

Live Proctoring Test-Taker Guide



International Council for Machinery Lubrication

Equipment Requirements

Meazure Learning's ProctorU exams require the Guardian Browser. [Download it here](#). We recommend using our [test-it-out feature](#) to check the computer you will be using on exam day.

To test through the ProctorU platform, you will need a computer that fulfills the following system 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 & 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 or external speakers are required.
RAM	8GB
CPU	We recommend 4 cores at 2.4ghz
Monitor Resolution	1366x768
Ports	UDP/TCP 80 UDP/TCP 443

Here are some important rules to keep in mind when testing:

- You will not be permitted to test with remote control software running on your computer. Applications like TeamViewer, GoToMyPC, AnyDesk, etc.
- You will only be permitted the use of a single monitor when testing, all others must be disconnected.
- Mobile devices, such as tablets or cell phones, are not supported.
- Headphones are not permitted.
- You will not be permitted to take your exam from within a virtual machine. You will be asked to reconnect using your host operating system to take your exam.
- You will not be permitted to use Apple Bootcamp to take your exam.
- Unlicensed/inactive versions of Windows and Test Builds/Modes are not permitted.

How to Accept an Exam Invitation

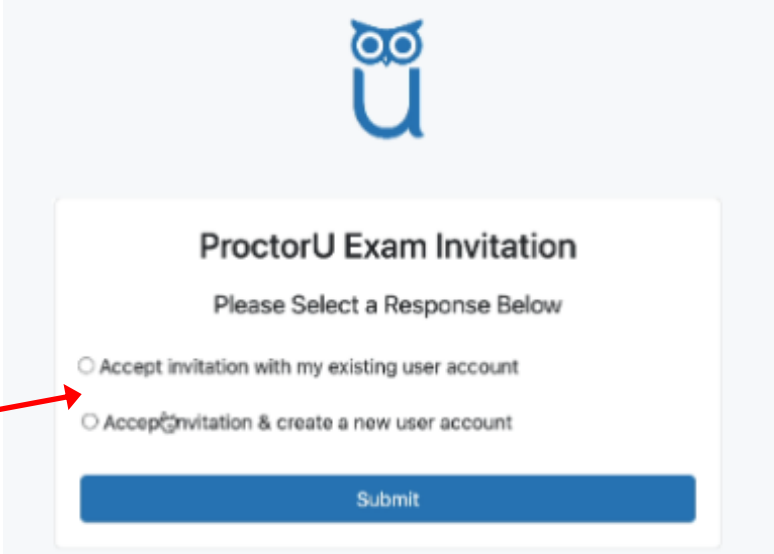
Before you can schedule or take an exam with ProctorU, you must create an account. Click on the URL link provided by ICML, then you will receive an invite to create an account and schedule your exam.

Follow the process below when you receive an invite via email. Once you have accepted your exam invitation you will need to [Schedule Your Exam](#). **Your invitation is valid for 6 months; be sure you schedule your exam within this period.**

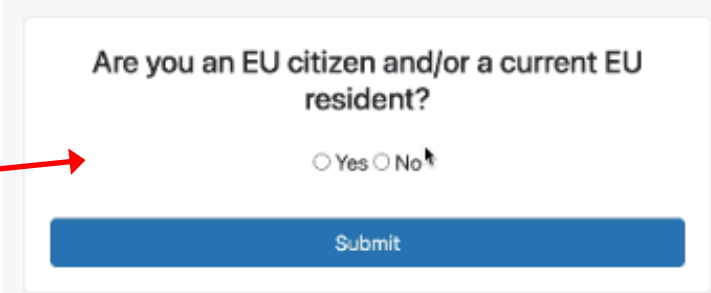
1. **Click on the link provided** to you by ICML.
2. You will then be prompted to select one of the following:
 - **If you have a ProctorU account**, select **“Accept Invitation with my existing user account.”** You will be prompted to log in using your credentials.
 - **If you DO NOT have a ProctorU account**, select **“Accept invitation & create a new user account.”** You will be prompted to go through the steps of creating your New User Account. Enter your First name, Last name, email address, time zone, and agree to the ProctorU Terms and Conditions and Privacy Policy before selecting **“Create Account”**. **SAVE YOUR USER ID AND NEW PASSWORD** for future login to the ProctorU site – Password managers and stored passwords will not work with Guardian.

