

# Frequently Asked Questions

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## General FAQs

*These questions apply to all examination candidates.*

### 1. What is ProctorU?

ProctorU is a service that monitors you while you're taking your exams online to ensure academic integrity, and to help you be successful.

### 2. How well known is ProctorU?

ProctorU is an internationally recognized provider for online proctoring services. Some other major organizations who utilize the solution are:

Higher Education

- Humber College
- Durham College
- University of Toronto
- University of Waterloo
- Athabasca University
- SAIT (Southern Alberta Institute of Technology)
- APEGA (Association of Professional Engineers and Geoscientists of Alberta),
- ASET (Association of Science & Engineering Technology Professionals Of Alberta)

Regulatory bodies:

- College of Licensed Practical Nurses of Alberta (CLPNA)
- Canadian Practical Nurse Registration Examination (CPNRE)
- Canadian Organization of Paramedic Regulations (COPRA)

### 3. Do the same examination rules and regulations apply?

Yes, you will be required to agree to our [examination rules, regulations, and policies](#) prior to starting your examination. Please ensure you take the time to review our policies, in advance of your examination date.

### 4. Do exams have to be written during business hours?

There is no fixed schedule. Bookings are offered at various times 24/7, allowing you to choose a time and day that meets your schedule. Keep in mind that Insurance Institute support is limited outside of normal business hours.

## **5. Are there sittings on the weekends or in the evenings?**

Yes. Exams sitting are available 24/7 however, there will be limited support from the Insurance Institute outside of our business hours (Monday to Friday, 8 a.m. to 8 p.m. EST). Please be careful when selecting your exam appointment as the times are based on a 24-hour clock (i.e. 2 p.m. appears as 14:00).

Note: We will only have French support until 5 p.m. EST Monday to Friday.

## **6. How do I schedule my virtually proctored exam?**

When you receive the exam booking email, log in to the [IIC's exams portal](#) using your member ID and password. Click 'Book' beside your exam. Please remember:

- ✓ Confirm your time zone is correct
- ✓ Exam times are displayed based on a 24-hour clock. *For example, "2:00" is 2:00 am, "14:00" is 2:00 pm.*
- ✓ Only available date & times will be shown. Bookings are on a first-come, first-served basis.

For more detailed instructions, please visit our [Virtually Proctored Examinations webpage](#).

## **7. I can't remember my username or password. What should I do?**

Call Member Services immediately at 1-866-362-2525 for assistance.

## **8. Why aren't there any time slots available on the day I want to write my exam?**

Bookings are generally available at various times on any given day. However, availability depends on demand and proctor capacity. Bookings are on a first-come, first-served basis.

Some other reasons why you may not see any time slots on your preferred date are:

- ✓ You've chosen a date outside the exam session window
- ✓ You haven't selected a time zone
- ✓ You've accidentally chosen a date in the past

## **9. I have to select a textbook edition for my exam. How do I select my edition?**

If we are unable to determine the edition you're using, you will be asked to select your textbook edition while scheduling your date & time. Please also ensure confirm your selected edition [here](#).

## **10. Will I receive confirmation of the date/time I select for my exam appointment?**

Yes, an automated exam confirmation is sent after you submit your booking. You can also view your exam details at any time in [IIC's exam portal](#).

### 11. Will I be sent a reminder email closer to the exam period?

Yes, a reminder email will be sent approximately a week before the exam session starts.

### 12. Can I reschedule my exam booking?

Yes, you can reschedule your exam booking up to 24 hours before the start time by logging in to the [IIC exam portal](#). There is no penalty for rescheduling your booking.

Note that the original booking is immediately withdrawn when you select to reschedule. During high demand periods, you may not be able to find another suitable day and time.

### 13. Are special accommodation requests still being accepted for virtually proctored exams?

Yes. Email your special accommodations request with medical documentation to [exams@insuranceinstitute.ca](mailto:exams@insuranceinstitute.ca) no later than two weeks prior to the examination window. Requests will be evaluated, and you will be notified by email if approved. Note that only limited types of accommodations can be offered in the online format.

