

VIRTUAL EXAM USER GUIDE

INTRODUCTION

This document is a use guide for candidates sitting virtual exams using the system ProctorExam.

We've put together this step-by-step guide to make your experience easy and stress-free.

CONTACT US

If you need to talk to us, speak to the team via phone or email and we'll be happy to help.

Qualifications@propertymark.co.uk

01926 417 794

propertymark
QUALIFICATIONS

CONTENTS PAGE

ONCE YOUR EXAM IS BOOKED	1
PRE TEST CHECKS	2
GETTING STARTED	3
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IMPORTANT THINGS TO CONSIDER	4
HOW TO HELP THINGS GO SMOOTHLY	5
TECHNICAL SPECIFICATIONS	6
MICROPHONE AND CAMERA ACCESS	6
THINGS TO DOWNLOAD BEFOREHAND	7
TESTING YOUR EQUIPMENT	8
<hr/>	
ON THE DAY	9
IMPORTANT RULES FOR YOUR EXAM	10
STARTING YOUR EXAM	11
ENTERING THE VIRTUAL PLATFORM	12
IDENTIFYING YOURSELF	13
HITTING LAUNCH	14
<hr/>	
FINISHING YOUR EXAM & TOP TIPS	15

ONCE YOUR EXAM IS BOOKED

Our new scheduling and booking tool enables you to book, pay for and manage your virtual exams.

This guide will talk you through how to prepare for your exam, what to expect and the technical instructions you need to follow to take your exam successfully.

You need to read this, especially before testing your equipment to make sure everything runs smoothly on the day of your exam.

It's important to flag emails you receive relating to your exams in your inbox, or save them to a specific folder to locate them on the day of the exam.

IMPORTANT EXAM POINTS

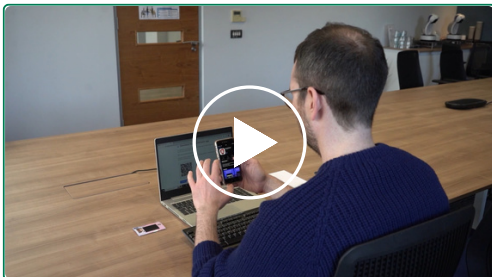
You must allow at least 5 minutes before your exam start time to make sure everything is in working order.

We are unable to support learners that have technical faults where there was no opportunity to rectify them in good time beforehand.

PRE TEST CHECKS

There are a lot of pre-test checks to do to make sure that your computer equipment is all ready to go when you launch your exam. This guide explains everything you need to do.

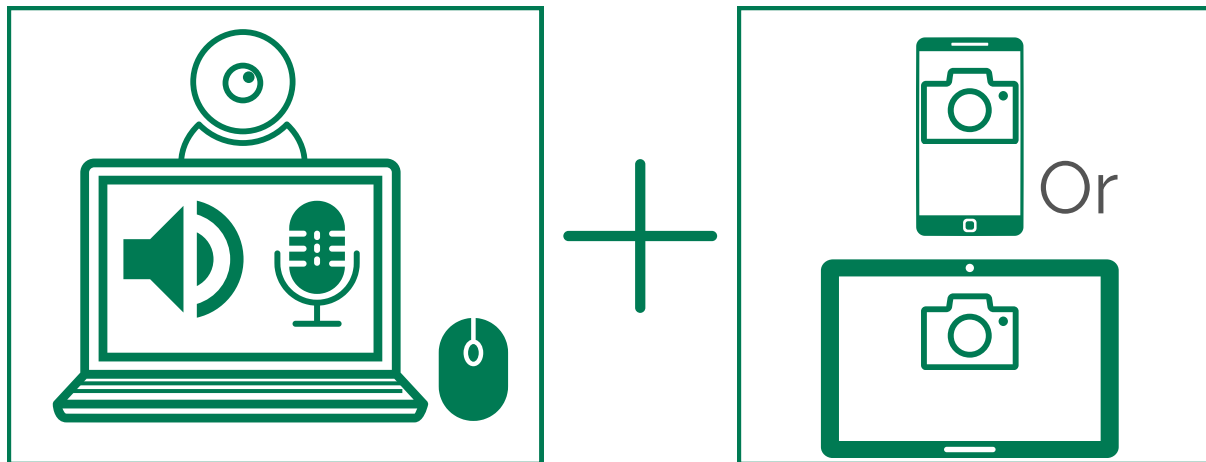
- 10 calendar days before your exam, or once booked if less than 10 days, you'll receive an email prompting you to test your equipment and learn how virtual exams take place.
- You will need to test your equipment before **every** exam.
- It's recommended you complete the system check **at least 48 hours in advance** of your test.
- Test your equipment in the location where you will be taking the exam.
- Before you click start, make sure you read this guide.



