

Uninstalling RPNow from macOS Machine

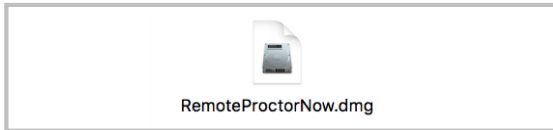
These instructions are confidential and should only be distributed by the contracted institution.

1. Remove the dmg file

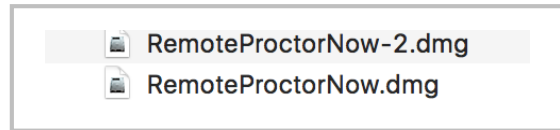
The software download came in the form of a dmg or Disk image file.

a. Search your Mac for a dmg file titled "RemoteProctorNow."

You may have more than one. They could be named "RemoteProctorNow-1.dmg", "RemoteProctorNow-2.dmg", "RemoteProctorNow-3.dmg", etc. or "RemoteProctorNow (1).dmg", "RemoteProctorNow (2).dmg", "RemoteProctorNow (3).dmg", etc. depending on the browser you used to download the software.



Icon View

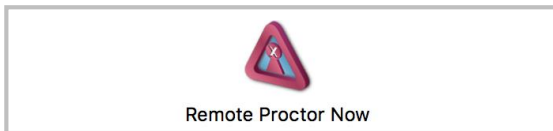


List View

b. Move all such files to the Trash.

2. Remove the Application

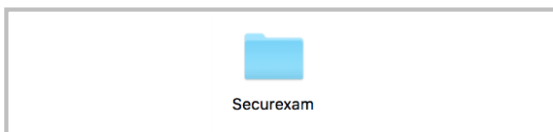
If you moved the "Remote Proctor Now" application out of the Disk Image, you should move it to the trash as well.



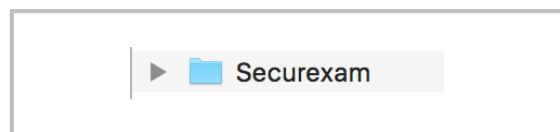
Icon View

3. Remove temporary files

- In the finder, select the Go menu. Under the Go menu, select Go To Folder (or select Shift + Command + G)
- Enter "~/Library/Application Support" (including the ~) and click Go.
- Find the "Securexam" folder (most likely looks like one of the images below) and move it to the Trash.



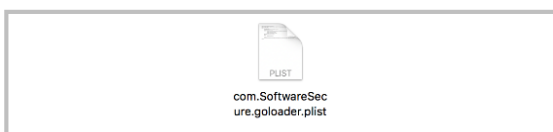
Icon View



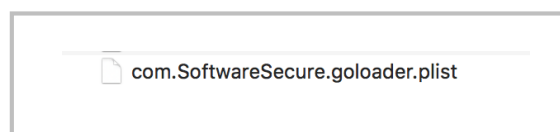
List View

4. Remove periodic check task

- In the finder, select the Go menu. Under the Go menu, select Go To Folder (or select Shift + Command + G).
- Enter "~/Library/LaunchAgents" and click Go.
- Find the "com.SoftwareSecure.goloader.plist" file (most likely looks like one of the images below) and move it to the Trash.



Icon View



List View