



SHRM CERTIFICATION
SHRM-CP | SHRM-SCP

REMOTE PROCTORING FAQs



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PART 1: GENERAL QUESTIONS

1. What is remote proctoring?

Remote proctoring is an exam delivery method administered by Prometric, SHRM's test administration partner, using its ProProctor™ remote assessment platform. Remote proctoring provides you with the option of taking the SHRM certification exam in a convenient location of your choice (i.e., at home) versus testing at a Prometric test center, if your residence or office is located in a country eligible for the service and your chosen testing environment and systems meet Prometric requirements.

2. What does it mean when the remote testing experience is referenced as “live” remote proctoring?

Live remote proctoring simply means the testing session is monitored by a qualified proctor through audio-video and screen-share feed in real time as opposed to recorded or artificial intelligence (AI) proctoring methods.

3. What are the main differences between test-center testing and remote proctoring?

Location and, of course, the testing experience are the main differences. Everything else is primarily the same to include the level of scrutiny built into security management/maintenance.

4. Is the remote proctored testing option offered worldwide?

Remote proctored testing is currently available domestically and internationally in most countries except China, Ethiopia and Nigeria. Examinees in these countries must take the exam at an available Prometric test center.

5. Why might remote proctored testing be a good option for me?

There are many reasons people choose to test remotely. One of these reasons might fit your circumstance:

- The pandemic has limited their test-center options.
- There were no seats available at the time they wanted to test.
- They're in the high-risk category of COVID-19 and wish to stay safe.
- Testing in a familiar place helps ease some of their test anxiety issues.
- The nearest test center is farther away than they wish to travel.
- The convenience of testing anytime/anywhere gives them more control over their experience.

6. What are the system requirements for remote testing?

To test remotely, you will need the following:

- A PC or Mac laptop or desktop computer.
- Computer must be undocked.
- Dual-monitor configurations are prohibited.
- An internal or external webcam (if external, it must be connected to the computer).
- A microphone.
- A laptop or desktop computer power source.
- A minimum screen resolution of 1024 x 768.
- A Windows 7 or higher, or macOS 10.13 or higher, operating system.

- The current version of Google Chrome web browser.
- Reliable and stable Internet connectivity with a speed of 0.5 mbps or greater.



IMPORTANT INFORMATION ABOUT INTERNET CONNECTIVITY

- The testing platform **works best when used on a wired** versus a wireless network. (If possible, connect directly to your router.)
- If testing from home, ask others within the household to avoid Internet use during your exam session.
- Tethering to a mobile hotspot is prohibited.

7. Can I use a tablet or smartphone to take my remote proctored exam?

No, the ProProctor platform is not compatible with a tablet or smartphone. However, you can use a Microsoft Surface Pro if it is configured to laptop mode.

Learn more on how to switch your Surface Pro to laptop mode:
<https://support.microsoft.com/en-in/help/4023461/surface-how-to-switch-between-modes-on-surface-book>

8. What are the environmental requirements for remote proctored testing?

To comply with the security procedures, there are various requirements for your testing environment:

- Your selected testing location must be indoors (walled), well-lit, with a closed door and free from background noise and disruptions.
- The entrance to the room must be in full view of the camera.
- Your workstation and surrounding area (including the walls) must be free of materials (i.e., pictures, office supplies, electronic devices, etc.).

9. Can I take my remote proctored exam at my place of work using my work computer?

SHRM **does not** recommend this, because corporate firewalls (including VPN) that many organizations have in place could prevent successful test delivery. If you choose to test from the office, SHRM strongly recommends you involve your IT team to resolve any issues, including potential firewall issues, long before test day.

10. Can I use my work computer for testing from home or office?

SHRM **does not** recommend this, because corporate firewalls (including VPN) that many organizations have in place could prevent successful test delivery. If you choose to test from home or office using your work computer, SHRM strongly recommends you in-

volve your IT team to resolve any issues, including potential firewall issues, long before test day.