[You can watch the official learner instruction video here.](#)

GETTING STARTED

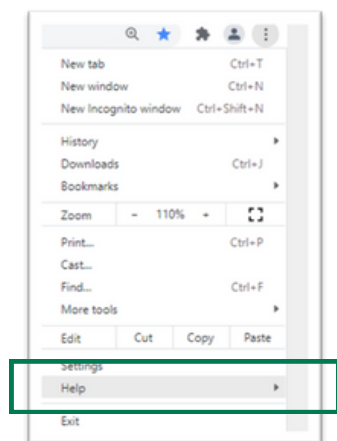
You will need:



- Laptop with audio and microphone enabled operating the latest version of Google Chrome.
- Use a mouse if you can - laptop finger pads aren't advised.
- A webcam, if one is not built into your laptop.
- A second device with a camera e.g. mobile phone or tablet.

GOOGLE CHROME

- You need to make sure you have Google Chrome downloaded. **This is the browser you need to use** for anything relating to your exam.
- In your browser click the three dots top right of the page
- Click 'Help'
- Select 'About Google Chrome'
- The browser will then update to the latest version if needed.



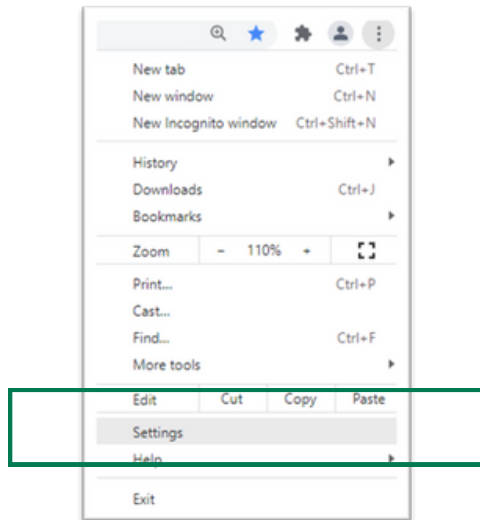
INTERNET CONNECTION

- You will need a strong WiFi connection.
- You won't be able to use Mobile Data or a HotSpot.
- Auto-update of applications when connected to WiFi needs to be turned off on your computer and second device.

