



**ProctorU tests:
What you need to know.**



ProctorU

Contents

Contents.....	1
Introduction.....	2
Who are ProctorU	2
What is Live Remote Invigilation with ProctorU.....	2
What is the role of the Training Provider	2
Timeline Overview	3
Reasonable Adjustments & Accommodations	4
Reasonable Adjustments	4
Accommodations	4
Booking, Re-scheduling, Cancelling	5
Test Booking	5
Re-Scheduling or Cancelling a test	5
Apprentice Info.....	6
Preparing the Apprentice.....	6
Absent Apprentice	6
Tech Requirements	7
Additional Requirements	7
Un-Supported Devices.....	8
TalkTalk	8
Internet Connection	9
Minimum Speeds	9
Test Requirements & Rules.....	12
Un-Permitted Testing Locations	12
Rules	12
Data FAQ's	13
Where will the ProctorU data be stored	13
Who is ProctorU data visible to?	13
Where are the invigilators based?	13
How long will the Proctor data be kept for?	13
Further Information	14

Introduction

The following guidance will help prepare you and the Apprentice with live remote invigilation using the ProctorU service.

Who are ProctorU

Innovate Awarding works with ProctorU to offer a live remote invigilation service (also known as proctoring) for your On Demand test. ProctorU is one of the leading providers of remote proctoring and integrity safeguards for online testing and assessments

What is Live Remote Invigilation with ProctorU

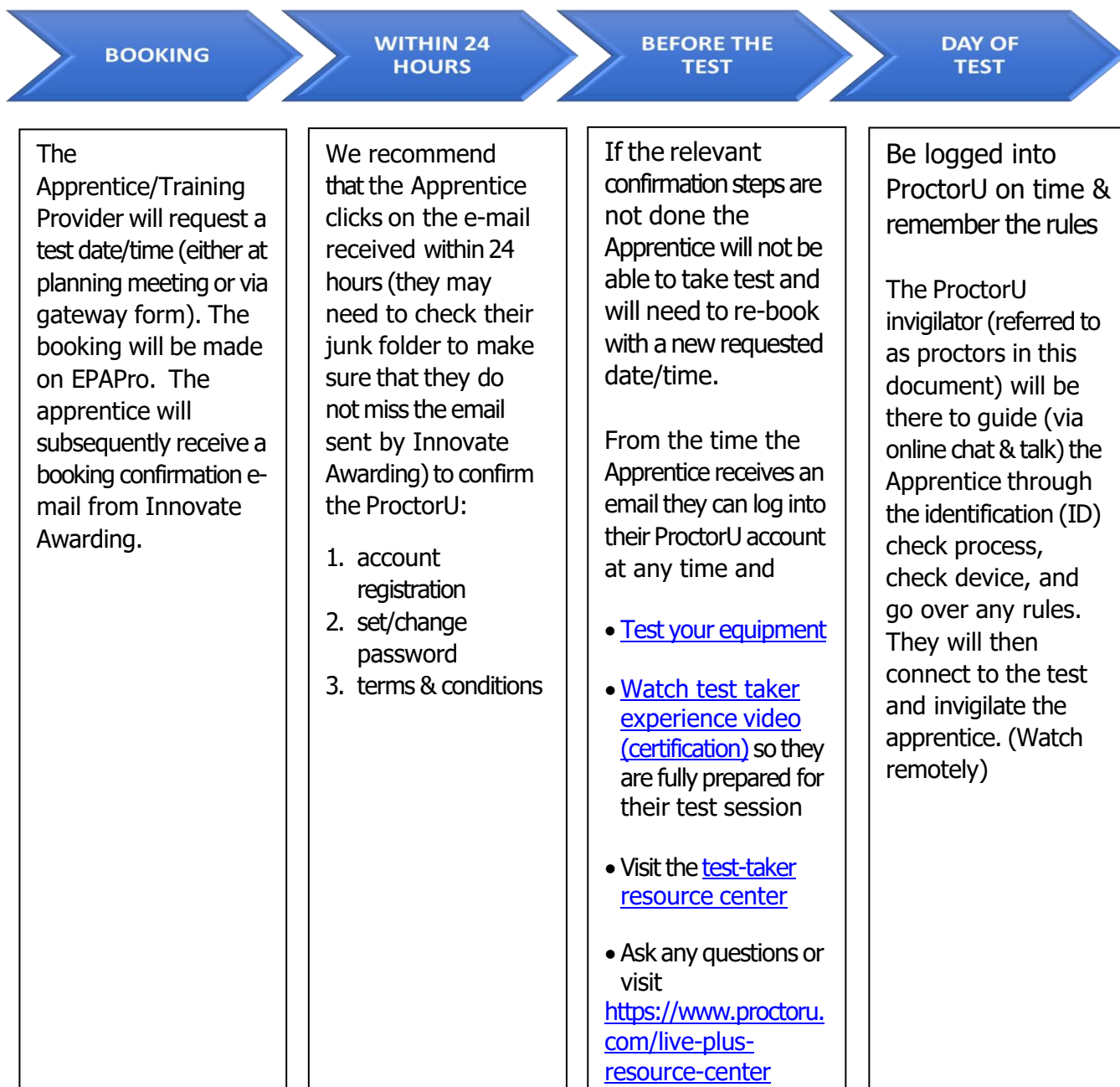
The trained ProctorU invigilator will connect to the apprentice's device remotely before they take their on- demand test. The Proctor will be watching in the background to ensure that all rules are being adhered to.