11. What about turning off pop-up blockers? Do I need to do this before testing?

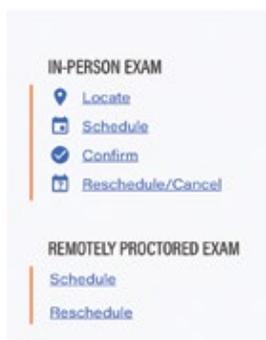
Yes. Prior to launching the exam, you must turn off web browser pop-up blockers to ensure a successful launch and the smooth administration of the exam.

12. How do I know if my computer system meets Prometric's remote proctoring requirements?

You can confirm your system's compatibility by going to <https://rpcandidate.prometric.com> and completing the system check step.

13. How do I sign up to test via remote proctoring?

Once you receive your Authorization to Test (ATT) letter, you may schedule your exam appointment online (the preferred method). To schedule online, go to www.prometric.com/shrm, scroll down and select the **"Schedule Your Remotely Proctored Exam"** option.



14. I already signed up to test at a test center but would like to change to remote proctoring. How do I do that?

To change your appointment to remote proctoring, you will need to cancel your existing appointment first. Go to www.prometric.com/shrm and click on the **"Reschedule/Cancel"** option under the **"Actions"** panel, then click on the **"Schedule"** option in **"Remotely Proctored Exam"** to schedule.

15. How will I receive my exam results after I test?

You will receive an unofficial pass/did not pass decision upon completion of the exam; it appears on the final screen before you click "end test." You will also receive an e-mail that shows the message that appeared on-screen. It will be sent to the e-mail address you used to set up your testing appointment within 24 hours of taking the test. Approximately four weeks after testing, you will receive an e-mail directing you to retrieve your official results from the My Resources tab in the SHRM Certification Portal. To protect confidentiality, results are not provided by e-mail, phone or fax.

16. How much time am I given to take the exam, and how is the exam structured?

The duration of your exam appointment is 4 hours and 15 minutes and is structured as follows with the option to take one unscheduled break of no longer than 15 minutes in duration (see details in item 17):

- Confidentiality Reminder – 2 minutes
- Introduction and Tutorial – 8 minutes
- Exam Section 1 – Up to 2 hours
- Exam Section 2 – Up to 2 hours
- Survey – 5 minutes

You must complete Section 1 of the exam in order to move on to Section 2. Unused time from Section 1 **does not** carry over to Section 2.

You will not have the ability to review questions in Section 1 after moving on to Section 2. Flagged-item review occurs at the end of Section 1 for items in Section 1 and then again at the end of Section 2 for items in Section 2.

17. Is a break allowed at some point during the exam?

Yes, you are allowed **one 15-minute optional, unscheduled break** at any time during the exam session. However, please note that the exam **clock will continue to run** during this time. If you wish to take a break, you must notify the proctor before leaving the view of the camera. Failure to inform the proctor prior to taking a break, or failure to return on time from the break, will result in the termination of your exam session. Upon your return from the break, a full security scan will be conducted before the exam session is resumed.

18. Can I take more than one break?

No, only one break is permitted.

19. Am I required to take a break?

No, the break is optional. If you do not need or want to take a break, you should just continue testing.

20. Can I download the Prometric ProProctor application ahead of time?

Yes, the ProProctor app may be downloaded at any time to your undocked laptop.

21. Can I have a glass of water on my desk when taking a remote proctored exam?

No. Eating, drinking, smoking and chewing gum are prohibited during the exam. However, if you have a medical condition that requires you to drink water or take any other action required to manage your medical condition, please submit a testing-accommodation request.

22. I see I'm not allowed to have my cellphone in the area when I'm testing, but what if I run into technical difficulties or unexpected circumstances during my remote proctored exam session and need to connect to a proctor?

