⬤⬤ RPNow
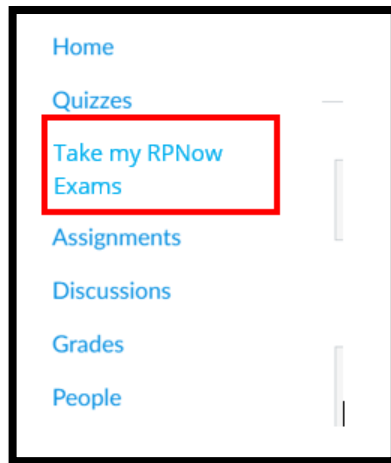
4.0 STUDENT LTI STEP-BY-STEP GUIDE
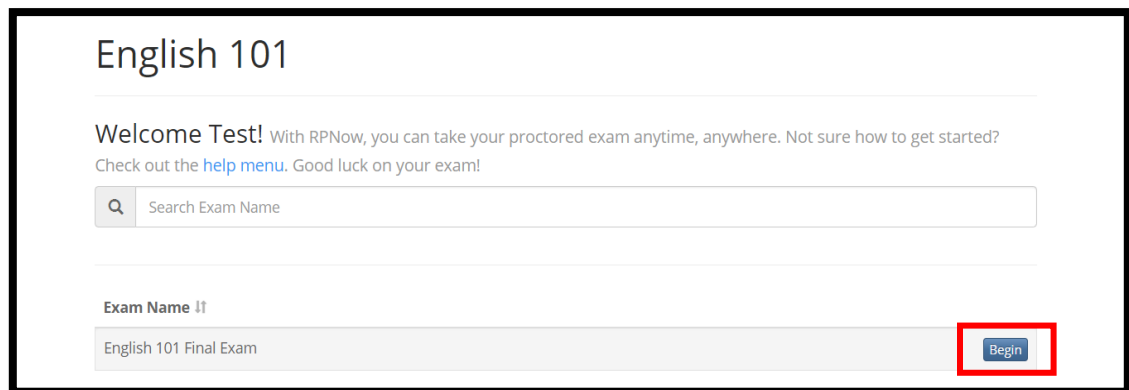
Question not here? Chat with a support representative 24/7 at
http://info.psionline.com/rpnowuniversity_student

1.	Login into your Course Management System (Blackboard, Canvas, etc) and locate your course.

2.	Locate the Student LTI Tool. This will be located either in the left navigation pane or as a module within the course and will be labelled "Take my RPNow Exams".

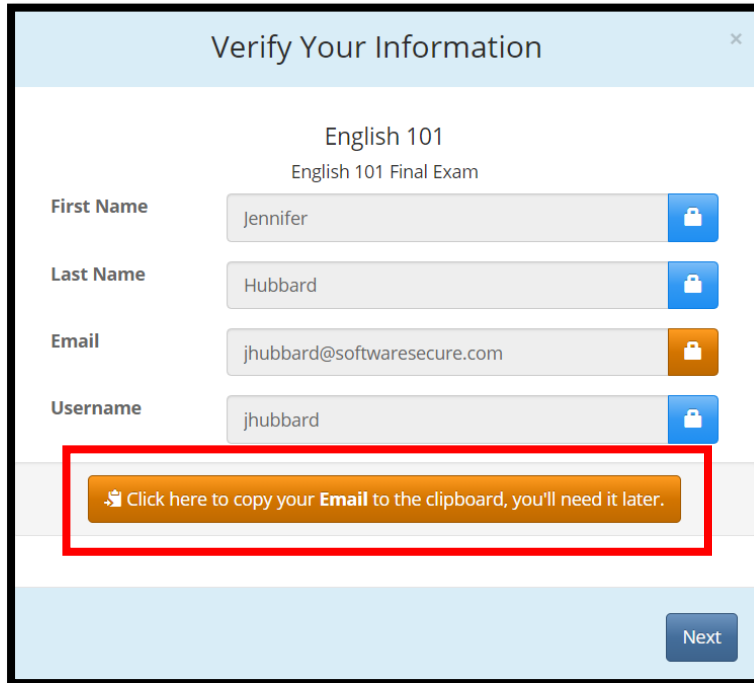Note: If you cannot locate the link, contact your instructor.

