



## REMOTE **PROCTORED EXAM** GUIDELINES

### Introducing Flexible Remote Proctoring Exam

With the launch of the CWNP In-House Remote Proctoring Exam system, candidates now have the flexibility to take their exams in a testing environment that best suits their needs.

#### **Our Remote Proctoring platform offers:**

- User-friendly exam process and relaxed testing environment directly through CWNP.
- The convenience of taking the exam at your preferred location.
- Support tailored specifically for CWNP candidates.



### Section 1: The Pre-Exam Checklist

Proper preparation ensures a successful exam day. Complete this checklist before your scheduled start time to ensure your technology and environment meet the requirements:

#### **DOs: Your Success Setup**

- **Audio Check:** Ensure your camera and mic are fully functional.
- **Network Ready:** Verify your workspace and internet meet standards.
- **Applications:** Close all unrelated applications.
- **ID Ready:** Keep identification within reach for verification.
- **One Monitor:** Use only one monitor for the duration of the exam.

#### **DON'Ts: Avoid These Pitfalls**

- **External Devices:** Phones, tablets, and smart devices must be out of reach.
- **Wait for "Go Ahead":** Do not start the exam until your proctor instructs you.
- **No Back Button:** Do not click any back button, open a new tab or page, as this can terminate your exam.



## Section 2: Required Identification (ID)

You must present one piece of valid, government-issued identification. You will not be allowed to begin the exam if you do not present a valid ID or if the names do not match.

### **Accepted Valid IDs (not expired):**

- Driver's License
- Passport or Passport Card
- Other Government-Issued ID with photo (Subject to proctor approval)

**NAME MATCH:** The name on your identification must match the name on your CWNP account.



## Section 3: During the Exam Protocol

Once the exam begins, you are in a formal testing environment. Adherence to these rules is mandatory and ensures your results are valid.

### **DOs: Maintain Compliance**

- Keep your camera and mic on and visible.
- Monitor your internet connection.
- Keep your attention solely on the exam.

### **DON'Ts: Actions That Invalidate**

- Do not look away from the screen repeatedly.
- Do not speak to anyone or receive help, unless permitted.
- Do not use multiple screens.
- Do not turn off your camera or microphone.
- Do not open tabs or pages.

### **Exam Time & Break Policy**

- **Total Exam Time:** You are allotted 90 minutes for the exam.
- **Break Rule:** The exam clock **does NOT stop** during any breaks taken.
- **CRITICAL:** You must notify and be acknowledged by the Proctor before leaving the camera view.
- **Personal Items:** You are prohibited from using any personal items or electronic devices (including a phone) while on break. Doing so will result in an exam failure.



## Section 4: Understanding the Proctor's Role

The proctor's role is not just to observe; they ensure a fair testing environment. They will guide you through the setup and monitor for security.

- **Confirm Environment:** The proctor verifies your identity and workspace.
- **Monitor Session:** They watch for behavior that violates testing rules.
- **Log Problems:** Any technical issues or policy violations are documented.



## Section 5: Handling Technical Issues

Technical issues can happen. If your exam session is interrupted, act quickly to resolve the issue and resume.

- **Reconnect Immediately:** Use the chat function to notify your proctor of the disconnection.
- **Contact Support:** Email [support@cwnp.com](mailto:support@cwnp.com) or call **800-438-2963** for further instructions.



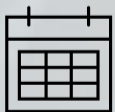
## Section 6: Scheduling Your Exam

Review the proctor scheduling links below to secure your date and time.

- Schedule for Certitrek Proctor 1: [CLICK ME](#)
- Schedule for Certitrek Proctor 2: [CLICK ME](#)

### **IMPORTANT REMINDERS:**

- Have your Order number or Exam Voucher code ready.
- The scheduling system is serviced by Google Appointment Scheduling.
- The remote proctored Exam Session will be serviced through a combination of Google Meet and the CWNP Learning Center platform.



## Section 7: Rescheduling and Cancellation Policy

- **Deadline for Changes: 48 Hours Notice:** You must notify us at least two (2) full business days before your scheduled appointment time to reschedule or cancel your exam.
- **Restrictions:** Changes are generally not permitted after this deadline, except for severe emergencies, evaluated on a case-by-case basis.
- **Missed Appointment Fee: \$30.00:** A \$30.00 USD fee will be applied for any missed appointments or "no-shows" that occur without prior notification.