Frequently Asked Questions About Live Remote Proctoring

What is Live Remote Proctoring?

Live Remote Proctoring is a technology that makes it possible for a remote proctor to monitor a test-taker in real-time while completing an online exam from home. Measures used to confirm the identity of the test-taker and safeguard the integrity of the exam include software that monitors the test-taker computer's desktop, webcam video and audio. More advanced versions use artificial intelligence to assist the proctor with the monitoring process, such as facial recognition, flagging certain head and/or eye movements that are signs of cheating, and detecting sounds in the room that might indicate another person aiding the test-taker.

Who is providing the proctoring?

ProctorU is our partner for delivering Live Remote Proctoring. ProctorU has been providing secure live online proctoring services for academic institutions and professional organizations since 2008. Headquartered in Birmingham, AL, they have fourteen corporate office facilities located around the globe. Test-takers are able to schedule and take an exam, 24 hours a day, 7 days a week, from the convenience of their home.

How does the proctoring work? What can I expect?

You will create a log in at the ProctorU website to schedule the exam. At the scheduled exam time, you will login and start the process. The screen will walk you through the steps you need to verify your identity and connect with a proctor. Once connected with the proctor, he or she will walk you through what you need to start your exam.

Here is a brief walkthrough of what you can expect:

Step 1: Connect your desktop to your proctor's computer. Click the 'Click Me!' button then run the file and open 'Support-LogMeInRescue' in the downloads folder. If you are using Mozilla Firefox, you will need to save the file and then open it.

Step 2: Show your photo ID. Once your camera and desktop are connected to your proctor's, you will be asked to show government- or school-issued identification.

Step 3: Verify your identity. You will submit your name and physical address electronically and the site will generate 4 challenge questions based on public records. Your proctor will unlock this step for you. Please be prepared to show a second form of government or school issued photo ID if needed.

Step 4: Secure the testing area. You will be required to pan your work area with your webcam. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, you must have a 5" x 5" or larger handheld mirror that the remote proctor can use to scan the testing room. A laptop can be picked up and moved to scan the room.

Step 5: Have your picture taken. If this is your first exam, your photo will be taken and saved to the ProctorU system.

Once all of these steps have been completed, our exam is automatically load it and your proctor will enter in the password to unlock your exam.

*Please note:

- You need to be alone in a well-lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted. Your launch button will be enabled when your exam is fully prepared for delivery.
- You may not exit the camera view (such as to use the bathroom) or use a cell phone or other electronic devices during the examination.
- Your hands must be visible to the camera at all times. Talking or mouthing words while testing is prohibited.

How do I schedule to take the exam using Live Remote Proctoring?

You will need to purchase the exam through Always Food Safe before being able to schedule your exam. If you have not already purchased your exam, the link to purchase your exam is https://alwaysfoodsafe.com/food-protection-manager. You will then be directed to https://www.proctoru.com/ to log in or create an account and schedule your exam. You can schedule an exam on demand less than an hour in advance by using their "Take it Now" feature (subject to availability). This is a premiere feature that gives test-takers the opportunity to test now if ready. This has an additional cost (around $5 - $12 depending on how far in advance the purchase is made), and you will pay ProctorU directly for this feature when you schedule. If you are planning on requesting accommodations for the exam, we strongly suggest that you do not schedule the exam until you have applied and have been approved for an accommodation. This process may take up to 10 business days after Always Food Safe have received your application materials.

What if I need testing accommodations?

If you need extended time, a reader, a translator, or another accommodation support, and have documentation that demonstrates need, you may request a special accommodation. More information on this process, along with the application materials, can be found on our website https://alwaysfoodsafe.com/food-protection-manager-information.

Do not schedule your exam with ProctorU until you have sent in your application materials and received a notification from us regarding whether you have been approved for accommodation. We will notify ProctorU that you have been approved for an accommodation.

What kind of equipment do I need?

Here is the complete list of technical and system requirements:

- Laptop or desktop computer, running either Windows (Vista or Windows 10 or higher), or Mac (OS 10.5 X or higher)
- Webcam with at least a 640x480 resolution (1280x720 is best)

- Microphone (some web cameras have them built in)
- Speakers
- Stable broadband internet connection (at a minimum, .768 Mbps download and .384 Mbps upload)
- A wired connection is preferred over wireless (WIFI)
- At least 1024 MB RAM
- Current version of Google Chrome (preferred) or Firefox.
- Edge and Internet Explorer are not acceptable browsers.
- Ability to download and install a small program (LogMeIn)

These devices are not supported:

- Chromebooks
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Linux/Unix
- Virtual Machines
- Windows 10 in S mode or Surface RT
- Dual screens

It is highly recommended that you check whether the computer you intend to use for the exam is compatible for Live Remote Proctoring. If you have not already done so you can do a computer compatibility and webcam check here. Note: You will need to create or have an account with ProctorU in order to test your equipment.

If your computer is not compatible, you should try another computer or choose the in-person Test Center option instead when you register for the exam.

Is the exam open book?

No, the exam is not open book. You will not be allowed to have any materials nearby that could help you answer the questions on the exam, including notes, notebooks, 'cheat sheets', scratch paper and writing tools. The proctor will be looking for the workspace being cleared of all these materials before you are admitted to the exam. No electronic devices (*other than the computer being used to test*) are allowed in the room. This includes cell/smart phones, headphones/earbuds, signaling devices such as pagers and alarms, cameras or other photographic or duplicating devices, personal digital assistants (PDAs), recording devices or other hand-held computers, tablets and digital music players (e.g., iPod & iPad). If non-permitted items are present, the proctor will ask you to remove them before you are admitted to the exam.