3.	Find the Exam you will be taking and choose "Begin".

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4. Verify your name and email/username in the appropriate boxes. You can copy your username/email to save time later by clicking the orange box.
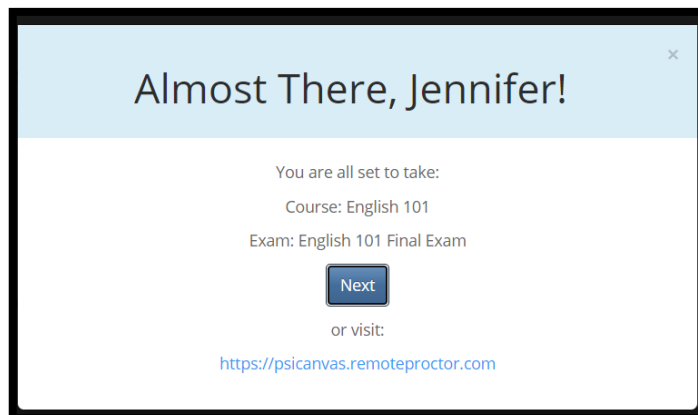
5. You will then be prompted to confirm the course and exam you've selected.
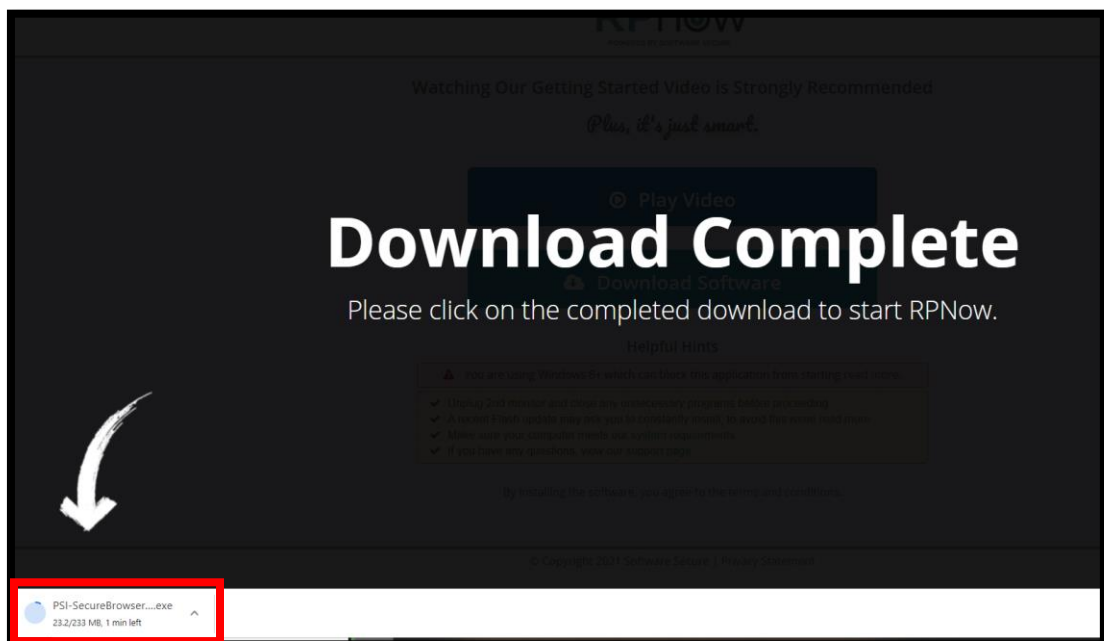
6. You will be taken to the RPNow Installation page where you will be given the choice to watch a brief tutorial video or download the software. Choose "Download Software."
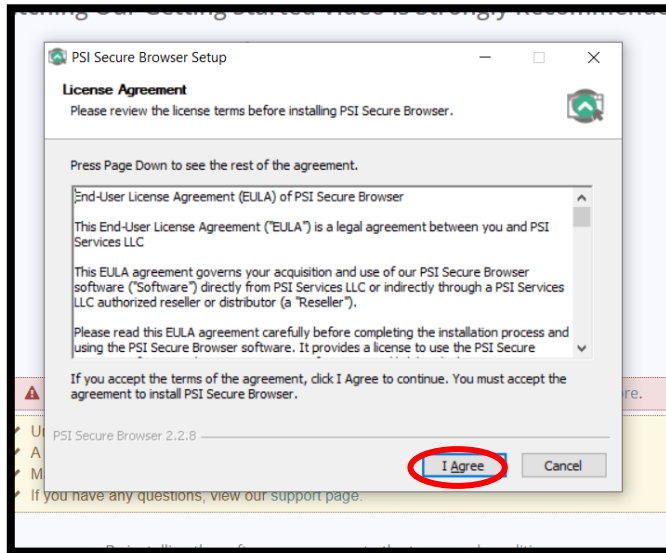

7. Find the download. Depending on your browser and operating system, the download will appear in a different location than the image below.

8. "Run or Open" the application. It may take a little while to complete downloading and launching depending on your download speed.

9. Read and agree to the License Agreement that details the usage of RPNow.

10. Upon entering the software, the system will start a background "Microphone Check" to test your computer's sound.

11. After you speak out loud the software will let you know that your microphone is working and you may proceed to the next step.

OK, your microphone is working.

CONTINUE
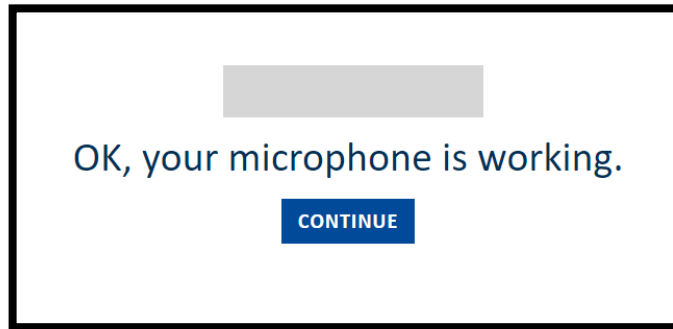
12. If sound is not detected, you will receive an alert informing you that you will need to speak out loud in order to pass this test. You will also be given a list of reasons your microphone may not be working. You can troubleshoot the issue and then Retry the microphone check.