What is the role of the Training Provider

The Training Provider is responsible for preparing their Apprentice's for their on-demand test remotely invigilated by ProctorU. Before the test the Training Provider will need to ensure:

- ❖ A date and time has been planned for the on-demand test (at least 72 hours from time of the Planning Meeting with Innovate Awarding to guarantee proctor availability).
- ❖ The Training Provider has filled out any Reasonable Adjustments required (please refer to Section 3) and confirm any Accommodations required.
- ❖ The Employer's have been made aware of the further information for IT departments (on whitelisting the ProctorU website, computer security settings etc).
- ❖ The Apprentice is fully prepared and knows what to expect before and during their test
- ❖ The Apprentice has read and understands the Apprentice guidance
- ❖ The Apprentice has tested their equipment beforehand
- ❖ The Apprentice has downloaded Guardian Browser
- ❖ The Apprentice has the relevant Photo ID required

Timeline Overview



To ensure that the test runs smoothly, please read the apprentice guidance document and view the support video by clicking on link below. This will give the apprentice a good idea on what to expect before and during the test:

What to expect -

<https://youtu.be/ONcz3LG4wsg>

Reasonable Adjustments & Accommodations

Reasonable Adjustments

A reasonable adjustment form will need to be completed by the Training Provider prior to the test for any special considerations and adjustments, as per the normal process.

The Reasonable Adjustment Policy, Process and Form can be found in EPA Pro under:

- Support Materials /Policies/ Reasonable Adjustments and Special Considerations Policy
- Support Materials /Policies/ Reasonable Adjustments Request Form

Or click on the link for direct access to the Reasonable Adjustments form on Innovate's website: <https://innovateawarding.org/media/emfobnap/application-for-reasonable-adjustments-for-learners-with-particular-requirements-v6.docx>

Accommodations

Innovate Awarding will need to be notified during the planning meeting or when the test date is requested if one of the below accommodations are required, otherwise the test cannot go ahead:

1. If the test is to be taken on a soft surface like a bed (access to a hard surface to work is required).
2. If the Apprentice does not have one of the required forms of Photo ID

One form of photo ID is required which must contain the Apprentice's first name, last name, a photograph of themselves and an official logo. Examples of suitable photographic ID include:

- A training provider ID badge with the logo of the institution, an employee ID badge with the logo of the institution, NUS / Totum / NUS Apprentice extra card, University Student Union card, Post Office Pass card, Driving licence or Passport

If the Apprentice does not have one of the above, Innovate Awarding would need to notify ProctorU that two of the following forms can be accepted as non-photo ID as long as it has the apprentice's first and last name:

- Birth Certificate, Polling card, Proof of Professional Certification, Proof of car insurance, Home contents insurance, Home Insurance, Library Card, Utility Bills, Marriage Certificate or Membership Card (Gym, School, Store, etc.)

Booking, Re-scheduling, Cancelling

Test Booking

- a) Be prepared for the Planning Meeting by having a date and time planned for the on-demand test (at least 72 hours from time of Planning Meeting to guarantee proctor availability)
- b) During/after the planning meeting* the apprentice will receive an email from Innovate Awarding requesting, they click on a link to the ProctorU website to:
 1. Confirm account
 2. Set/change password
 3. Review Terms & Conditions (T&C wording can be found below in this document)

*Please note that if a Planning Meeting is not required for the End Point Assessment Standard, then:

The date & time requested for the on-demand test on Gateway Submission must be at least 5 days from date of submission (working days and not including the day submitted) this is to allow time for audit and invigilator booking)

Booking slots are available every 10 minutes, if your chosen time is not available (i.e., 15 minutes past the hour) we will book you onto the next slot

Re-Scheduling or Cancelling a test

The Apprentice cannot reschedule tests on their ProctorU account. All rescheduling must be done by Innovate Awarding. The Training Provider/Apprentice must contact Innovate Awarding directly if a test needs to be rescheduled.

Telephone: 0117 314 2800 option 1 or email central.bookings@innovateawarding.org

The Training Provider can discuss new booking times from 72 hours into the future for the Apprentice's rescheduled test (this future booking guarantees proctor availability).