3. Select the answer to this question “Are you an EU citizen and/or a current EU resident?”


4. Once you have signed in or created your account, select **“Accept Invitation and schedule exam now.”**



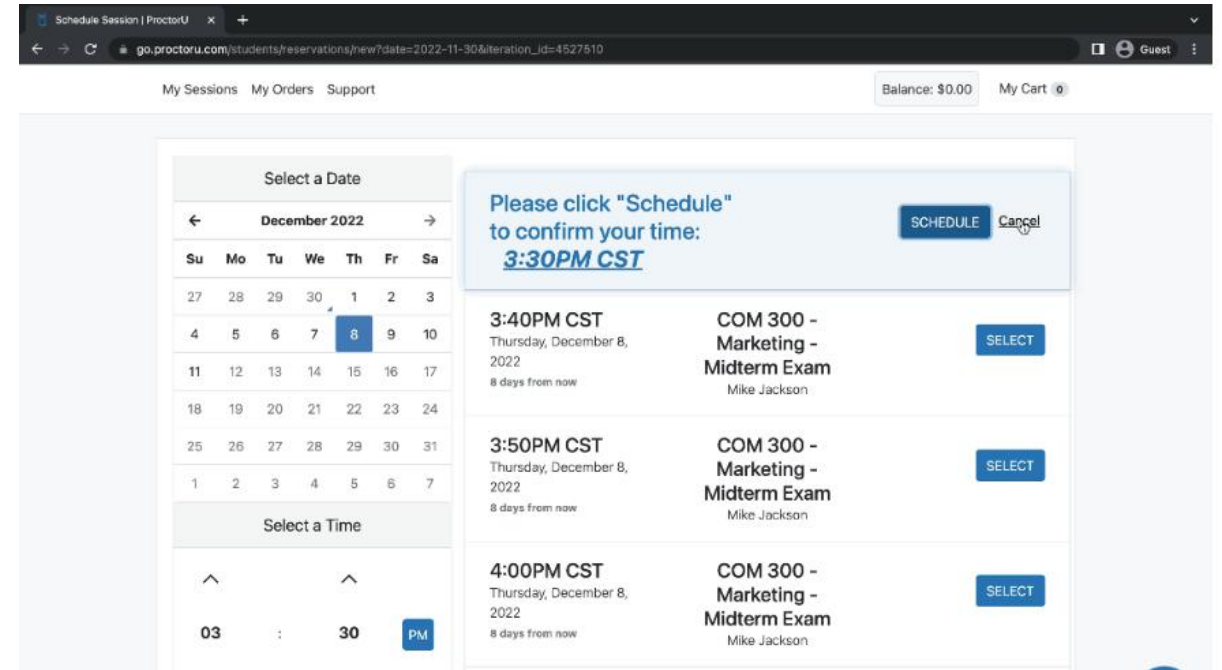
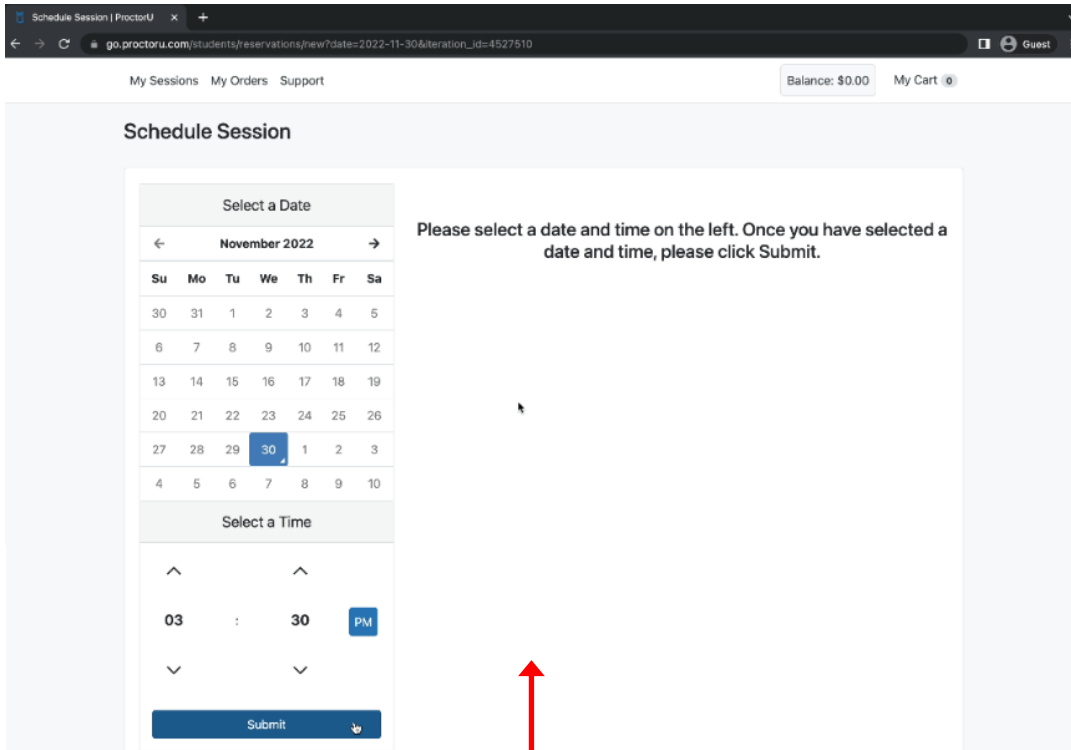
The screenshot shows the ProctorU Exam Invitation form. At the top is the ProctorU owl logo. Below it, the text reads "ProctorU Exam Invitation" and "Please Select a Response Below". There are two radio button options: "Accept invitation with my existing user account" and "Accept invitation & create a new user account". A blue "Submit" button is at the bottom. A red arrow points from the second step of the instructions to the second radio button option.



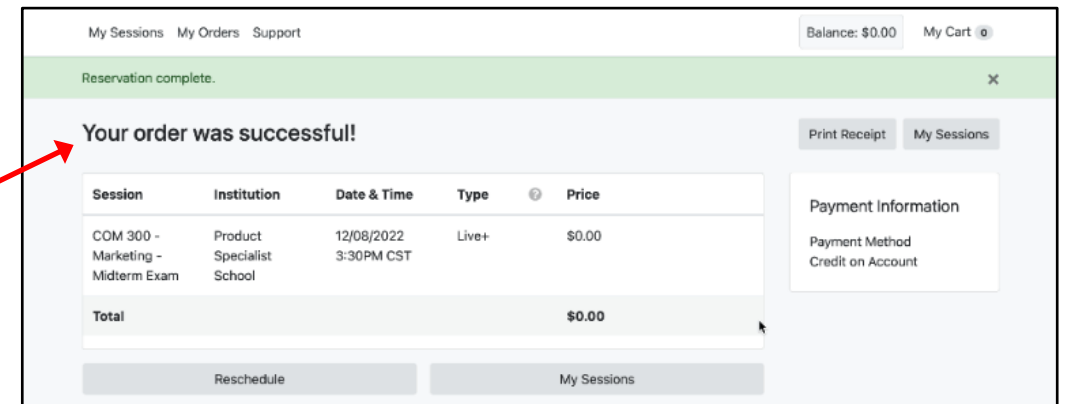
The screenshot shows a form asking "Are you an EU citizen and/or a current EU resident?". Below the question are two radio button options: "Yes" and "No". A blue "Submit" button is at the bottom. A red arrow points from the third step of the instructions to the "Yes" radio button.



