

## Remote Proctor Now (RPNOW): Student User Guide

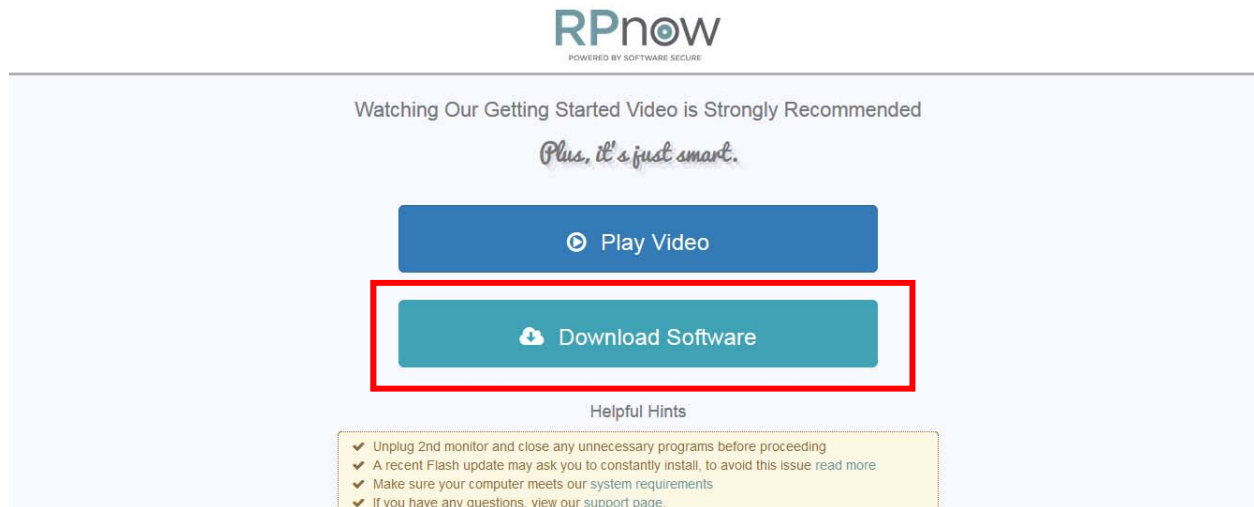
### Before your exam:

- Have your Photo ID ready (note:Credit Cards are not allowed)
- View the video to learn about using Remote Proctor Now – Click on the Play Video on the screen shown below.

### During your exam:

Access the RPNOW system

- Go to: [Issu.remoteproctor.com](https://issu.remoteproctor.com)

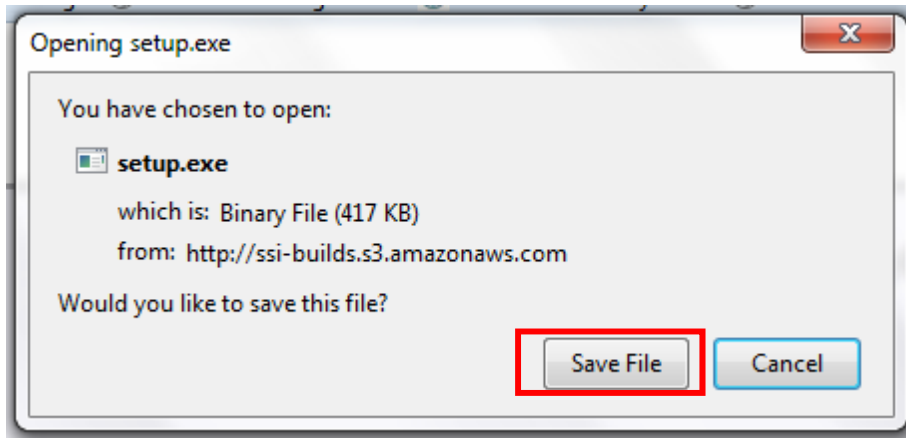


The screenshot shows the RPNOW website interface. At the top, the logo "RPNOW" is displayed with "POWERED BY SOFTWARE SECURE" underneath. Below the logo, a message reads "Watching Our Getting Started Video is Strongly Recommended" followed by the tagline "Plus, it's just smart." in a cursive font. Two buttons are visible: a blue "Play Video" button and a teal "Download Software" button. The "Download Software" button is highlighted with a red rectangular border. Below the buttons, there is a "Helpful Hints" section with a yellow background and a list of three items:

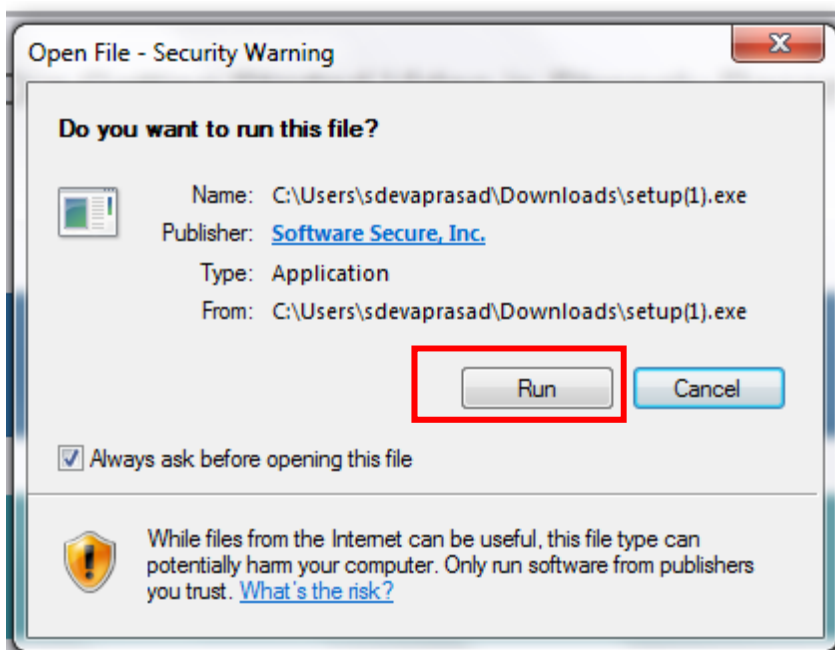
- ✓ Unplug 2nd monitor and close any unnecessary programs before proceeding
- ✓ A recent Flash update may ask you to constantly install, to avoid this issue read more
- ✓ Make sure your computer meets our system requirements

If you have any questions, view our support page.

Select Download Software. Save the downloaded file setup.exe. Double-click on the setup.exe file to run it. **Depending on your browser the following two windows might be a vary a little.**



Run the file



You might have to wait a moment for the following page to load. Select Next.

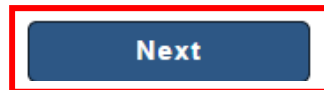
## REMOTE PROCTOR NOW INSTRUCTIONS:

Please follow the steps below to take your exam.

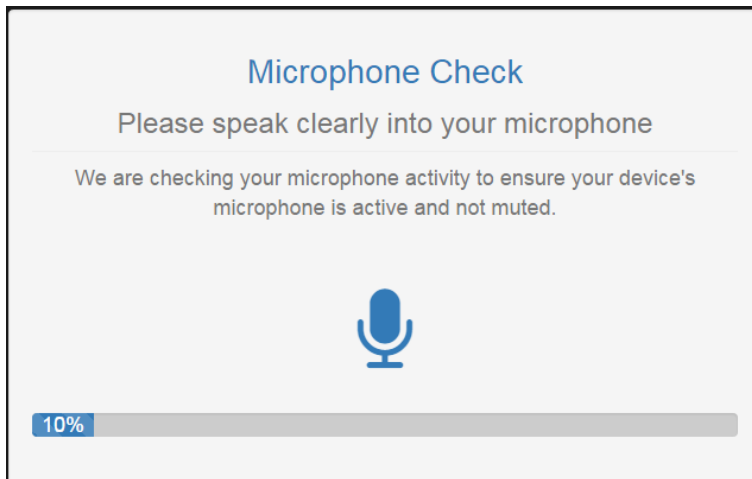
1. Select your exam sponsor and exam name. Make sure it is accurate, otherwise, you will not be able to access your exam.
2. Flash - If you do not have flash, you will be prompted to install. Once the flash dialog box appears, you must choose allow and remember. You will need to check these settings only once.
3. Carefully read the exam rules.
4. Follow the interview steps.
5. Log into your Course Management system using your school provided credentials. Unless otherwise instructed by your Organization, do not click the insert password button to enter your password.
6. Navigate to your exam and once on the exam password page, click the insert password button located at the top to insert the password. If your exam has opened in another window, you might need to click the insert password button on the first window.

