

APM PFQ

A guide to taking your
online remote invigilated examination



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Our guide to taking your online APM PFQ examination, with links, screenshots and FAQs to take you through the process step by step.

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Introduction

This user guide is for candidates who are sitting their APM PFQ examination, either using a laptop or PC via remote invigilation.

The online administration site for the APM Qualifications, where examinations can be scheduled, invigilated and taken is called Surpass.

APM remote invigilated examinations are monitored by online invigilators, via the ProctorExam online invigilation service. This monitoring may be conducted by a live person (an invigilator referred to as a proctor) in real time or recorded and reviewed later.

So how do you set up and take a remote invigilated examination?

Tip: Work through the steps below in advance – do not leave it until the last minute. If you are having any problems with your devices or system set-up, you may find the FAQs at the end of this document helpful.

1. Check you have the correct equipment

Please ensure that you have the following equipment and have followed the guidance in the step-by- step set-up guide above:

Laptop or Desktop

To take examination, you will need a computer, as the Google Chrome's plug-in is required to share your screen. You will not be able to use Google Chrome on a tablet or iPad as this is not supported.

Google Chrome

No installation of unnecessary software in your computer, but please use Google Chrome so you can run ProctoExam's screen sharing extension on the most updated version.

A photo ID

You need to bring one of the following for photo ID:

- Passport
- Photographic driver's license
- National ID card

Smartphone or Tablet

You might be required to use the camera of your smartphone. You will need to download the ProctorExam app (34MB) which is compatible with any Android 4.1 or higher and iOS (Apple) 8.0 or higher.



A steady internet

You need a steady internet connection (Wi-Fi will be required for mobile streaming) with a minimum upload speed of 1MB/sec.

2. Test your equipment

We recommend that you test your device ahead of the actual examination.

An email will be sent out 36 hours prior to your examination, which contains a link to test your equipment. Click on the link and follow the system set up instructions.

Please note: If you do not complete the system set-up check, you may not be permitted to take the live examination on the day.

Make sure that you can access to the inbox the link has been sent to on the day of the examination. This is important because the link cannot be forwarded to another email address.

Please ensure that you carry out the test on the same PC/laptop that you are using to take the examination. We also recommend that you don't use a work laptop as company firewalls can cause problems. Please speak to your IT department ahead of the examination if you are planning to use a work device.

It is essential that you complete this test to ensure that you have minimal issues on the day. If you do not complete the system check an email reminder will be sent out to you.

Once you have tested your equipment, your ProctorExam record will be updated to show that you have completed the required system checks.

Please note: During your system check and on examination day, if you encounter any technical difficulties, you will be able to access online chat support. You will find this in the bottom right hand corner of your screen.

3. Examination environment

Please ensure:

Your room is well lit

You should be clearly visible at all times. Through the setup process, you will be able to see what your webcam is sharing. Make sure that lighting is sufficient and no backlighting.

You are alone

You should be the only one taking the examination, having someone else in the room is a serious violation. Make sure to cover any irrelevant private info you would not like to show, such as pictures or private objects.

The camera is positioned right

For both your webcam and smartphone camera, ProctorExam need to be able to see you and your surroundings well. Check the videos feeds which are shown on your screen as you start your examination, they will show you exactly what is recorded and how.

Please avoid:

No extra devices

By default, you are are not allowed to use additional devices such as second screens or phones/tablets. There is one exception:

- The smartphone that is required for the second camera, this device is not forbidden.

No headphones

ProctorExam need to be able to hear what you are hearing in order for the exam to be valid.

No talking

Any noise and talking will be analysed for suspicious behaviour, so make sure you are in a quiet environment and that you refrain from talking out loud.

4. Take the examination

Once you have completed all the system checks you will be sent an email containing a launch link to your examination. Simply click on the examination link in your email, follow the ID and environment instructions, and read in full the 'Instructions for Candidates', then launch your examination.

Please ensure you turn on screen sharing at the start of the examination and remember to finish the screensharing at the end of the examination.

You will need your photo ID to prove who you are. You will be prompted to show your ID in the environment checks before your examination. Failure to produce ID will result in disqualification. If you cannot see yourself in the webcam and you cannot take a photo of your ID, you should not proceed with the examination until the webcam works.

For the examination, you will need to use your mobile phone as this provides additional coverage of the test-taking environment. Please ensure that it is plugged into a power socket, so it doesn't run out of battery charge in the middle of the examination. Also check the videos feeds which are shown on your screen as you start your examination, this will ensure that you have the phone in the correct position.

You will be required to conduct a floor-to-ceiling scan of the whole room, desk and workspace, so that ProctorExam are satisfied the examination environment will not compromise the integrity of the examination. Your mobile device will be used to complete the scan. If you do not complete the environment scans effectively and slowly, your examination may be flagged for review.

In the examination you will also be required to confirm that you have read the APM Assessment Rules and Regulations. Any breach in these rules may mean that you are disqualified from the examination.

