

## WEB EXAM PROCTOR INSTRUCTIONS

**Objective:**

**All aspects and attention areas that an exam proctor needs to know.**

**Web Exam Support**



**North America: - Toll Free: (866) 845-4870**  
**International: 613-969-1707**

**Reminder:**

In order to receive final confirmation of your exam results, the proctor needs to login to their LCMS account to submit the Proctor's Report immediately following the exam.

Thank you for proctoring this exam session. The checklist below contains 12 steps that will ensure that your exam session goes smoothly. At the end of this document, you will find information on troubleshooting if you happen to run into any problems. Please ensure you review this entire booklet.

### **Step 1 – Receive Instructions**

One week prior to the exam session, you will receive an email from us. The email will contain the following:

1. System Setup and Preparation
2. Candidate Instructions
3. Proctor Instructions (this document)

### **Step 2 – Review Documents**

Review all three documents listed above. You must become familiar with these documents in order to assist the candidate in the exam process.

### **Step 3 – System Setup and Preparation**

Provide the System Setup and Preparation document to the candidate(s) to test their computer to make sure it passes the system test. This process will also allow the candidate to become familiar with the exam screen. We suggest that this step is completed at least 4 business hours before the exam session takes place.

### **Step 4 – Complete Proctor Training**

If you have already completed proctor training, you are not required to complete again. Skip this step.

Proctor training will only take approximately 10 minutes of your time. To complete the training, please call our Proctor Coordinator, toll free (866) 845-4870 ext. 229 (Canada and USA) or (613) 969-1707 ext. 229 or email [itilproctors@loyalistexams.com](mailto:itilproctors@loyalistexams.com) to setup a time. Please ensure you have reviewed the materials in Step 1 and 2 prior to calling for training.

### **Step 5 – Sign Non-Disclosure Agreement**

If you have already signed a Non-Disclosure Form, you are not required to complete again. Skip this step.

At the end of your proctor training, you will be asked to sign a Non-Disclosure Form. This form will be emailed to you and you will be required to send it back to our Proctor Coordinator.

### **Step 6 – Retrieve Login Details from Email**

One day prior to the exam session, you will receive the login details via email. The login details will be sent as long as you have completed your training (step 4), signed the NDA (step 5) and all candidates have registered online. If the candidate has not registered online, ask them to go to <https://lcms.lcsexams.com> to register. They will require the Exam Session ID which can be found on our email communications to you.

If the exam includes scenarios, you will receive them attached to this email. Print the scenarios for each candidate. You must collect the scenarios at the end of the exam session and you must shred them.

## **ON EXAM DAY**

### **□ Step 7 – Prepare Exam Room**

You must ensure:

- a) Internet Explorer is started on all workstations, go to <http://www.loyalistexams.com/exam-students/online-examinations> and click on Exam Login.
- b) There are no papers, books or notes in the examination room.
- c) No one, other than the exam candidates are in the examination room

### **□ Step 8 – Verify Candidate(s) Identity**

Make sure that the candidate's identity corresponds with the registration data of the candidate.

Examples of acceptable photo identification:

- All government issued identification (municipal, provincial/state or federal)
- Employee Identification Card
- Student Identification Card

### **□ Step 9 – Log Candidate(s) into Exam**

Enter the **username** and **password** on the login screen for each candidate. After logging in, the candidate can click 'Start' beside the exam. Once the exam begins, you will see a title page. Click 'Next Question' to begin the exam.

You must not allow candidates to take their exam if:

- a) the candidate refuses or is not able to legally prove his or her identity
- b) the candidate does not obey the instructions of the Proctor
- c) the candidate commits aberrant behaviour (see Step 10 for more details)

### **□ Step 10 – Monitor the Exam Session**

You must stay in the room during the exam. Please ensure the following:

- a) Candidates do not commit any aberrant behaviour during the examination.
  - a. Candidates are not permitted to:
    - i. Use books or notes during the exam
    - ii. Talk to one another
    - iii. Look at each others screens
    - iv. Use other applications on the computer
    - v. Navigate to other websites
    - vi. Any other actions you consider providing an advantage to the candidate(s)
- b) You state on the Proctor's Report any incidents or special circumstances (including no shows). A detailed report is required. For submission information, see section 4c) below.
- c) You do not answer any questions from the candidates concerning the exam content or assist the candidate in any manner as to give an advantage in completing the exam.
- d) Once the exam is complete, the exam score will display on the screen if all pre-requisites have been submitted.

