



Proctoring Options

Effective fourth quarter 2020 CSA will offer two proctoring options. This document discusses both options to help candidates choose the best option for them. Please review carefully to avoid processing errors. See website for more info.

1. Physical Proctoring Centers - (many will be different centers from PSI)
2. Online Proctoring with specific equipment requirements - 24 hour availability

Physical Proctoring Center:

CSA has switched to a new service provider (Kryterion) for proctoring and test delivery. So there will be changes and different locations for proctoring. Within 1-2 business days of submitting your payment and request for an exam you will receive an email allowing the candidates to select the testing center and schedule the exam. Appointment changes must be made at least 72 hours before the scheduled appointment (account for different time zones).

When requesting an assessment, choosing this option will allow the candidate to take the exam at a professionally proctored center where trained staff can assist the candidate in using the computer and launching the exam. This service allows the candidate to use the centers computer so no special computer or software is required. Candidates still must provide their own books.

Online Proctoring: (With proctors based in the U.S.) (Review all criteria before selecting this option)

CSA is proud to bring the newest approach in testing to our candidates. This service will allow candidates to take exams at their office (or home if allowed by candidates company). Although this can be a great feature (including 24-hour proctoring times, no lost travel time, available during pandemics) it also comes with some challenges. The main challenge being distractions. This is why we strongly recommend using a designated small office or conference room in a quiet part of a company office, and without any phones, paging speakers, or other noisy distractions. CSA is not liable for any interruptions or distractions when using this option. Within 1-2 days of submitting payment and request for an exam you will receive an email to schedule the online proctored exam. Appointment changes can be made 24+ hours before appointment.

When choosing the Online Proctoring option, there are a number of other special considerations that must be verified related to your computer equipment, firewalls, corporate security systems, and more. The information below summarizes critical requirements and considerations. A small program will be installed on your computer, similar to web meetings.

Computers should be tested for proper configuration before selecting Online Proctoring options.

Office networks and systems frequently employ security settings that interfere with the Sentinel software required to conduct secure OLP exams – even for individuals with administrative user accounts.

Please Note: Kryterion does not permit the use of virtual machines for Online Proctored (OLP) exams. Kryterion recommends the use of a personal (non-work-related) computer and network for corporate or highly secured networks.

Additional Considerations:

You must disable all software that could interfere with your online proctored exam session. This includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth and TeamViewer. The configuration of a dedicated office computer will greatly help avoid issues.

Internet Connection Requirements:

- Minimum: 1.0 Mbps download & 1.0 Mbps upload
- *Ping & Jitter* values that total less than 200ms

Note: Download speeds must be higher than upload speeds. If your upload speed is higher than your download speed, you may be experiencing packet loss. To get the best results, reboot your modem and router. Verify all information at Kryterion website.

[Test My Computer Configuration / Speed](#)

Click on Link above

Windows

Hardware Requirements:

- A minimum of 50MB available space
- Screen Resolution of 1024 x 768 or greater
- Webcam and Microphone (USB webcam recommended to show around the room / under desks as needed)
- An English (QWERTY) keyboard

Software Requirements:

- Windows Versions:
 - o Windows 8.1
 - o Windows 10
- The latest version of Google Chrome, or Firefox

MAC

Hardware Requirements:

- A minimum of 50MB available space
- Screen Resolution 1024 x 768 or greater
- Webcam and Microphone (USB webcam recommended to show around the room / under desks as needed)
- An English (QWERTY) keyboard

Software Requirements:

- Operating System: OS X
 - o 10.13 High Sierra
 - o 10.14 Mojave
 - o 10.15 Catalina
- The latest version of Safari, Google Chrome, or Firefox