We cannot hear you.

Top 7 Reasons

1. Try to speak louder into your microphone.
2. Check or unplug any headsets or headphones.
3. Raise your microphone volume level.
4. Check if your microphone is muted.
5. Check if your microphone is disabled.
6. Check your computer's microphone settings.
7. Check your microphone drivers.

RETRY   QUIT
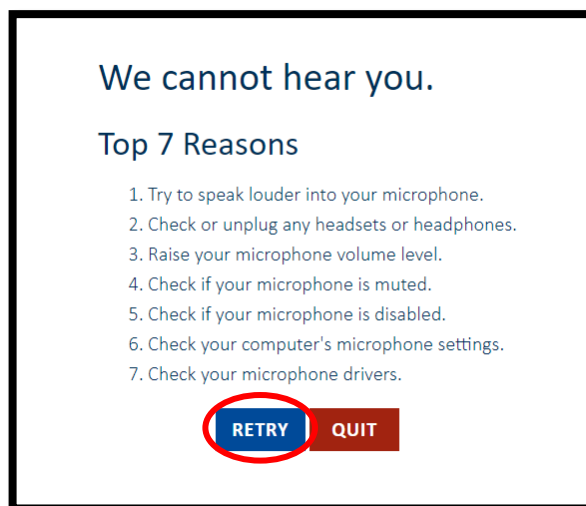
13. Next, the software will run a bandwidth test in the background. If you have sufficient bandwidth, you will not receive an alert. If you do not have sufficient bandwidth, you will receive an alert and will need to try to trouble shoot the issue. Here are some steps our team recommends:

- Try a wired connection instead of wireless
- Ensure others on the internet connection are not using excessive bandwidth (watching videos, streaming, gaming etc.)
- Restart your router
- Wait a few minutes and attempt the bandwidth connection again
- Try a different machine
- Try a different location

(Please note: connecting to Speedtest or another bandwidth testing platform is not the same, the software bandwidth check is specific to the required RPNow connection.)

If this does not work, or you have any trouble with installing the software you can reach out to our support team via phone:

RPNowTechnical Support: 1-855-436-2039 (in the US and Canada)
**RPNow International: 1-617-658-2879 (Outside US and Canada)**

Or use the chat URL here to open a live chat with our team: RPNow Live Chat

14.   The software will load. If you have used RPNow before, you may notice this version looks a little different.
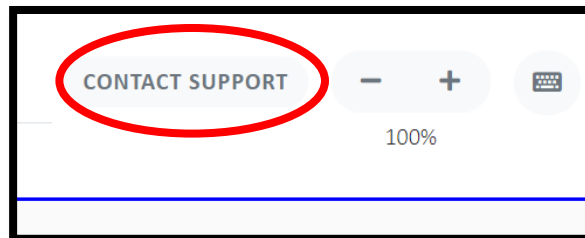

NOTE: At this point, if you need assistance, you can always choose the "Contact Support" button located at the top right of the screen.

