



SHRM CERTIFICATION
SHRM-CP | SHRM-SCP

2025 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. Two conditions apply: The service is available only if your residence or office is located in the United States **and** if your chosen testing environment and systems meet Prometric requirements.

2. Is remote proctoring a permanent test option?

SHRM will continue to offer remote proctoring unless test security issues arise. Note that candidates who test remotely pass the exams at a lower rate than candidates who test in person. Remote testing is also not available in most regions of the world because of test security issues. Candidates from these regions are required to take the exam in person at a testing center.

3. What does the term “live remote proctoring” mean?

Live remote proctoring simply means the testing session is continuously monitored by a qualified proctor through audio-video and screen-share feed in real time as opposed to being recorded to be reviewed at a later time by a proctor. Some artificial intelligence proctoring methods are used to monitor candidates during a remote exam as part of the proctoring system.

4. 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, including the level of scrutiny built into security management/maintenance. However, another important and primary difference is that **those who test in a test center consistently pass the exam more often** than those who test via remote proctoring.

5. Is the remote proctored testing option offered worldwide?

Remote proctored testing is only available in the United States.

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

One of these reasons might appeal to you:

- Testing in a familiar place may ease test anxiety issues.
- The nearest test center is more than one day's travel away from home.

7. What are the system requirements for remote testing?

To test remotely, you need the following, all in working order:

- A PC or Mac laptop or desktop computer.
- Computer must be unlocked.
- A single monitor; no dual monitors.
- 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 8.1 or higher, or macOS 10.13 or higher, operating system.
- The current version of the Google Chrome web browser.
- Reliable and stable internet connectivity with a speed of 1.2 Mbps or greater.



IMPORTANT INFORMATION ABOUT INTERNET CONNECTIVITY

- You must connect directly to your router via hard wire (using an ethernet cord).
- If testing from home, others may not use the internet during your exam session.
- Tethering to a mobile hot spot is prohibited.

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

Tablets and smartphones are **not** permitted. However, you may use a Microsoft Surface Pro but only 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>

9. 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 (with four walls) and well-lit, with a closed door. It must also be 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 (pictures, office supplies, electronic devices, etc.).

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

SHRM **does not** recommend this because the corporate firewalls (including VPN) that many organizations have in place often 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. Note that if you take recommended provisions to test from the office and are unable to connect or stay connected on test day, SHRM will require you to take the exam in person instead of testing remotely from that day forward.

Note: If you test from your office, we recommend you provide your internal IT department with a copy of these FAQs prior to your exam.

11. Can I use my work computer for testing from home or offline?

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

Note that if you take recommended provisions to test with your work computer and are unable to connect or stay connected on test day, SHRM will require you to take the exam in person instead of testing remotely from that day forward.

12. 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 smooth test administration.

13. 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 **before you schedule your appointment.**

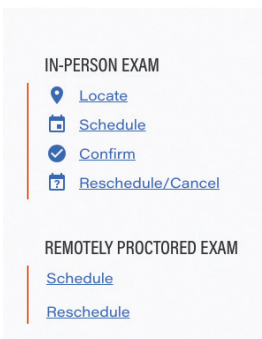
14. What if I have technical problems on test day and cannot take the exam remotely?

SHRM will require you to take the exam in person instead. SHRM will reset your appointment for an additional \$100 fee so you can take the exam in the same test window. Contact shrmcertification@shrm.org if this happens. Note that SHRM requires any candidate who requires a reset to take the exam in person instead of testing remotely from that day forward. Remote testing will no longer be available to you.

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

After 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.



16. 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 under **"Remotely Proctored Exam"** to schedule.

17. How will I receive my exam results after I take the test?

You will receive an unofficial pass/did not pass decision upon completing the exam; it appears on the final screen before you click **"End Test."** You will also receive an email that shows the message that appeared on screen. It will be sent to the email 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 email 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 email, phone, or fax, nor will they be given to anyone except you as the test taker without your written permission.