Please also ensure that you read the general candidate guidance for the format of your examination and the number of questions you will be required to answer for the specific examination you are taking.
These can be found below:

To see how to navigate through the examination please watch the following video:

<https://www.youtube.com/watch?v=M82-qP1rnd4&feature=youtu.be>

5. Read the step-by-step guide below

It outlines the precise requirements you need to successfully take your examination online.

Step-by-step guide to your new candidate experience

1. Equipment requirements

- a. Mobile device: You will need a mobile phone on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process or you can do this prior to your system check by accessing the Google Play Store for Android devices and the App Store for iOS (Apple) devices and searching for ProctorExam. Specifications are:
 - i. - Android 4.1 or higher

- ii. - iOS (Apple) 8.0 or higher
 - You can see your operating system version in the settings of your phone.
 - iii. Video resolution must be minimum 800 x 600 px
 - iv. Ensure you can connect to WiFi so you do not use up your data
 - v. Ensure your mobile device can be plugged in for the duration of your exam
- b. System requirements:
- i. Bandwidth – Minimum 1Mbit/s upload speed. Tethering is not supported
 - ii. Operating Systems
 - Windows 7 or higher
 - MAC OS X
 - Linux 64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+
 - iii. WiFi connection – candidate to be positioned where signal is strongest
 - iv. Web Browser – Latest version of Google Chrome
 - v. Webcam required – maximum resolution of 1280 x 720
 - vi. Microphone required
 - vii. Audio required

Note: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop.

Below are some links that we would recommend using to test the following work correctly before proceeding with your system check:

- To check your microphone works <https://www.onlinemictest.com/>
- To check your webcam works <https://www.onlinemictest.com/webcam-test/>

If you do find that your webcam or microphone does not work, please see the below links that will assist in fixing this:

- To allow microphone and camera <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
- To allow mic and camera on MAC <https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/mac>
- To allow webcam on Windows 10 <https://www.howtogeek.com/394677/fix-my-webcam-doesn%E2%80%99t-work-on-windows-10/>

2. Specific restrictions

With the continual introduction of new hardware, there are some issues we are aware of which have settings that could potentially block access to the ProctorExam platform. Below are details on how to amend settings to allow access:

Lenovo

In order to allow enable webcam please click on this link:-

<https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo>

MacOS Catalina

In order to grant access to folders permission to allow your webcam, microphone and screen sharing please click on this link :-

<https://nektony.com/duplicate-finder-free/folders-permission>

3. Registration

- a. Once registered, an email for your system check and an email for your exam will be sent to you using the email address provided during registration. Please double check your junk email folder if nothing appears in your main inbox.

4. System check

Your system check email will contain instructions on how to perform a system check to ensure your PC is set up and ready to go. However, before you perform your system check, we strongly advise you do the following:

- a. Ensure you are using the latest version of Google Chrome. To check if you have the latest version of Google Chrome:
 - i. On your computer, open Chrome
 - ii. Click on the icon in the upper corner that looks like three dots
 - iii. Click on help
 - iv. Click on about Google Chrome which will then show your latest version and if up to date or notTo update Google Chrome:
 - v. Click on the icon in the upper corner that looks like three dots
 - vi. Click Update Google Chrome. If you do not see this button, you're on the latest version
 - vii. Click Relaunch
- b. Allow pop-ups for ProctorExam:
 - i. Type <chrome://settings/content> into the address bar and press Enter
 - ii. Select Pop-ups from the Content Settings screen
 - iii. In 'Allow', click 'Add' and enter <https://surpass.proctorexam.com>
 - iv. Close the Content Settings screen and refresh your browser to enable Flash
- c. Install ProctorExam extension/plugin within Chrome to allow screen sharing:
 - I. Click on the link [here](#) or type in: <https://chrome.google.com/webstore/category/extensions>
 - II. Search for ProctorExam
 - III. Click on 'add to Chrome'
 - IV. Click on 'add extension'

Please ensure you run your system check as soon as possible to avoid any unwanted problems just before your exam. Once you click on the system check link, you will be given simple instructions on how to complete the check.

5. Taking your exam

- a. Once your system check is completed, another email will be sent prior to your exam date – again, please check your junk email folder. This email contains the link to your exam.
- b. For the exam, you will need to use your mobile phone because this provides additional coverage of the test taking environment. As described above, you will need an Apple or Android mobile device with the ProctorExam app installed.
- c. At the time you are due to take your exam, simply click on the exam link in your email, follow the ID, environment instructions and read in full the 'Instructions for Candidates' then launch your exam.
- d. When you are in the instance of Surpass you will need to enable flash in the Chrome browser. You will require Adobe Flash Player 18 to 28.0.0.161:
 - I. You will be presented with the following on screen 'This page requires flash, select here to enable flash content'
 - II. Click on here
 - III. Click on 'Allow' which will then appear in the top left of the screen
- e. Once you have completed the exam, please ensure you click on 'Finish' in Surpass, and then click on 'Finish Exam' in ProctorExam.

6. Support during your exam

- a. During your system check and on exam day, if you encounter any technical difficulties, you will be able to access online chat support. You will find this in the bottom right hand corner of your screen.



