

Remote Proctor NOW Quick Guide

STEP

1

Watch this Video

- ▶ [PC Video](#) or [MAC Video](#) familiarize yourself with the use of this system
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2

Access the Remote Proctor System

- Go to the site provided to you by your faculty/exam sponsor
- Start System Check** – Follow the on-screen prompts to confirm your computer meets the requirements to use the remote proctor system
- Click on the **Windows** or **MAC** icon to download the required software
- 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)

Note: Only one monitor is allowed while using the RPNOW software. Please disconnect any additional monitors (turning them off may not work, they must be unplugged)

3

Select your Test

Complete the online form as required:

- Select your Organization
 - Select your Exam Teacher/Sponsor
 - Select your Exam
 - Enter your contact information then click **Next**
 - Terms and Conditions (Occurs the first time you use the system)
 - Pre-Exam Advisory (Will occur for each exam)
 - Organization-Specific Information (Optional by organization – will occur for each exam)
 - If required, a [Payment Page](#) will display
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Verify your Identity

Follow the on-screen prompts to verify your identity

- Take a clear picture of your valid Photo ID (*Government issued ID*)
 - Scan your testing area using your webcam
 - Seated as you would to take your exam, take a clear picture of yourself
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Complete your Test

- Optional by org: Choose your exam URL or CMS
- Click **OK** on the x-minute timer alert (*allows x minutes to enter password*) (*Not available to all institutions*)

- c. Login (if needed) and choose your course/exam
 - d. If required, when you get to the page where you enter a password click the **Insert Exam Password button** (*very top of the screen*) (*Not available to all institutions*)
 - e. Complete the assigned test and **Submit** to confirm completion
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6

Exit Program

Click the **X** or “**Close**” button 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.

Call your school’s Helpdesk when:



1. Cannot login to <Insert you LMS name here>
2. You do not know where the exam is, or the exam is no longer available
3. You are getting an "incorrect password" error while trying to get into the exam

Contact Software Secure support when:

1. You need help with navigating through the Remote Proctor website
2. You need help with (or are getting errors when) you attempt Authentication

Software Secure technical support is available 24/7 for students/candidates.

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

- By Phone: call the number provided by your school or click [here](#) to find the right number to call for your school/org.
- Online Support: <http://clientportal.softwaresecure.com>
 -  **Browse** the FAQs and common technical issues
 -  **Chat** with Support

For the System Requirements, [click here](#) or go to <http://clientportal.softwaresecure.com/support/index.php?/Knowledgebase/Article/View/252/0/system-requirements-remote-proctor-now>