

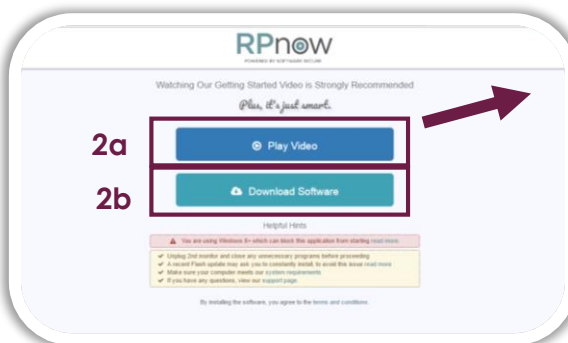


# RPNOW

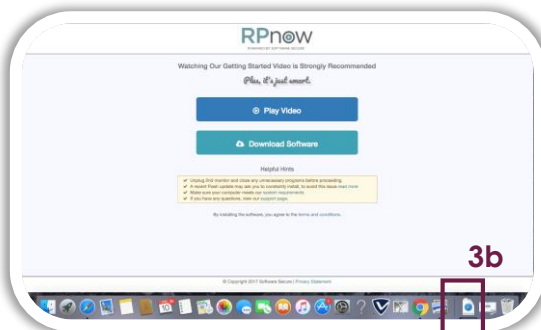
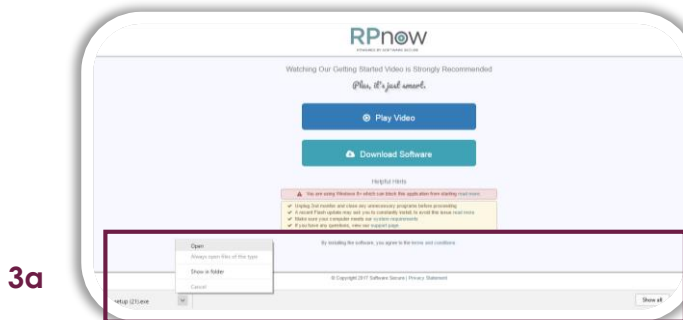
## STUDENT STEP-BY-STEP GUIDE

Question not here? Chat with a support representative 24/7 at  
[http://info.psonline.com/rpnouniversity\\_student](http://info.psonline.com/rpnouniversity_student)

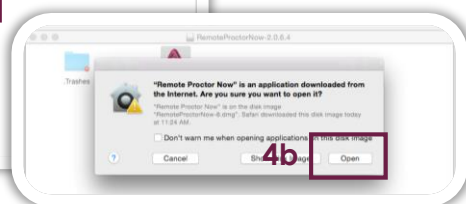
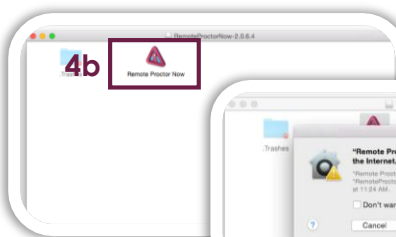
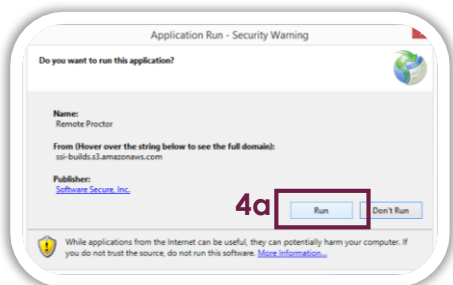
1. Go to the website provided by your organization/instructor. If you are unsure, visit [www.remoteproctor.com](http://www.remoteproctor.com) and select your organization from the drop down.
2. From there, you will have the opportunity to:
  - a. watch a video tutorial on the RPNOW process or
  - b. download the software to start your exam.



3. Find the download. Depending on your browser and operating system, the download will appear in a different location than the image below.
  - a. PC example
  - b. Mac example



4. "Run or Open" the application. It may take a few seconds to complete downloading and launching. Again, your browser/operating system may appear differently than the examples below.
  - a. PC example
  - b. Mac example