Cellphones are not permitted in the testing area but should be close by in another room. In the case of Internet or power loss, you should go to the room where your cellphone is located and connect with the proctor. If using a smartphone, go to <https://rpcandidate.prometric.com> and click on **"Contact Support,"** then follow the prompts.

23. I've heard that the security check-in can take longer than anticipated, which could result in a delay with my exam start time. If this happens, will I still get the full 4 hours to test?

Yes, you are expected to launch the exam 30 minutes prior to your scheduled appointment time to go through the Prometric security check-in process. However, delays do occur. If this should happen, rest assured that the extended time spent during security check-in will not affect your exam time and you will be provided with the full 4 hours to test.

24. Are there testing accommodations available for remote proctored exams?

Currently, we are only accepting testing-accommodation requests for extended exam time or to accommodate a medical condition for remote proctored exams. If you need other types of accommodations, you will need to schedule an in-person exam at a Prometric test-center location.

25. Is remote proctored testing a replacement for the in-person testing format?

No, remote proctored exam testing is an additional testing option and not a replacement of in-person testing. Both are available alternatives.

26. Is remote proctored testing a permanent offering or is it available temporarily as a result of the coronavirus pandemic?

SHRM plans to offer the remote proctored exam as a permanent testing option unless test security becomes an issue.

27. How does remote proctored exam delivery affect SHRM's certification accreditation?

Live remote proctored exams meet the standards established by SHRM's accrediting body; therefore, SHRM's accreditation is not affected.

28. I have a medical condition that requires text-reading software during my exam. Can I still take a remote proctored exam and receive this type of accommodation?

Unfortunately, no. The ProProctor platform does not support text-reading software, so you will need to schedule your test at a testing center.

29. I've been told remote proctoring can be done any day or time of the week. If this is so, why am I being told the time I selected is not available?

Remote proctoring is available 24/7; however, keep in mind that

due to the number of test takers who proctors are mandated to monitor, the day and time you select may not be available. If you are told your day/time is not available, simply select a different time frame.

30. Is there an additional fee to take a remote proctored exam?

No. At this time, there is not an additional fee to take an exam via remote proctoring.

31. Can I whisper or read the questions out loud?

No. For security reasons, examinees are not permitted to read out loud or whisper exam questions/answers.

32. Can I use scratch paper when taking a remote proctored exam?

Yes, you may have two sheets of blank paper and must do three things at the end of the exam: 1) completely scribble out all writing on each side of the two sheets of paper; 2) show it to the proctor as evidence that all writing has been obliterated; and 3) tear up the sheets of paper in front of the proctor into no fewer than 16 pieces of approximately the same size.

33. What is Prometric's data privacy protection policy specifically as it relates to the duration of storing identifying documentation such as my government-issued photo ID?

Prometric retains examinees' test-related documentation for 30 days. After that time, the information is removed from its system. You will be asked to acknowledge and consent to this as part of the privacy policy review.

34. What if I really want to talk to someone at Prometric for scheduling/rescheduling? Can I call them?

Yes. However, please be advised that the wait time may be long due to agents assisting other customers. The quickest way to get resolution is to fill out an online request form at <https://www.prometric.com/contact-us>.

PART 2: TECHNICAL QUESTIONS

1. Am I required to confirm the compatibility of the equipment I will be using for testing prior to scheduling a remote proctored exam appointment, and do I need to verify this confirmation with the testing vendor?

You must confirm the compatibility of your equipment and systems prior to testing, but you will not need to verify that fact with Prometric.

2. I passed my system check and want to be sure I have a successful testing event. Are there other things I need to do to prepare?

The following are important tips beyond the standard system check:

- Attempting to launch using virtual machines or remote desktop connections will NOT be permitted.
- Firewall and/or security settings may restrict your ability to launch the application. Turn OFF pop-up blockers, too.
- Testing on corporate laptops and machines may require addi-

tional steps, especially regarding firewall issues.

- Download and upload speeds are a snapshot in time. Be sure to select a time to test when minimal traffic occurs using your Internet services (e.g., household members using video streaming or gaming).

