Uninstalling RPNow from PC Machine
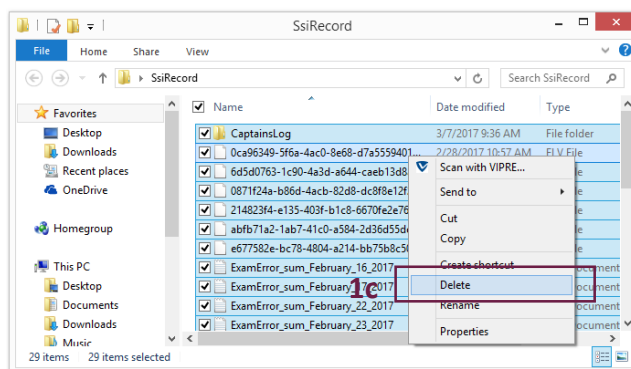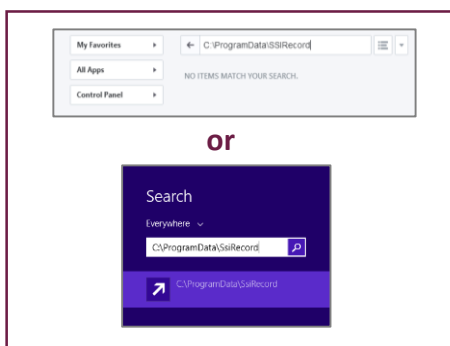
These instructions are confidential and should only be distributed by the contracted institution.

1. Remove the SSIRecord folder contents

This folder will only be visible via search. You cannot navigate there directly.

a. Open the search either from the task bar, by swiping right from the edge of the screen, or clicking in the top right corner of the screen. Type "C:\ProgramData\SsiRecord"

b. Open the folder and click on any item. Press Ctrl + A to select all.
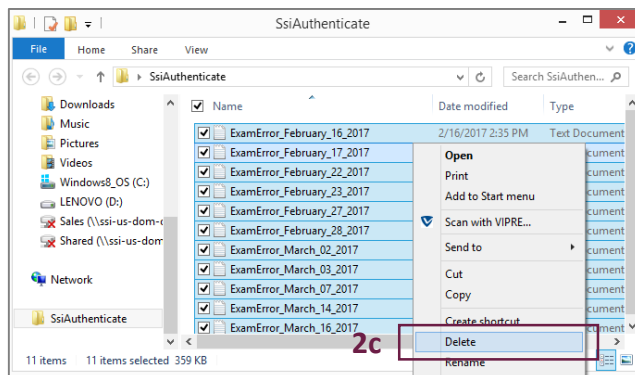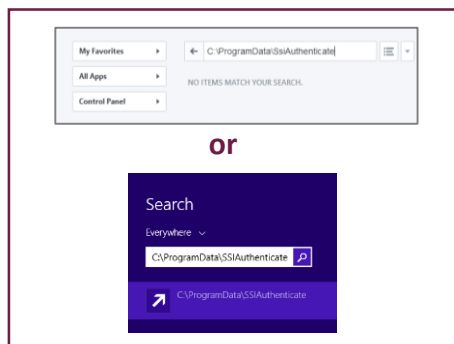
c. Right click and select "Delete."

2. Remove the SSIAuthenticate folder contents

This folder will only be visible via search. You cannot navigate there directly.

a. Open the search either from the task bar, by swiping right from the edge of the screen, or clicking in the top right corner of the screen. Type "C:\ProgramData\SsiAuthenticate"

b. Open the folder and click on any item. Press Ctrl + A to select all.
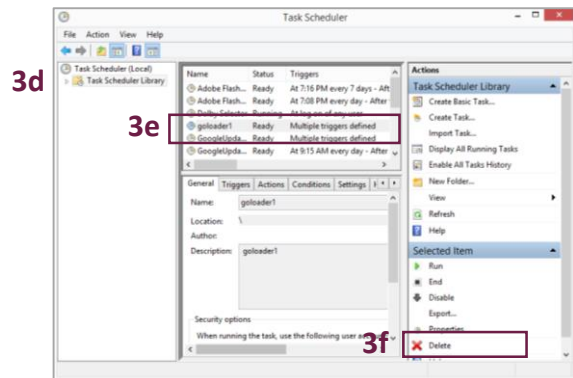
c. Right click and select "Delete."

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3. Remove the Goloader task

a. Open the "Control Panel"

b. Search for "tasks" or go to Control Panel > Administrative Tools > Schedule tasks.

c. Select "Schedule tasks."

d. Select the "Task Scheduler Library."

e. Find and select "goloader1" in the main window.

f. Click "Delete" under "Actions."

4. Remove the Remote Proctor Now icon

a.   Find "Remote Proctor Now" on your desktop. The icon should look like the below.

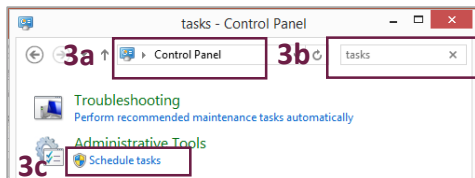b.   Right click and delete the icon.

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5. Remove the 2.0 Folder

This folder will only be visible via search. You cannot navigate there directly.

a. Press Ctrl + Alt + Delete to access the "Task Manager."

b. Navigate to the user tab. Your username is listed there. Note the username listed.
    In the image, the username is "cwall."

c. Open the search either from the task bar, by swiping right from the edge of the screen, or clicking in the top right corner of the screen. Type "C:\Users\<username>\AppData\Local\Apps"
    In the string, <username> should be replaced by the username you found in step 5b. In this example, it is "cwall" so the search was "C:\Users\cwall\AppData\Local\Apps."

d. Select folder "2.0" and right click to delete.