

Remote Proctoring FAQs

1. What is remote proctoring?

Remote proctoring is an exam delivery method administered by Prometric, SHRM's test administration vendor, using their 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, provided 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 are the main differences between test-center testing and remote proctoring?

Location, and of course the testing experience are the main differences (at home versus away from home). Everything else is primarily the same to include the level of scrutiny built into security management/maintenance.

3. Is the remote proctor testing option offered worldwide?

Remote proctor 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.

4. What are the system requirements for remote proctor testing?

To test remotely you will need the following:

- a. A PC or Mac laptop or desk top computer
- b. A webcam and a microphone
- c. A laptop or desk top computer power source
- d. A minimum screen resolution of 1024 x 768
- e. A Window 7 or higher, or macOS 10.13 or higher operating system
- f. The current version of Google Chrome web browser
- g. An internet connection speed of 0.5 mbps or greater
- h. Wi-Fi connectivity (for the best experience use an Ethernet cable to connect directly to the router)

Note: Prometric requires that you take your test using an undocked computer. No dual-monitor configurations are permitted for testing (i.e., a desktop with two monitors or a laptop with a separate monitor).

5. What are the environmental requirements for remote proctor testing?

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.).

6. 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.

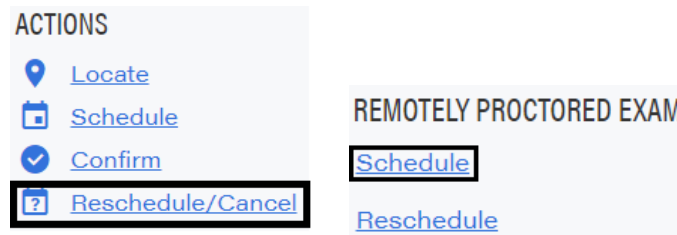
7. How do I sign up to test via remote proctoring?

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Once you receive your Authorization to Test Letter (ATT) 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 Remote Proctored Exam” option.

8. 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.



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

Candidates 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 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, candidates will receive an e-mail directing them to retrieve their official results from the My Resources tab in their certification portal. To protect confidentiality, results are not provided by e-mail, phone or fax.

10. 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 11):

- 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

Examinees 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. Examinees 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.

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

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Yes, examinees 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. Examinees 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 the exam session. Upon returning from the break a full security scan will be conducted before the exam session is resumed.

12. Can I take more than one break?

No, only one break is permitted.

13. Am I *required* to take a break?

No, the break is optional. If an examinee does not need or want to take a break, they should click 'next' to continue with the exam.

14. Can I use my work computer for testing?

You can but we strongly recommend that you do not because of the operating restrictions that many organizations impose on company owned computers. If you choose to use your work computer, you must first contact your IT department to discuss operating restrictions and ensure system compatibility.

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

The Pro Proctor app may be downloaded at any time to your undocked laptop.

16. 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.

17. I see I'm not allowed to have my cell phone 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?

Examinees may not have their cell phone in the testing area but should have their cell phone close by in another room. In the case of internet or power loss the examinee should go to the room where their cell phone is located and connect with the Proctor. If using a smart phone, go to <https://rpcandidate.prometric.com/>, click on Contact Support, then follow the prompts.

18. What about turning off popup blockers, do I need to do this before testing?

SHRM is seeking the answer to this question from Prometric. Until we have a firm answer, SHRM advises that it is best to turn off pop-up blockers to ensure a smooth administration of the exam.

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If SHRM learns it is not necessary to turn off pop-up blockers, either SHRM or Prometric will inform candidates. Both organizations send a final email days before test-day to examinees.

19. 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. Examinees in need of other accommodations will need to schedule an in-person exam at a Prometric test center location.

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

No, remote proctored exam testing is an additional testing option and is meant to supplement the in-person testing option. Both options are available.

21. Is remote proctored testing a permanent offering or is it being offered temporarily as result of COVID-19?

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

22. 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.

23. 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.

24. 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 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 just simply select a different timeframe.

25. 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.

26. 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.

27. Can I use scratch paper or a calculator when taking a remote proctored exam?

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Examinees may have two sheets of blank paper, a writing element, 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, and into no fewer than 16 pieces of approximately the same size.

28. 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 only retains examinees’ government issued photo ID and relevant information for the duration of the testing appointment. As soon as an examinee closes the exam driver program, all information related to the exam administration is deleted from both the examinee’s system and Prometric’s system.

29. 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?

Examinees must confirm the compatibility of their equipment and systems prior to testing but they do not need to verify that fact with Prometric because Prometric’s ProProctor system also verifies testers equipment and systems as part of the compatibility check.