Apprentice Info

Preparing the Apprentice

In the e-mail that the Apprentice receives they will be asked to check the following in advance of their test (there is 72 hours to do this, but we recommend that the Apprentice reads and performs these checks as soon as possible to resolve any issues in advance of the test):

1. **Test Equipment**
2. **Download Guardian Browser**
3. **Read Requirements**
4. **Understand Rules**

The Training Provider should encourage the Apprentice to log into their ProctorU account: they can log into ProctorU account at <https://go.proctoru.com> enter their username and password and then click 'Log in'.

As a reminder for the Apprentice, on the day of the test the launch process can take between 5 -10 minutes, this does not deduct from their test time.

Absent Apprentice

The Apprentice is allowed up to 1 hour from the scheduled time of the test to join their test before the test is cancelled and the Apprentice is flagged as a non-attendance.

If the Apprentice is absent the Training Provider will still be charged for the test booking.

Tech Requirements

At this time, ProctorU only supports Mac and PC computers with the following operating systems: It is also recommended that a personal device is used to take the test as some employer devices have restrictions. Fire

TYPE	MINIMUM	RECOMMENDED
Internet Connection	Wifi Connection	Wired Connection
PC Users	Windows 10 (Windows 10 S mode is not supported) The Guardian browser requires 64-bit Windows 10	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	more than 2 core CPU less than 85% CPU Usage	more than 4 core CPU less than 50% CPU Usage
Webcam	640x480 resolution	1280x720 resolution
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps
RAM	4 GB less than 95% Ram Usage	16 GB less than 90% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above

Additional Requirements

- A functioning microphone (some web cameras have them built-in); the microphone should not be part of headphones.
- Webcam/built in camera
- Headphones are generally not permitted, check with your testing organization to determine if headphones are permitted
- Guardian Browser (Downloaded from the main page when you log in)

Un-Supported Devices

ProctorU do not currently support the below, however they are working on solutions to accommodate every platform.

- Chromebooks are not supported
- Mobile Devices
- Tablets/iPads
- Linux/Unix operating systems
- Inactive versions of windows
- Microsoft Surface RT
- Apple Bootcamp
- Remote access software

- **Virtual Machines:** If you are running within a virtual machine when you connect with us, you will be asked to exit your virtual machine and reconnect using your host operating system to take your test as it is a security risk for ProctorU.
 - Please note that the equipment testing function does not detect Virtual Machines. This is something you would need to check with your IT department before using a work device, prior to the test.

- Windows 10 S Mode: This can be disabled at your own discretion. **However, once you switch out of S mode, Windows is not able to revert back into S mode. The change is permanent.** [Learn how to switch out of S mode.](#) If you are unable to, or do not want to change your operating settings, a different computer or device will be required to complete your ProctorU appointment.

- Unlicensed/inactive versions of Windows and Test Builds/Modes

TalkTalk

TalkTalk has a web filter known as HomeSafe, it comes standard with their services and can block remote control access and videos from connecting to it.

HomeSafe will need to be disabled so that the Proctor can remotely connect with you.

Please follow these instructions to turn off the feature on HomeSafe that could be blocking your video and remote access:

1. Log into your TalkTalk Account.
2. Click View HomeSafe settings from the "My Services" drop-down menu bar.
3. This will show you what is currently on/off.
4. Switch the Kidsafe and Scam Protection settings to off.

Internet Connection

Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote proctoring software. Issues with stability or speed may prevent you from testing or may cause issues during your exam. Try some of the tips below if you're experiencing issues with your internet.

Minimum Speeds

- **Download:** 1 Mbps
- **Upload:** 1 Mbps

Recommended

- **Download:** 5 Mbps
- **Upload:** 5 Mbps

[Test Internet speeds](#)

Note: Hotspots and tethering are not supported due to stability issues

Tip for Improving Your Internet Connection Speed

- Make sure no one else is using the internet while you're testing. Things like watching **Netflix/Hulu** or playing **online video games**, will slow down the connection and may **disconnect you from your exam**.
- **Unplug your router and modem** for at least **30 seconds**. Plug the **modem** back in and **wait 60 seconds**, then **plug the router** back in and **wait 2 minutes**. Restart your computer. Test your internet connection again.
- If on WiFi, connect VIA **ethernet cable** or move as close to the router as possible. (Keep in mind that no one else can be in your room!)

Port/Protocol Specifications

If the apprentice is going to be using a work device, the below configurations will need to be checked by your IT team. If the below has not been enabled, there is a chance that the security will block the required procedures to carry out the test.

