Online Proctoring Checklist

Please review and complete the checklist before taking an Online Exam

Taking an online exam has specific requirements, and some users have experienced challenges from not following criteria presented on CSA website. Your fees will not be refunded for failure to properly prepare and test your equipment before the exam. This document is to help you avoid common issues.

1. Make sure you have "Admin" privileges on the computer you are using. This is in your Windows or Mac operating system settings.   The user logged in when starting the computer needs "Admin" privileges.
2. Review "Proctoring Options" page on the CSAexams.com website for computer requirements.
3. Review "Webcam Tips" page on the CSA website for specific camera requirements.
4. Use the link under "Webcam Tips" to test your microphone, camera, and internet speed.
5. Make sure your USB webcam with microphone is plugged in and that your USB camera is turned on (turn off integrated laptop cameras).
6. Make sure that your webcam is positioned to the side of candidate and shows the candidates head, the work area with all books, and the computer screen.
7. Make sure that your testing room will be free of distractions and satisfies the below criteria:
* No other people in the room our outside noises
* No windows looking into test room from a corridor, another office, conference room, etc. Example, if there is a window looking into the test room from a corridor, cover with blinds, a sheet, banner, plastic table cloth, etc. (3M Command clips can be used to hold light objects)
* Turn off / unplug phones or other distractions (paging?)
* Place a "Testing Do Not Disturb" sign on door if in office environment
8. It is possible to take an online exam the same day of scheduling the exam. However, if your equipment does not work than you will likely loose your fees and have to pay again. Remember, that cancellations must be done at least 24 hours before an online exam, so verify all your equipment works before the 24 hour window closes.
9. Expect proctor to have you pan around the room with camera and under desks
10. Proctor will ask user to remove glasses for inspection that there are no cameras integrated into frames.
11. Company firewalls often require website URL's to be added to email and server/firewall whitelists to allow exam delivery. To ensure this is not an issue, have your IT person add URL's from our "Troubleshooting" page to your networks.
12. Companies with tight security systems may contact CSA a week before first exams to schedule a system configuration practice exam to test the firewall and system settings. This is only available for dedicated company computers.

Required camera position and view during exam

CHECKLIST BEFORE EXAM:

◊ USB webcam is plugged in & turned on with any autofocus disabled (disable any internal cameras)

◊ Webcam positioned to the side, showing entire work area

◊ Webcam has been tested using links at CSA site

◊ No one else is in room, or that can look through a window

◊ User has administrator privileges and system has been pre-tested to verify firewalls and antivirus software will not block functions. URL's added to whitelist for work systems.

Common things to expect:

* After you "launch" the exam from your user account, it can take an hour or more during peak periods for a proctor to respond (based on exam volume at that time). This will not impact the allowed exam time.

* Using AI technology, the system will likely require the candidate to use their phone to take pictures of their drivers license and around the room. This will be before a proctor starts a more formal review. The proctor will verify camera type/function, have user pan camera around the room 360°, and pan floor area to ensure a proper environment. They will then review any test aids to be used (books & supplemental documents). Communications with proctors will generally be via a chat screen, typing responses.

* If candidate does suspicious activity, or talks out loud or to others than a warning may be issued before the exam is terminated and fees lost.

* Note that the entire session is recorded with both video and audio for review by proctors and CSA staff.

See Other Side for More Info

Launching an Online Exam

- Review checklist on other side

- Log into the candidates Webassessor account at
        www.webassessor.com/csaexams

- Make sure you have administrator privileges for running software and changing computer settings

- Install browser lockdown software from within account if not previously installed

- The "Launch" button will appear roughly 10 minutes before the scheduled start time. If "Launch" is not showing and you only see a "?" (question mark) than refresh the browser which should then display the "Launch" button.   The "Launch" button will not be available ~20 minutes after scheduled time.

- There may be several questions such as to remove glasses for inspection, or remove hat.

- The browser software will run a program to lock-down and take control of the computer. If it asks for an "Administrator" password, this is the computer administrator password to configure Windows / MAC operating system. Without "Admin" privileges you will not be able to use this computer to take an exam and may loose your exam fees.

- Once the computer has run the lock-down program you may be put in a holding position for an available proctor to do a detailed security check of your room and books. Watch the screen closely for instructions. This may take 20 minutes and possibly an hour during peak periods.

- DO NOT talk out loud or to anyone else during the exam. You will get a warning and then the exam may be suspended requiring new payment.

- Personal calculators, scratch paper, and writing utensils are not allowed for on-line exams. A split screen is provided with on-line calculator and on-line note pad.

- Once you have used your phone for initial AI check, you will have to remove phone from test area, or put it in a desk drawer, as directed by proctor.

- Good luck.