For these and additional help topics, see the following ehelp page: <https://ehelp.prometric.com/proproctor>

3. I downloaded the application, but nothing happened and I don't see an icon on my desktop. Did I install it correctly?

The download is a very lightweight installation, which allows you to launch your exam in a secure testing environment. There is no desktop application or shortcut that is created as part of the installation. After selecting "**Download & Install ProProctor App**," click "done" and your application is installed. If you would like to validate success, look in your application

folder (on Mac) or the add/remove program folder (on Windows) for the ProProctor icon and application.

4. I am having trouble logging in to the system. Why is that happening?

If nothing happens after clicking “launch,” the application may not have been installed or may have been installed improperly. Try uninstalling the application and reinstalling. If you log in to the system and then become immediately disconnected or are disconnected unexpectedly in the middle of your check-in, it can be a result of an Internet interruption, a firewall or a security setting on your computer. To troubleshoot this, see the ehhelp page or connect with a member of the support team. The ehhelp page can be found at <https://ehelp.prometric.com/proproctor>.

5. What do I do if there is an unexpected power or Internet disruption during my remote proctored exam session?

If you experience a power or Internet disruption during your remote proctored exam session, the exam will pause after the connection is lost. At that point you should try to reconnect to the exam by first exiting out of the window; a blank screen with an “X” will appear. Next, close the window, reopen the browser and reconnect to the test driver. If successful, the exam and the timer will resume where you left off. You have up to 30 minutes before Prometric’s exam-disruption time allowance runs out. In the event you are unable to reconnect in time, your exam will be terminated and you will need to reschedule. Contact Prometric Help Support via chat once your Internet is back up or leave the testing room to use your smartphone. To contact Help Support using a cellphone without Internet, see the “How to Contact an Agent” box below.

Important Notice: Repeat disconnections are an indication of an unstable Internet. In this situation, SHRM will allow examinees up to three relaunches of the exam with up to 30 minutes of overall

interruption time. Incidents that extend beyond either of these circumstances will result in the termination of the exam. If this happens, you can contact Prometric via chat to report the issue. Upon review and approval, you may receive a second opportunity to test. However, you will be required to test at an in-person test-center location.

6. I have been waiting for a proctor for over 15 minutes. Is there something else I should do?

Any wait time exceeding 15 minutes can be concerning. If this occurs, click the exit button, wait 90 seconds, then try launching again. If the wait time persists, contact Prometric Help Support using the “**Contact Support**” link at the top of the webpage <https://rpcandidate.prometric.com>.

7. What is the best way to resolve technical issues when they arise?

For self-guided troubleshooting, consider using the ehhelp page (<https://ehelp.prometric.com/proproctor>) to search for common technical issues. If issues persist, use the “**Contact Support**” link at the top of the webpage <https://rpcandidate.prometric.com>.

8. What can I expect when I contact Prometric Help Support for assistance?

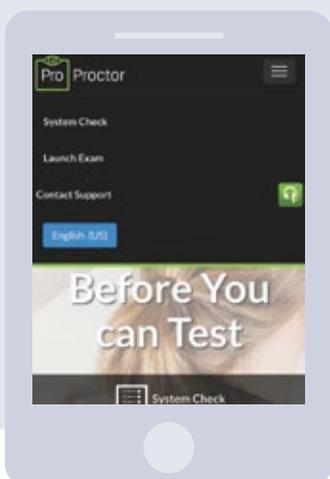
A Prometric Help Support agent will work with you to troubleshoot your individual and unique problem. Steps they may take as part of the resolution will vary depending upon the issue. This may include asking you to reboot your machine. In some cases, it may also be necessary for them to see what you are experiencing on-screen, and they will ask for your permission to take control of your computer. This will help expedite your resolution and get you back to your exam as quickly as possible. After your exam, Help Support is available to return your computer to its pre-test state upon request. Be sure to return to Help Support for assistance with this step.



