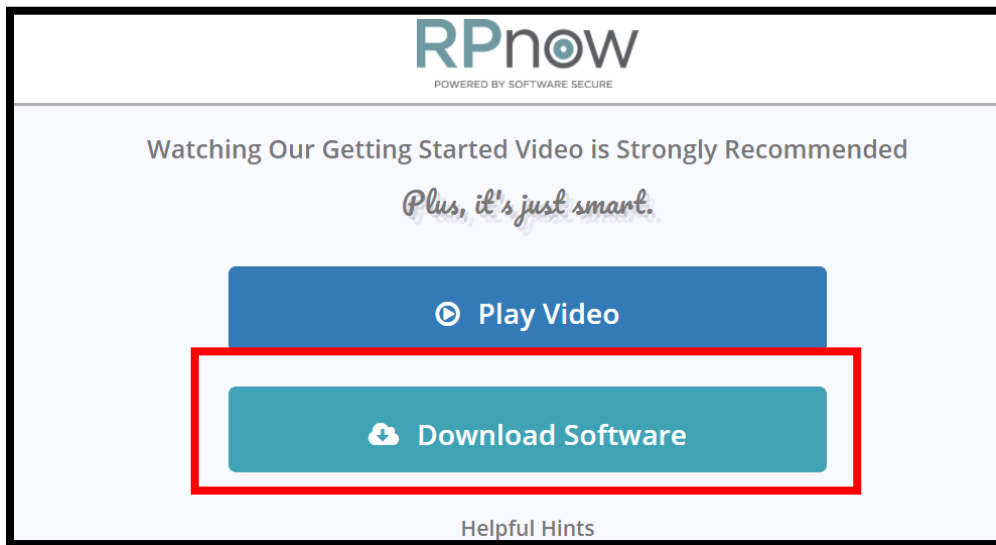


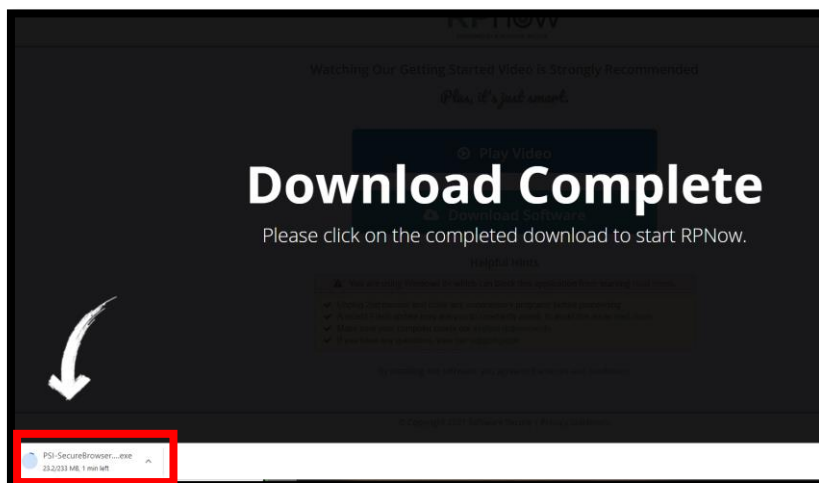
STEP-BY-STEP GUIDE

Question not here? Chat with a support representative 24/7 at http://info.psionline.com/rpnowuniversity_student

1. Go to the download page for the RPNow software. This may be posted in your course management system or it may have been given in the instructions for the exam by your instructor. Please reach out to your instructor if you do not know the correct URL.

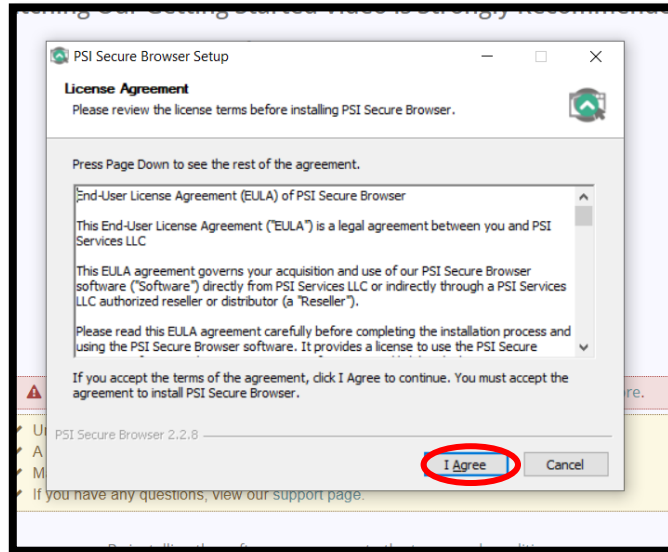


2. Find the download. Depending on your browser and operating system, the download will appear in a different location than the image below. (The below image is a PC with Chrome)