*NOTE: If the password states that it is incorrect, start over and confirm your exam sponsor and exam selection. If the problem continues, contact your school.*

Continue to display this message.



The program does a microphone check.



If your microphone check fails, the system prompts you with options that you can check and then select Retry Microphone Check



## Microphone Check Unsuccessful

### Top 7 Reasons

1. Try to speak louder into your microphone
2. Check or unplug any headsets or headphones
3. Raise your microphone volume level
4. Check if your microphone is muted
5. Check if your microphone is disabled
6. Check your computer's microphone settings
7. Check your microphone drivers

Retry Microphone Check



## Pass



You have passed the mic check

Continue


Select the name of your Professor and the name of the exam from the drop down list as shown below:

Remote Proctor v2.0.6.1


Reload Page Contact Support Close

   
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EXAM INFORMATION

\*Pick Your Exam Teacher/Sponsor or Course:  

*You must pick an Exam Sponsor.*

\*Pick Your Exam:  

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

Enter your first name, last name and your email address. Select **Next**.

### 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:  \*Last Name:   
\*Email:  Phone No:

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

Carefully read and follow the onscreen prompts



#### 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 RP-Now (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 non-exclusive, non-transferable right to Use the Software on a single device for one session of the Software or display any license or

Software SECURE

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\*\*\*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!

Next

Select Next

RPnow  
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\*\*\*Customer Communication\*\*\*

Best of luck on your exams!!

Next

The system will prompt you to close certain programs.  
Select the link **Click here for help on stopping this application.**  
Select the **Continue** button.

Remote Proctor v2.0.6.1

**Prohibited Processes Running**

You cannot start your exam because we've detected the following prohibited program/s running.

Program Name	Process Name (task manager)	Help
Jing	Jing	<a href="#">Click here for help on stopping this application.</a>

If you have any unsaved work, save it now before continuing! When ready, click "Continue" to proceed and we'll attempt to close the prohibited programs for you.

If you decide you are not ready to continue to your exam, click "Exit" to close the software.

Continue

Exit

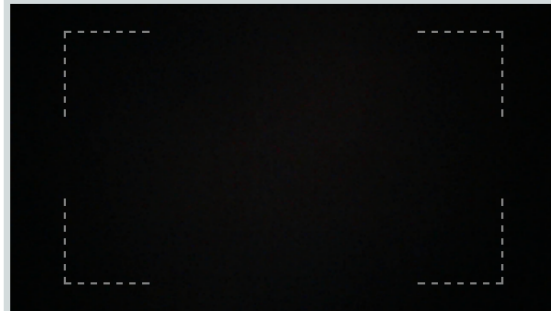
If you need additional assistance, exit the software and contact technical support.

You should see your self in the black window area below. Select **Take ID Photo** to take a picture.

## ID Photo Instructions

Please position your ID in the center of the frame, then click the 'Take ID Photo' button. Verify that your ID photo is readable.

Warning: Please do not provide a military ID during this step as federal law prohibits the copying of such ID's.



Take ID Photo

Select the check box that the photo is legible  
Select the Confirm ID Photo button