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

Your exam appointment is 4 hours long and is structured as follows, with the option to take one unscheduled break no longer than 15 minutes (see details in item 19):

- Confidentiality Reminder – 2 minutes
- Introduction and Tutorial – 10 minutes
- Exam Section 1 – up to 1 hour and 50 minutes (110 minutes)
- Exam Section 2 – up to 1 hour and 50 minutes (110 minutes)
- Survey – 8 minutes

You must complete Section 1 of the exam before you begin Section 2. Unused time from Section 1 is not added to Section 2. You will not have the ability to review questions in Section 1 after starting 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. You must complete all reviews before finishing each section.

19. 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. If you do **not** inform the proctor prior to taking a break, or if you do **not** return on time from the break, the proctor will terminate your exam session. If this occurs, you must apply in the next testing window to take the exam; SHRM will not reset your appointment to allow you to take the exam in the current window. Upon returning from the break, **before the 15 minutes expire**, re-engage the proctor who will conduct a full security scan before the exam session is resumed.

20. Can I take more than one break?

No, only one break is permitted.

21. 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.

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

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

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

A glass of water is not permitted, but a clear bottle of water without a label is permitted. 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.

24. 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.

25. 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 allotted time to test?

Yes, you are expected to initiate the exam check-in process by launching the exam program 30 minutes prior to your scheduled appointment time to complete 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 time to test.

26. What should I expect from the security check-in process?

A readiness agent will confirm your name, address, and exam details with you via video chat. The readiness agent will ask you to provide a 360° view of your environment using your webcam. Your agent also will ask you to scan your work surface using your webcam. We strongly recommend having a medium-to-large mirror during your environmental check. During this step, your readiness agent will ask to inspect things such as bookshelves, wall hangings, and electronic devices including televisions. It is recommended to have a large bedsheet or linen available if asked to cover any area you are required to cover.

Important: Do not have your laptop connected to a docking station anytime during the setup of your exam. This can cause connectivity issues. Clear your workspace. Put away all personal items or remove them completely from the testing room.

Your readiness agent will ask you to stand up to do a scan of your person. This scan will include—but is not limited to—conducting a sleeve, pocket, and glasses check. Additionally, you will be asked to turn all pockets inside out. You must remove all jewelry except wedding rings.

Important: In order to expedite the check-in process, please remember to empty your pockets prior to the visual check and remove all jewelry except wedding rings.

27. 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.

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

No, remote proctored exam testing is currently an additional testing option and not a replacement of in-person testing. Both are currently available alternatives except as limited by geography (see details above for regions where remote proctored testing is not available).

29. Is remote proctored testing a permanent offering or is it available until further notice?

SHRM plans to offer the remote proctored exam as a permanent testing option **unless test security becomes an issue**. Then, it will no longer be available.

30. 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.

31. 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. This type of accommodation is only available in a test center, not through remote proctoring.

32. 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, due to the number of test takers proctors are mandated to monitor, the day and time you select may not be available, or all the remote appointments may have been filled. If your preferred time is not available, simply select a different day and/or time. If no remote appointments are available, you must take the exam in person at a test center.

33. 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.

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

No. For security reasons, examinees may not read out loud or whisper exam questions/answers while taking the exam. If you need this type of accommodation, it is only available in a test center.

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

No. ProProctor utilizes electronic scratch paper within the application called Scratchpad. Candidates initiate Scratchpad in the same manner as a chat window. The application opens as a floating window for you to capture digital notes during your exam. You have the ability to resize the window. You may open and close Scratchpad as often as needed throughout the test. You have unlimited character capabilities. Data is retained in the event a disruption of service is experienced. Data is purged when you complete your exam and exit the system.

36. 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. If SHRM requests that Prometric retain records associated with test security issues for a longer period of time, those records may be retained indefinitely.

