



## Video

- [What to expect on test day](#)

## Helpful Hints for Remote Testing

1. Make sure the computer you are using is the **only** equipment connected to your Wi-Fi. Disconnect all other mobile and electronic devices (whether by hard-wire or Wi-Fi) from the internet before you begin testing. Whenever possible, a direct hard-wired connection will provide the most reliable connection.
2. Call your internet service provider (ISP) before you take your test to tell them you are taking an exam and must have consistent, stable connection. We have found that ISPs will lower bandwidth without notice, which can cause the connection to the remote proctor to fail.
3. If testing from home, ask others within the household to avoid internet use during your exam session
4. Make sure you review all [System Requirements](#) prior to appointment day.
  - a. With Microsoft ending support of the Windows 7 operating system, Prometric will no longer support its use within our ProProctor remote assessment platform. **Test-takers will now be required to use Windows 8 operating system or a more recent version.**
5. If you choose to take the exam remotely, you will be asked to perform a [systems check](#). During this check, your computer will be checked to determine if you have the proper equipment to take the exam (microphone, webcam, and speaker) but it cannot detect if there will be technical issues with your equipment or if there will be firewalls preventing the exam from launching; therefore, **IT IS HIGHLY RECOMMENDED THAT YOU DO NOT TAKE A REMOTELY PROCTORED EXAM ON YOUR COMPANY COMPUTER.** From our experience, most company computers have security protocols that prevent you from launching this exam. If you are using a company computer and a firewall issue prevents you from taking the exam, you will not receive a refund and you will be required to pay a retake fee if you choose to take the exam again.
6. Pick a timeframe that works well for your schedule- Remote Proctoring is available for variety of global hours
  - a. Note Peak Times are from 11AM to 2PM
7. Remember you cannot read out loud during the examination
8. If during the examination you need to talk to someone to assist you, use the CHAT feature.
9. The [system check](#) is only a moment in time capture of your system specifications. For additional information on ensuring you are prepared for testing, review the online ehelppage @ <https://ehelp.prometric.com/proproctor/s/>

**Important Note:** if your exam is halted more than three times due to bandwidth or other technical issues, your remote exam session will be terminated.

<https://www.asisonline.org/globalassets/certification/documents/know-before-you-go---remote-testing-.pdf>