



# CWNP Remote Exam Proctoring

## Ultimate Guide for your Exam Success

### 🔗 Introducing Flexible Remote Proctoring

With the launch of CWNP's in-house Remote Proctoring system, candidates now have the flexibility to choose the testing environment that best fits their needs.

#### Our Remote Proctoring platform offers:

- A streamlined and user-friendly exam process
- A more relaxed testing environment directly through CWNP
- The convenience of taking the exam from your preferred location
- Support tailored specifically for CWNP candidates

## Section 1: The Pre-Exam Checklist

Your exam day success starts with proper preparation. Before your scheduled start time, complete this checklist to ensure your technology and environment meet the requirements.

### ✔ DOs: Your Success Setup

<b>Test Hardware:</b>	Ensure your camera and microphone are fully functional.
<b>Clear Workspace:</b>	Close all unrelated applications and browser tabs.
<b>Single Display:</b>	Use only one monitor for the duration of the exam.
<b>Room Scan:</b>	Be ready to show your complete surroundings when asked.
<b>Have ID Ready:</b>	Keep your official identification within reach for verification.

### ✖ DON'Ts: Avoid These Pitfalls

<b>No Extra Devices:</b>	Phones, tablets, or smart devices must be out of reach.
<b>Private Room Only:</b>	Ensure no one else is in the room with you.
<b>Wait for Go-Ahead:</b>	Do not start the exam until the proctor instructs you to.
<b>No Back Button:</b>	Do not click the browser's 'BACK' button; it may terminate your exam.

## Section 2: Required Identification (ID)

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

### Accepted Valid IDs

- Driver's License (Must be current/unexpired)
- State ID Card (Non-Driver ID)
- Passport or Passport Card
- National ID Card
- Other Government-Issued ID with photo (Subject to proctor approval)



### NAME MATCH

Your name on the ID  
MUST MATCH the name  
on your CWNP account  
registration.

## Section 3: During the Exam Protocol

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

### ✔ DOs: Maintain Compliance

<b>Stay Visible:</b>	Keep your camera on and remain in front of the screen at all times.
<b>Ensure Recording:</b>	Verify that the session recording remains active throughout.
<b>Check Connection:</b>	Monitor your internet stability to prevent disconnections.
<b>Maintain Focus:</b>	Keep your attention solely on the exam questions on your screen.

### ✖ DON'Ts: Actions That Invalidate

<b>No Wandering Eyes:</b>	Do not look away from the screen repeatedly or for extended periods.
<b>No Communication:</b>	Do not speak to anyone or receive any form of assistance.
<b>No Screen Sharing:</b>	Never use multiple screens or share screens with others.
<b>Camera Must Be On:</b>	Turning off your camera will likely invalidate your test results.

### 🕒 Exam Time & Break Policy

**Total Exam Time:** You are allotted 90 minutes for the exam.

**Break Rule:** Any breaks taken use the allotted 90 minutes. **The exam clock WILL NOT stop.**

**CRITICAL:** You must notify and be acknowledged by the Proctor before leaving the camera view. Failure to notify or return on time will result in exam termination.

**No Access:** You are not allowed to access any personal items or electronic devices (including phones) while on break. Doing so will result in immediate exam termination.

## Section 4: Understanding the Proctor's Role

The proctor is not just an observer; they are there to facilitate a fair exam. They will guide you through the setup and monitor for irregularities.

1

**Confirm Environment:** The proctor verifies your identity and ensures your testing area is secure and compliant.

2

**Monitor Session:** Throughout the exam, they watch for any behavior that violates testing rules.

3

**Log Issues:** Any technical problems or rule deviations are carefully documented by the proctor.

## Section 5: Handling Technical Issues

Disconnections can happen. If you lose your connection, it is critical to act quickly. Follow this two-step process to resolve the issue and resume your exam with minimal disruption.

1

### Reconnect Immediately

Attempt to rejoin the session right away. As soon as you are back, use the chat function to notify your proctor of the disconnection.

2

### Contact Support

If you are unable to reconnect to the session, immediately email or call the support team for further instructions and assistance.

Email: [support@cwnp.com](mailto:support@cwnp.com)  
Phone: 866-438-2963

*Note: If the issue cannot be resolved quickly, your proctor will provide guidance on how to reschedule your exam.*

## Section 6: Scheduling Your Exam

To secure your testing date and time, email [support@cwnp.com](mailto:support@cwnp.com). Please note that the scheduling system is serviced by Google Appointment Scheduling. The actual remote proctored Exam Session will be serviced through a combination of Google Meet and the CWNP Learning Center platform.

### ✉ The Scheduling Invitation

You will receive an email invitation containing a unique link. This link is your access key to the scheduling platform where you can select your preferred date and time for the remote proctored appointment.

- **Check Spam Folder:** If the email doesn't arrive within an hour, check your spam or junk folder.
- **Follow the Link:** Use the provided link to navigate to the scheduling portal and book your time slot.
- **Confirm Time Zone:** Ensure the displayed time zone is correct to avoid missing your appointment.

## Section 7: Rescheduling and Cancellation Policy

Please review this policy carefully. It helps us manage scheduling and ensure all candidates can access testing slots efficiently.



### Deadline for Changes: 48 Hours Notice

If you need to reschedule or cancel your exam, you must notify us at least **two (2) full business day (48 hours)** before your scheduled appointment time. Changes are generally not permitted after this deadline, except for documented emergencies reviewed 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. This fee ensures accountability for the reserved time slot.