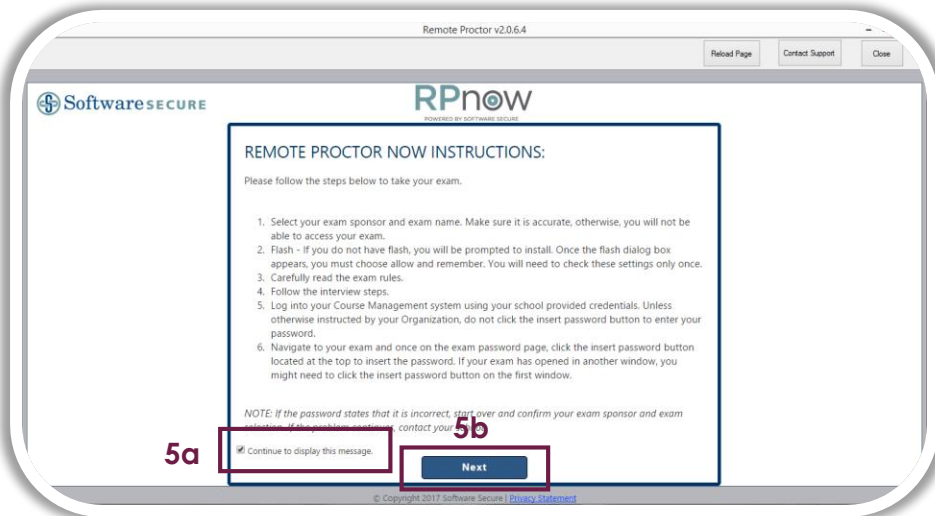


# RPNOW

## STUDENT STEP-BY-STEP GUIDE

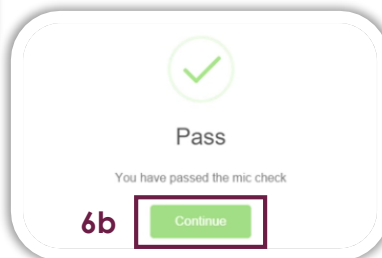
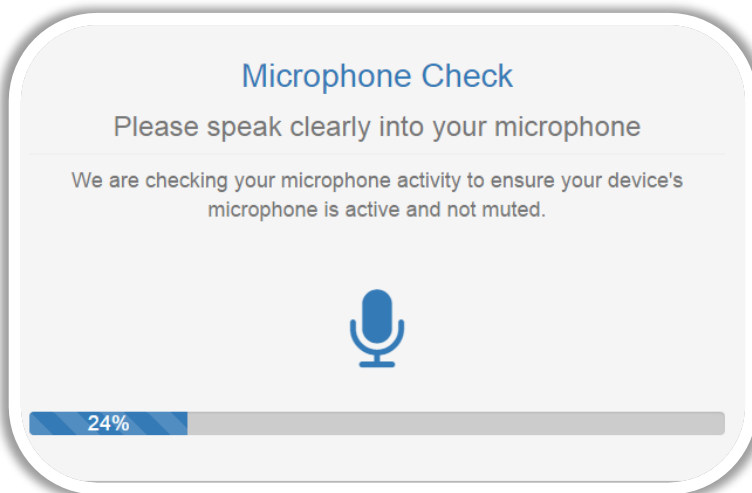
**5.** The first page contains simple step-by-step instructions. You should review them at least the first time you use RPNOW.

- You can uncheck this box to prevent these instructions from appearing the next time you take a test.
- After reviewing the instructions, click “Next” to proceed.



**6.** Next, we will check that you have a working microphone. All you need to do is speak into your microphone.

- If you fail the check, review the top 7 reasons and click to “Retry Microphone Check.”
- When you pass, click “Continue” to proceed.



# RPNOW

## STUDENT STEP-BY-STEP GUIDE

7. Next you need to provide some information about yourself and the exam you will be taking.

a. Select your Course or Exam Sponsor (teacher, instructor, exam creator, etc.).

b. Pick your exam.

*It is essential you pick the correct exam. What you select here allows you to enter only that exam moving forward.*

c. Insert the required fields, it may be “First Name” and “Last Name” “User ID” or “Email.”

*The name you enter here must match the name on your valid ID.*

d. If requested, insert your “Email” and “Phone Number.”

*Your phone number will only be used to contact you for support purposes.*

e. When you are done, click “Next.”

Remote Proctor v2.0.6.4

Software SECURE RPNOW POWERED BY SOFTWARE SECURE

EXAM INFORMATION

7a \*Pick Your Exam Teacher/Sponsor or Course: Test test

7b \*Pick Your Exam: Test Exam

If you cannot find your organization, teacher, course or exam in the above dropdowns, please contact your organization.

TEST TAKER INFORMATION

Collecting test taker's information for the purpose of performing video review.

NOTE: You must enter your First and Last Names EXACTLY as they appear on the ID you intend to use so you won't be flagged for your name not matching the ID Photo provided.

7c \*First Name: Caitlin \*Last Name: Wall

7d \*Email: cvall@psionline.com Phone No: 123-456-7890

Your phone number will be only used to contact you for support.

7e Next

© Copyright 2017 Software Secure | [Privacy Statement](#)

8. Next, you will see a Terms and Conditions page that explains the RPNOW Privacy Policy informing you that RPNOW is entirely FERPA compliant. You will only see this page the first time you log-in. Click “I Agree” to continue.

Remote Proctor v2.0.6.4

Software SECURE RPNOW POWERED BY SOFTWARE SECURE

SOFTWARE SECURE'S TERMS OF USE FOR REMOTE PROCTOR NOW

While using the Remote Proctor NOW system, we record the following:

- Your computer screen (includes any applications or websites you open)
- Your webcam (video)
- Your microphone (audio)

Please follow your exam rules.

This Software Secure, Inc. Software License (the "Agreement") is a legal agreement between you and SSI, Inc., a Delaware corporation ("SSI") for the use of RPNOW (the "Software"), including computer software and associated media and printed materials, and may include "online" or electronic documentation. The term "You" or "you" means the individual who is acquiring the license to use the Software. The term "Use" means storing, loading, installing, executing or displaying the System. "Computer" means a central processing unit ("CPU"), or group of CPUs, that access its or their own individual non-cache Random Access Memory.