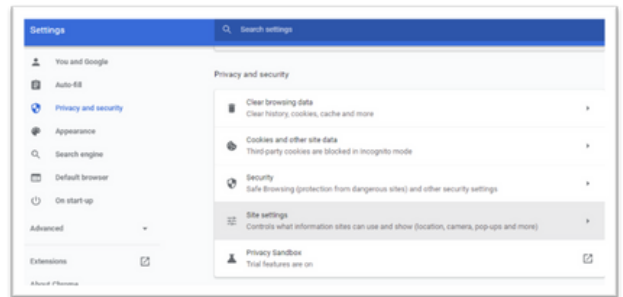


ENABLE POP-UPS

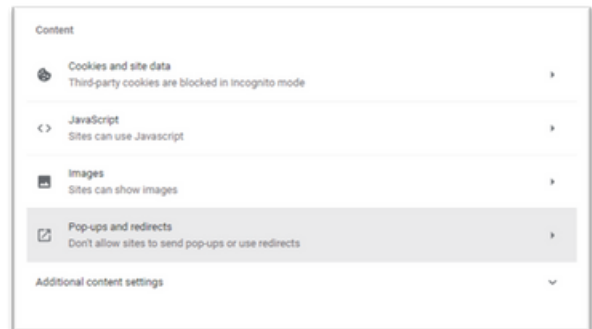
1



2



3



- Go to settings.
- Select privacy and security.
- Go to site settings.
- Scroll down to 'Pop Ups and Redirects'.
- Add **<https://surpass.proctorexam.com>** to your list of websites that allow pop-ups.

IMPORTANT THINGS TO CONSIDER

Using a laptop or device intended for work purposes may have restricted access to some features and admin rights installed.

This may cause issues when trying to access the ProctorExam platform. Therefore we recommend using a personal laptop.

Google Chromebooks and earlier versions of the Microsoft Surface Pro are currently unsupported.

HOW TO HELP THINGS GO SMOOTHLY

Whitelisting

Here is a list of URLs for learners that need to use business email addresses, computers or laptops to do their exams.

Our guidance is not to use work equipment if possible, and stick to your personal laptop or email address, but of course we know this isn't always possible.

Therefore we have the following list of URLs to be whitelisted in a company's IT systems to help you access your online exam.

- <https://eu-central-1-proctorexam-uploads.s3.eu-central-1.amazonaws.com/> (port 443)
- <wss://efs-eu2-signaling.proctorexam.com/> (port 443)
- <wss://efs-eu3-signaling.proctorexam.com/> (port 443)
- <wss://eu-central-1.ws.pr.proctorexam.com/production> (port 443)
- <coturn-eu2-signaling-alb-5cc02f40307e14ea.elb.eu-central-1.amazonaws.com> (ports 443 and 3478)
- <coturn-eu3-signaling-alb-b3f3166496d162e3.elb.eu-central-1.amazonaws.com> (ports 443 and 3478)

TECHNICAL SPECIFICATIONS

Operating system	Windows 8 or higher \ MacOS X or higher
Screen resolution	1920 x 1080
Bandwidth	1.5MB minimum
Second device	<p>Andriod 4.1 or higher iPhone iOS 8 or higher Resolution 800 x 600 Screen zoom: 100% to ensure correct pop up display</p> <p>Please note: The Google Pixel series, Huawei P30 series, and the Samsung Galaxy A3 (2016) are currently unsupported due to issues with blurring within the ProctorExam application.</p>

MICROPHONE AND CAMERA ACCESS

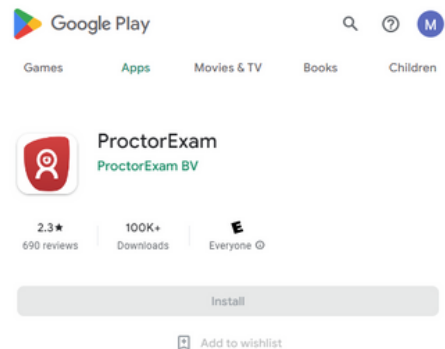
- Access to your computer's camera and microphone during virtual exams is required. The below resources can help if your microphone or camera isn't working.
- We will show you how to test your equipment in this guide.

Item	Windows	Mac (Catalina & Big Slur)
Microphone	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a	https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0
Camera	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-camera-in-windows-10-87ebc757-1f87-7bbf-84b5-0686afb6ca6b	https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0
Screen recording		https://support.apple.com/en-gb/guide/mac-help/mchld6aa7d23/11.0/mac/11.0

THINGS TO DOWNLOAD BEFOREHAND

On your laptop: Google Chrome

- You need to download an extension within Google Chrome called **ProctorExam**.
- You can find this by clicking the below link or copying and pasting into your browser.
- Once you've installed this, practice sharing your screen to make sure the extension works.

