

## CSI Remote Proctored Testing (RPT) Certification Exam Procedures

### 1) Scheduling a remotely proctored exam

An Authorization to Test email will be sent after your exam application has been paid and processed by CSI.

Once you have your ATT - Visit <http://www.prometric.com/CSI> or call 1-800-813-6779 between 8 a.m. and 5 p.m. (Eastern) to schedule your exam. NOTE: Call wait times may be long. Be sure to keep your appointment confirmation number for your records.

### 2) Preparing for your remote exam

#### A. Minimum Technology Requirements (must confirm prior to exam day):

- Windows 7 or MacOS 10.13 or higher
- Current version of Google Chrome
- 0.5 mbps internet connection
- Disconnected from a docking station, plugged directly into a power source
- Contain or be connected to a moveable web-camera
- Only one monitor is allowed. Computers with additional monitors must be configured in advance to support only one.
- Ensure you are on the same computer and in the same location for the exam, where you performed the first system check.
- A mirror – If using a web-camera built into your laptop, the mirror will be used as part of the security check

To see if your computer and network will allow testing through ProProctor™ **you must visit** <https://rpcandidate.prometric.com/> in advance of your exam date and successfully complete the system check. After completing the initial system check, install the ProProctor application. This must be done in advance of your appointment.

*Note: If you are testing in a workplace or university, additional steps may be needed depending on internet security settings. For more details, please call 1-800-813-6779. Firewalls will prevent the live examination application from running.*

#### B. Environmental Requirements:

Your exam must be administered while you are alone in a quiet, well-lit, walled room with a closed door. Your table must be free of pens, paper, electronic devices, study materials, briefcases/backpacks, etc. During your online exam, you can access both the built-in whiteboard and calculator at the same time to perform notes and calculations.

The exam may not be launched more than 15 minutes prior to your appointment time and may not be launched more than 15 minutes after your appointment time.

Your computer will be locked down once you start your exam. You will not be able to access the internet or use other software applications while taking an exam. Adjust your volume settings prior to launching the application.

On the day of your exam be prepared to perform the following steps:

- i. Take a headshot photo

- ii. Take a photo of your valid, unexpired, government-issued photo ID
- iii. Video scan your surroundings (desk, room, etc.). This will require you to move your camera – a detachable camera is ideal, but is not required if you can move your laptop safely. (If using a built-in web-camera, a mirror will be needed to show the keyboard area.)
- iv. Remove your eyewear and allow the proctor to examine them.
- v. Remove your jacket and accessories (ex: scarf, brooch, hat) and show that any pockets are empty.
- vi. Remove smart watches and/or jewelry prior to testing or you will be asked to do so prior to security approval for testing.

### **3) Rescheduling procedure in case of an unsuccessful exam appointment**

Failure to follow any of the above security procedures may result in disqualification of your examination and will be considered a missed appointment or no show. Rescheduling due to non-compliance results will cause YOU, **the candidate, to incur a \$100 fee, payable to Prometric.** Scenarios exist in which an exam is unable to be completed successfully at no fault of the candidate. If there is a technical software issue during the exam, the proctor will try to contact you through online chat or Voice over IP (VoIP) using the OnVue software. If the proctor cannot contact you via chat or VoIP, they will try to call you at the phone number you provided during the check-in process. While you are not allowed to have your phone in your immediate workspace during the exam, you are only permitted to use your phone in case of a technical failure to access Prometric's technical support. The proctor will try to resolve the technical issues. Any lost time because of the technical issue cannot be added back into the exam and you will not be compensated for any lost time.

While rare, these instances are possible, and you would have the ability to retest at no cost for rescheduling. You would be required to schedule and retest within 2 weeks of the initial appointment (based on Prometric scheduling availability).

### **4) Availability of RPT in 2020**

The scheduling of secure, remote proctored exam slots may be limited during the Spring and Fall 2020 exam cycles due to COVID-19 and prioritization of essential services exams provided by Prometric. An in-person Prometric center may be necessary to complete your exam within the testing window.