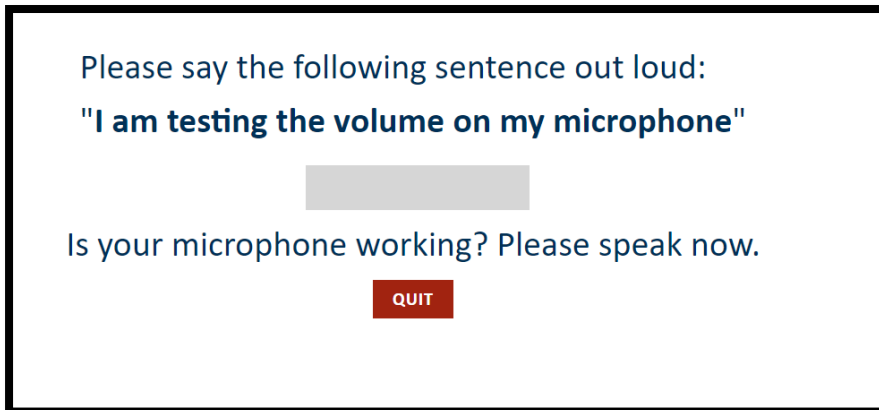


STEP-BY-STEP GUIDE

3. "Run or Open" the application. It may take a little while to complete downloading and launching depending on your download speed.
4. Read and agree to the License Agreement that details the usage of RPNow.

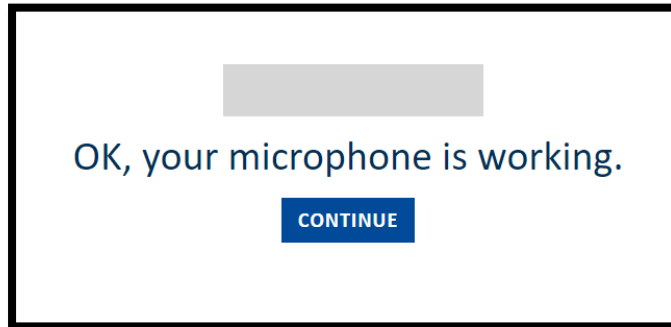


5. Upon entering the software, the system will start a background "Microphone Check" to test your computer's sound.

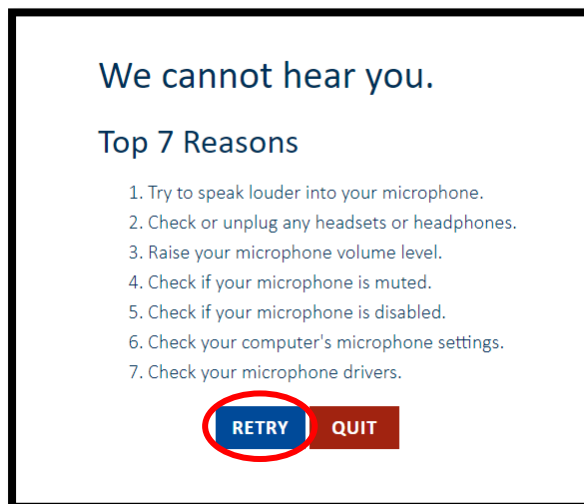


STEP-BY-STEP GUIDE

6. After you speak out loud the software will let you know that your microphone is working and you may proceed to the next step.



Note: If sound is not detected, you will receive an alert informing you that you will need to speak out loud in order to pass this test. You will also be given a list of reasons your microphone may not be working.



You can troubleshoot the issue and then Retry the microphone check.

7. Next, the software will run a bandwidth test in the background. If you have sufficient bandwidth, you will not receive an alert. If you do not have sufficient bandwidth, you will receive an alert and will need to try to trouble shoot the issue. Here are some steps our team recommends:

- Try a wired connection instead of wireless
- Ensure others on the internet connection are not using excessive bandwidth (watching videos, streaming, gaming etc.)
- Restart your router
- Wait a few minutes and attempt the bandwidth connection again
- Try a different machine
- Try a different location

STEP-BY-STEP GUIDE

(**Note:** Connecting to any online “speed test” platform is not the same as using our software for connection tests. The software bandwidth check is specific to the required RPNOW connection.)