Use of Data: When used to take an exam, the Software collects data of your exam session, including photographs, video and audio ("Images"). THIS DATA IS ONLY USED TO AUTHENTICATE THE USER'S IDENTITY, AND TO ENFORCE YOUR SCHOOL'S EXAM RULES. STUDENT IMAGES WILL BE SHARED WITH YOUR SCHOOLS, WHOSE USE OF SUCH IMAGES IS SUBJECT TO THE PRIVACY PROTECTIONS CONTAINED IN THE FERPA LEGISLATION.

SOFTWARE SECURE WILL NOT PROVIDE IMAGES TO ANYONE OTHER THAN A REPRESENTATIVE OF SOFTWARE SECURE OR THE INSTITUTION ADMINISTERING YOUR EXAMINATION.

Software License Grant - Usage in General. You may Use the Software solely for the purposes set forth below. Except as otherwise specifically set forth below, (a) SSI grants you and you accept the use, copying, non-transferable right to Use the Software on a single Computer to which you wish to use the Software, and (b) you may not use, copy, modify, or create any derivative of the Software or disable any function of the Software.

8 I AGREE I DO NOT AGREE

© Copyright 2017 Software Secure | [Privacy Statement](#)

# STUDENT STEP-BY-STEP GUIDE

**9.** You may be prompted for payment on the next page. If not, don't worry about it. Your organization paid for your test for you. If you are, this secure site will allow you to pay by one of the following methods. Follow the appropriate instructions accordingly.

**a.** PayPal – You will automatically be directed to log-in at PayPal.com.

*You can always click the "Return to Software Secure" link at the bottom of the page if you would like to restart payment.*

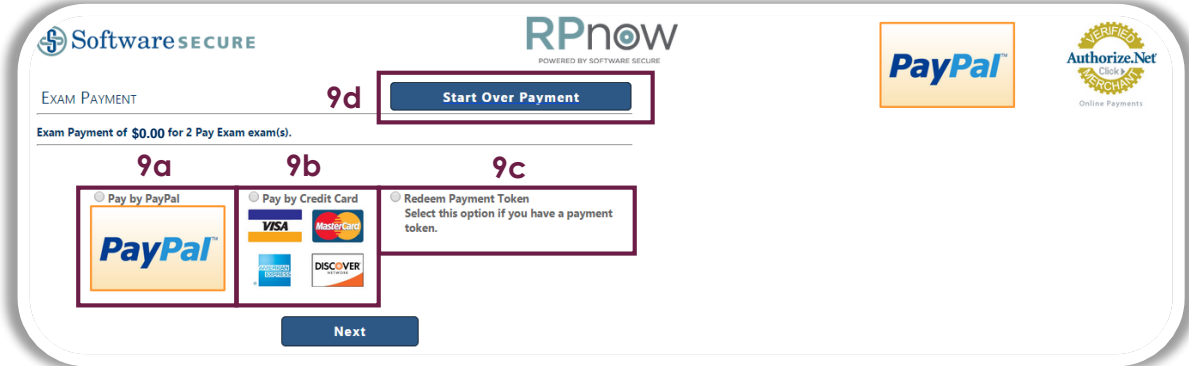
**b.** Credit Card - The system will provide you a quick warning asking if you are prepared to submit your payment and take your exam. If you are, check the box provided and click "Proceed to Authorize.Net"

**c.** Exam Token – These tokens would be purchased from your organization or provided by your instructor.

*Your organization may not have Exam Tokens.*

**d.** You always have the opportunity to "Start Over Payment" if you run into trouble.

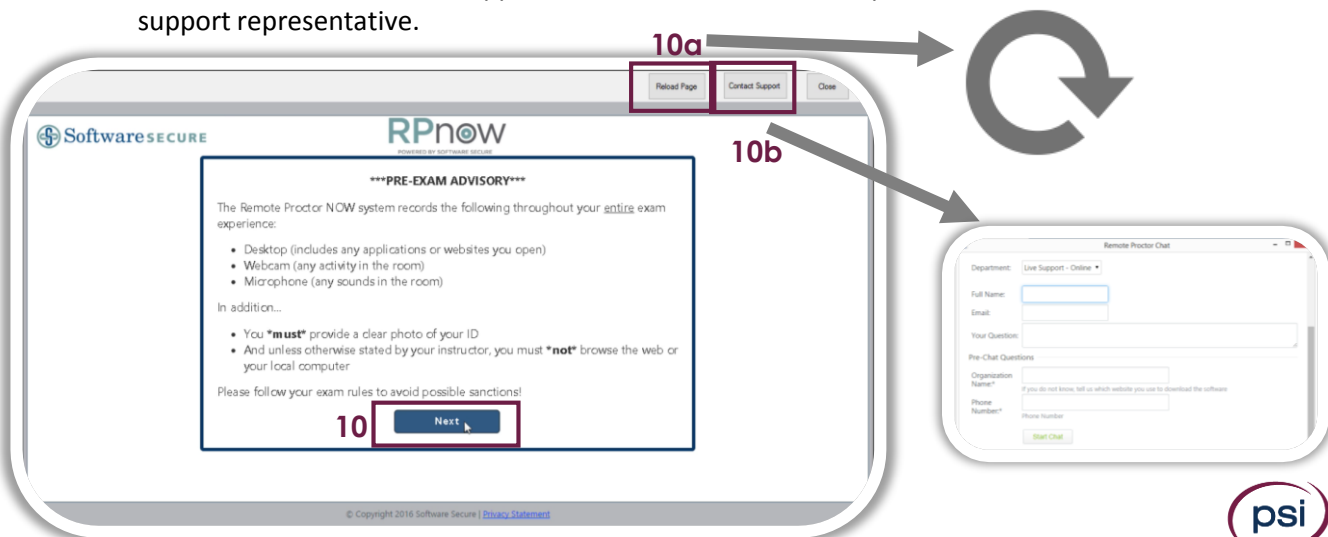
*If you have any questions about payment, please email [rppurchase@softwaresecure.com](mailto:rppurchase@softwaresecure.com).*