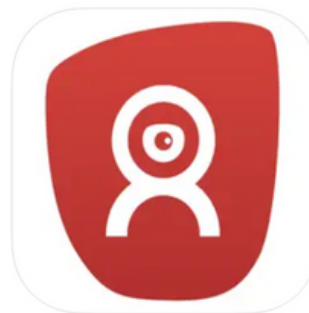


<https://chrome.google.com/webstore/detail/proctorexam-screen-sharin/digojkgonhgmnohbapdfjllpnmjmdhpg?hl=en>



On your phone: ProctorExam mobile app

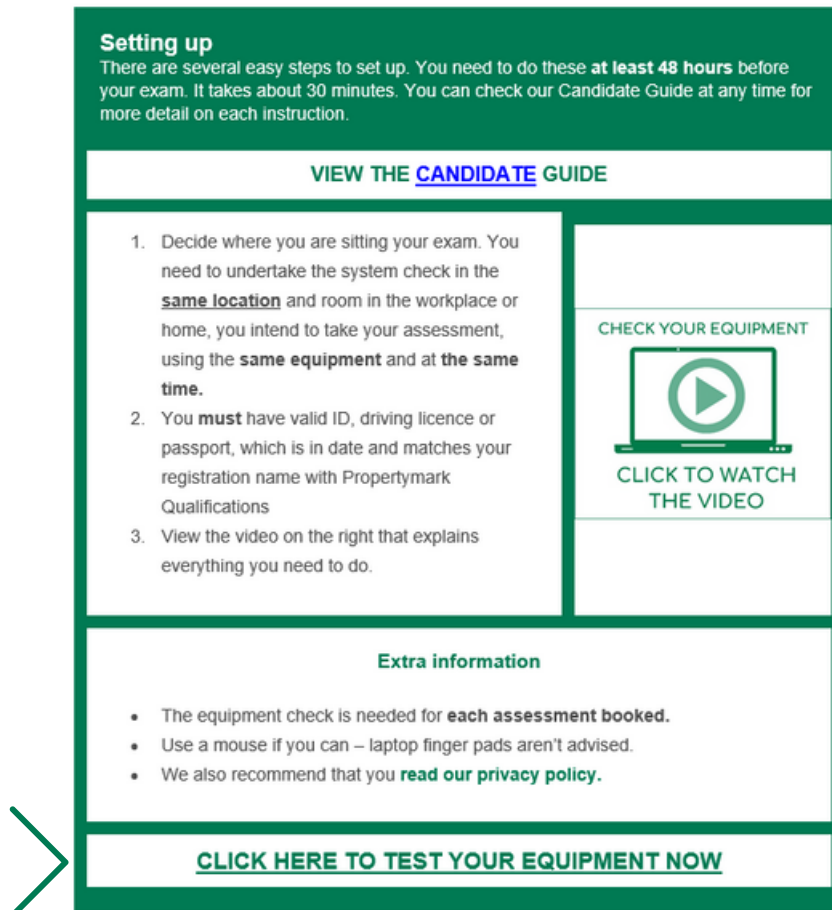
- Find the ProctorExam application in the Apple App Store or Google Play store depending on what type of device you are using.
- Allow the application to access your camera, and then scan the QR code from the ProctorExam application on your mobile phone.



ProctorExam 4+
Ensure your exam's integrity
Proctwise
#143 in Education
★ ★ ★ ★ 1.3 • 132 Ratings
Free

TESTING YOUR EQUIPMENT

- If you haven't completed your check already, you will receive a reminder email that looks like the below nearer to the date of your test.
- Click 'Test your equipment now' within the email highlighted with a green arrow in the image below, to begin the system check.




Setting up
There are several easy steps to set up. You need to do these **at least 48 hours** before your exam. It takes about 30 minutes. You can check our Candidate Guide at any time for more detail on each instruction.

[VIEW THE CANDIDATE GUIDE](#)

1. Decide where you are sitting your exam. You need to undertake the system check in the **same location** and room in the workplace or home, you intend to take your assessment, using the **same equipment** and at the **same time**.
2. You **must** have valid ID, driving licence or passport, which is in date and matches your registration name with Propertymark Qualifications
3. View the video on the right that explains everything you need to do.

