

STUDENT LTI QUICK START GUIDE

Question not here? Chat with a support representative 24/7 at http://info.psonline.com/rpnouniversity_student

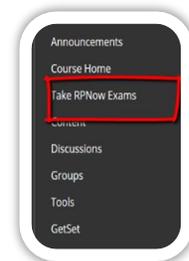
Before your exam:

- Make sure you comply with the exam rules provided by your organization.
- Complete a practice exam, if available by your organization or institution
- Have your Photo ID ready (note: Military IDs and Credit Cards are not allowed)
- Review resources such as video walk throughs, common rules violations and more at [RPNOW University](#).
- Check the [system requirements](#) to ensure you have the necessary system set-up.

During your exam:

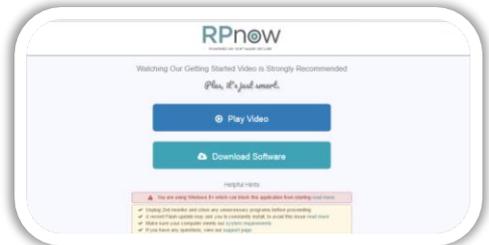
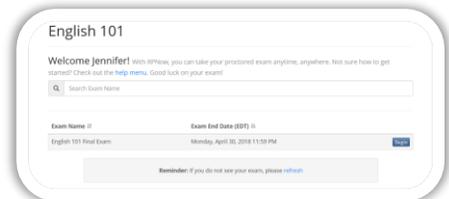
Access the RPNOW system

- Log into your Course Management System and locate your course.
- Locate and click the Student LTI Tool within your course, often labeled “Take RPNOW Exams.”



Select your Test

- Select your exam. Then, carefully read and follow the on-screen prompts to verify your information.
- You will download the software and the system will check to be sure you have a working microphone.
- If required, [Pay](#) for the proctored exam.
- You may be prompted to close any prohibited processes you have running on your machine.



Verify your Identity

- Carefully follow the on-screen prompts to verify your identity:
- Take a clear and legible ID photo
- Take a room/desk scan including your work surface, the floor under your work surface and a 360 degree view of the room
- Take a user photo ensuring you are centered and your camera is clear. The camera will need to stay in this position for the duration of the test.



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During your exam continued:

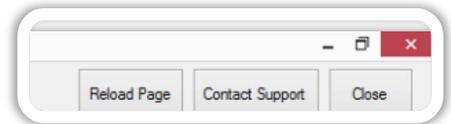
Complete your test

- Log back in to your Course Management System.
- Navigate to your course and appropriate exam.
- DO NOT select “Take RPNOW Exams” again. Locate your exam within your course and select that instead.
- If prompted for a password for the exam, click “Insert Exam Password” or “Insert Access Code” button at the top of the window (not available to all institutions)
- Complete the exam and submit your responses/answers.




Exit Program

- Click the “X” or “Close” button near the top of the window
- Confirm you wish to “End Exam and Exit Program”
The software WILL continue to record until it has been closed out.



After the exam

- Your organization will follow-up with you regarding any “suspicious” items that you have been flagged for. These are serious violations that they will confirm before contacting you.
- You may receive an email saying you need to upload your Exam Data. This means your bandwidth was not sufficient during the exam. Click the link and follow the directions to ensure your organization has all the information necessary to grade your exam.
- Either your Organization or PSI/Software Secure may email you for a “[Rules Violation](#)” issue. These are violations we have flagged as you were found not following the rules, but not necessarily exhibiting “suspicious” behavior. Any alerts or emails sent by PSI/Software Secure were at the request of your organization and will come from videoreview@softwaresecure.com.

Getting Support

Call your organization’s helpdesk when:

- Cannot login to the exam site (Blackboard, Angel, Canvas, test.com, etc.)
- You do not know where the exam is, or the exam is no longer available
- You are getting an "incorrect password" error while trying to get into the exam. Before calling support, please confirm that you have chosen the same exam in RPNOW that you choose in your Content Management System.

Contact RPNOW support when:

- You need help with navigating through the RPNOW software

RPNOW technical support is available 24/7 for students via:

- Phone: Call the number provided by your school or click [here](#) to find the number for your organization
- Chat: Open a chat session using the “Contact Support” button within the software or by clicking the button [here](#).