15.   Type your Username/email or click the green paste button to paste this if you copied it earlier using the green button. Select "Take My Exam."
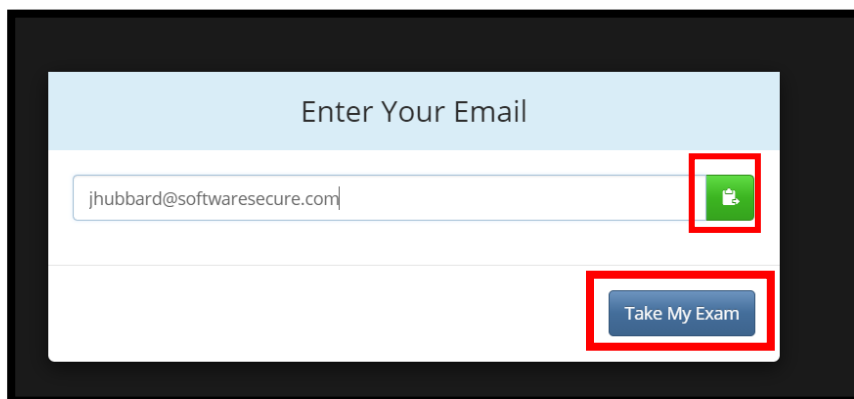
16. Confirm the exam you are taking and select "Next." You can also change your selection by choosing "Search for Another Exam."
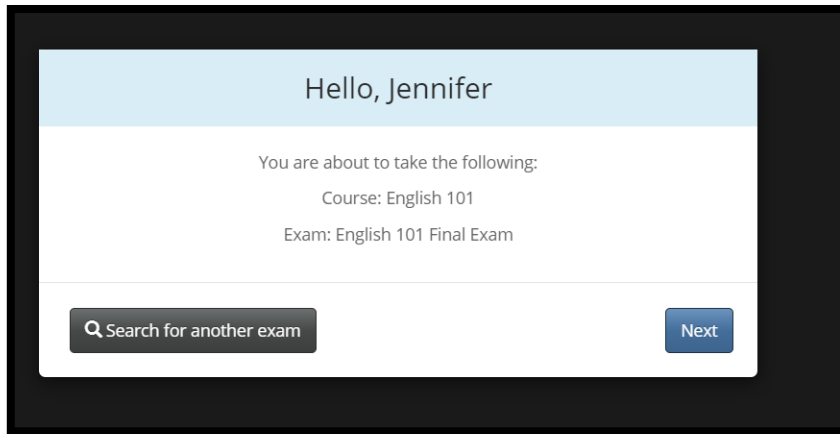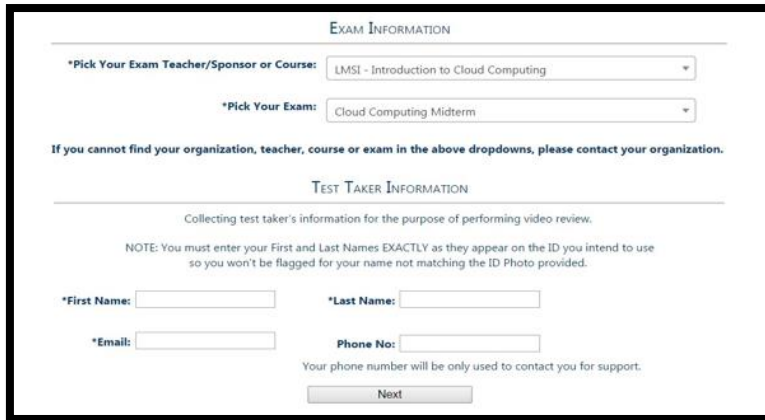

a. If you receive a "User Not Found" message, make sure your information is correct and select "Try Again." If you receive the same message a second time, click "Manual Entry."

b. If you select "Manual Entry" or it is your first time using RPNow with the LTI application: Choose your course and exams from the drop downs. Then enter your name, email and telephone number. Your telephone number is optional and is only used so support can contact you in the event of a problem with the software.

c. First time users will need to register their name, ID and email. You will not be prompted to do this for future exams. **Please ensure that the name entered matches the name on your Photo ID exactly.**

17. The RPNow Advisory screen will then launch. Please make sure to read this carefully, as it details the rules and requirements for the exam and software. You may then see a page from your organization sharing something they would like you to know or remember about your testing experience.

18. If you have any prohibited programs running, such as Word/Excel, RPNow will alert you they are prohibited.
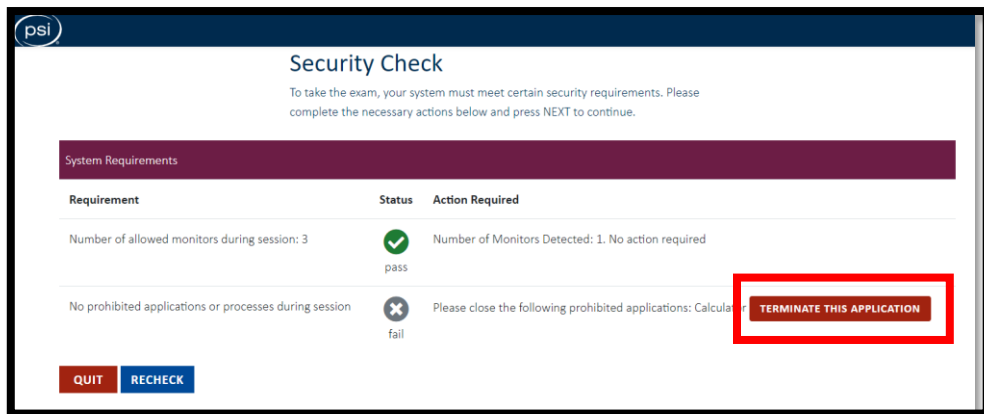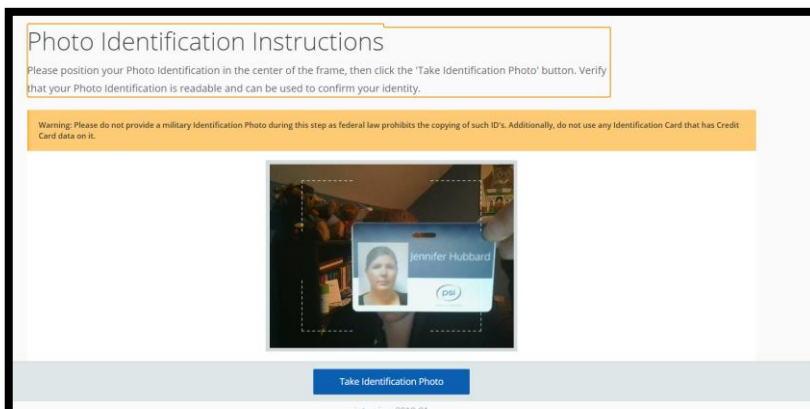
19. Click the button to terminate the applications automatically or close them manually.
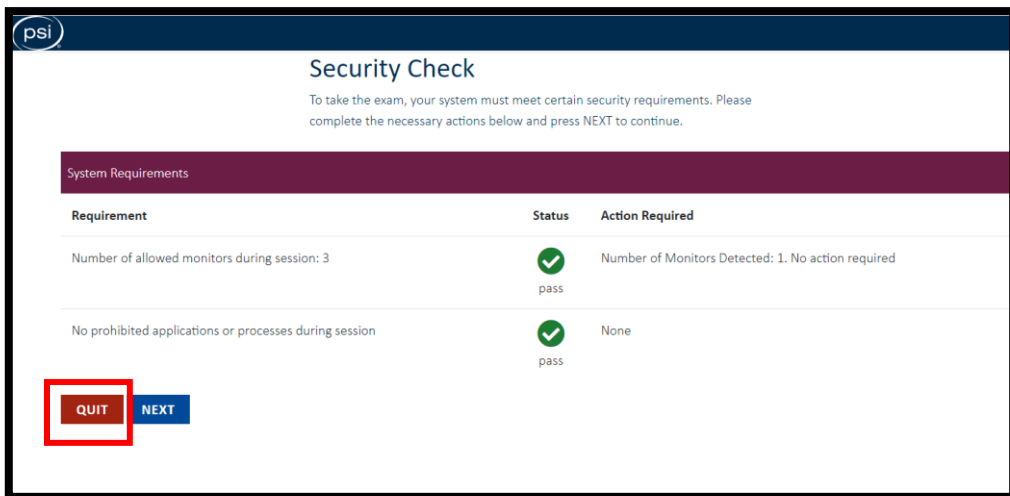
20. When the prohibited processes have been closed, you will be able to select "Next" and proceed.