HOW TO CONTACT AN AGENT

STEP ONE

Use your smartphone with a separate Internet source to go to <https://rpcandidate.prometric.com> and click on “**Contact Support**” within the main navigation.



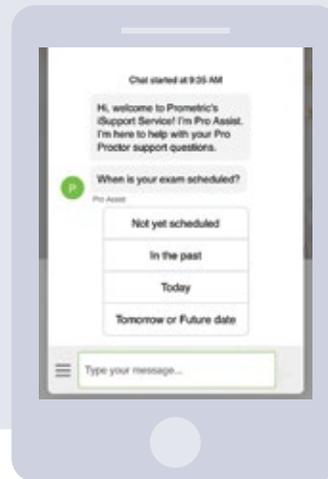
STEP TWO

Click the green “**I’m here to help!**” button at the bottom of the screen.



STEP THREE

Answer the questions to be connected with an agent.



9. I received an error message starting with BBO. What does that mean?

Following are error messages that may appear either while trying to launch an exam or at the point of a disconnect. See the descriptions listed below along with suggestions on how to address the issue.

ERROR MESSAGE	DESCRIPTION	HOW TO RESOLVE
BB01030	Occurs when an unknown exception is preventing an exam from launching.	<ul style="list-style-type: none">○ Exit the window or application, wait 90 seconds, then try to launch the test session.○ Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again.○ Uninstall and reinstall the candidate app.○ Reboot the computer and try launching again.○ As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB01040	Unexpected disconnect from the application. Usually stems from the following: <ul style="list-style-type: none">○ Poor or non-functioning network or Internet connection.○ Down servers or other server-side issues.	<ul style="list-style-type: none">○ Confirm Internet connection is on.○ Verify ISP speed meets the minimum requirement by re-running the system check on the website.○ Consider using a hardwired connection instead of Wi-Fi.○ Try to launch test session again after waiting at least 90 seconds.○ As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB01045	Like BB01040, this generally occurs when there is an Internet connection interruption on the test taker's end.	<ul style="list-style-type: none">○ Confirm Internet connection is on and working.○ Verify ISP speed meets the minimum requirement by rerunning the system check on the website.○ Consider using a hardwired connection instead of Wi-Fi.○ Try to launch test session again after waiting at least 90 seconds.○ As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).
BB02020	Occurs when the application has previously been opened and an attempt is made to relaunch too quickly.	<ul style="list-style-type: none">○ Exit the window or application, wait at least 90 seconds, then try to launch the test session again.○ Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again.○ As a last resort, contact Help Support using the chat feature on the candidate portal (rpcandidate.prometric.com).

10. How do I uninstall and reinstall the ProProctor application?

For instructions on how to uninstall on a Windows operating system, see the Windows HELP page. For Mac OS, see the Mac OS HELP page.

11. I have contacted technical support using the “Contact Support” link but am receiving a message “Agents are unavailable, please try again later.” What should I do now?

Prometric has agents available at all operational hours. During high-volume times, the queue line may fill quickly. Exit the chat window, wait 60 seconds, then try initiating the support link again. If the problem persists, contact the Candidate Care line at:

○ **Toll Free – U.S., U.S. Territories and Canada:** 1.800.813.6779

○ **International:** +1.443.455.6299

Note that any international charges may apply.

○ **E-mail:** pro-proctor@prometric.com

PART 3: ADDITIONAL RESOURCES

Prometric ProProctor User Guide

https://www.prometric.com/sites/default/files/2020-04/PrometricProUserGuide_3.1_1.pdf

Information on the SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP)

shrmcertification.org

The SHRM Certification Handbook

All candidates should carefully review the Handbook during the application process and before arriving at the test center.

pages.shrm.org/certhandbook

Confirm that your computer and network will allow testing through ProProctor

<https://rpcandidate.prometric.com/Home/SystemCheck>