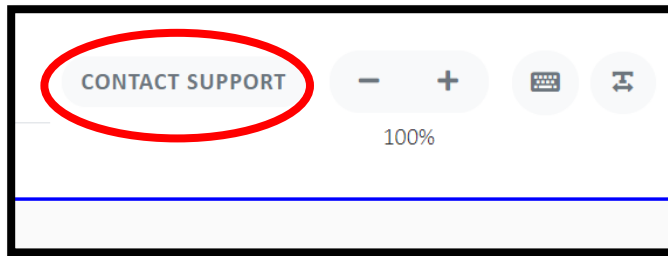
If this does not work, or you have any trouble with installing the software you can reach out to our support team via phone:

RPNOW Technical Support: 1-855-436-2039 (in the US and Canada)

RPNOW International: 1-617-658-2879 (Outside US and Canada)

Or use the chat URL here to open a live chat with our team: [RPNOW Live Chat](#)

8. The software will load. If you have used RPNOW before, you may notice this version looks a little different.



NOTE: At this point, if you need assistance, you can always choose the “Contact Support” button located at the top right of the screen.

STEP-BY-STEP GUIDE

9. Confirm the course/instructor and your exam name. Then enter your first name and last name **EXACTLY** as it appears on your identification, and your email address. The phone number field is optional and is only used as a reference for our student support team for reaching out to students.

EXAM INFORMATION

*Pick Your Exam Teacher/Sponsor or Course: English 101: English 101

*Pick Your Exam: English 101 Final 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.

*First Name: Jennifer

*Last Name: Hubbard

*Email: jhubbard@softwaresecure

Phone No:

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

Next

10. The RPNOW Advisory screen will then launch. Please make sure to read this carefully, as it details the rules and requirements for the exam and software. You may then see a page from your organization sharing something they would like you to know or remember about your testing experience.

*****PRE-EXAM ADVISORY*****

The RPNOW system records the following throughout your entire exam experience:

- Desktop (includes any applications or websites you open)
- Webcam (any activity in the room)
- Microphone (any sounds in the room)

In addition...

- You ***must*** provide a clear photo of your ID
- And unless otherwise stated by your instructor, you must *not* browse the web or your local computer

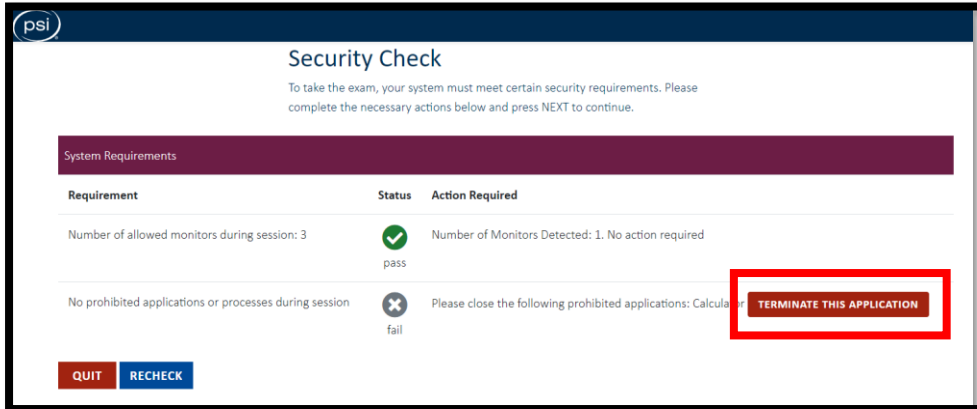
Please follow your exam rules to avoid possible sanctions!

NOTE: After completing your exam, you **must** close the RPNOW software to end the recording!

Next

STEP-BY-STEP GUIDE

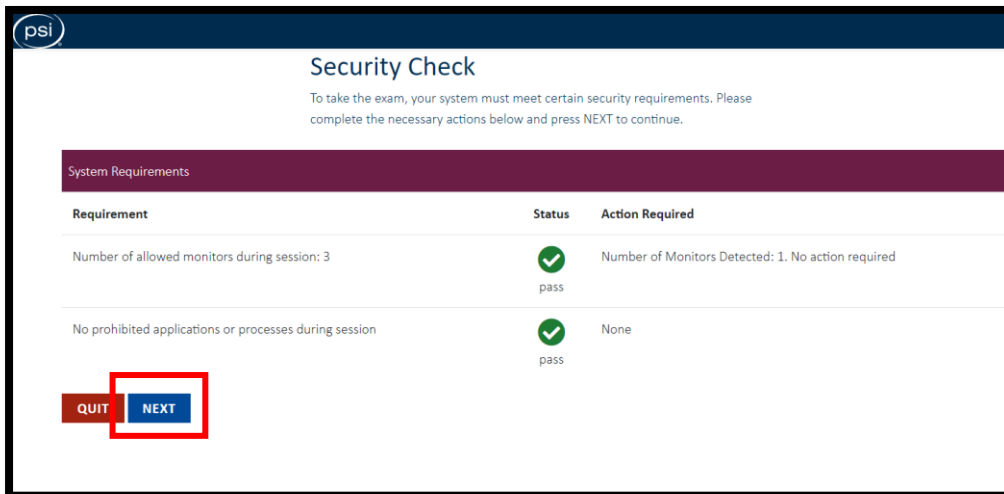
11. If you have any prohibited programs running, such as Word/Excel, RPNow will alert you they are prohibited. Click the button to terminate the applications automatically or close them manually. When the prohibited processes have been closed, you will be able to select “Next” and proceed.