**10.** The next screen is the pre-exam advisory. It describes in detail how RPNOW will proctor you during an exam. Review the information and click "Agree."

**a.** Reload the Page – If you ever run into trouble using RPNOW, you have the opportunity to reload the page in the top toolbar. Use this function with caution as it may require an exam reset by your organization.

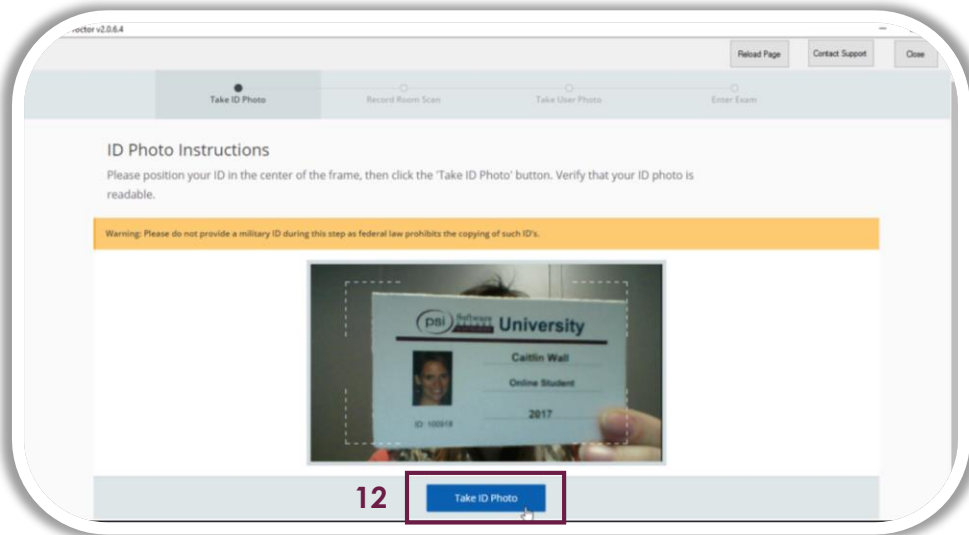
**b.** Contact Support – RPNOW Support is available for students 24/7. If you are having trouble, click the "Contact Support" button in the toolbar to open a chat session with a support representative.



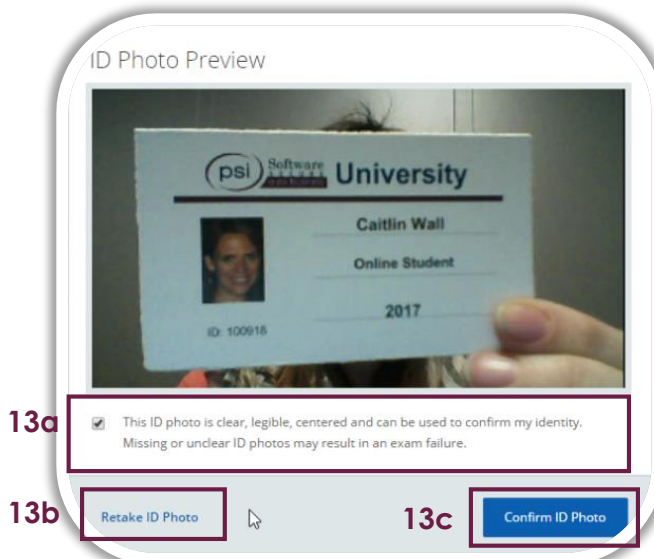
# STUDENT STEP-BY-STEP GUIDE

**11.** Next, you may run into a communication from your organization. You may not. If you do, read through it and click “Next” to proceed.

**12.** You have now entered the interview process. You will be asked to take a photo of your valid photo ID (school ID or government issued ID). The ID should match the name you provided in step 7 exactly. Avoid [these common pitfalls](#) to ensure there are no troubles with your ID scan.

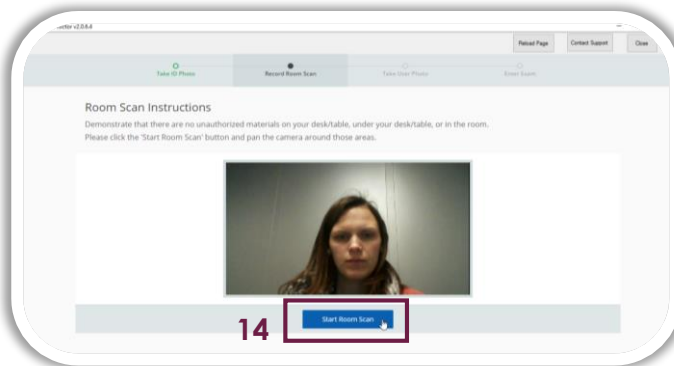


- 13.** After taking a photo of your photo ID, you will be asked to confirm that photo.
- First, click the box to confirm the ID photo is **clear, centered, and legible**.
  - If not, you always have the opportunity to “Retake ID Photo.”
  - If you feel the ID is sufficient and can be used to confirm your identity, click “Confirm ID Photo.”