The screenshot shows the ProctorU Exam Invitation form with exam details. The text reads "ProctorU Exam Invitation", "COM 300 - Marketing - Midterm Exam", and "Product Specialist School". A blue button at the bottom says "Accept invitation and schedule exam now". A red arrow points from the fourth step of the instructions to this button.



- Scheduling a session is based on slot availability. Exam appointments are available 24/7 and require a minimum of 72 hours advanced scheduling. On the scheduling page, **select the date and time you want to take your exam.** Click **"Submit."**
- When the date and time populate, select one of the options and **press the "Schedule" button.**
- Your exam is scheduled when your cart says, **"Your order was successful!"**



On-Demand Scheduling Features & Fees

ProctorU offers on-demand scheduling features, and this allows candidates to schedule tests on an “On-Demand” basis. There are two (2) On-Demand Scheduling types, which are defined below:

1) **Take It Soon:** "Take It Soon" allows candidates to schedule a test 24-72 hours prior to the selected test time and incurs an additional fee of \$8.00 USD.

2) **Take It Now:** "Take It Now" allows candidates to schedule a test less than 24 hours prior to the selected test time and incurs an additional fee of \$12.00 USD.

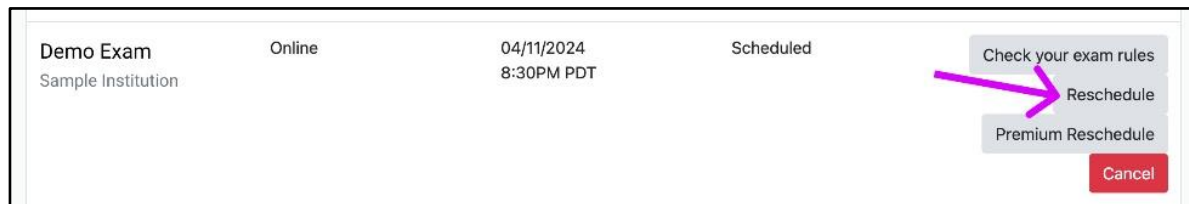
If you select one of these options, charges must be paid with a credit or debit card at the time of scheduling.

To avoid On-Demand Scheduling charges, please be sure to schedule or reschedule any online proctoring reservation more than 72 hours in advance.

How Do I Reschedule My Exam?

To **reschedule your exam** log into go.ProctorU.com, go to "**My-Sessions**" page and select "Reschedule" next to the exam you would like to reschedule.

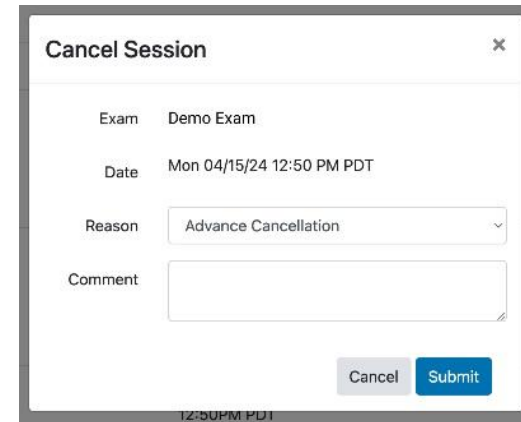
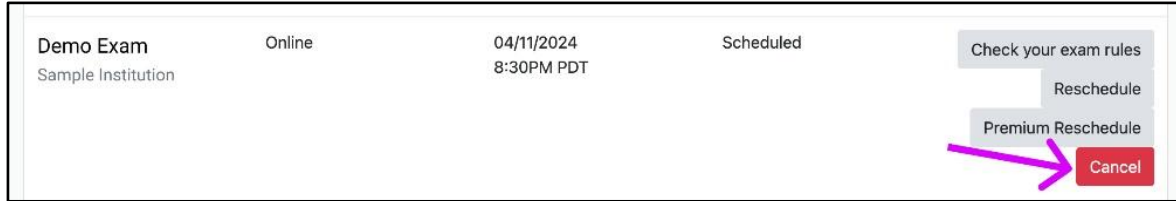
- Please note: If you need to reschedule your appointment but do not yet have a new date confirmed, **do not cancel the appointment**. Instead, reschedule it for the farthest available date. Canceling an exam appointment invalidates your link, and a new link must be issued before you can reschedule.



How Do I Cancel My Exam?

To cancel your exam log into go.ProctorU.com, go to "My-Sessions" page and select "Cancel" next to the exam you would like to cancel.

Any cancellation must be requested within 60 days from the date of your application payment. Requests after this period will not be considered.



