

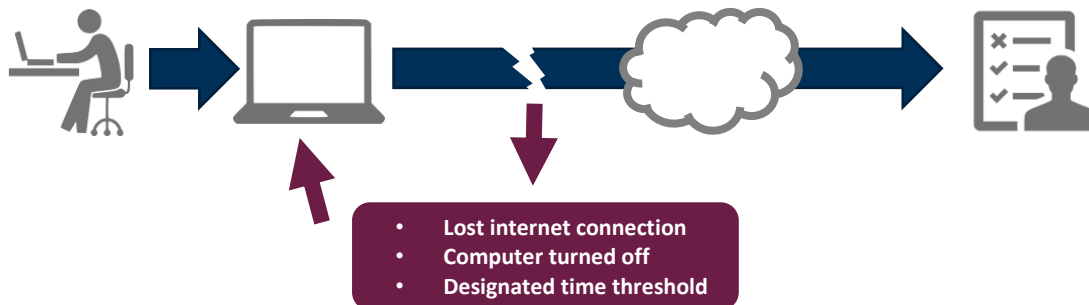
RPNow 4.0 Features & Functionality

RPNow 4.0 provides an updated, streamlined proctoring experience for exam takers and administrators.

New Video Processing Methodology

RPNow versions 1-3: Store and Forward Technology

In previous versions of RPNow, the exam data (video, desktop & audio) is recorded and stored on the exam taker's computer. As the exam taker tests, that data is processed and delivered to the cloud. Our proctors then review that data to provide an integrity status for that exam record. If the data is not delivered to the cloud by the completion of the exam, a backend tool will continue to process and upload that data until the computer is disconnected from the internet, turned off, or a designated time threshold is met. This is known as our "Store and Forward" technology. If the time threshold is met, we stop attempting to upload data and the files remain on the exam taker's computer.



RPNow version 4: Streaming Technology

In RPNow 4.0, the exam data (video, desktop & audio) is streamed directly to the cloud with an international video processing company, Twilio. There is a bandwidth check at the beginning of the software to ensure the exam taker's system can complete the streaming process. With this technology, RPNow is no longer storing files on the exam taker's computer. The determination on whether they have the technical requirements to upload the exam data happens before they even begin the authentication process.



Advantages of the New Version

- **Flash-less**
 - RPNow 4.0 no longer requires the exam taker to download Flash. This also means it is compatible with Mojave macOS 10.14.
- **Faster processing**
 - The new video processing technology means that RPNow is able to process videos and get them to our reviewers more quickly.
- **Picture-in-picture webcam**
 - There is now an optional webcam video feed available within the software allowing the test taker to see their webcam view throughout the exam.



- **Improved prohibited process closing**
 - When the software detects a prohibited process (blacklisted program) running on an exam taker's machine, the software displays the process and asks if the exam taker would like to close it. The detection, closing and UI of this function have all been drastically improved closing processes in less than half the time of previous versions.
- **No more retrievals**
 - The streaming technology has replaced the store-and-forward technology eliminating the need for video retrievals when the exam data is left on the computer.
- **More customizable features**
 - RPNOW 4.0 was built with the majority of the features as options. As a result, the organization can choose to customize more language and feature configurations than are available in previous versions.
- **Easy install/uninstall**
 - The test taker has more control over the installation process as well as the uninstall process allowing them to remove the software from their machine and often feel more secure.
- **Every frame of desktop recording**
 - Previous versions of RPNOW took a screenshot of the desktop every 5 seconds to create a video overall. With RPNOW 4.0, those screen shots are taken every second, creating a video that is the same length as the webcam recording and ensuring proctors don't miss a single frame.
- **Updated design**
 - A substantial portion of the student experience now has a new fresh look.

FAQs

- **What is the minimum bandwidth requirement for RPNOW 4.0?**
 - The current recommended bandwidth is 300 kbs, but can be optionally decreased by each organization as they wish, understanding they may lose resolution and/or footage as the requirement is lowered.
- **Is the picture-in-picture webcam video feed required?**
 - The picture-in-picture webcam video feed is an optional feature set by organization.