37. 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

Important Notice: Any issues caused by an individual's at-home or at-office technology that preclude launch or completion of an exam may result in the need to reset your appointment to test in the same test window. However, two conditions govern resetting a candidate's appointment because of at-home or at-office technology problems:

- i. An additional fee of \$100 is due at the time of resetting the appointment.
- ii. SHRM requires the candidate to test in a test center. Remote proctoring is no longer an option for candidates during the current or future testing windows if at-home or at-office technology problems cause a testing appointment reset.

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?

Yes. You must confirm compatibility of the equipment you will use on test day and your other systems (e.g., internet connectivity) 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 is not possible and therefore 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 office laptops generally requires additional 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., when household members are **not** using video streaming or gaming).

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

3. After I download the ProProctor application, how will I know I installed it correctly?

When prompted to download, you will be asked for your Confirmation Number and Surname. The download is a very simple and lightweight installation that allows you to launch your exam in a secure testing environment. When the download is completed, a temporary icon or shortcut is created and added to your desktop as part of the installation. After selecting **"Download & Install ProProctor app,"** click **"done"** and the application will be installed. If you would like to validate a successful download, look in your application folder (on Mac) or the add/remove program folder (on Windows) for the ProProctor icon and application. You may delete the shortcut icon after you complete your exam.

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 help page or connect with a member of the support team. The help page can be found at <https://ehelp.prometric.com/proproctor>. If issues on test day persist, contact shrmcertification@shrm.org to request a reset; note you will be required to pay the \$100 dollar reset fee and test in person at a test center instead of from that day forward.

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

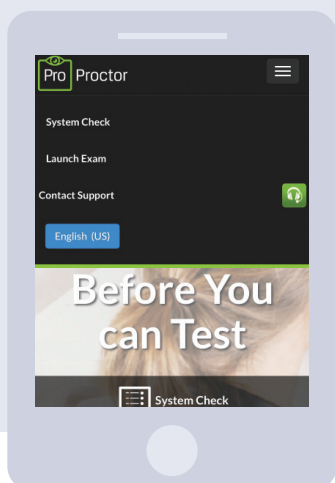
If you experience a power or internet disruption during your remote proctored exam session, the exam will pause after the connection is lost. At that point, you should try to reconnect to the exam by first exiting out of the window; a blank screen with an "X" will appear. Next, close the window, reopen 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 the allotted 30 minutes, your exam will be terminated and you will need to reschedule. You will be required to take the exam in a test center if this situation occurs. Contact SHRM at shrmcertification@shrm.org to request a reset of your exam appointment.



HOW TO CONTACT AN AGENT

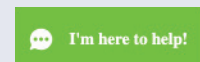
STEP ONE

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



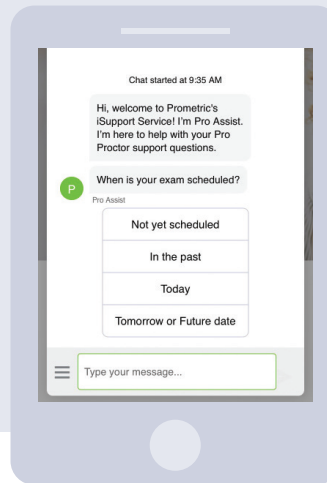
STEP TWO

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.



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 from this day forward and pay the additional \$100 dollar fee for the current testing window. See “Important Notice” at the start of this section for details.

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 or 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 computer. 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, commonly called “driving” or “remoting in.” 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.

9. 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 macOS, see the macOS HELP page.

10. 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. Keep in mind that Prometric agents are helping several hundred remote testers each hour, so queues for help may be long. 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.
- **Email:** 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) and SHRM Senior Certified Professional (SHRM-SCP)

<https://www.shrm.org/credentials/certification>

The SHRM Certification Handbook

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

www.shrm.org/credentials/certification/shrm-certification-handbook

Confirm that your computer and network will allow testing through ProProctor

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