7. At the end of your exam

Once you have completed your exam in Surpass, to fully close the ProctorExam environment please click on the 'finish exam' button in the top right of the screen as shown below. This will ensure this does not continue to run should you pull down your laptop screen to close it.



ProctorExam Chrome Extension

The ProctorExam Chrome extension will remain installed in your Chrome browser at the top right-hand side indicated by an icon as shown here

To remove this once your exam has been completed, right click on the icon and then click on 'remove from Chrome'. The extension will now be removed.



Please note: if you have multiple exams to take or have exams to take in future sessions, you will need to re-install the Chrome extension if it is removed. However, you can keep the extension installed until all exams have been completed.

If you are studying your APM PFQ with Training ByteSize and are ready to sit your exam, please email exams@trainingbytesize.com with the date and time you wish to sit the exam. Please note, we require at least 5 working days' notice to schedule your exam.

6. Frequently Asked Questions

The microphone will not work?

- We have the candidate make sure the microphone is allowed in Chrome
- We make sure the microphone is turned on and the volume is up
- We ask if they have an external mic they can use -
- We ask the candidate to run onlinemictest.com
- If they are running on an Apple computer (iOS 10.14 and later) then we ask them to go into their privacy settings to allow Chrome access for their microphone and camera
- If they are running on Windows computer then we ask them to go into the privacy settings and allow apps to have access to their microphone
- We ask them to turn their mic off, reboot the computer and turn back on
- We have them check firewalls or network setting
- We ask them to find a different device

The web cam will not work?

- We have the candidate make sure the camera is allowed in Chrome
- We ask the candidate to run onlinemictest.com/webcam
- If they are running on an Apple computer (iOS 10.14 and later) then we ask them to go into their privacy settings to allow Chrome access for their camera
- If they are running on Windows computer then we ask them to go into the privacy settings and allow apps to have access to their camera
- We then ask the brand of computer, if they are using a Lenovo, then we instruct them to run the Lenovo Vantage privacy tool and turn off the privacy setting for their camera
- We ask them to turn their camera off, reboot the computer and turn back on
- We have them check firewalls or network setting
- We ask them to find a different device to test on

The QR code or mobile will not work?

- We ask them to refresh the page
- We ask them to turn their phone off and back and rescan the code
- We ask them to delete the app and reload it
- We ask them to test their internet speed/check network settings
- If approved by client we turn the mobile off, have them refresh the page then have them proceed with the setup and exam launch – and in some cases remain viewing them until they complete the exam

The screen sharing will not work?

- We ask them to refresh the page
- We ask them if they have selected the screen by clicking on the picture of the seen and selected share
- If they are running on an Apple computer (iOS 10.15 and later) then we ask them to go into their privacy settings to allow screen sharing access
- We ask them to delete the app and reload it
- We ask them to test their internet speed/check network settings for a firewall that may be blocking the screen share security certificate

During the set-up of live proctoring what happens during the environment check?

- The live proctor will watch the candidate complete each of the five steps – if the candidate does not follow the instructions on the screen the proctor will have then repeat the steps. Special emphasis is placed on the testing area, the wall behind the testing area and the placement of the mobile to view candidate during the test

During the set-up of the exam for live proctoring, if the mobile camera fails before the environment check?

- The proctor will ask the student to do a room scan with their webcam and to show all approved materials to the webcam

During the taking of the live proctored exam, what happens if the mobile fails?

- The proctor will have the candidate, rescan the QR code, find a plug if the phone fails due to a power loss or will have the candidate turn the phone off and put it away (in cases where it fails frequently and interrupts the test taker)

During the taking of the live proctored exam, what happens if the webcam fails?

- The proctor will instruct the candidate to return to the ProctorExam page and refresh it. If that does not work, the proctor will have the candidate reposition the mobile device to make sure they have a view angle that shows the work area and the candidate's face

During the taking of the live proctored exam, what happens if the screen share fails?

- The proctor will instruct the candidate to return to the ProctorExam page and refresh it. If that does not work, the proctor will open the back-end ProctorExam system and will monitor the web traffic associated with the session

During the taking of the live proctored exam, what happens if the exam freezes?

- Depending on the configuration of the test platform, the proctor will instruct the candidate to refresh the exam page and will be directed to re-enter the exam password

During the take of the live ProctorExam, what happens if the connection to the candidate is lost?

- The proctor will refer it to their supervisor who will immediately contact the test platform representative for immediate action or follow up

Any issues with the proctored exam are normally dealt with by the Proctor company, but you can also contact the APM directly if you are still having issues.

Email	qualifications@apm.org.uk
Tel (UK)	0845 458 1944
Tel (Int)	+44 1844 271 640

If you wish to contact Training ByteSize directly please email learning@trainingbytesize.com or call on +44 (0)1270 626330.

We wish you every success in your exam, if you need anything or if we can answer any questions please do not hesitate to contact us.



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t. +44 (0)1270 626330 **e.** learning@trainingbytesize.com **w.** www.trainingbytesize.com

hq. Nantwich Court, Hospital Street, Nantwich, Cheshire CW5 5RH UK

