# RPNow TEST TAKER PASSWORD FAQ

Question not here? Chat with a support representative 24/7 at

http://info.psionline.com/rpnowuniversity\_student

## COMMON PASSWORD/ACCESS CODE QUESTIONS

#### When do I use the Exam Password button?

The exam password button will insert the password for your exam. It will be a password field with no other open fields around it.

		Courses			
R O Corcort - Enter Passes	ord: English 101 Guiz	 	۲	<b>B</b> 04	et blode en 🚥 🕜
H C Ti	Enter Password: English 101 Quiz				
Home Page				Cancel	Submit
Cortere	ENTER PASSWORD: ENGLISH 101 QUIZ				
Groups	Enter the Password to take the test.				
Taols Help	Password				
COURSE MANAGEMENT	Thursday, May 11, 2017 10.47 58 AM EDT				
Control Panel Content Collection	Click Submit to proceed. Click Cancel to go back.				-
Course Tools				Cancel	Submit

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 the password field as above. 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 (example pictured above), 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.

Kemote Proctor v2.0.6.4(	- 0 ×			
Insert Exam Password Ned Password Help? 00:09:59	Reload Page Contact	Support Close		
Remote Proctor (2004)		- 0 ×		

### 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 <u>steps</u>.

### I see a password field, but no password button. What do I do?

Your exam has most likely opened in a new window. You can either return to the original window and hit the "Insert Exam Password" or "Insert Access Code" button or you can click anywhere on the Title Bar of the new window to insert the password/code.

Click anywhere on this Title Bar to insert Exam Password	Remote Proctor v2.0.6.4()
Enter Password: English 101 Quiz	Insert Exam Password Peed Password Help?
Cancel Submit	
ENTER PASSWORD: ENGLISH 101 QUIZ	Remote Proctor v2.0.04
Enter the Password to take the test. Password	Insert Access Code