OVERVIEW QUESTIONS

What does RPNow do?

RPNow allows you to take a secure, proctored exam anytime, anywhere without scheduling appointments or dealing with travel.

How does RPNow work?

First, RPNow authenticates your identity using a valid form of photo ID. Then, we connect to your webcam and microphone where the software will record your desktop, webcam, and audio as you take your exam. That recording will be reviewed by our certified proctors looking for any violations that could compromise the integrity of the exam.

What are the system requirements?

View the System Requirements including the operating system/connection speeds here.

Who is proctoring my exam?

All exams are recorded then reviewed by our certified human proctors.   All proctors are trained thoroughly to assess the integrity of an exam. There is also an auditing process in place continuously evaluating the work of those proctors.

What is allowed during my exam?

Our standard policy states that you are not allowed to leave the room, have anyone else in the room, or have any reference materials during an exam. However, you will need to check your individual exam policy to determine what is allowed for your specific exam as this will override the standard policy. Some may allow paper and pen or other resources, while others will not. This is at the discretion of your instructor or institution. See the most common rules violations here.

What if something goes wrong during my exam?

RPNow technical support is available 24/7 by phone or chat if you need help navigating the software. If you cannot log-in to your exam site (Blackboard, Canvas, test.com, etc.), can't find your exam, or are receiving an incorrect password error, call your organization's help desk.

How can I ensure I have a clean exam attempt?

As long as you do not cheat and avoid these common rules violations and ID violations, you should have no trouble presenting a clean exam.
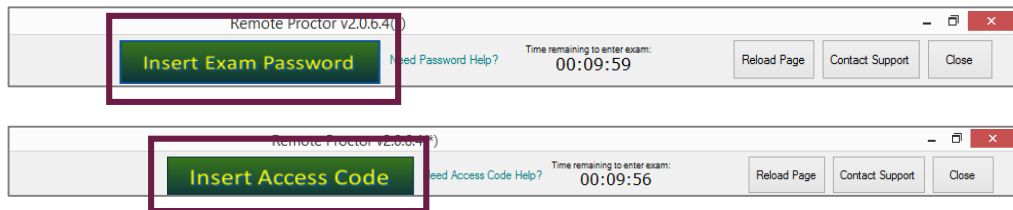
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COMMON PASSWORD/ACCESS CODE QUESTIONS

When do I use the Exam Password button?

The exam password button will insert the password for your exam so ensure you have logged into your exam site (Blackboard, Canvas, test.com, etc.) using your regular credentials. Then, navigate to your exam where you will see a password field. Then click the "Insert Exam Password" or "Insert Access Code" button to auto-fill that field.

What's my password? I am being prompted for a password and I don't know it.

If it is your exam site (Blackboard, Canvas, test.com, etc.) log-in you do not know, you will need to contact your institution. If you have navigated to your test and it is the password field there, don't worry! We take care of that part for you. Simply click the password or access code button at the top of the page and we will insert it for you. The button should look like one of the below.

I am getting an error that the Exam Password is incorrect.

First, ensure you are at the exam password and not the password for your exam site (Blackboard, Canvas, test.com, etc.). For your exam site, you should be using your traditional log-in. If you are at the exam page getting an Exam Password error, follow these simple steps.

TEST TAKER FAQ

COMMON SUPPORT QUESTIONS

I am being prompted to update Flash, but I already did that!

That has to be really frustrating! To solve this issue follow the steps here.

I am unable to download/install RPNow.

First, confirm that you meet the System Requirements to run RPNow. If you do, try the following steps. If you do not, you will need to use a machine that does meet the System Requirements to take your proctored exam using RPNow.

RPNow is freezing during the interview process (microphone check, ID check, room scan, etc.) or message says "Cannot Continue."

Sounds like your firewall may be blocking the system. Follow these steps to complete the interview process.

I cannot pass the microphone check, but I know I have a microphone.

Let's double check your microphone settings to be sure RPNow can access your microphone.

I am having issues with Adobe Flash. My camera will not load.

You may not have the latest Adobe Flash installed. Follow these steps to ensure your Flash is up to date and we can load your camera.

Flash will not let me "Allow" access to my microphone and camera.

You can manually change the allow settings in Flash by following these steps.

I am receiving an alert that I have prohibited programs running. What do I do now?

First, save any work in those programs you would like and click the "Continue" button. If that does not bring you to the interview process. Follow these steps.

I am getting a blank screen and cannot enter the interview process.

You may not have the latest Adobe Flash installed. Follow these steps to ensure your Flash is up to date and we can load your camera.