Port	Protocol	Reason
80	TCP	Unsecured web/HTTP traffic
443	TCP	Secured web/HTTPS traffic
843	TCP	Flash video
1935	TCP	Streaming video component
3478	TCP/UDP	Streaming video component
5671	TCP	Streaming video component
49152-65535	UDP	ProctorU browser plugin

Whitelisting & Firewalls

LogMeIn Rescue Domains to be Whitelisted

- *.LogMeIn123.com
- *.123rescue.com
- *.support.me
- *.logmeinrescue.com
- *.logmeinrescue.eu
- *.logmeinrescue-enterprise.com (Powers account-specific Rescue features, not required for standard accounts)
- *.logmein-gateway.com

Additional Whitelist Requirements - Executables (for Browsers and Firewalls):

OS X

- LMIGUIAgent
- LogMeInGUI.app
- Rescue
- LogMeIn Menubar
- Support-LogMeInRescue
- LogMeInRescue

PC

- Support-LogMeInRescue.exe
- Support-LogMeInRescue(1).exe
- Support-LogMeInRescue(2).exe
- Support-LogMeInRescue(3).exe
- Support-LogMeInRescue(4).exe
- Support-LogMeInRescue(5).exe
- Support-LogMeInRescue(6).exe
- Support-LogMeInRescue(7).exe
- Support-LogMeInRescue(8).exe
- Support-LogMeInRescue(9).exe
- Support-LogMeInRescue(10).exe
- Support-LogMeInRescue[2].exe
- Support-LogMeInRescue[3].exe
- Support-LogMeInRescue[4].exe
- Support-LogMeInRescue[5].exe
- Support-LogMeInRescue[6].exe
- Support-LogMeInRescue[7].exe
- Support-LogMeInRescue[8].exe
- Support-LogMeInRescue[9].exe
- Support-LogMeInRescue[10].exe
- lmi_rescue.exe
- Support-LogMeInRescue[11].exe
- LMI_Rescue_srv.exe
- LMIRescue.pkg
- lmi_rescue.exe

Test Requirements & Rules

Un-Permitted Testing Locations

- Bathroom/restroom
- Floor
- Public areas with other individuals like Coffee Shops
- Outdoors

You should be seated at a hard surface like a desk or table, and preferably with your back to the main room entrance. The below are **not** permitted to when taking the test.

- Sitting on a bed
- Sitting on a sofa
- Using standing desks
- Taking the test in vehicle
- Undertaking a test in a room with clear glass walls

Rules

- **Talking aloud:** Unless the Apprentice has been granted accommodation, talking or whispering aloud during the exam is not permitted.
- **Being out of camera view:** The Apprentice's face, chin & forehead, needs to be always in the camera view.
- **Anyone entering your testing area:** Nobody else can be in the testing location.
- **Anyone talking to you while you're in your testing area:** Additional noises, including other people talking, while in the exam are not allowed.
- **Looking off-screen:** The apprentices eyes should stay on the screen at all times while testing.
- **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is not permitted.
- **Utilising a secondary monitor:** You are only allowed to use one monitor attached to one computer during your exam.
- **Breaks:** No breaks permitted unless an accommodation has been requested
- **No un-permitted materials** – No notes/books/electronic devices.
- **Electricals** - No headphones, earbuds or phones.
- **Clothing & accessories** - Remove any non-religious head coverings, sunglasses & watches. The Apprentice needs to be fully dressed.
- **No refreshments** - No food or drinks.

Data FAQ's

Where will the ProctorU data be stored

The data will be stored by Amazon Web Services in the USA, the data will be encrypted, and Amazon will not have access to the encryption keys or therefore the data.

Who is ProctorU data visible to?

Personal data (the name of the Apprentice, e-mail address and video recording) will be visible to the proctors (invigilators), who are based around the world, for identity verification basis only. They will not retain this personal data themselves.

Where are the invigilators based?

The invigilators are based in the USA, India, Philippines, Mexico, Panama and Jamaica. English is the primary language spoken by the proctors (invigilators). Our Privacy Policy can be found here: <https://innovateawarding.org/media/4laecpid/privacy-policy-v5.pdf>

How long will the Proctor data be kept for?

Personal data will be retained by ProctorU for 12 months after which ProctorU shall delete or return all Personal Data obtained from Innovate Awarding and delete existing copies.

Further Information

If you have any questions on the content for End Point Assessment, please contact us on:

0117 314 2800 (Option 2)

epa@innovateawarding.org

If you have any test booking queries, please contact our Central Bookings Team: Email:

central.bookings@innovateawarding.org

Telephone: 0117 314 2800 then press option 1

For any technical queries, please contact ProctorU support:

Freephone: 0808 168 1055

<https://www.proctoru.com/live-plus-resource-center>

For more information about Innovate Awarding's live remote invigilation service, email:

contactus@innovateawarding.org



Innovate Awarding
Block F, 291 Paintworks, Arnos Vale,
Bristol, BS43AW

 innovateawarding.org

 contactus@innovateawarding.org

 +44 (0)117 314 2800