CHECK YOUR EQUIPMENT



CLICK TO WATCH THE VIDEO

Extra information

- The equipment check is needed for **each assessment booked**.
- Use a mouse if you can – laptop finger pads aren't advised.
- We also recommend that you **read our privacy policy**.

[**CLICK HERE TO TEST YOUR EQUIPMENT NOW**](#)

Any updates to your device since completing the system check may have altered your system permissions.

If you experience any issues following a system update, you may need to re-enable access to microphone, camera, and screen recording.

TEST YOUR MICROPHONE

- Allow proctor exam to access your microphone to test it is working.



TEST YOUR SPEAKERS

- Sample music will play. Confirm you can hear the music. Check your volume is not muted.



TEST YOUR WEBCAM

- ProctorExam will access your camera.



TAKE THE TIME TO DO THE CHECKS

We can't refund or reschedule candidates who are unable to complete the assessment due to not completing the system equipment check correctly.

ON THE DAY



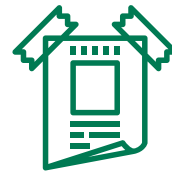
- Make sure your room and equipment are ready.
- Access the link in the email from noreply@examservice.propertymark.co.uk before your exam start time.
- Support is available during the exam to guide you through the process.
- You'll have access to the invigilation team on live chat, who will help and provide guidance throughout.



**Welcome to our site,
if you need help
simply reply to this
message, we are
online and ready to
help.**

IMPORTANT RULES FOR THE EXAM

- Clear workspace with no posters, papers or books.



- Pens and paper are not allowed during the examination. If undertaking written exams place notes in the text box provided. You might get marks for any points you make.

- No hats, caps, sunglasses or scarfs. Clothing with hoods must have the hood down.



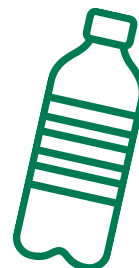
- if you have additional mobile phones, ensure they are switched off and out of reach and sight

- Smart watches must be removed for examinations.



- No headphones, in or over ear, are allowed.

- You can have a bottle of water, but any labels must be removed. Keep it safely within reach so you do not leave the camera view.



- You must be appropriately fully dressed for the exam.

STARTING YOUR EXAM



- Ensure you have ID to hand to show the remote invigilator. We accept driving licence, biometric residents card, citizens card, or passport.

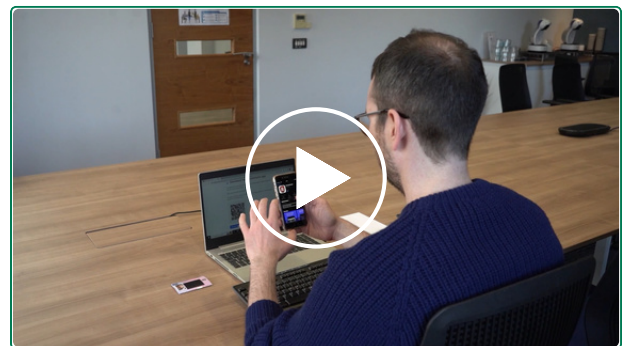


- Make sure you are alone
- Make sure you won't be disturbed; put a sign on the door



- Make sure you use the toilet as you will not be able to leave the room once the exam starts.

This short video will give you an idea of what to expect when launching your exam.



LAUNCHING YOUR EXAM

- You will receive an email with the link for your exam **3 calendar days** before your exam.