### 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.

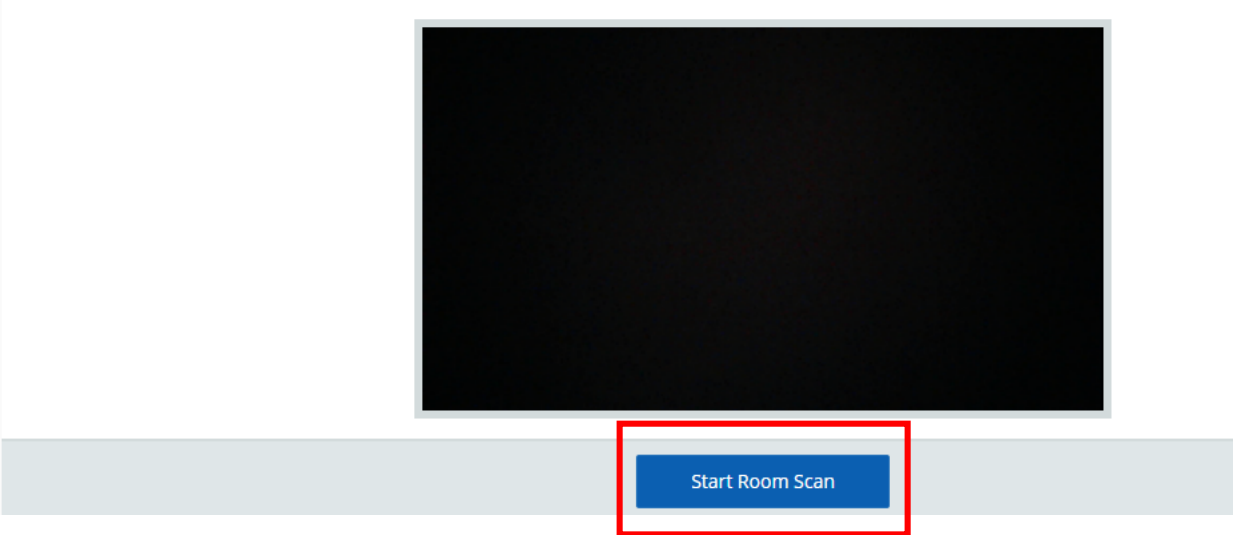
Retake ID Photo

Confirm ID Photo

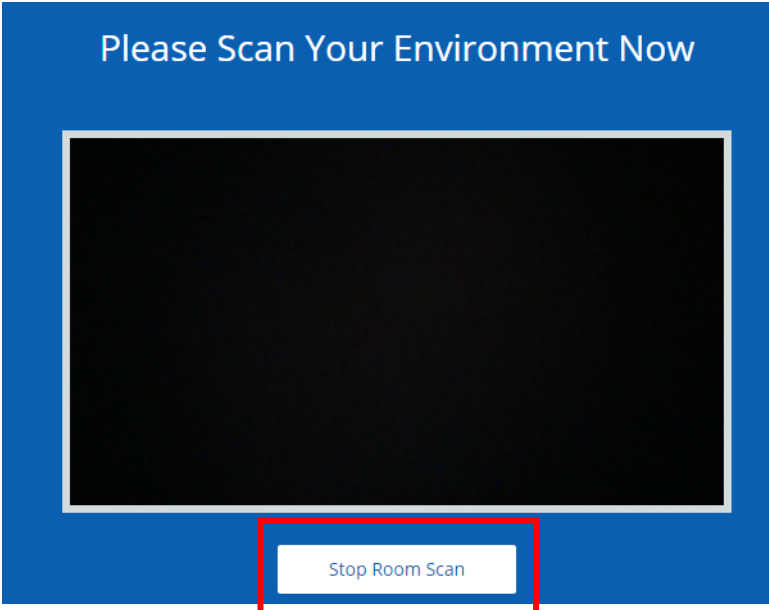
Select Start Room Scan button. Take the laptop or the computer camera and scan the desktop and scan the room.

### Room Scan Instructions

Demonstrate that there are no unauthorized materials on your desk/table, under your desk/table, or in the room.  
Please click the 'Start Room Scan' button and pan the camera around those areas.



Select Stop Room Scan button when done.





Confirm the scan as shown below, or Retake the scan

### Room/Desk Scan Preview



Room Scan Preview Complete



I confirm this room/desk scan clearly demonstrates that there are no prohibited items on my walls or desktop.

Retake

Replay

Confirm Room/Desk Scan

Select OK. Then type in your username and password to log into Moodle, if you have not logged in already.

Remote Proctor v2.0.6.1(\*)

Insert Exam Password

Need Password Help? Time remaining to enter exam: 00:10:00

Reload Page Contact Support Close

LSSU Moodle You are not logged in. (Log in)

## Lake Superior State University Moodle

LOGIN

Username

Password

Remember username

Log in

Lost password?