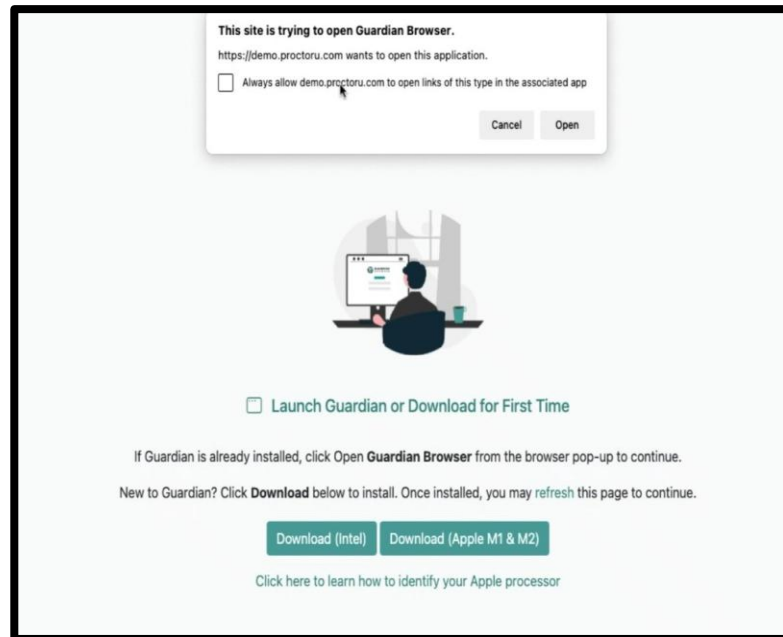
- You will be presented with a pop-up asking you to give a reason for the cancellation. Once you've provided a reason, click "Submit" to cancel the exam.
- You may reschedule or cancel any exam appointment at no cost using your ProctorU account, as long as you do so more than 24 hours prior to its start time. If the start time of your scheduled exam is less than 24 hours away, you will no longer be able to change your appointment at ProctorU. Instead, please choose one of the following options below and contact ICML at registrations@lubecouncil.org with your request.
 1. If you want to reschedule the exam appointment, ICML will send a link for a new ProctorU invitation after receiving your payment of a \$40 rescheduling fee.
 2. If you want to cancel, then ICML will refund your application payment minus a \$40 cancellation fee.
- If your exam appointment was NOT successfully fulfilled for any reason*, you may contact ICML at registrations@lubecouncil.org to request a new invitation link or a cancellation refund, following the same procedures described above.

*Reasons may include, but are not limited to: wrong time zone, power outage or other technical issues, insufficient system specs, unsatisfactory room environment, tardiness, etc. Candidates are responsible to ensure their system requirements are met.

Launch Process - What to expect on exam day

Exam Day Checklist: Before logging in to take your live-video online proctoring exam:

- ✓ Have a non-expired government-issued ID ready.
- ✓ Be located in a private, well-lit room with no one else around you.
- ✓ Ensure you have your login information (user name and password)
- ✓ Clear your workspace of any unpermitted resources and electronic devices (except cell phone).
- ✓ Close all third-party programs and unplug any secondary monitors.
- ✓ Remove your sunglasses, earbuds or headphones, and remove any **non-religious** head coverings.
- ✓ Make sure to [download the Guardian Extension](#), close all programs and restart your computer.
- ✓ Make sure to [test your equipment](#).



proctoru Anthony Bellegarde

My Sessions My Orders Support Balance: \$15.00 My Cart

This is a test-taker banner. It can be customized and used to remind test-takers of important information.

Have Questions? Test Your Equipment Download Guardian Browser Schedule New Session

Time to hit the books! Your next session begins in:

Scheduled for Monday April 15, 2024 2:10PM EDT
Scorpion Live+ Exam - Guided Launch — [Check your exam rules](#)

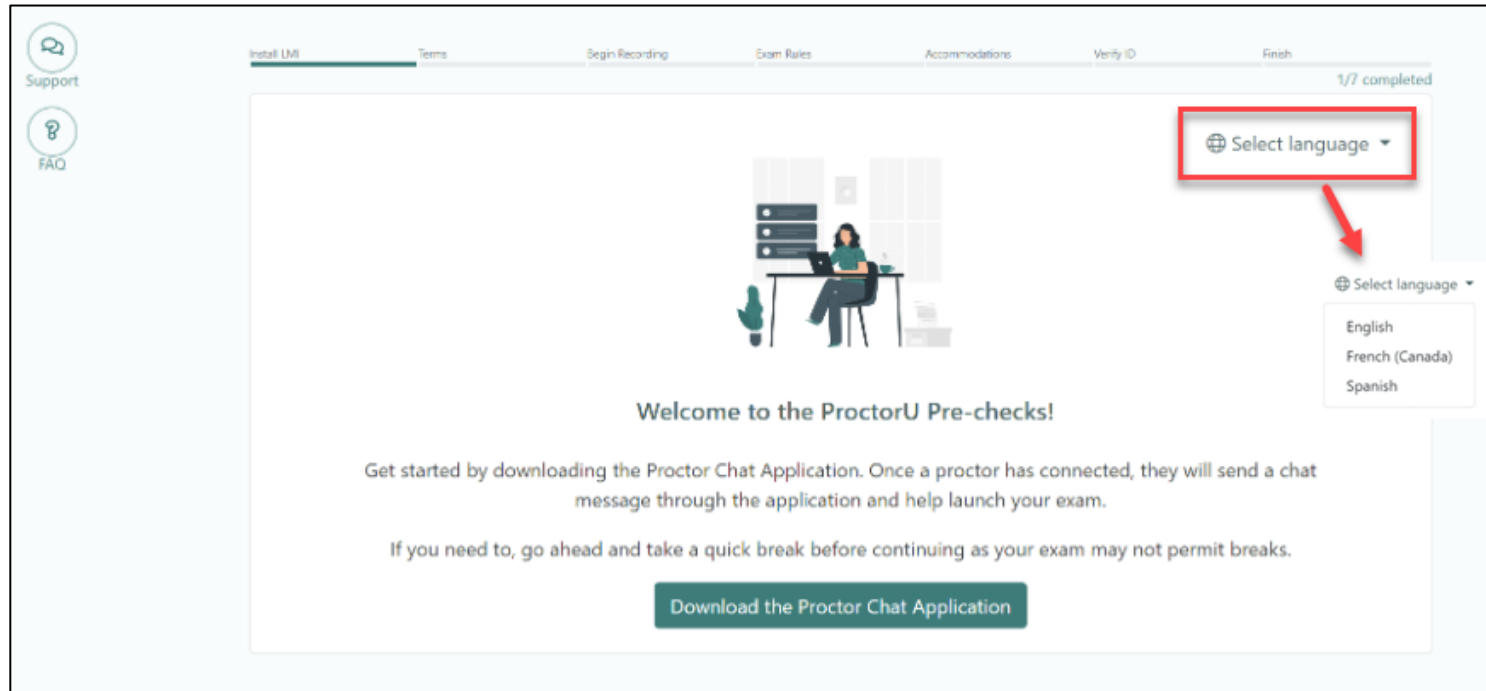
06 DAYS **23** HOURS **45** MINUTES **44** SECONDS

Scheduled Appointments

How to select a language in Guardian Browser

NOTE: You must have an exam scheduled and be on a Pre-Check page to change the language.