21. You will then be asked to take a picture of your photo ID. Make sure the name and picture on the photo are clear and click "Take Identification Photo."

22. Review the photo, and if this is unclear for any reason, you have the option to retake the photo. You will then need to check the box and "Confirm ID Photo." See examples of appropriate and inappropriate ID photos here.
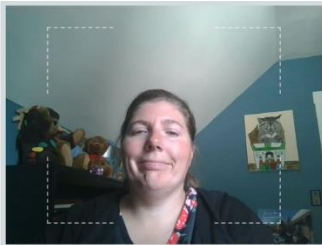
23. Next, you will do a room scan to show us your work area. Click "Start Room Scan" to begin the process.

24. Make sure you clearly pan your desk, walls, and floor. Then click "Stop Room Scan."
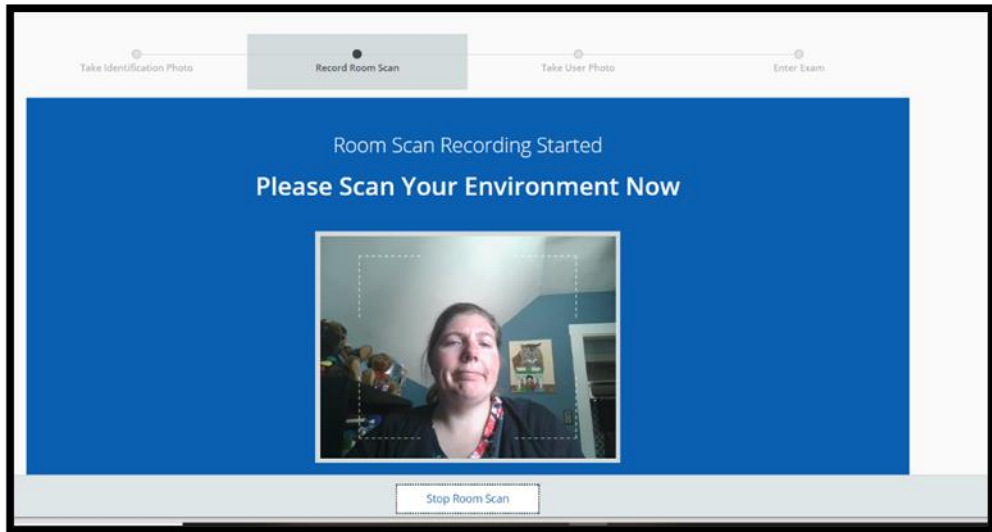
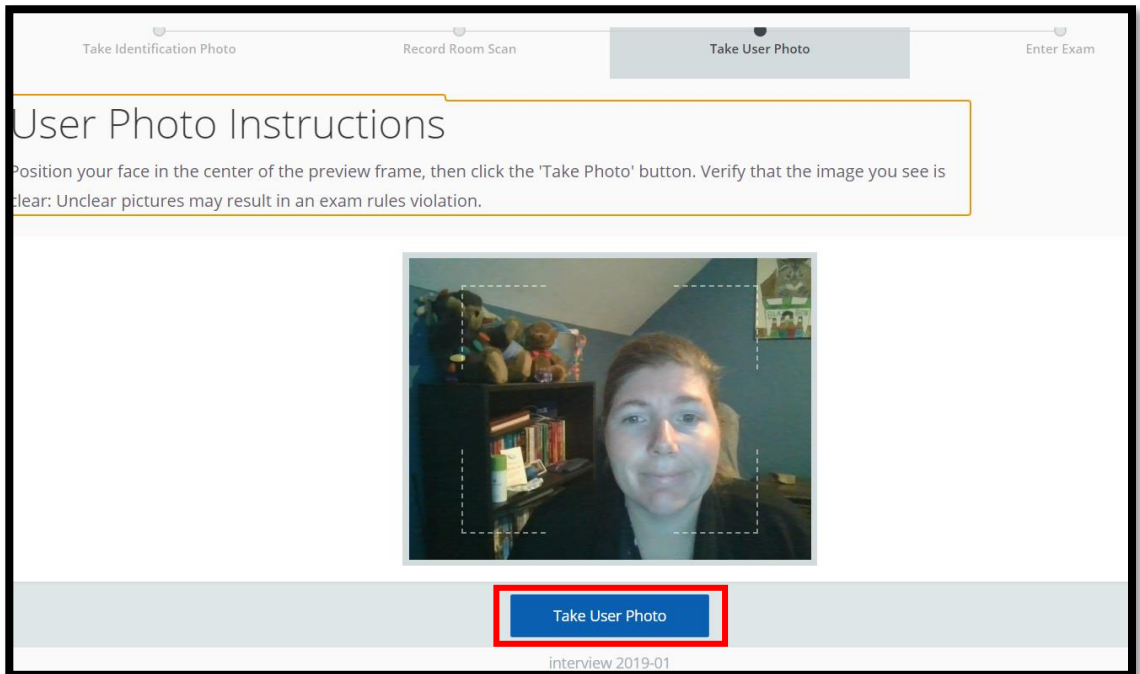**25.** You will need to watch the whole room scan video. After you review it, you will have the opportunity to rescan the room, if needed. If the room scan is clear and complete, check "Confirm Room/Desk Scan". You can see an example room scan here.
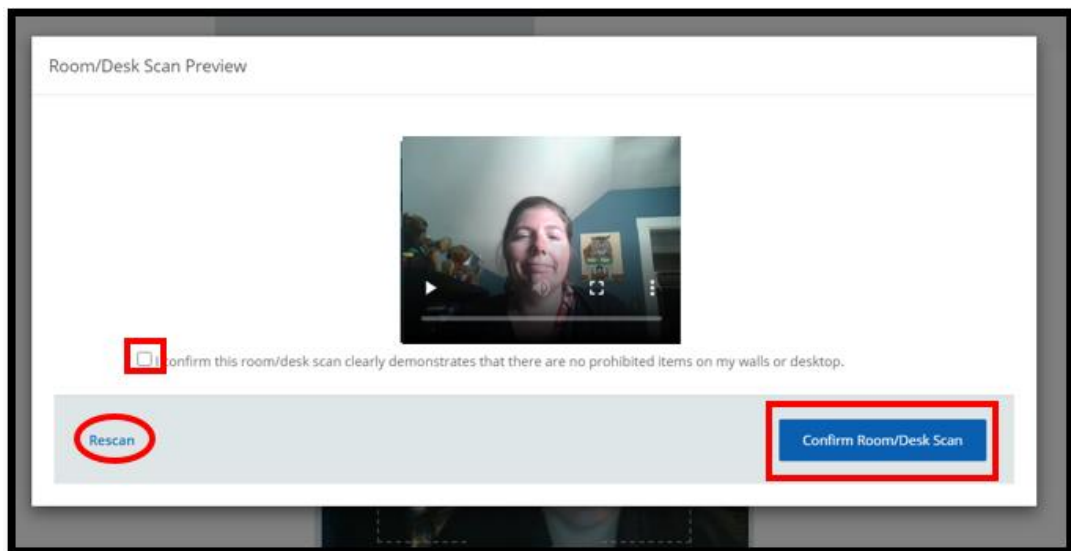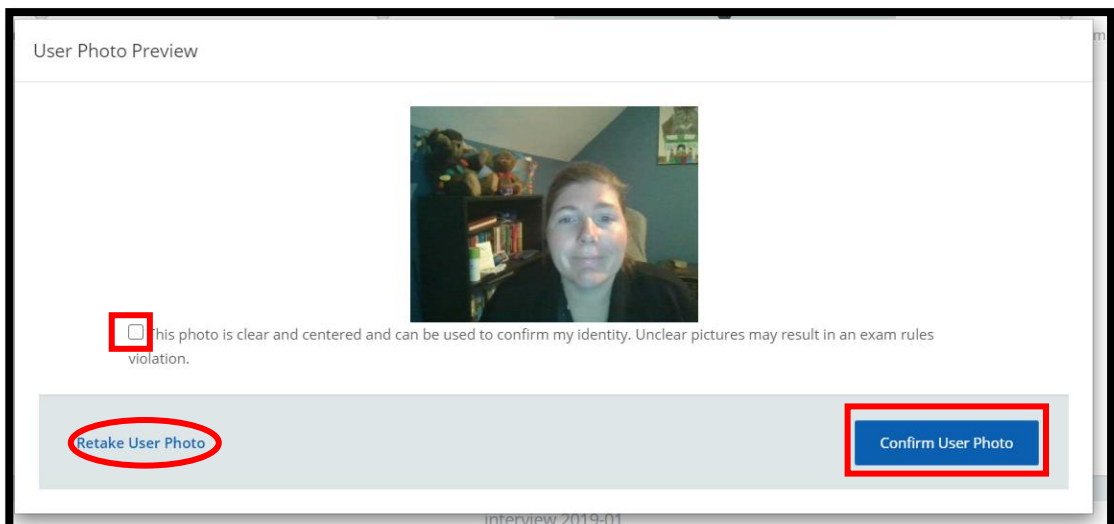
26. Take a clear photo to be compared with your Photo ID.