### **□ Step 11 – Shred Scenarios (if applicable)**

If the candidates were given scenarios at the beginning of the exam, collect the scenarios from all candidates and ensure they are shredded immediately.

## □ **Step 12 – Submit Proctor Report**

Submit the Proctor's Report immediately after the exam is completed via your LCMS account <https://lcms.lcsexams.com>. Please ensure you report any aberrant behaviour or incidents that occurred during the exam session.

## **TROUBLESHOOTING**

Below is a list of our frequently asked questions regarding troubleshooting. If you experience any difficulties that are not outlined below, please do not hesitate to contact us using the contact information found on the front page of this document.

### **1. What to do if a candidate is not registered and/or is not on the login details?**

- a) The candidate can still take the exam.
- b) Ask the candidate to go to <https://lcms.lcsexams.com>
- c) If they already have an LCMS account, click LOGIN
- d) If they need to create an LCMS account, click REGISTER
- e) The candidate will require the Exam Session ID which can be found on the communications sent to you via email

### **2. What do if the exam does not start on time?**

This is not an issue. The exam timer will not start until the candidate logs into their exam.

### **3. What to do if you do not have Login Details for the exam candidate?**

- a) Ask the candidate if they have registered for their exam.
- b) Confirm in LCMS that the candidate did register by logging into your profile and clicking 'Candidates' beside the appropriate exam session. If the candidate did not register, instruct them to follow the steps in Question 1 above.
- c) Once the candidate registers, the login details should arrive in your inbox. If not, click 'All Candidates Registered' on the 'Candidates' screen.

### **4. What to do if you cannot log the candidate into their exam?**

- a) Ensure the username and password provided to the proctor within the "Login Details" document is correct. Copy and paste the information into the username/password fields.
- b) Follow the steps in "Web Exam Candidate Instructions" document to ensure you are trying to login correctly.
- c) If you have completed these steps and access is denied, contact our Web Exam Support using the information on the front of this document.

### 5. What to do if the candidate hits the back button on their browser?

The candidate should log in and fill in their **Username, Password AND** click the Resume button. The exam will load with the previously answered questions.

### 6. What to do if the candidate closed their browser before clicking “Submit” or exceeding the time limit?

The candidate should log in and fill in their **Username, Password AND** click the Resume button. The exam will load with the previously answered questions. Now the candidate can use the button “Submit” to get his/her result.

### 7. What to do during a power or system failure?

If little time has passed (less than 5 minutes) and the candidate would like to continue where they left off, the candidate can log back into the exam by filling in their **Username, Password AND** click ‘Resume’. The candidate can continue as normal. ***Please note the timer does not stop when the candidate is logged out of their exam so some time will be lost.***

If a candidate experiences technical difficulties (i.e., power failure, system failure) during the exam and a significant amount of time has passed (more than 5 minutes), you are given permission to reset the candidate’s exam. Only under these two circumstances may the exam be reset. The first completed exam submitted will be the only exam counted. **LCS will be notified if you reset the exam and it must be stated on your Proctor Report when submitted to the Order Desk.**

To reset the exam, go to <https://lcms.lcsexams.com> and login to your account using the e-mail address and password provided in the e-mail for your proctor profile. Click on ‘Candidates’ beside the appropriate exam session. Locate the candidate in the list and click on ‘Reset Exam’ beside the candidate’s name.

**WARNING: If you reset the candidate’s exam, they will lose all previous saved answers and will be required to restart the exam.**