Start Exam

**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

CALENDAR

August 2016

Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6
8	9	10	11	12	13
15	16	17	18	19	20
22	23	24	25	26	27
29	30	31			

ATEST NEWS

Interested in using iClickers? Remote Proctor Now (take proctored exams online) Turnitin

SUPPORT AND RESOURCES


Technical Support

Services and Policies for Students

## Select the Quiz/Exam


LSSU Moodle

[Insert Exam Password](#) [Need Password Help?](#)

 Demo Quiz

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Topic 11

 Assignment

Click on the Insert Exam Password green box shown below. The password is automatically entered in the Quiz password box.

LSSU Moodle

[Insert Exam Password](#) [Need Password Help?](#)

LSSU Moodle

# Temp2

[Home](#) ▶ [Temp2](#) ▶ [Topic 10](#) ▶ [Demo Quiz](#)

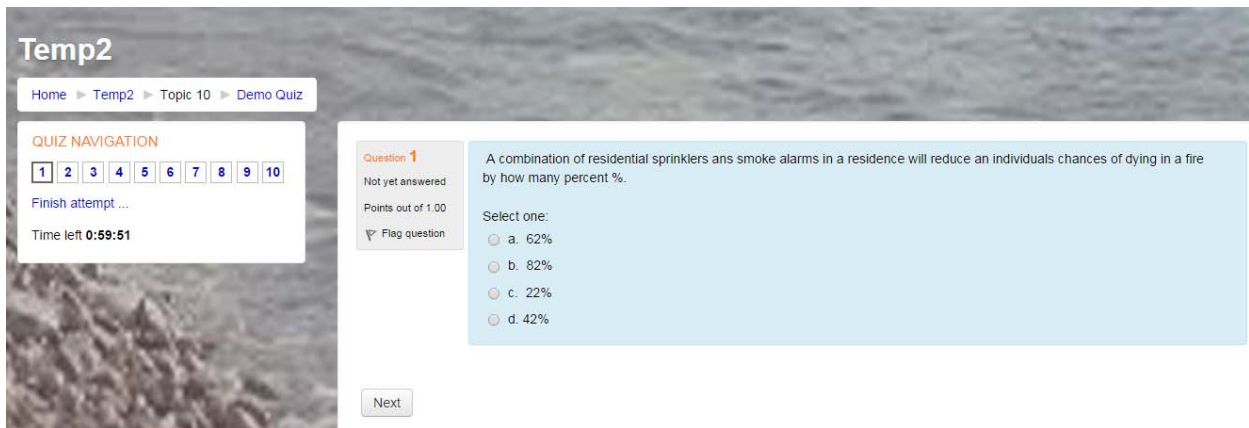
## Demo Quiz

▼ Password

To attempt this quiz you need to know the quiz password

Quiz password

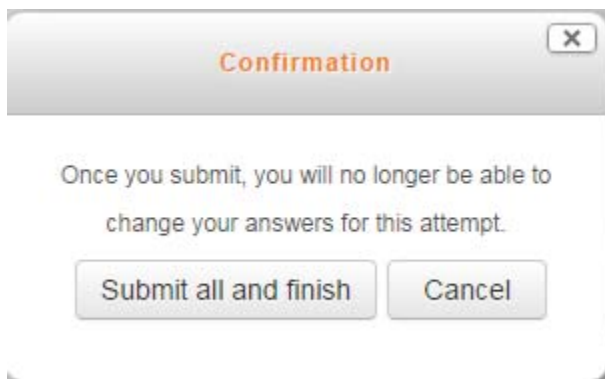
[Continue](#) [Cancel](#)



Complete your exam

Submit all and finish

Select Submit all and finish button as shown below.



Select Finish review as shown below.

**Question 10**  
Correct  
1.00 points out of 1.00  
Flag question

Fire victims almost never burn to death, they are killed by toxic gases and heat produced by the fire.

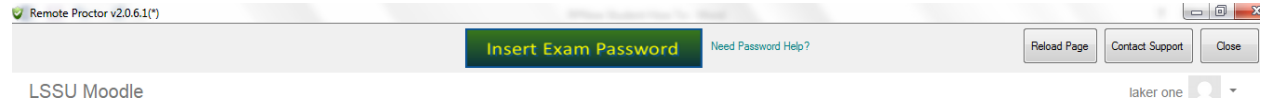
Select one:

- True ✓
- False

The correct answer is 'True'.

[Finish review](#)

Select Close button as shown below



If you have any questions please send an email to [moodle@lssu.edu](mailto:moodle@lssu.edu)