Security Check
To take the exam, your system must meet certain security requirements. Please complete the necessary actions below and press NEXT to continue.

Requirement	Status	Action Required
Number of allowed monitors during session: 3	✓ pass	Number of Monitors Detected: 1. No action required
No prohibited applications or processes during session	✗ fail	Please close the following prohibited applications: Calculator

QUIT **RECHECK** **TERMINATE THIS APPLICATION**



Security Check
To take the exam, your system must meet certain security requirements. Please complete the necessary actions below and press NEXT to continue.

Requirement	Status	Action Required
Number of allowed monitors during session: 3	✓ pass	Number of Monitors Detected: 1. No action required
No prohibited applications or processes during session	✓ pass	None

QUIT **NEXT**


STEP-BY-STEP GUIDE

- 12.** You will then be asked to take a picture of your photo ID. Make sure the name and picture on the photo are clear and click “Take Identification Photo.”

Photo Identification Instructions

Please position your Photo Identification in the center of the frame, then click the 'Take Identification Photo' button. Verify that your Photo Identification is readable and can be used to confirm your identity.


Warning: Please do not provide a military Identification Photo during this step as federal law prohibits the copying of such ID's. Additionally, do not use any Identification Card that has Credit Card data on it.



Take Identification Photo

- 13.** Review the photo, and if this is unclear for any reason, you have the option to retake the photo. You will then need to check the box and “Confirm ID Photo.” See examples of appropriate and inappropriate ID photos [here](#).

ID Photo Preview



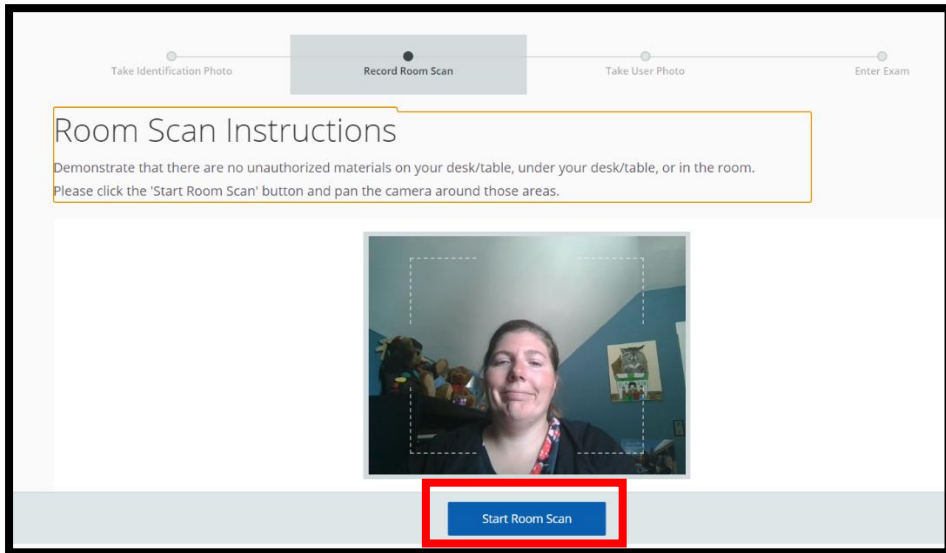
☐ This ID photo is clear, legible, centered and can be used to confirm my identity. Missing or unclear ID photos may result in an exam failure.