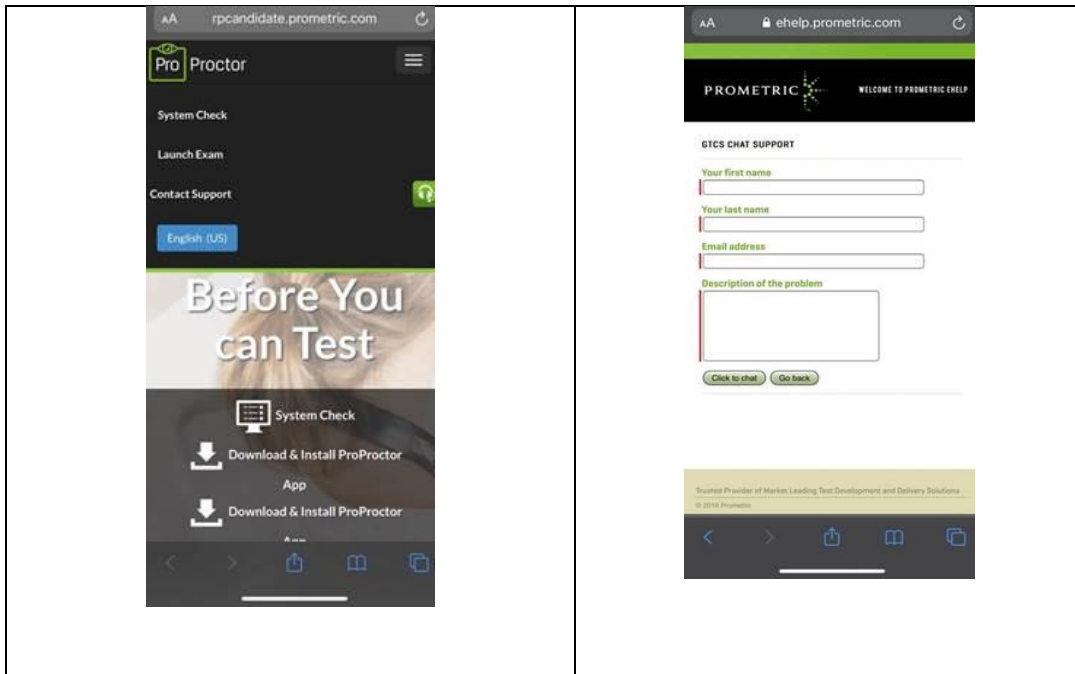
30. What do I do if there is an unexpected disruption of power during my remote proctored exam session?

If Examinee experiences a power or internet disruption during their remote proctored exam session, the exam will pause after the connection is lost. At that point examinees 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 the examinee left off. Examinees have up to 30 minutes before Prometric’s exam disruption time allowance runs out. In the event the examinee is unable to reconnect in time, the examinees exam will be terminated, and the exam will need to be rescheduled. Examinees should contact the Prometric helpdesk via chat once their internet is back up or leave the testing room to use their smart phone. To contact the help desk using a cellphone without internet follow the instructions below.

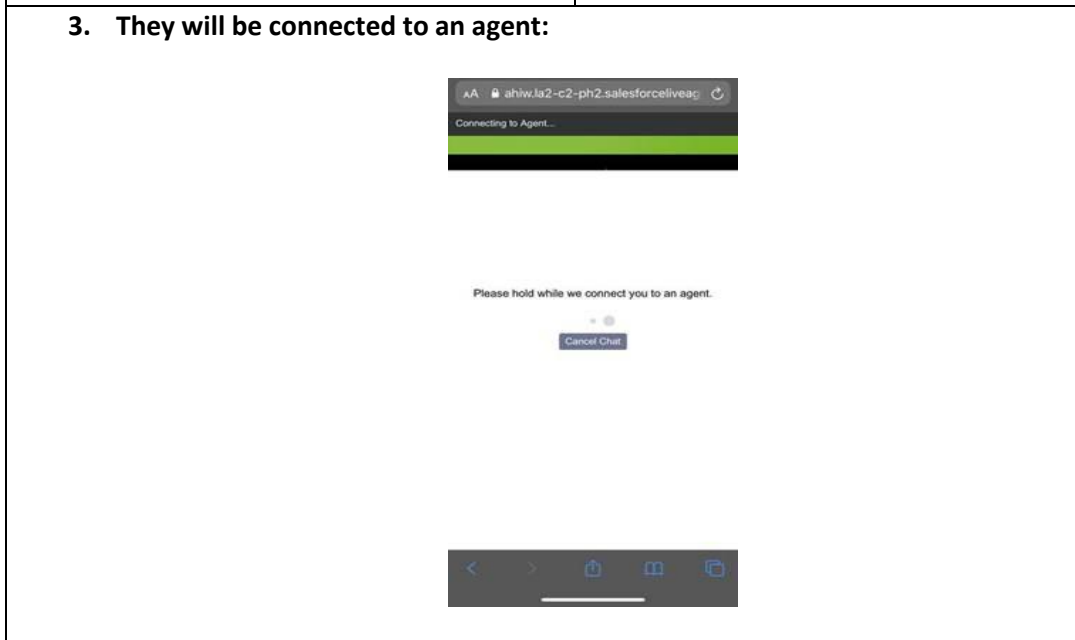
Help minimize dips in internet service by hard wiring to your router with an ethernet cable, and make sure no one else in the household is streaming, etc. that affects bandwidth.

<p>1. Examinees use their phone with a separate internet source, go to the remote proctoring URL https://rpcandidate.prometric.com/ and click on “Contact Support”:</p>	<p>2. Enter in information and click “click to chat”:</p>
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3. They will be connected to an agent:



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

Prometric call center remains open, although there are extremely long wait times due to the fact candidate care agents are focused on contacting and rescheduling displaced candidates. They advised the best form of contact is using this link and filling out an online request. <https://www.prometric.com/contact-us>