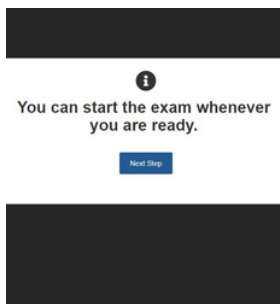
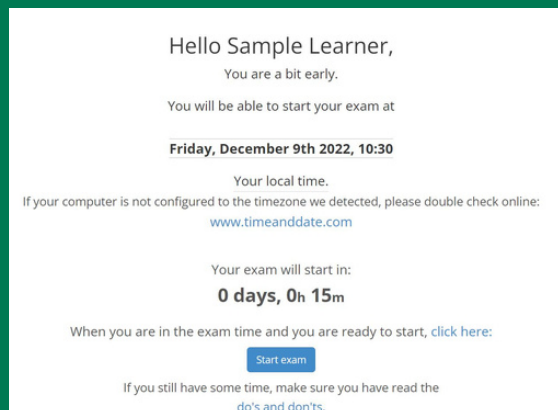
- Select "**Launch your exam now**" and follow the ProctorExam on-screen instructions.
- The exam timer only starts once you click the Start Exam button at the end of the setup procedure.
- Every time you complete a step, click "**next step**"
- Any updates to your device since completing the system check may have altered your system permissions.
- If you experience any issues following a system update, see page 4 for help accessing microphone, camera, and screen recording.

ENTERING THE VIRTUAL PLATFORM

If you are too early, that's ok. You can come back later and click the link to launch closer to your start time.

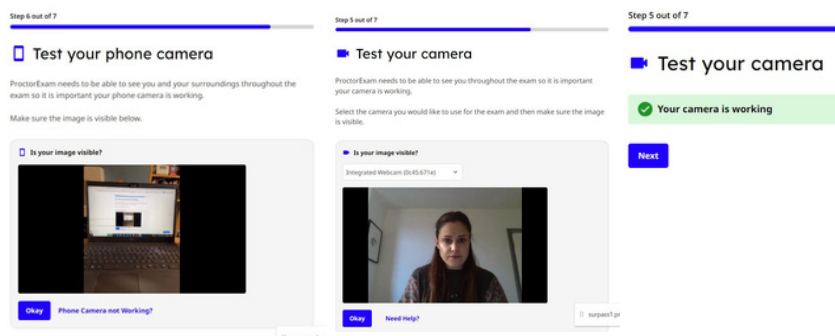
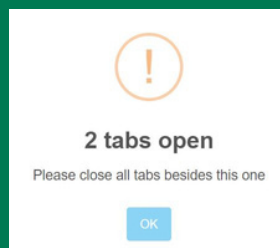
Once you gain access, it might take a few minutes to connect through to the virtual exam room.

If the timer counts down to zero and the assessment did not launch securely, click refresh and this will solve the issue.



A chat box is available at the bottom right of the screen so that you can talk to the exam Proctor if you have any difficulties when entering the exam.

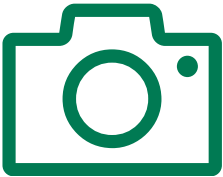


If you have multiple Google Chrome tabs open, you'll be prompted to close all except the proctor exam tab.



You'll see a step-by-step to connect your phone camera so the remote invigilator can see you.




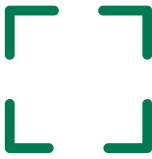
You will be guided through the identification process on the next page.

IDENTIFYING YOURSELF

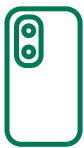



		
Hold your ID up to your camera and then select Take Picture.	Click Submit Photo if you are happy with it.	Choose Retake Picture to try again.

- Next, select Take Picture, holding up your ID to the camera.
- **You need ID to sit your exam. We accept drivers licence, biometric residents card, passport and citizens cards.**
- Submit the photo if you happy with it or choose to retake picture.

SET UP YOUR MOBILE DEVICE

			
Turn on Flight Mode	Connect to WiFi	Open Proctor Exam and make sure it is up to date.	Scan the QR Code in the email.