Retake ID Photo

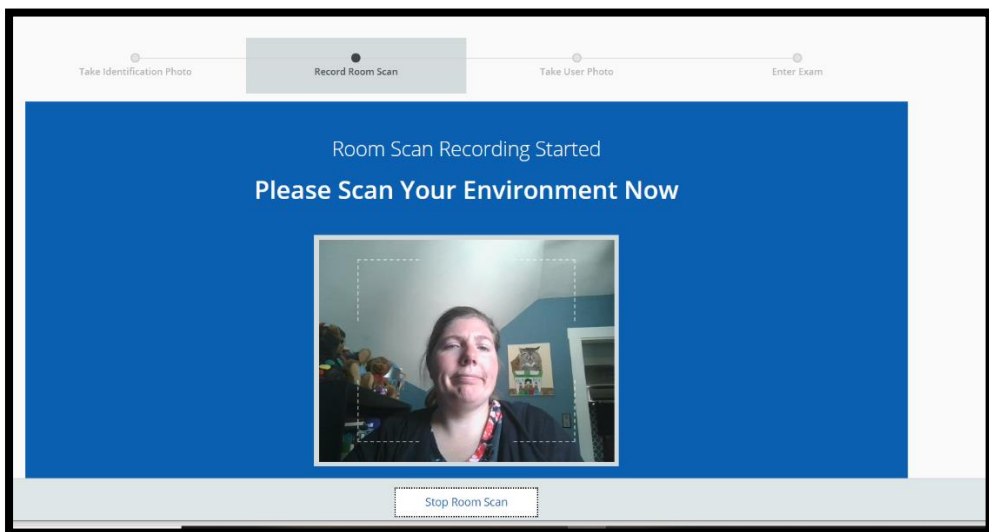
Confirm ID Photo

- 14.** Next, you will do a room scan to show us your work area. Click “Start Room Scan” to begin the process.