27. Again, if this photo is unclear, you have the option to retake it before checking the box and "Confirm User Photo."

28. A prompt will appear alerting you that you have several minutes to log into your course management system

1. You now have 10 minutes to start your exam, otherwise, you will need to start the process over again.
2. Navigate to your exam start page and if your exam requires a password, you must click on the "Insert Exam Password" button at the top of your screen when prompted to enter the exam password.
3. Take your exam.
4. Remember to follow your institution's exam policy to avoid being flagged for violations.

OK

29. If your school/organization uses several course management systems, you may be asked to choose the appropriate testing system. A link to your testing system may have also been placed into your course. Please reach out to your instructor if you do not know where to find your exam.

The interview process is now complete

Please select from the list below to log in to your exam site

Canvas

Continue

30. Log-in to your course management system.

CANVAS

Email

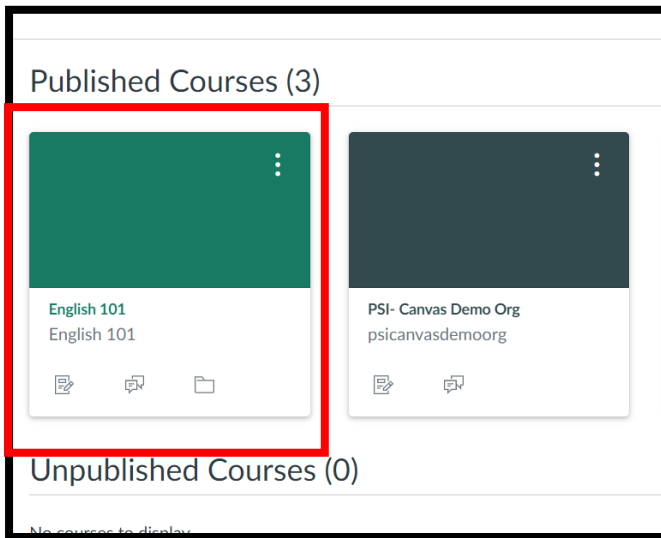Password

Stay signed in   Log In

Forgot Password?

Help   Privacy Policy   Acceptable Use Policy   Facebook   Twitter
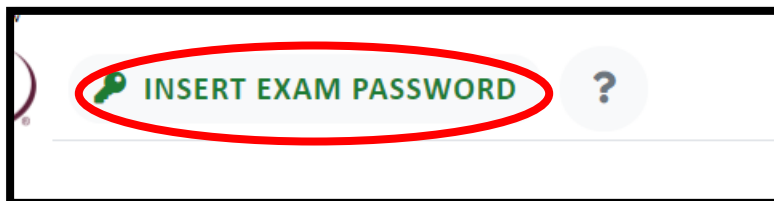
INSTRUCTURE

