

Remote Proctor NOW Quick Guide

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*****You will need to have your User Name and Password provided by Fincert.org when you enrolled in the certification program. If you do not have this information, please do not start this process.

Watch this Video

To familiarize yourself with the use of this system: PC USERS [click here](#) MAC USERS [click here](#)

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Access the Remote Proctor NOW System

- a. Go to: <http://www.remoteproctor.com/rpinstall>
- b. **Start System Check** – Follow the on-screen prompts to confirm your computer meets the requirements to use the remote proctor system -- You may see a flash box asking to

“Allow” “Deny” – Choose “Allow “ and then choose “Close”

- c. Click on the **Windows** or **MAC** icon to download the required software.

- d. All Web Browsers Are Different.... **Below is a guide to assist you, but your experience may be different. Please contact support at 1-855-436-2039 if you need assistance.**

Internet Explorer:

Run the application by selecting Run Google

Chrome:

Click “Setup.exe” in the lower left corner, then choose Run

FireFox:

Setup.exe may appear in an application box with the options of Save File or Cancel. Click Save file. Then you should see a green arrow in the upper right of your screen, click the arrow, setup.exe and then run.

In the “Application Warning” window, select **Run** then wait for the application to finish downloading (once installed, the software will then launch automatically)

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Select your Test

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Complete the online form

- a. Select **Fincert.Org** as your Organization
- b. Select **Certification Administrator** as your Exam Teacher/Sponsor
- c. Select your Exam: If you are working on more than one certification, please use caution when choosing your exam.
- d. Enter your contact information then click **Next**

Verify your Identity and Room Scan **

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Follow the on-screen prompts to verify your identity and scan your surroundings.

- a. Take a video of your surroundings. If you see the Adobe Flash Pop up, please choose "allow" and then "close". Click Start scan and either move your external camera around your room slowly. If you are using a built in camera on a laptop, please navigate your computer around your room.
- b. Take a clear picture of yourself
- c. Take a clear picture of your valid Photo ID (*Government issued ID*)

These steps do not prohibit you from testing, but will be utilized to confirm your identity and confirm your test was taken in a secure environment and your surroundings remained secure during your entire test. Failure to complete any of the above steps will disqualify from becoming certified, no matter your test score.

If your photos or video are unclear, it will be left to the discretion of the test administrator the security of your environment during your exam.

Complete your Test

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- a. Click **OK** on the 4-minute timer alert (*allows 4 minutes to enter password*) *This timer is only to navigate to the actual exam. You will have 120 minutes to complete your exam.*
 - b. Login using the UN/PW provided at the time of your enrollment in our programs and choose your course/exam
 - c. You will be taken to your home page and may have access to more than one exam depending on the programs you are enrolled in with our organization. Choose the program you are taking the exam for. Then click the exam. When you are ready for the timer to start on your exam, click enter exam. When you get to the page where you enter a password for the exam click the **Insert Exam Password** button (*very top of the screen*)
 - d. Complete the assigned test and **Submit** to confirm completion. You may flag questions you would like to return to and you will be given the opportunity prior to submitting your exam to confirm all questions have been answered.
 - e. When you have completed answering all questions, click
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Exit Program

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Click the X 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.

- Contact FinCert.ORG if:

1. Unable to login to the remote testing system
2. Unable to access the exam in the remote testing system
3. 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 if:

1. You need help navigating through the Remote Proctor website
2. You need help (or receive errors) when attempting Authentication

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

- By Phone: **1-855-436-2039**
- Online Support: <http://clientportal.softwaresecure.com>
- 📖 **Browse** the FAQs and common technical issues
- 📄 **Submit** a ticket by registering online
- 💬 **Chat** with Support

Software Secure Level-one (L1) Technical support is open 24/7 for students/candidates and will answer basic questions, such as navigating the website, installation, and other technical issues. More complex technical issues may require escalation. Escalations are

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monitored by Level-two (L2) continuously from Sunday 9PM ET thru Friday 10PM and between 10AM-4PM ET on weekend days (closed on all major US holidays).