STEP-BY-STEP GUIDE

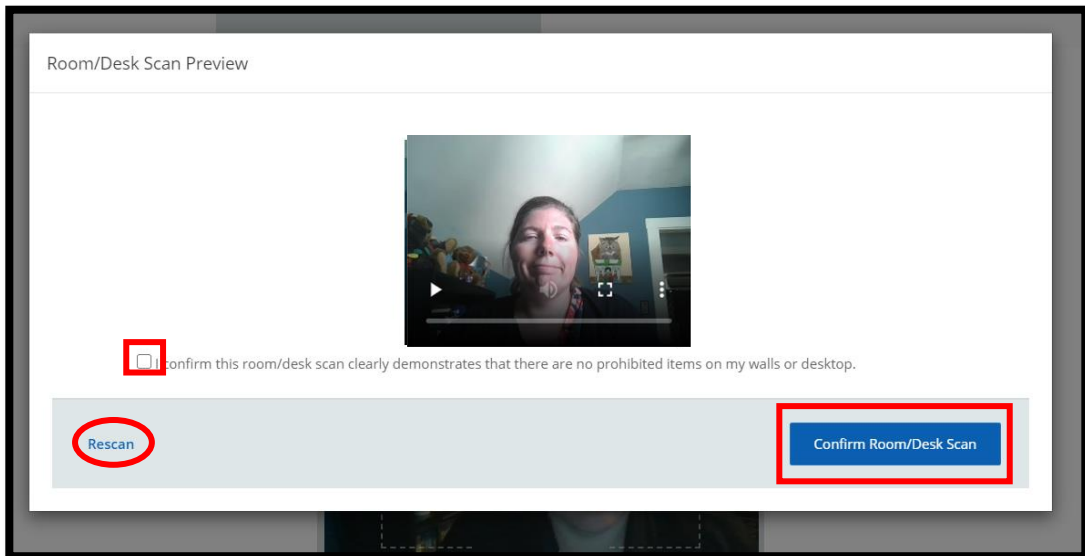


15. Make sure you clearly pan your desk, walls, and floor. Then click “Stop Room Scan.”

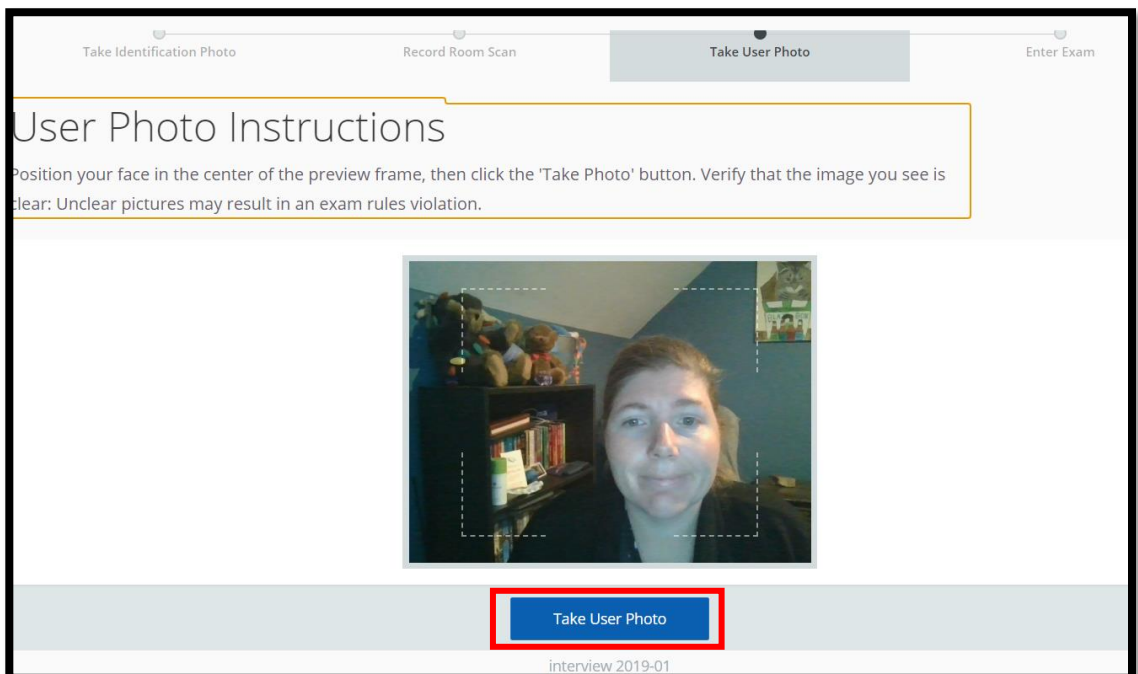


STEP-BY-STEP GUIDE

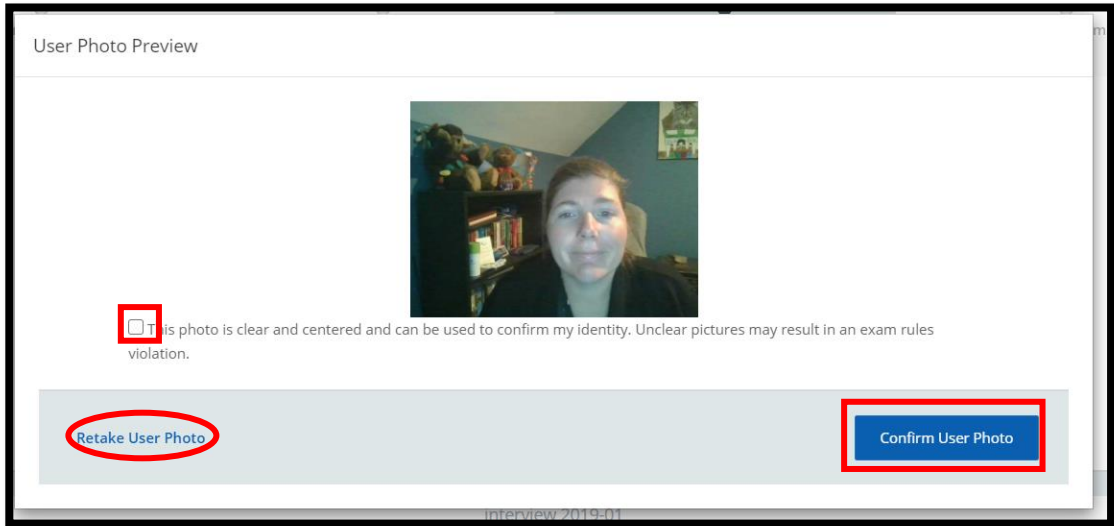
16. You will need to watch the whole room scan video. After you review it, you will have the opportunity to rescan the room, if needed. If the room scan is clear and complete, check “Confirm Room/Desk Scan”. You can see an example room scan [here](#).



17. Take a clear photo to be compared with your Photo ID. Again, if this photo is unclear, you have the option to retake it before checking the box and “Confirm User Photo.”



STEP-BY-STEP GUIDE

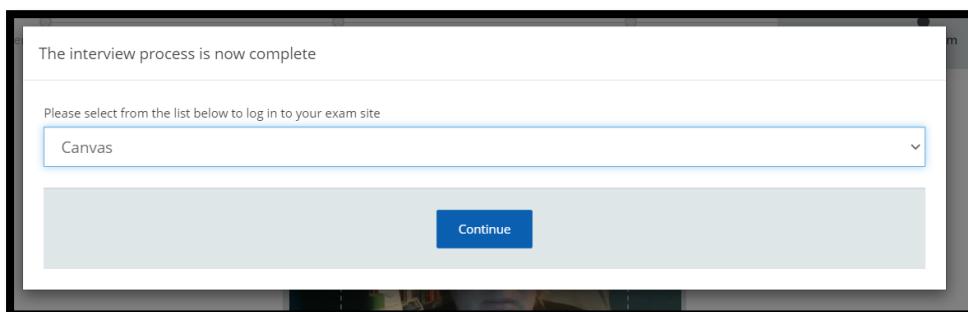


18. A prompt will appear alerting you that you have several minutes to log into your course management system

1. You now have 10 minutes to start your exam, otherwise, you will need to start the process over again.
2. Navigate to your exam start page and if your exam requires a password, you must click on the "Insert Exam Password" button at the top of your screen when prompted to enter the exam password.
3. Take your exam.
4. Remember to follow your institution's exam policy to avoid being flagged for violations.