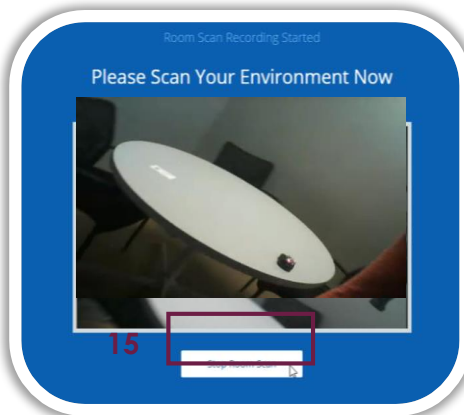


# STUDENT STEP-BY-STEP GUIDE

**14.** Next, you will be asked to scan your room. Ensure you have no non-approved resource materials in your work space. Do not rush this step. Move your camera (or entire laptop) to make sure that you include the work surface, floor under the work surface, and a 360 degree scan of the room. See an example room scan here.

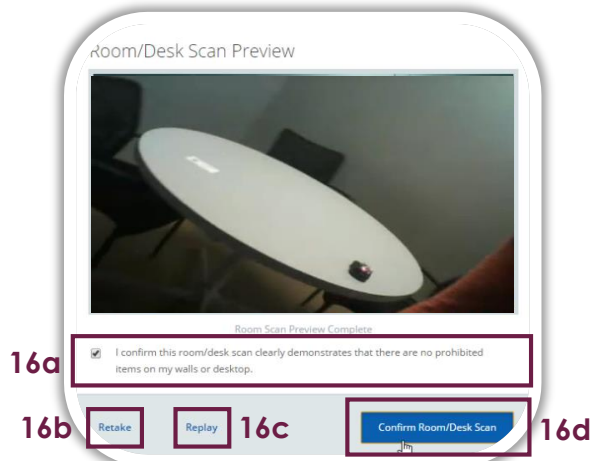


**15.** When you have completed your accurate scan of the space, click “Stop Room Scan.”



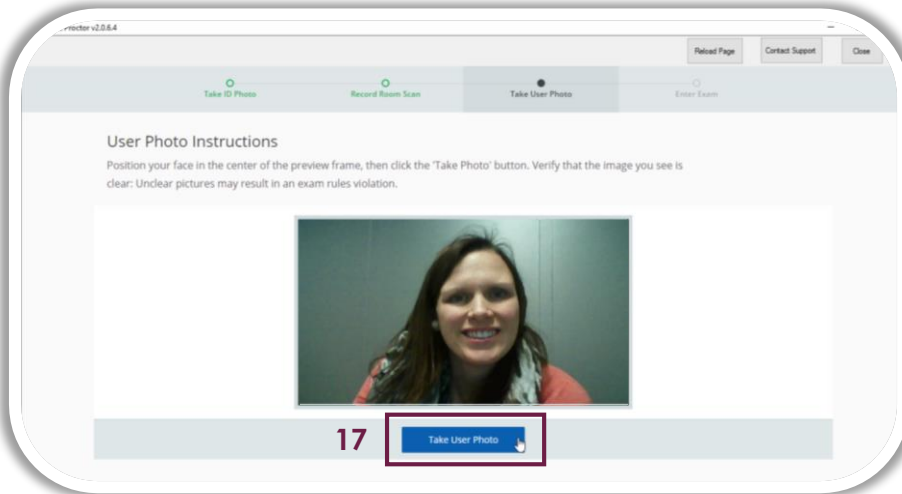
**16.** Your scan will automatically be replayed.

- a. First, click the box to confirm the room scan clearly demonstrates the space.
- b. If not, you always have the opportunity to “Retake”
- c. You can also “Replay” this video if you want to double check that it is an accurate scan.
- d. If you feel the scan is sufficient, click “Confirm Room/Desk Scan.”

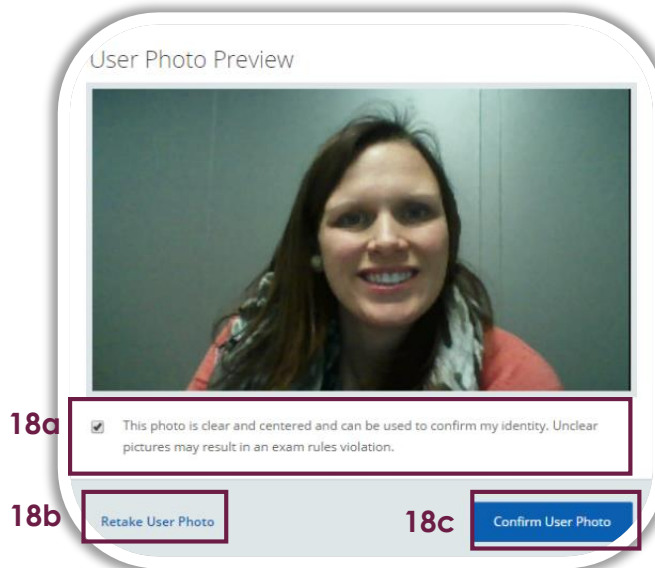


# STUDENT STEP-BY-STEP GUIDE

**17.** In the final part of the interview process, you will be asked to take a photo of yourself. The software will give you a 3 second warning before taking your photo. Ensure the camera is centered and focused. The camera will need to remain clear and centered throughout the duration of the exam.



