

EXAM INSTRUCTIONS

You will need to have your Fincert.MoodleCloud login or the username and password provided to you by Fincert. If you do not have this information, please do not start this process.

Access the Remote Proctor NOW System

- Go to: www.remoteproctor.com/rpinstall
- 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 or Deny. Choose Allow and then Close
- Download and run the software
 - Click on the Windows or MAC icon to download the required software.
 - 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.
 - 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)

Select Your Exam

- Organization: Fincert.org
- Exam Teacher/Sponsor: Certification Administrator
- Exam: Select your exam
- Enter your contact information and then click Next

Verify Your Identity and Secure Exam Environment

- Follow the on-screen prompts to verify your identity and scan your surroundings.
 - Take a video of your surroundings. If you see the Adobe Flash Pop up, please choose Allow and then Close. Click Start scan and 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.
 - Take a clear picture of yourself
 - 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 result in a failing exam.

Complete Your Exam

- Click OK on the timer alert. This is only to navigate to the exam. You have 2 hours to complete the exam itself.
- Login using your personal username and password
- Select your exam
- When it asks for the Exam Password, click the Insert Exam Password button at the top of the screen.
- Complete all questions in the exam and then click Submit.

Exit the Program

- Click the top-right X on the screen and choose End Exam and Exit Program

The system will continue recording until you exit the program even if you've submitted the exam

Getting Support

- If:
 - You are unable to login to the remote testing system
 - You are unable to access the exam in the remote testing system
 - Your exam cannot be found, or the exam is no longer available
 - 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: Fincert.org Support
 - By Email: certifications@financiallit.org
 - By Text: 207-355-5583
- If:
 - You need help navigating through the Remote Proctor website
 - You are having trouble running the software
 - You need help (or receive errors) when attempting authentication
- Contact: Software Secure Support
 - 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 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).