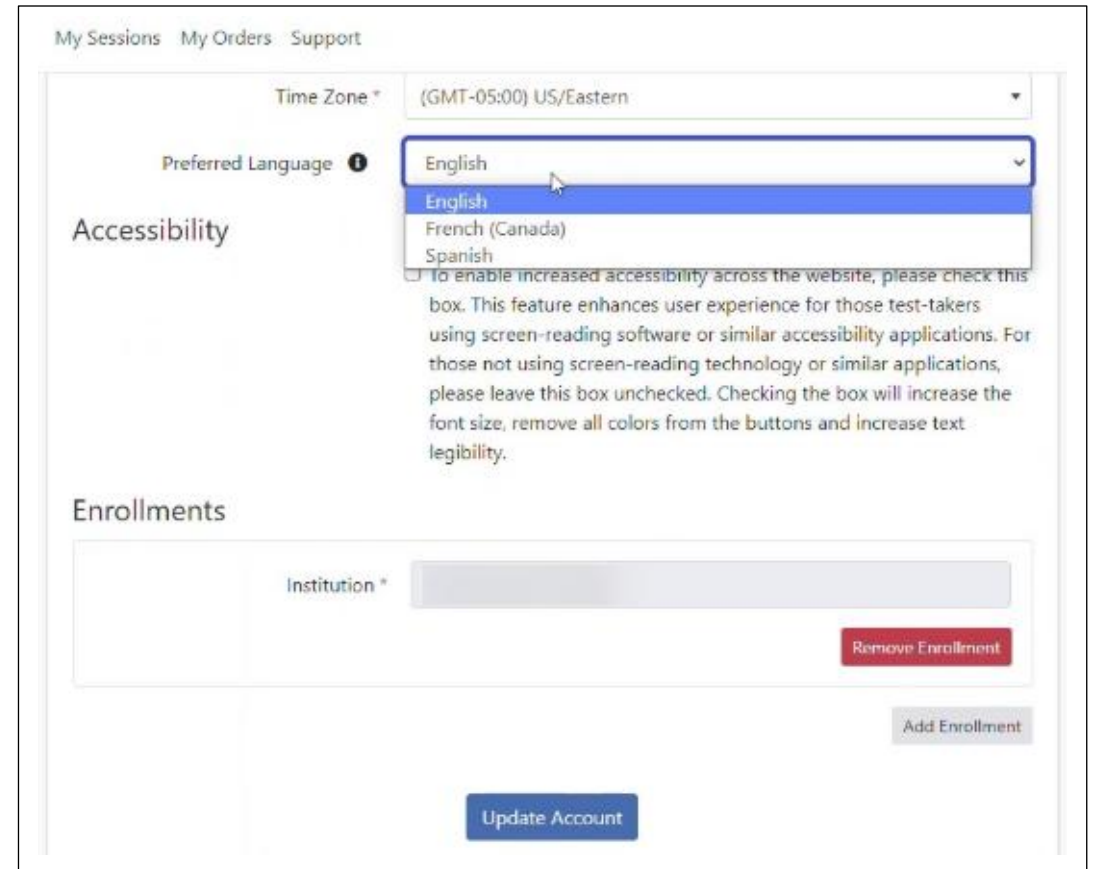
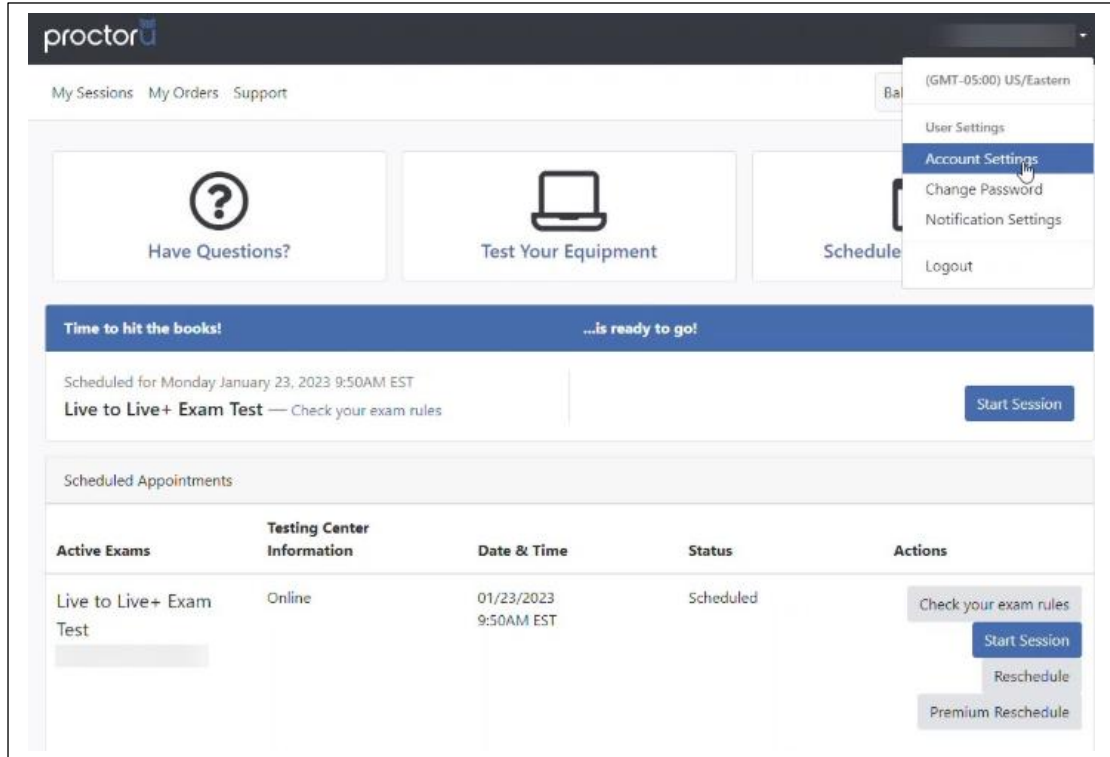
In the top right corner of the Pre-Checks page, you will see "Select language." Change the language, if necessary.



