmacies, and the NAPRA National Drug Schedules database through links embedded in the exam portal.
    - You will **not** have access to the "Search" functionality within these windows.
    - No external resources are permitted.
    - You will have a section to take notes on the exam platform.
- If you have any questions or concerns during the exam, you can message your online proctor using the chat feature.
- Once you have completed the exam, click "Submit Assessment" at the top right of your screen.
    - You will be prompted with a pop-up window, giving you one last chance to review any unanswered or bookmarked questions.
- Once you click the "Submit Exam" button, you will not be able to go back and access your exam, even if you still had some time available.
    - Once your answers are submitted, they are final and cannot be changed.

After the exam

Within three hours of completing the exam, you will receive your results via email.

If you are unsuccessful, you must wait at least five days before attempting the exam again.

Rescheduling or cancelling exam

You can reschedule or cancel the exam when it is more than 24 hours before the start time. If your exam is scheduled to start in under 24 hours, you will no longer be able to cancel an exam, and you may be responsible for a late cancellation fee that must be settled prior to being able to rebook the exam. You can pay this fee by logging into myACP, clicking on the Jurisprudence Exam tile to access the scheduling platform, going to Products > ACP Cancellation Fee, and paying there.

Appendix A

In order to start your exam, a valid form of identification will have to be shown to your proctor via the webcam. The following forms of identification are accepted, in order of most preferred/easiest to validate:

- international passport; or
- government-issued ID with photo and full name in English language letters, such as
    - driver's licence,
    - Health care card, or
    - National Identification Card.