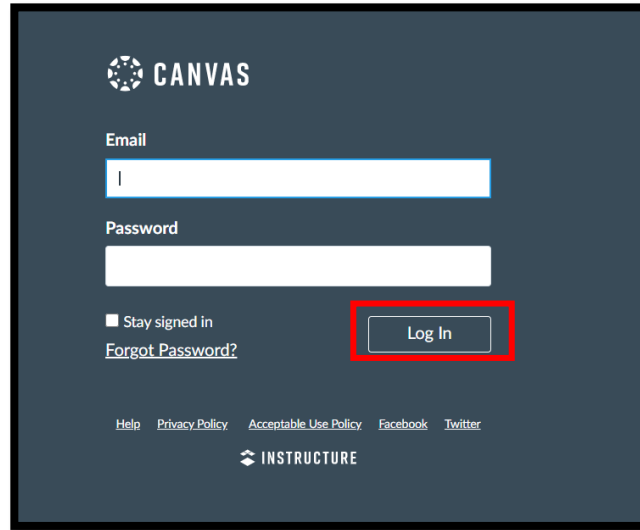
OK

19. If your school/organization uses several course management systems, you may be asked to choose the appropriate testing system. A link to your testing system may have also been placed into your course. Please reach out to your instructor if you do not know where to find your exam.