How to select a language in Guardian Browser Continued

Log into your ProctorU account

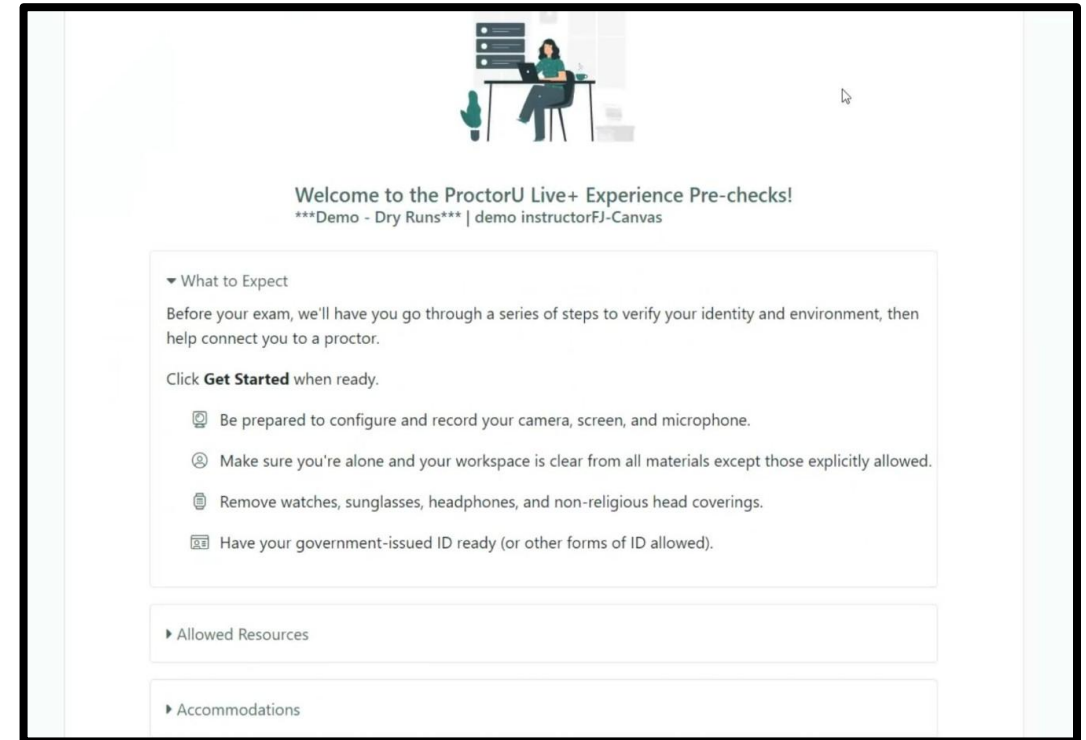
1. Find the drop-down menu next to your name at the top right of the screen
2. Navigate to "Account Settings"
3. Navigate to "Preferred Language" and choose from the languages listed in the drop-down
4. Click "Update Account"



Download the Proctor Chat Application. This application will allow you to connect with your Proctor. If prompted, click Open or Allow to give the file permission to run. Non-English speakers are allowed to use Google Translate to communicate with proctor. Ask the Proctor to communicate in your preferred language.

Tip: Do not close the Chat window. The proctor will be with you shortly, though it may take a few minutes for your proctor to connect.

