



Fincert.org - RPNOW Policy for Online Exams

Objective: This policy outlines proctoring and examination security expectations for Fincert.org Candidates when online examinations are taken.

Standards: Examinations are important mechanisms for evaluation of Candidate learning. The Fincert.org programs adhere to standards of academic integrity as listed in the Certification Policies and Standards v4.0 dated 7/1/2013. Cheating on examinations is contrary to both academic integrity standards and to ethical standards as articulated in the Fincert.org Policies and Standards.

Examinations in the programs are **proctored** using the Remote Proctor Now System. Candidates taking online examinations are required to use this system. Online examinations will not be available to Candidates unless the Remote Proctor Now system is used.

Remote Proctor Now works with a web-camera and microphone either built-in or attached to the computer. These devices identify the Candidate and capture video and audio throughout the exam and upload it to SSI's secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test.

All exam videos can/will be reviewed by Fincert.org. If cheating is confirmed, the test will be marked with a failing grade.

In general, Candidates are encouraged to treat their personal exam location as if it was located at a live testing facility.

Process: The Remote Proctor Now system will be used with online examinations as instructed.

- Candidates are required to establish identity following the procedures outlined in the Fincert.org Quick Guide.
- Candidates are responsible for self-testing the functionality of the system well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished. Fincert.org will require a pre-test to ensure a smooth exam process.



Test Environment Requirements: The online testing environment should mimic the ‘in class’ testing environment, and must conform to the following:

- A quiet, secure, fully lighted room for the examination
 - No other people in the room
 - Sit at a clean desk or clean table (not on a bed or sofa)
 - No talking out loud or communicating with others by any means
 - No leaving the room – this includes taking the computer with you. The exam should be taken in the same room that the “Exam Environment View” is completed in.
 - Nothing except computer and external cameras on the desktop or tabletop; removal of all books, papers, notebooks, or other materials, unless specifically permitted in written guidelines for a particular examination
 - Candidates are not allowed to use the following :
 - Calculator (online/computer or handheld devices)
 - Textbooks (online/computer or hardcopy books)
 - Notes (online/computer or hardcopy notes)
 - Pen and Paper
 - Other websites
 - Additionally, your internet browser running the Remote Proctor NOW platform should be the only program running. All others are considered a violation of Fincert.org policy.
 - External web-cameras, when possible, should be placed on the lid of the laptop or desktop or where it will have a constant, uninterrupted view of the test taker
 - No writing visible on desk or on walls
 - No music playing
 - No other computers running in the exam room
 - No headphones or ear buds allowed

- Have the web-camera correctly situated:
 - Web-cam must be focused on individual taking exam at all times
 - Nothing covering the lens of the camera at any time during the exam
 - Lighting must be “daylight” quality and overhead is preferred if at all possible. If overhead is not possible, the source should not be behind the Candidate



Policy Violation Consequences:

- If you are flagged for an exam violation, requiring you retake your exam, you will be contacted directly by **Fincert.org**.
- Violation warnings not requiring a retake will be delivered by email after reviews are complete.
- The intent of these warnings is to allow you the chance to modify your behavior to comply with this policy before punitive action is required. Repeat offences will be subject to review and may result in a retake of your exam.

Getting Support: Please review the following to be sure you choose the right path for support.

Contact Fincert.org at 207-873-0068 if:

1. You are unable to login to the remote testing system
2. You are unable to access the exam in the remote testing system
3. Your exam cannot be found, or the exam is no longer available
4. An "incorrect password" error is received while trying to get into the exam and you used the "Insert exam password" button at the top of the screen

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

If you need to contact Software Secure support, please call 1-800-620-8739.

Please note that Software Secure Technical support is available by phone 24/7 at of the number listed above. The support line (what we call "Level-one") is open 24/7 and will answer basic questions, such as navigating the website, installation, and other how-tos, along with some technical issues. Other technical issues, however, may require escalation. Escalations are monitored from 8AM-10PM ET, M-F, and 10AM-4PM ET on weekends, by our in-house Level-two staff. Level-two is closed on all major USA holidays.