## System Requirements

*These questions apply to all examination candidates.*

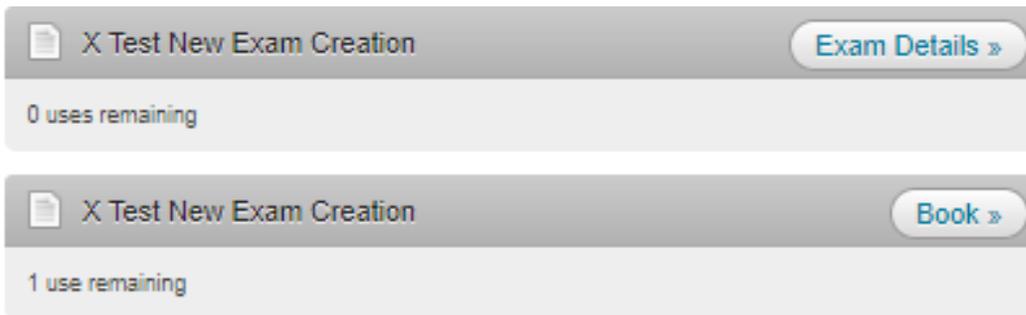
### 1. What are the technical requirements for my exam?

- Laptop or desktop computer that has the ability to download and install [ProctorU's browser extension application software](#) on the computer
- Microphone and webcam (headset mics are not permitted)
- An internet connection with at least 10Mbps upload & download speed
- Chrome or Firefox browser
- Ability to enable Flash
- Please ensure you disconnect your computer from virtual connections or VPN to take the exam.

Visit the [Virtually Proctored Examinations webpage](#) for further details and instructions to test your system.

### 2. How can I do a system check to ensure that I meet the requirements?

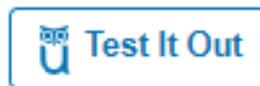
Please test your system **before the day of your exam**. Login to the [exam portal](#) and click 'Test It Out' under the list of your exams.



The screenshot shows two exam creation cards. The top card is titled 'X Test New Exam Creation' and has '0 uses remaining' and an 'Exam Details »' button. The bottom card is also titled 'X Test New Exam Creation' and has '1 use remaining' and a 'Book »' button.

### Test Your Equipment

Is your equipment ready for online proctoring?



Students must complete the Test it Out system checks before the scheduled exam time.

All IIC exams must be accessed from the Yardstick portal, not a ProctorU account.

If you do not have an IIC member account, [Test your system here.](#)

Please keep in mind that unexpected system and internet performance issues can occur at any time and may impact your ability to access your exam on exam day.

### 3. Do I need a ProctorU account to write my exam, complete the system checks or to access technical assistance?

You do NOT need to set up a ProctorU account to write your exam, to access the system checks, or ProctorU technical support.

### 4. How can I test my internet speed?

Check your internet speed using one of the following sites. **You need a speed of at least 1.5 Mbps for download and 1.0 Mbps for upload to ensure optimal performance during the exam.**

- <http://speedtest.googlefiber.net>
- <http://beta.speedtest.net>
- <https://fast.com>

### 5. Do I need to download or install anything in advance of my exam?

We recommend you download and install [ProctorU's browser extension](#) in advance to save time on exam day.

Visit the [Virtually Proctored Examinations webpage](#) for further details and instructions.

## **6. Can I take my exam on a tablet?**

Tablets such as iPads, Chromebooks or other Android tablets are not supported. You can only write your exam using a laptop or personal computer.

## **7. Can I use my work computer to write my exam?**

We strongly recommend that you use a personal laptop or desktop as you may not be able to download the software on your work computer. Please ensure you do the [system check](#) to confirm your device meets all requirements.

## **8. Are there any other requirements to consider for my exam?**

You must be alone in a quiet room throughout the exam. The proctor will not permit you to be in a space where other people are within reach or speaking distance. You must also clear papers and textbooks from your workstation area

## **9. I don't meet the system requirements to write my exam. What are my options?**

Your exam will be deferred to the December 2020 exam session. Note, the December exam session may be offered in a similar online format. Please contact Member Services at 1-866-362-8585 prior to July 24th to defer your exam and discuss your options.

# **On Exam Day**

*These questions apply to all examination candidates.*

## **1. Where should I take my online exam?**

You must be alone in a quiet room throughout the exam. The proctor will not permit you to be in a space where other people are within reach or speaking distance.

## **2. What information and documents do I need on exam day?**

- ✓ Your IIC member ID and password to log into IIC's [exam portal](#)
- ✓ Valid government issued photo ID, such as a passport or Canadian driver's licence

Any current government-issued photo ID is acceptable, such as a passport or Canadian driver's licence. The name on your ID must be the **same** as the name on your IIC member account.

### 3. Can I eat, drink or use the washroom during my exam?

You cannot leave the room during your exam. Food or drinks are not permitted, unless for medical reasons for which you must submit a [special accommodation request](#) to [exams@insuranceinstitute.ca](mailto:exams@insuranceinstitute.ca).

You will also be given the opportunity to take a washroom break before starting your exam.