Exam Launch Process – Proctor Chat Application

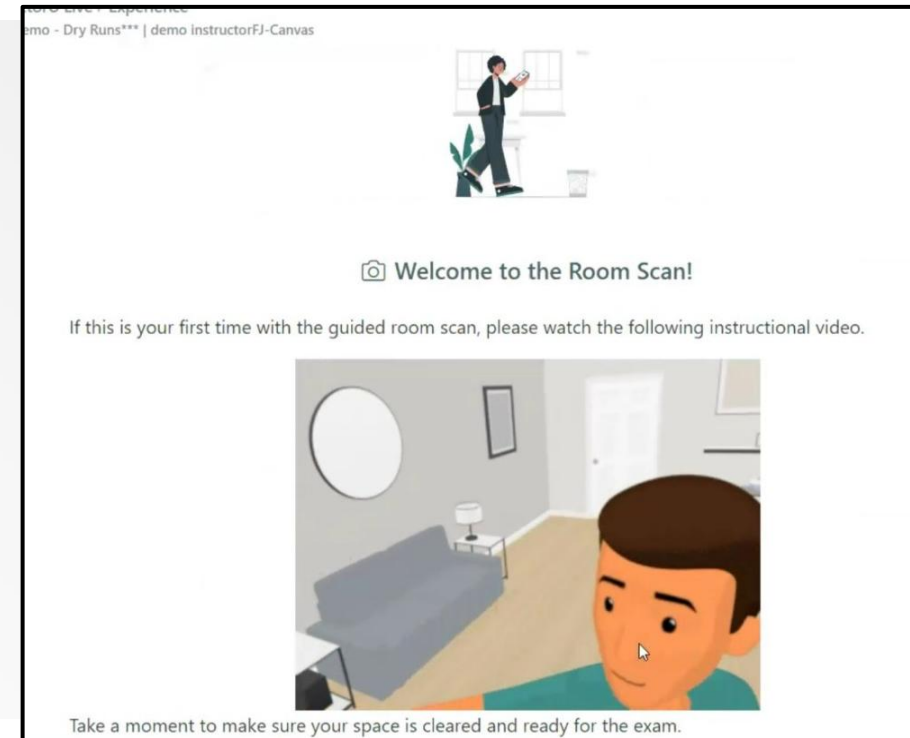
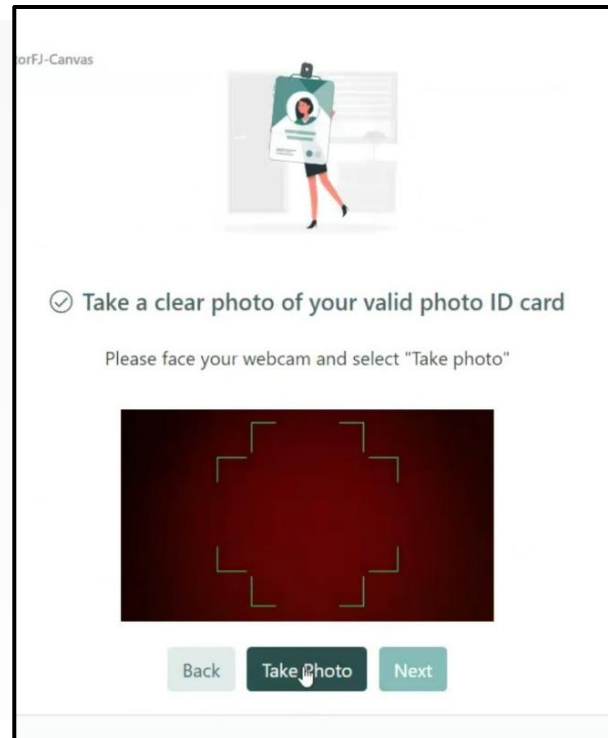
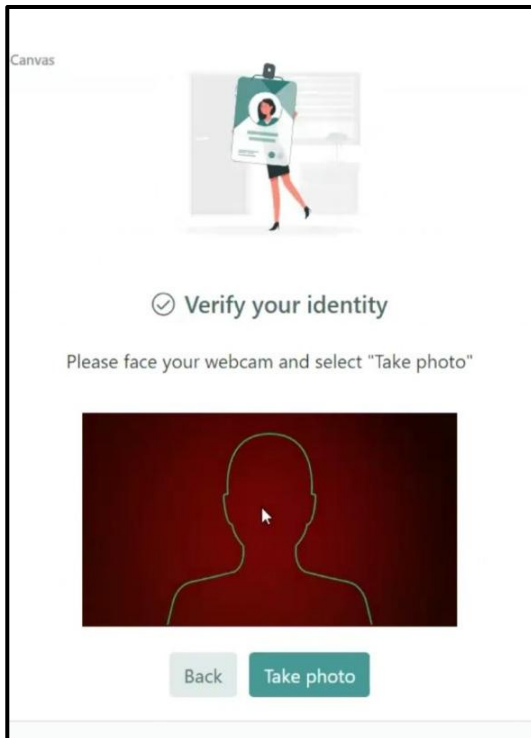


Exam Launch Process

While you wait for your proctor, click Next to continue through the exam pre-checks on your screen. You will run through a series of steps during the pre-checks.