31.   Find your course.

32.   And locate your exam ***DO NOT CLICK*** "Take RPNow Exams" again - locate your exam within your course and select it.
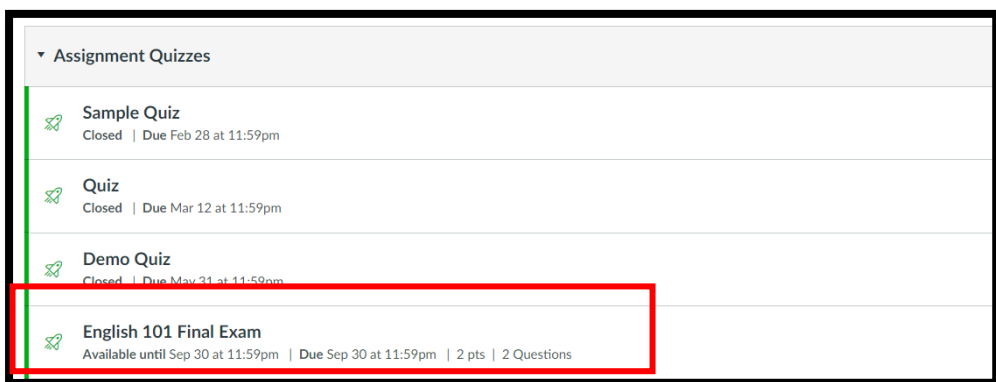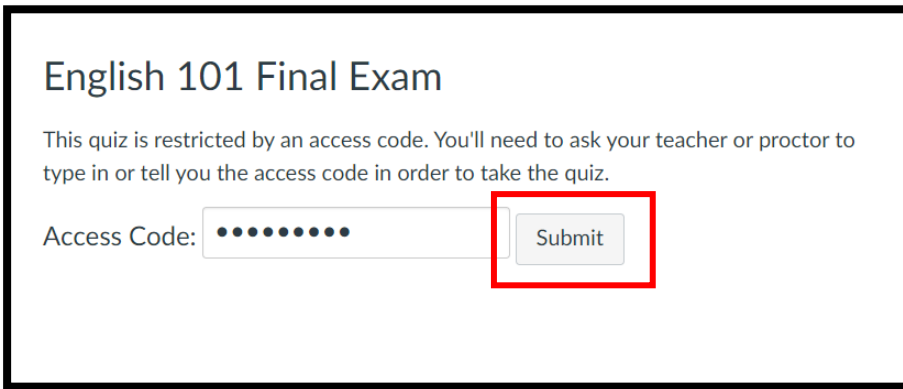

33.   **You will be prompted for a password for the exam, you will not be given this password ahead of time.** Click the "Insert Password" button at the top of the screen and the password will automatically populate.
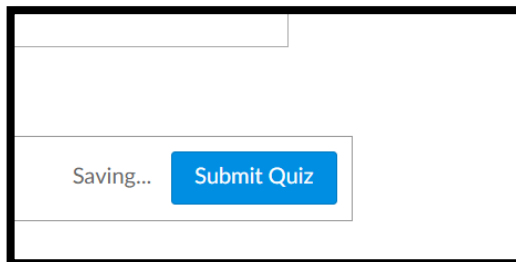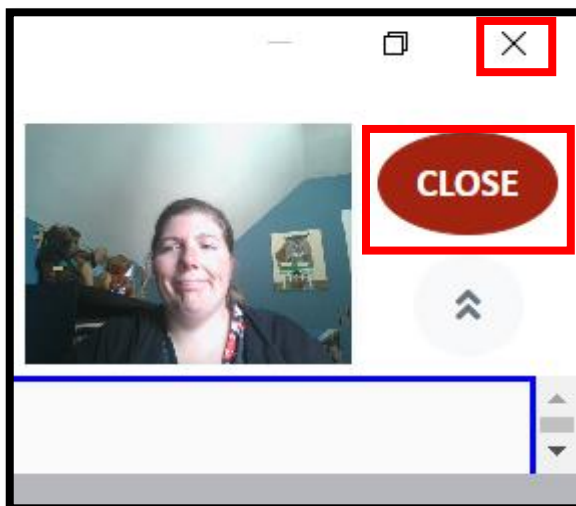
34. Click "Submit" to enter the exam.

Please Note: Canvas asks for an "Access Code" instead of a Password, these two terms are interchangeable, and the steps remain the same.

35. Once you have finished the test, save and submit your answers.
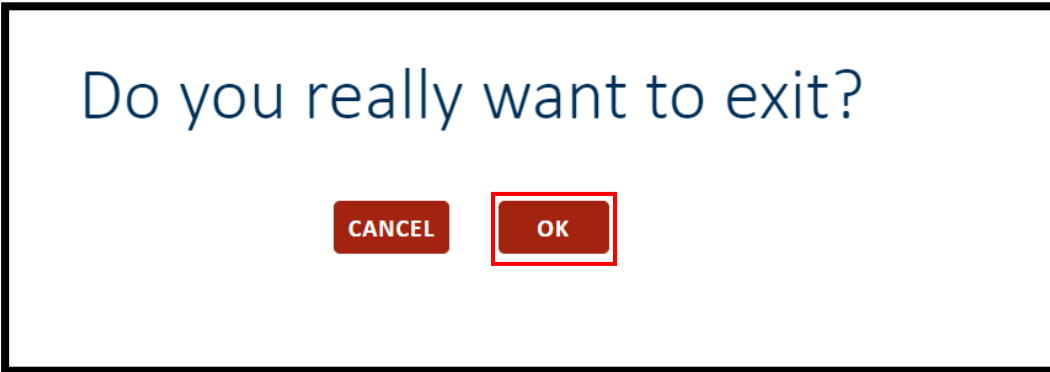

36. **Please remember: RPNow will continue to record until you click the "Close" button at the top right hand of the screen to close out the software. You also click on the "X" in the corner, both will do the same action of closing the software.**

37. **You will then be asked to confirm you'd like to exit the software. Click "OK".**

Do you really want to exit?

CANCEL   OK

38. An optional, anonymous survey may appear at the end of the test.

Thank you for using RPNow and good luck on your exam!

  16