### 4. How do I access my exam?

Log in to the [exam portal](#) using your member ID and password to access your exam. At the start time, the 'Exam Details' button will change to '**Launch Exam**' which will allow you to begin. You may need to refresh/reload your browser window.

### 5. What should I do before my exam start time?

- ✓ Log in to the [exam portal](#) **5 - 15 minutes** before your exam booking start time to in case you need to resolve any last-minute technical issues.
- ✓ Do a final System Check by clicking the 'Test it Out' link in the exam portal before your start time.
- ✓ Prepare your room by removing study materials, other computers and devices.
- ✓ Make sure other members of your household know you will be writing an exam and cannot be disturbed.
- ✓ Ask members of your household to avoid using WiFi during your exam

### 6. What happens if I log in late?

If you log in more than 30 minutes past the exam start time, you will not be able to launch the exam. You will be marked absent. Review our [Deferrals & Absence](#) webpage.

### 7. What happens once I launch my exam?

Once you launch your exam, you will be redirected to the proctor site. The proctor will go through a series of system and security checks and will then release the exam to you.

Your exam does not start until the proctor releases it to you. **You will get the full time allotted for your exam.** Visit the [Virtually Proctored Examinations webpage](#) for a video of the process.

## **8. How long do the system and security checks take?**

The system check should take about 10-15 minutes. The live proctor will then connect with you to complete the security checks.

## **9. Is it normal to be waiting for more than 15 minutes to connect with a proctor?**

It is normal to wait up to 20 minutes for the proctor to join you, but you could wait up to 45 minutes during peak periods (*regular business hours*).

*Remember, you will not lose exam time during this process.*

## **10. If I experience a technical issue before connecting with the proctor, who should I contact?**

Contact ProctorU first by live chat. Alternatively, you can contact ProctorU by phone at 1-855-772-8678, Option 1.

Note: during peak periods, it can take 15-20 minutes to connect to a ProctorU technical support member.

## **11. Can I stop the exam after the proctor has released it to me and the timer has started?**

No, the exam timer cannot be paused once started. You are not permitted to leave your computer or the room once you begin writing your exam.

## **12. Will I get the full time allotted for my exam if I experience a technical issue while writing?**

Yes. Once you have started writing your exam, if a technical issue occurs you will still be given the full allotted time.

## **13. Can I go back through my exam to review and change an answer(s) if necessary, before I submit my exam.**

Yes, you can as long as you have not submitted your exam.

#### **14. Can I take notes during the examination?**

Note paper is not permitted. An online notepad is available in the exam platform.

#### **15. I've never written an online exam. Where can I get more information about what to expect?**

Log in to the [IIC exam portal](#) any time before your exam and write the Tutorial exam to familiarize yourself with the features of our exam platform.

You can also watch a [video](#) of the exam day experience.

## **Proctors, Privacy, & Support**

*These questions apply to all examination candidates.*

#### **1. Is the proctor live or is the exam proctored using an application?**

A live proctor is assigned to you and will monitor you throughout your exam session. Proctors work on shifts, so you may notice that a different proctor takes over during your exam.

#### **2. How am I monitored during the exam?**

Your entire exam session is recorded using your computer microphone and camera. The live proctor and proctoring system software will monitor your behavior and activity during the session.

#### **3. Will I be able to see my proctor, and will my proctor be able to see me?**

Your proctor can see you, but you cannot see your proctor. You are however able to communicate with your proctor throughout the exam via your computer audio or live chat.

#### **4. What is the proctor assigned to me responsible for?**

- ✓ To verify your identity by comparing you to the photo in your government-issued photo id
- ✓ Confirm the name of the examination you will be taking
- ✓ Review and explain the exam rules and regulations with you
- ✓ Ensure there are no study resources and materials in your room
- ✓ Lock down certain settings on your computer

- ✓ Troubleshoot and solve technical issues as needed
- ✓ Release the exam to you
- ✓ Monitor you throughout the session
- ✓ Investigate, note, and warn you if unpermitted behaviour is detected
- ✓ Verify your exam is submitted successfully
- ✓ Assist you to exit the exam platform

## **5. What languages do the virtual proctors speak?**

Proctoring services are currently only available in English.

## **6. If I need support in French before or during my exam who should I contact?**

Before your exam, please contact Member Services so that we can walk you through the process and system requirements.

During your exam, please try to contact ProctorU Support through the chat first. If this does not work, please contact Member Services immediately.

## **7. How does the proctor secure the room I am writing my exam in?**

The proctor will instruct you to show the walls, floor and ceiling of the room and your work surface using your computer camera. You will be asked to remove study materials and other resources. The proctor will also monitor you and your screen activity using your computer camera and microphone during the entire exam.