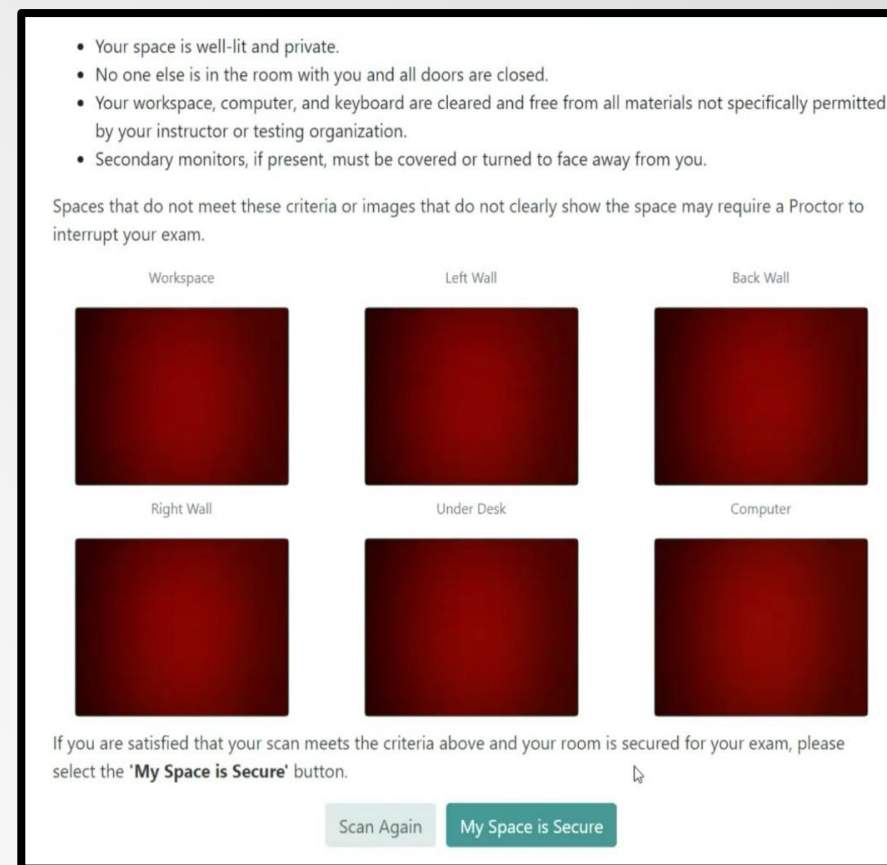
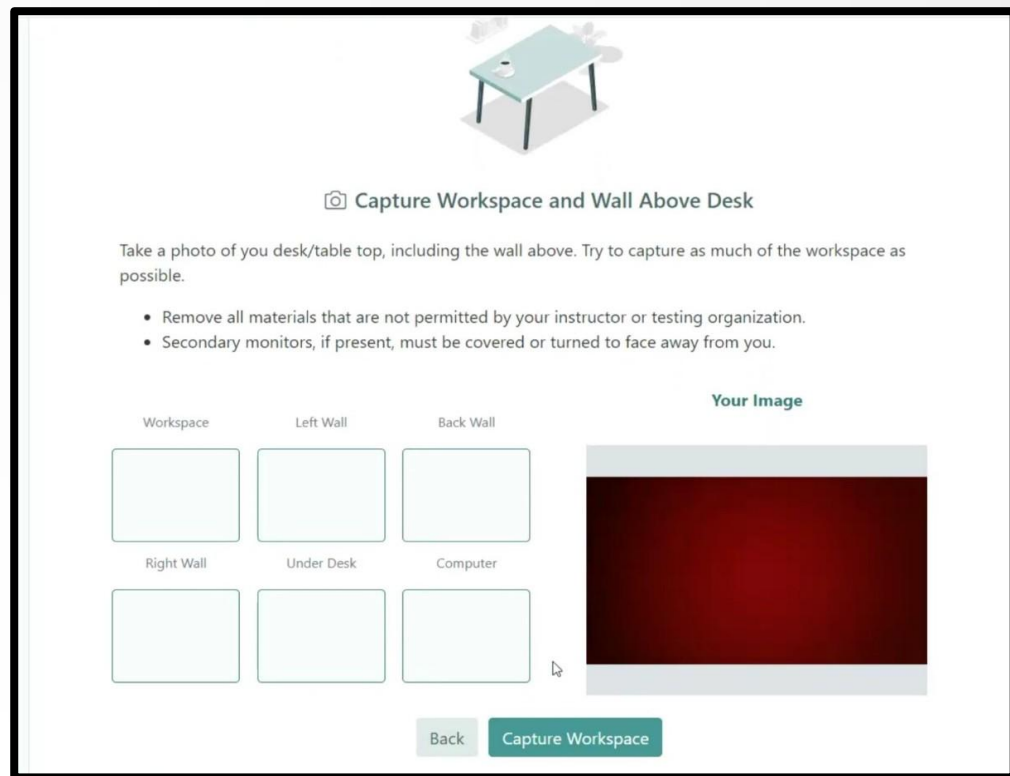
1. Agree to terms of use; click **Next** in order to continue
2. Share your webcam, microphone, and screen; click in **“Begin recording and continue”**
3. Review and agree to exam rules; click **Next** in order to continue
4. Take a photo of yourself
5. Take a photo of your government-issued I.D.

Once connected, your proctor will review the photo you took and confirm your identity documentation.



6. Review and confirm your exam's rules.
7. Next perform an environmental 360-degree scan to see your workspace and take photos of your desk/table and all four walls of your exam room (including the area behind/beside the computer, on the desk in front of the computer screen, the ceiling above the desk, and on the floor), to capture as much of your workspace as possible.
 - a. The last picture will be of your computer. You can use your cell phone (or a mirror if cell phone is not available) to reflect the image of your computer and keyboard.
 - b. You will be asked to remove any unpermitted materials, so remove all unpermitted materials (and disconnect secondary monitors) before taking pictures of your space.

Upon joining your session, the proctor will assist you with this process as necessary, review your photos, and then ask you to remove your cell phone from the exam area.





📷 Capture Computer/Keyboard

Using a reflective surface such as a phone camera or mirror, take a photo of your computer.

Make sure your computer and keyboard are cleared and free from any materials not specifically permitted.

Example



Your Image

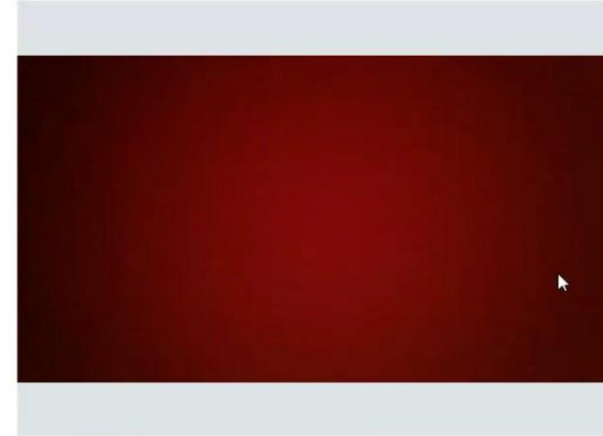


Back

Capture Computer

📷 Cell Phone Check

Cell phones and other devices must be placed out of your reach during your exam. Take a moment to place your device(s) in a spot behind you and out of reach.



Devices are out of reach



✅ Setup Complete! Exam will Begin Once Connected to Proctor

Average wait time: 1 minutes

Great Job! Things to know before your exam:

- ✅ We will automatically direct you to your test once connected to a proctor.
- ✅ Your Exam timer will not start until you're redirected into your exam.
- ✅ For security you will be automatically locked out of all other applications during the exam.

How To Get Help – The ProctorU Support Team

The Help Center

A quick and easy way to [self-service](#) any questions you or your students may have.

Phone Call

Give us a call at [+1-855-772-8678](#). Average wait time is [under 30 seconds](#) and calls are managed at a [1:1 ratio](#).

Support Chat

The most preferred method to receive assistance -- [About 1 minute and 30 seconds](#) wait time.

Submit a Ticket

Reach out by selecting [“Contact Support Team”](#) in The Help Center.