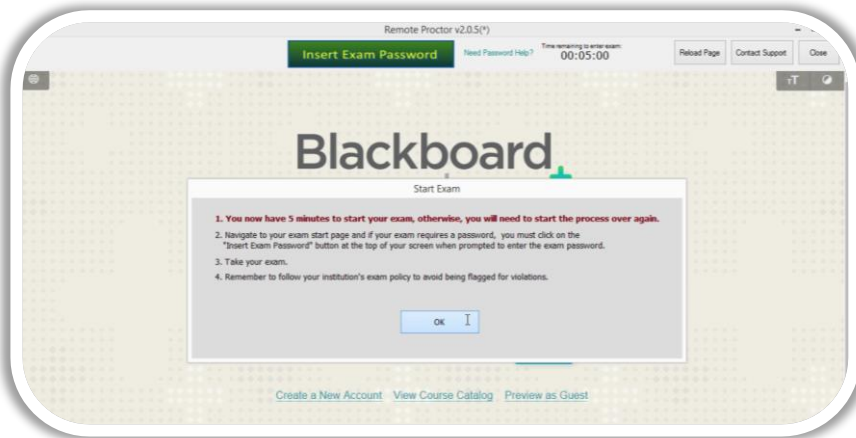
- 18.** After taking your photo, you will be asked to confirm that photo.
- a.** First, click the box to confirm the photo is clear and centered.
  - b.** If your photo is not sufficient, you always have the opportunity to “Retake User Photo.”
  - c.** If you feel the photo is sufficient, click “Confirm User Photo.”





# STUDENT STEP-BY-STEP GUIDE

**19.** You will now be directed to your organization's LMS or exam page. In most cases, a pop-up window will show you how much time you have available to populate the exam's password. In this guide, we are using a Blackboard exam. Your organization's log-in page and time duration may be different than the below. It may not have a password at all. Review the information and click "Ok." **This does not reference your CMS or LMS login password, but the password once you get to the exam.**



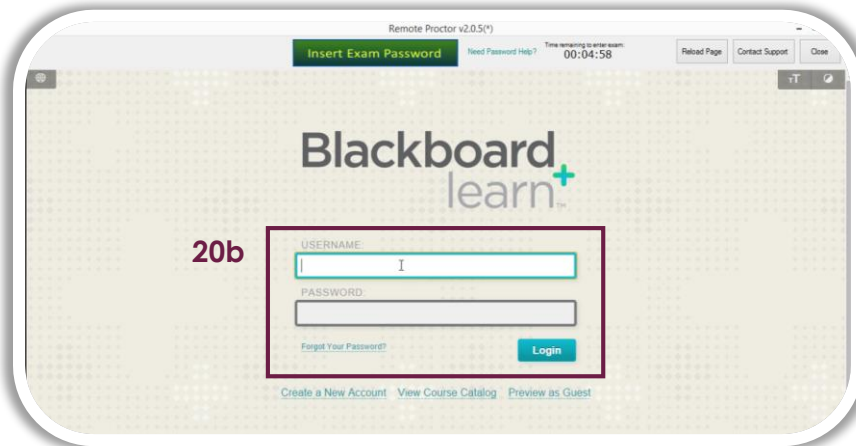
**20.** In most cases, you will be at a log-in screen.

**a.** If not, simply navigate to the test you selected during step 7 of the process.

**b.** If you do see a log-in screen, use your standard LMS or CMS username and password.

**DO NOT use the Insert Exam Password button for this step.**

*If you do not know the appropriate username and password, contact your institution.*



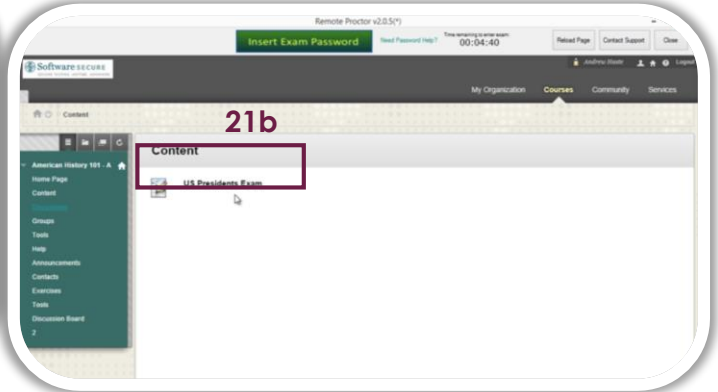
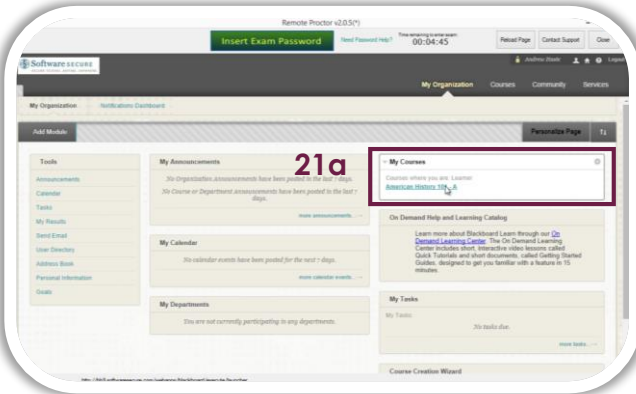