## **8. How does the proctor know that it's me taking an exam and not someone else?**

You will be asked to display valid government-issued photo identification. The system will take a photo of your ID and a photo of your face using your computer's camera. The proctor will compare your face to the photo on your ID and ensure that the name on your exam booking matches the name on your ID.

**9. I'm not comfortable with someone taking control of my computer and storing my information? How is my privacy protected?**

Your photo and the photo of your ID are destroyed by ProctorU within 7 days of your exam. The recording of your exam session is retained for up to 2 years in case of a dispute and is then destroyed. Consult the ProctorU [Privacy Policy](#), [Student Bill of Rights](#) and [Terms of Service](#) for more information.

**10. What happens if the proctor suspects misconduct?**

If suspicious activity is identified, the proctor will intervene and the proctor will issue an incident report to the Institute for appropriate action, as per the [Examination Rules and Regulation](#).

**11. If I have a question during my exam, am I allowed to ask the proctor?**

The proctor is available throughout the exam via live chat or computer audio to answer technical questions and assist with technical issues. The proctor is not able to answer questions or provide clarification regarding the content of your exam.

**12. How do I get help if I have a technical problem before writing my exam?**

First, contact your proctor by clicking on the ProctorU owl at the top of your browser, or by clicking the *Help* link in the browser ribbon. The proctor is available to assist throughout the exam.

If you lose connection to the site during your exam or if you have not connected with a proctor yet, contact ProctorU technical support immediately by phone: 1-855-772-8678, Option 1.

**13. What do I do if I lose my connection while writing my exam?**

If your session is interrupted but you still have your internet connection, log back in to the [exam portal](#). Select *Resume Exam* and you will be redirected to ProctorU. You may be required to repeat the system setup and room security process.

If your internet connection fails or you experience equipment failure, contact ProctorU technical support immediately at 1-855-772-8678, Option 1.

*If the issue cannot be resolved within 5 minutes, you will not be able to resume your exam.*

**14. If I lose connection while writing my exam and I cannot resume the exam, what are my options?**

If you are unable to resume your exam, please contact Member Services immediately to be rescheduled within the same exam session. You will be prompted to select a new date & time, subject to availability.

**15. What happens if there is a fire alarm or similar incident while I am taking an exam?**

First, take all necessary measures to protect your own safety and the safety of others. Once safe, contact your proctor if you are still connected. If you are no longer connected with the site, you may need to book another appointment. Contact Member Services immediately at 1- 866-362-8585.

## **Exam Absence, Deferrals, and Cancellations**

**1. Can I reschedule my exam booking?**

Yes, you can reschedule your exam booking up to 24 hours before your start time by logging in to the [exam portal](#). Then click on 'Exam Details' then 'Change my Exam Booking'.

There is no cost if you reschedule your booking by this deadline. Note that the original booking is immediately withdrawn when you choose to reschedule.

**2. Is there a fee to reschedule my exam less than 24 hours before my scheduled time?**

You must supply supporting documentation to reschedule your exam less than 24 hours prior to your appointment (i.e. letter from employer, medical note, etc.). A \$100 rescheduling fee may apply. Note, availability of sittings may also be limited.

**3. What happens if I miss my online exam?**

You will be marked absent and be required to retake the course (tuition and exam) again. Note that the course and exam fees are non-refundable. Please review our [Examinations Absence and Deferrals policy](#).

#### **4. I don't want to write using the virtually proctored format, what should I do?**

The exam format for the December session will likely be in a similar format although it has not yet been determined. We currently cannot confirm when we will be able to offer in-person exams again.

## **Exam Results**

### **1. Who marks the exams and how are they marked?**

Institute exams are marked by experienced industry professionals who have a CIP or FCIP designation. Markers are provided answer points as guidelines and, where appropriate, have the discretion to consider valid answers not included in the answer points.

### **2. Why can't I get my exam answers back?**

Unlike a mid-term exam or quizzes and assignments, the final examination is not a learning exercise for review and discussion. Instead, it is an evaluation tool for the assessment of students' overall knowledge, understanding and application of the course material. Since answers are not intended for review by students, comments are not made by markers on them, nor are there indications as to what information is correct or incorrect within answers. As a result, the answers would be of little value to students in determining where they did well or poorly.

### **3. How can I appeal an exam grade?**

Two levels of [appeal](#) are available to students should they require confirmation of their grade or further information on their performance. Re-assessment or re-evaluation offer varying degrees of review and feedback. The fees charged for each service reflects the amount of time, scrutiny and feedback provided by markers.