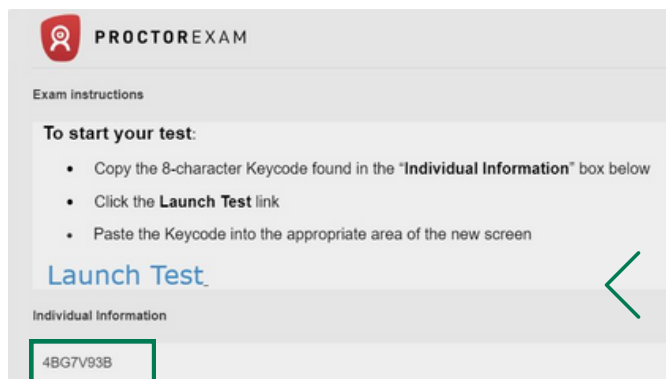
SHOW YOUR SURROUNDINGS

			
Show your surroundings	Set your mobile camera approx. 10ft away from your workstation	The mobile camera needs to show you at your workstation and the surrounding area	Plug in your mobile device to charge to ensure continual power supply.

HITTING LAUNCH

- Now you're ready to start your exam.

COPY YOUR KEYCODE

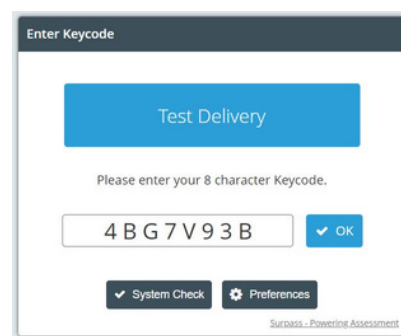


- Copy the keycode on the information page after taking the previous checks. (highlighted in green box on the left image). Then click Launch Test (highlighted with a green arrow)

- The launch button is at the bottom of the scroll bar. Scroll down if you can't see it.

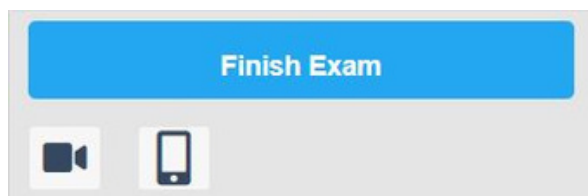
INPUT KEYCODE

- Enter your keycode on the next pop up and click OK to start your exam.



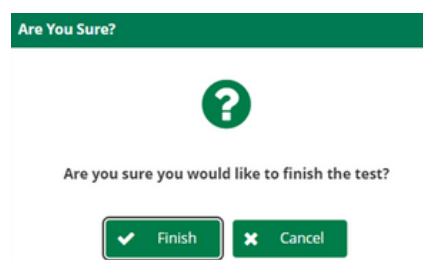
FINISHING YOUR EXAM

- Throughout the exam you'll see a timer and progress bar at the top of your browser.



- You will have the chance to re-confirm that you want to finish the exam.

- Once you have finished your exam, close all of your open documents and then select Finish Exam within the open ProctorExam tab in Chrome.



RESULTS

- You will be able to access your exam results within 5 working days.
- You will need to check your learner portal account regularly to see if your results are ready.
- For more information on what to do after your results, including re-sits and appeals, please go to:
- propertymark.co.uk/careers-learning/qualifications

GOOD LUCK

- Sitting an exam can be daunting. It makes a huge difference to familiarise yourself with the process, so you're not faced with something unexpected on the day.

TOP TIPS

- Start with a unit you're familiar with. Studying for a qualification is difficult enough without being assessed on an area that is completely new to you. Propertymark Qualifications allow you to sit units in whatever order you feel most comfortable.
- Revise properly and comprehensively. Cover all available study materials and read widely, keeping up-to-date with sector news and the latest industry issues.
- Before you begin, make sure that you read all questions carefully. This may sound simple, but it is so easy to misread a question, so double-check that you know what each question means and understand what you're being asked to do.
- Now read the question again.
- You'd be surprised how many candidates lose out on valuable marks because they skim a paper and don't read questions properly.
- If you have time to spare at the end, it may be tempting to leave early, but make every second count and take the time to go back through your exam and check your answers.
- You must demonstrate a higher level of knowledge, so it is important to ensure answers include sufficient detail, backed up by an in-depth understanding.
- If there is a question you can't answer, flag it, move on and come back to it at the end.