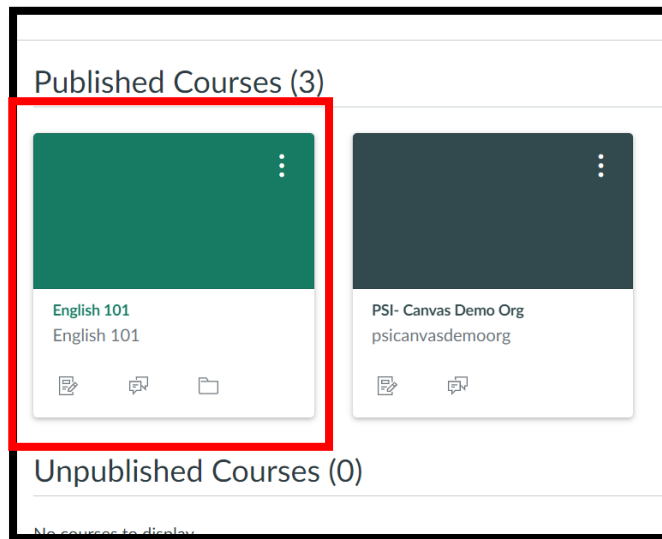


STEP-BY-STEP GUIDE

20. Log-in to your course management system.

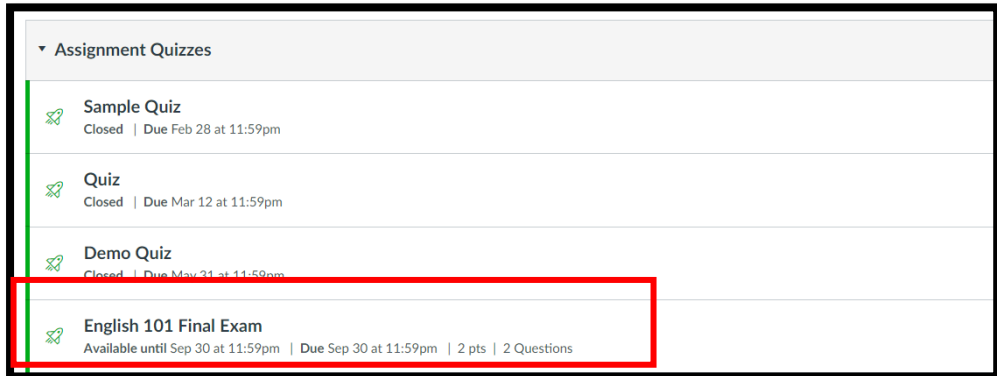


21. Find your course.

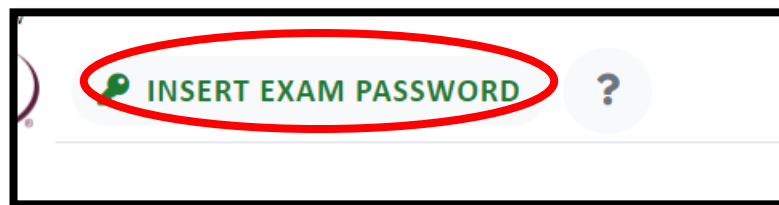


STEP-BY-STEP GUIDE

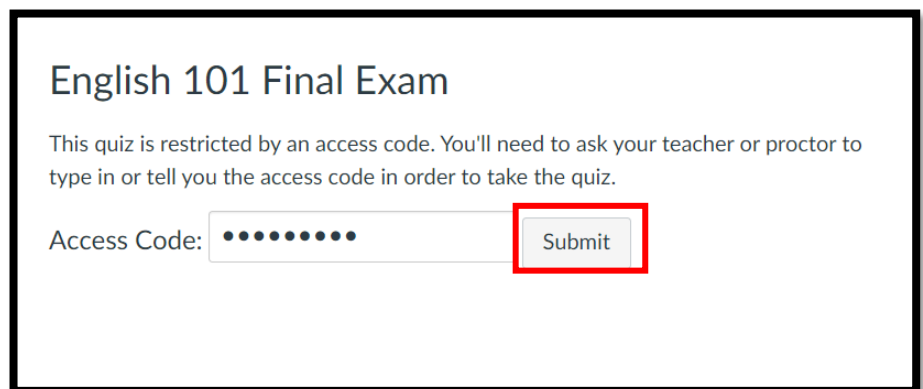
22. And locate your exam.



23. You will be prompted for a password for the exam, you will not be given this password ahead of time. Click the “Insert Password” button at the top of the screen and the password will automatically populate.



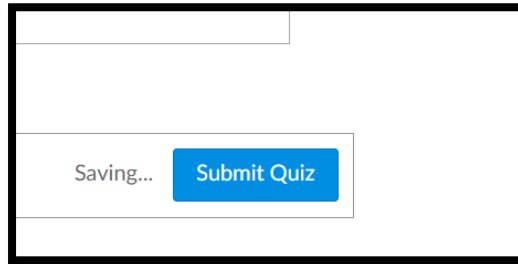
24. Click “Submit” to enter the exam.



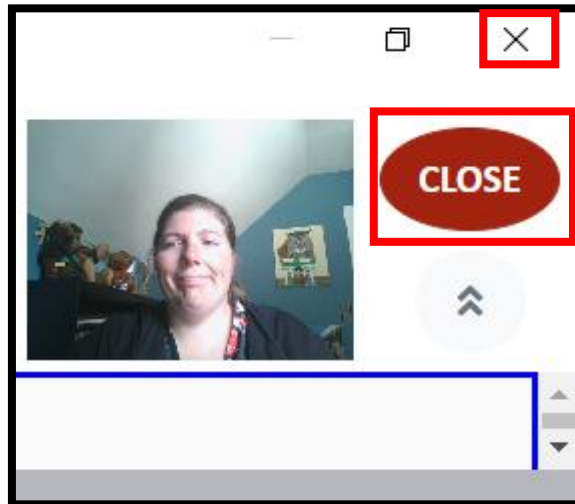
Please Note: Canvas asks for an Access Code instead of a Password, these two terms are interchangeable, and the steps remain the same.

STEP-BY-STEP GUIDE

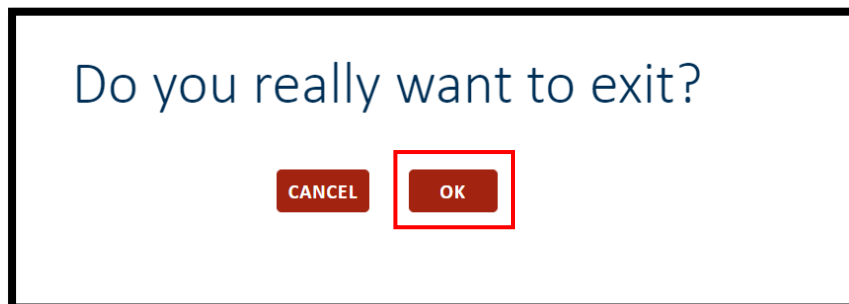
- 25.** Once you have finished the test, save and submit your answers.



- 26.** Please remember: RPNow will continue to record until you click the “Close” button at the top right hand of the screen to close out the software. You also click on the “X” in the corner, both will do the same action of closing the software.



- 27.** You will then be asked to confirm you’d like to exit the software. Click “OK”.



- 28.** An optional, anonymous survey may appear at the end of the test.

**Thank you for using RPNow and
good luck on your exam**