# STUDENT STEP-BY-STEP GUIDE

**21.** Once you have successfully logged in, navigate to your selected

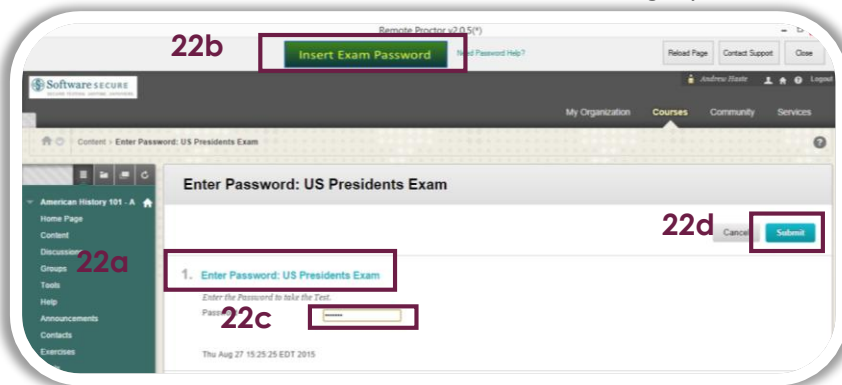
- a. Course then
- b. Exam

Again, the below example may not look like it does in your LMS or even in your instance of Blackboard as the program is exceptionally customizable.

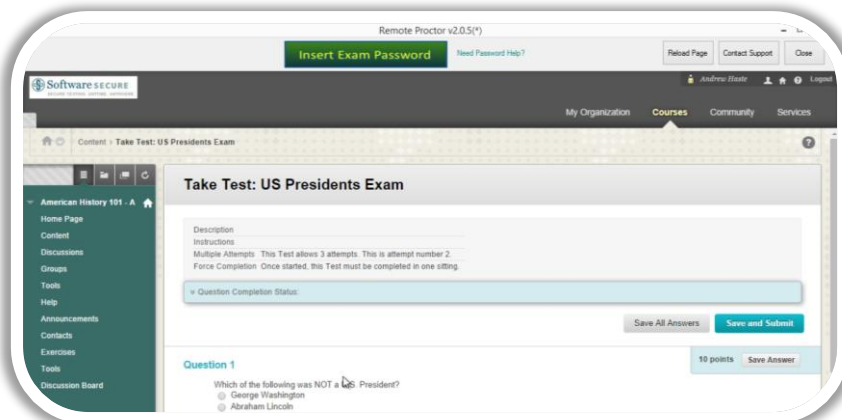


**22.** Once you have entered your exam,

- a. You will see a prompt to “Enter a Password.”
- b. Click the “Insert Exam Password” or “Insert Access Code” button at the top of the page.
- c. The password will automatically be populated in the appropriate field.
- d. Click the “Submit,” “OK,” “Enter,” or “Start” button to begin your exam.

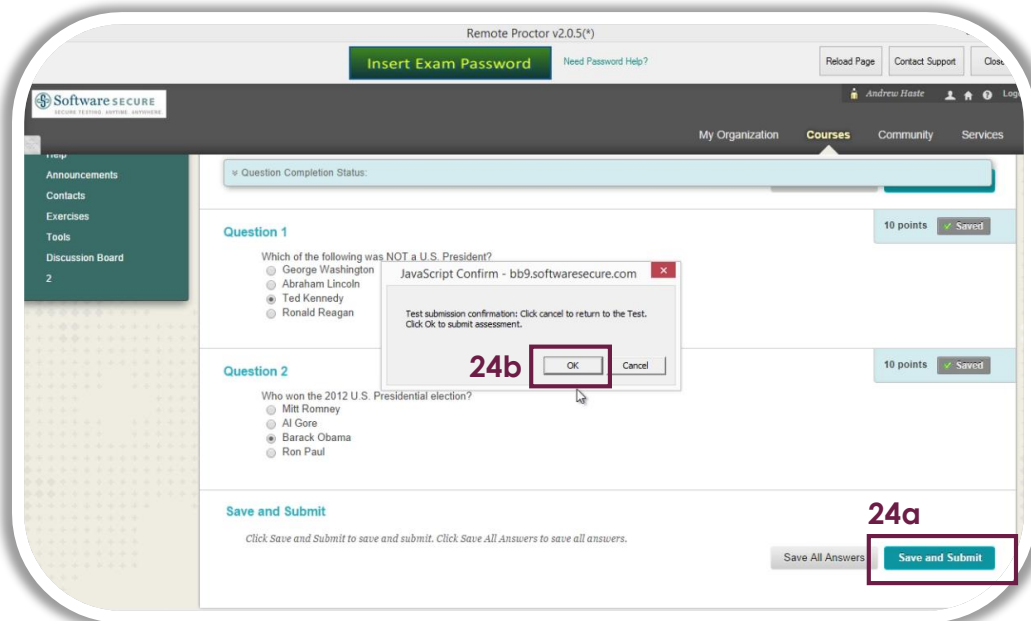


**23.** Take your exam as you normally would. Remember your Exam Policy to avoid being flagged for violations. You can review some of the [most frequent violations here](#). Good luck on your exam!