Can there be other people in the room when I'm testing?

No other people (i.e. guests, visitors, family members) or pets are allowed in the testing room unless they have been approved ahead of time by the Always Food Safe Company. If you have a Reader or Language Translator with you, they must be visible within the camera frame at least once during the testing so their identity can be verified.

How do you verify my identity?

The proctor will use the following two methods for verifying your identity: photo ID and public records authentication quiz.

- Photo ID can include any of the following: Driver's License, State identity card (non-driver license), Passport, Passport Card, Military ID, Green Card, Alien Registration, Permanent Resident Card, or National Identification Card. No forms of temporary identification will be accepted.
- Public records authentication quiz. When you provide your name and address to ProctorU, the system will search your public records primarily from state and federal government sources and create 4 challenge questions. Only information considered in the public domain will be accessed. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

Will I have to download anything to my computer?

ProctorU will run an applet, or temporary program, on your computer that will allow them to view your screen and what programs are running during your exam session. This program will expire once you close it. You will need to download it to your computer, install it and run it to make it work. The screen will walk you through how to do it.

What if I have technical issues?

If you run into any technical issues getting started, there is a chat box always available that will allow you to connect with a representative who can help you. This chat box will always be available to you the entire time you are in a ProctorU session.

What time should I show up for my exam? What happens if I'm late?

You should plan on arriving a few minutes prior to your scheduled time. ProctorU reservations remain active in your account for 15 minutes past the scheduled time. If a test-taker schedules their appointment at 1 pm, they will be able to connect from 12:57 pm - 1:15 pm. While it is a good idea for test-takers to be punctual, you will not be able to connect with a proctor earlier than 3 minutes before your scheduled appointment. If you've surpassed the 15-minute window, you will need to schedule a new exam. Please follow the steps below to reschedule:

- Log into your ProctorU account
- Select the exam you're taking
- Choose the date and time you'd like to take the exam and click Schedule

Note that if you fail to show up for a scheduled exam without notice, you will not be eligible for a refund.

Can I take breaks during the exam?

Unless granted prior approval from Always Food Safe as part of an accommodation, no breaks will be permitted during the testing time.

Can I ask the proctor for help if I don't understand a question on the exam?

No, proctors cannot help with questions on the exam.

How long does the exam take?

You will have two hours for the exam. Most test-takers are able to finish the exam in 45 minutes, but you will have the entire exam time if you need it. The timer doesn't start until you enter into the exam itself and are able to see the questions.

What happens if the proctor suspects that I am cheating on the exam?

The proctor will be observing you while you are taking the exam, and the system also checks for any behaviors that might indicate cheating and flag the proctor for further investigation. The proctor may decide that the behavior is not indicative of cheating, and remove the flag. However, the proctor may ask you to stop doing what you are doing if they suspect you might be cheating, ask you to re-scan your workspace and room, close a webpage, or any other action deemed necessary to prevent breaches and determine if one has occurred. The proctor will also note this in your account and may ask a supervisor for assistance in reviewing the live session. At the end of the session, a report will be sent to Always Food Safe to review the video and the notes.

If Always Food Safe determines that you have engaged in cheating, the following additional actions may be taken:

- Immediate termination of the examination
- Denial or revocation of official certificate without refund
- Refusal for future testing
- Declining to score or canceling the examination scoring
- Civil or criminal action

When do I receive my certificate?

The system will immediately release a provisional test score, on an examinee's computer screen as soon as the proctor finalizes the examination.

- Official results (certificate or failing score report) will be available online at www.alwaysfoodsafe.com 72 hours after successfully completing and passing your exam. This certificate will always be available in your Always Food Safe account. You can download it in a PDF format, save it to your computer, print it, and email it to peers and managers. Please note you will not receive a paper certificate on the mail.

will be mailed directly to examinees by The Always Food Safe Company. The official certificate will be mailed within 15 business days of completing the exam.

What if there is a power failure or emergency that occurs, preventing me from starting or finishing the exam?

If you are unable to take your scheduled examination, due to power failure or unforeseen emergencies, ProctorU will work with you to reschedule your examination, free of charge. You will not need to re-register with Always Food Safe.

If power is temporarily interrupted during an administration, your examination will restart where you left off, and you may continue the examination.

What is your policy for issuing refunds?

In most circumstances, the Always Food Safe Company will not provide a refund for an exam attempt that has been started.

All refunds requests must submitted via email to help@alwaysfoodsafe.com and will be answered/processed within the next three business days.

 Refunds will be processed and credited to the candidate through the third-party payment partner initially used.
All requests for refund are at the sole discretion of The Always Food Safe Company.

What if I cannot take the exam or I need to make a change?

If you need to change the scheduled time for your examination, within the ProctorU website, you may click **Change Exam** below the exam information. Reservations made less than 72 hours of an exam are subject to a $5 late registration fee.

If you fail to show up for a scheduled exam without notice, you will not be eligible for a refund.

What if I have questions about the process that haven't been covered here?

If you have further questions about live remote proctoring, ProctorU has put together a set of Frequently Asked Questions, which you can access on their website.

If you have further questions about the Food Protection Manager Exam or anything else, you can reach out to Always Food Safe by email at help@alwaysfoodsafe.com, phone at 1-844-312-2011, or visiting our website at www.alwaysfoodsafe.com.