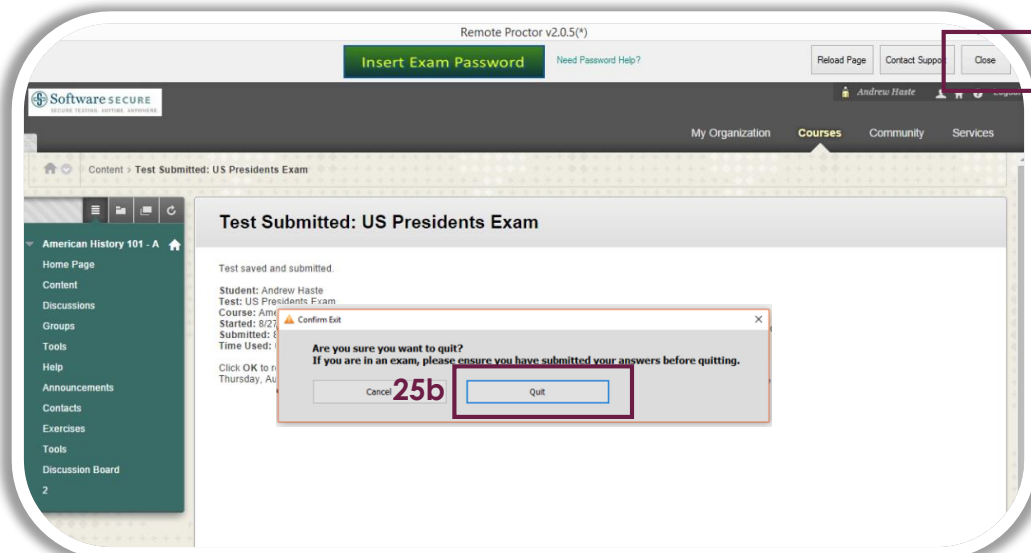
# STUDENT STEP-BY-STEP GUIDE

24. When you have finished your exam,
- First, click the button to submit your exam. Again, your exam may not look like the below.
  - You will be prompted to confirm your test submission. Be sure to do this before closing out of the software.



25. To complete the process, you will need to close out of the software. **RPNOW will continue recording your screen, audio, and desktop until you properly close the program.**

- First, click the "Close" button at the top of the page.
- You will be prompted to confirm you would like to quit. Only after selecting "Quit" will the recording finish.

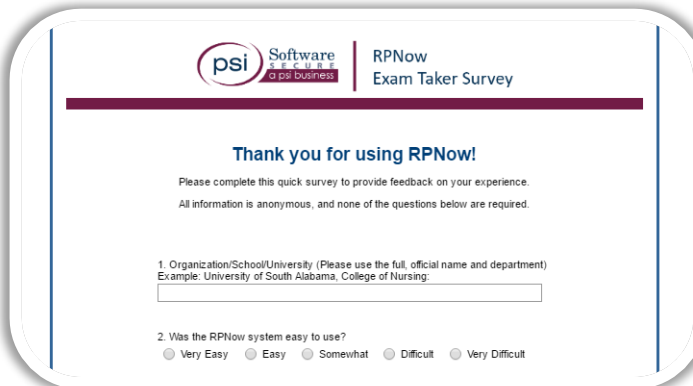


# STUDENT STEP-BY-STEP GUIDE

**23.** In most cases, you will know you have successfully closed the software when you see a thank you page similar to the below.



**24.** Finally, you may be guided to a survey about RPNOW. We would love feedback on your experience with the product. The survey is entirely anonymous and none of the questions are required.



**Thank you for using RPNOW!**

Please complete this quick survey to provide feedback on your experience.  
All information is anonymous, and none of the questions below are required.

1. Organization/School/University (Please use the full, official name and department)  
Example: University of South Alabama, College of Nursing:

2. Was the RPNOW system easy to use?  
☐ Very Easy   ☐ Easy   ☐ Somewhat   ☐ Difficult   ☐ Very Difficult

## TIPS FOR A CLEAN EXAM

- **Take a practice test.**

Most organizations should provide you with a practice test so that you can go through the process described here before entering your official exam.

- **Review common violations.**

Review common [ID violations](#) and [rules violations](#) to avoid these blunders during your exam.

- **Ensure you are testing in an appropriate environment.**

Review your Exam Policy to verify you do not have any prohibited resources, work in a quiet room, and provide an accurate room scan.

**Thank you for using RPNOW and  
good luck on your exam!**

**Still have questions?**

Visit RPNOW Test Taker University for more resources or to reach a support representative.

[http://info.psonline.com/rpnouniversity\\_student](http://info.psonline.com/rpnouniversity_student)