

Remote Invigilation User Guide

v1 (For exams from 2nd June 2025 onwards)



Contents

Introduction	3
ProctorU requirements	4
Testing machine requirements	4
Exam environment requirements	5
Before your exam	6
Downloading the Guardian Browser	6
How to Install on Windows	7
How to Install on MacOS and Troubleshooting	7
Pre-exam checks	8
On the day	9
Preparing for your exam	9
Launching and checking into your exam	9
During your exam	10
Ending your exam	10
ProctorU functions	11
Confidentiality and candidate conduct	12
Contact us	12

Introduction

Thank you for using our remote invigilation service, ProctorU, which gives increased flexibility to choose when and where you take your exam

Please use this guide to help prepare for your upcoming exam and reassure yourself that your exam will run smoothly on the day.

If you require any further information, please contact us on:

John Preston

Chief Operating Officer

Common issues to note

1. Please ensure that your Testing system meets all the requirements as per the below information in this guide.
2. For Mac users, please ensure that the correct version of the Guardian Browser has been downloaded.
3. Please position your device where you can receive the strongest signal as you may experience increased pressure on your internet connection when you reach an invigilator and launch the exam.
4. Please make sure there is no additional load on your connection from other users
5. We advise that the system checks are completed 48 hours in advance of your test day using the same exam room and equipment. Please see page 8 for further details.
6. Please disconnect from a VPN prior to joining Proctor U
7. Any issues with your internet connection that leads to a disconnection for longer than 30 seconds will lead to you not being able to restart your exam.
8. You will be asked to complete a monitor scan of the room and steps on this can be found using the following link - [Monitor check](#).
9. For additional technical support please use the following link - [Chat-bot](#). You will initially go through to a Chat Bot to assist with your queries, if you would prefer to speak to someone please type in 'agent'.
10. For further information on the ProctorU platform please use the [Test-Taker Library](#) that is available to all candidates.
11. [Common Troubleshooting Solutions and FAQs](#)
12. What should I expect on the day? Please follow this link to watch a video to walk you through the [remote process](#), for candidates Testing for Certification or Professional Testing Organizations.

ProctorU requirements

Please read the following requirements below to carefully ensure your testing machine and exam environment are suitable. ProctorU exams will require candidates to download the Guardian Browser – you can download it here - [Guardian Browser](#). Further steps on this can be found in the 'Before your Exam' section.

We advise that the system checks are completed 48 hours in advance of your test day using the same exam room and equipment.

Testing machine requirements

To test through the ProctorU Platform, you will need a computer that fulfils the minimum system requirements:

	Minimum Requirements
Operating System	Windows 10 or later Mac OS 11.0 or later All recent compatible versions of ChromeOS (Extension workflow only)
Browser (extension workflow only)	Chrome
Connectivity	3 Mbps (3072 Kbps) Upload & Download Speed (mobile hotspots and tethering are discouraged)
Webcam	640x480 resolution
Microphone	All microphones other than those built into headphones are permitted.
Speakers	Built-in or external speakers are required.
RAM Capacity	8GB
CPU	4 cores at 2.4ghz
Monitor Resolution	1366x768
Ports	UDP/TCP 80 UDP/TCP 443

Please note the following:

- ✓ Only use of a single monitor when testing will be permitted, all others must be disconnected.
- ✓ Any external monitor connected to a laptop, regardless of whether the lid is closed or open, is not permitted.
- ✓ Mobile devices, such as tablets or mobile phones, are not supported. Mobile phones can be used to assist with the check-in process but then will need to be placed out of sight and confirmed with the Proctor.
- ✓ You must have a webcam and microphone available to use. Wired webcams and microphones/headsets are permitted, non-wired are not permitted. We would recommend using a non-integrated (standalone) webcam where possible. This will make the security checks easier to move the camera around rather than a laptop.

- ✓ Ensure that you can move your machine or webcam to show the invigilator the exam environment.
- ✓ You will not be permitted to take your exam from within a virtual machine. You will be asked to reconnect using your host operating system to take your exam.
- ✓ You will not be permitted to use Apple Bootcamp to take your exam.
- ✓ Unlicensed/inactive versions of Windows and Test Builds/Modes are not permitted.
- ✓ You will not be permitted to test with remote control software running on your computer. Applications like TeamViewer, GoToMyPC, AnyDesk, etc.
- ✓ Plug your device directly into a power source. It must be unattached from a docking station.

Exam environment requirements

- ✓ Testing location must be indoors (walled), well lit, free from background noise and disruptions. All glass walls in the test room must be covered, ideally with blinds/curtains, to ensure the security of the exam. Failure to cover glass walls may result in an exam environment failure, requiring you to change exam room.
- ✓ The lighting in your room must be of daylight quality. Please make sure that your light source is not directly behind you as this will make it difficult for your invigilator to see you.
- ✓ No other people or animals may be present or enter the exam room for the duration of your exam. If this occurs, your exam will be terminated and/or your results invalidated.
- ✓ Your laptop or PC must be placed on a desk or table.
- ✓ You will be required to complete a monitor scan as part of the check-in process. Please use this [link](#) to understand this process further.
- ✓ Your workstation and surrounding area must be entirely clear, free of pens, paper, electronic devices, etc. There should be no content that could provide an unfair advantage during your exam, including bookshelves, noticeboards or art on walls within your immediate area. You are strongly advised to make the room as bare and empty as possible. You must be prepared to remove or cover any remaining items as requested prior to, or throughout your exam. If the invigilator/s are not satisfied with any aspect of the environment, the exam will not proceed.
- ✓ Two tissues and a clear bottle or glass of water with no label are permitted in your exam environment. They must be presented to the invigilator prior to the start of the exam. No other food or drink is permitted in your exam environment (unless an adjustment has been applied).
- ✓ Remove any non-religious head coverings.
- ✓ Have a non-expired government-issued I.D. (or other forms of ID allowed by the CISI , this can be found on our Exam regulations page).

Before your exam

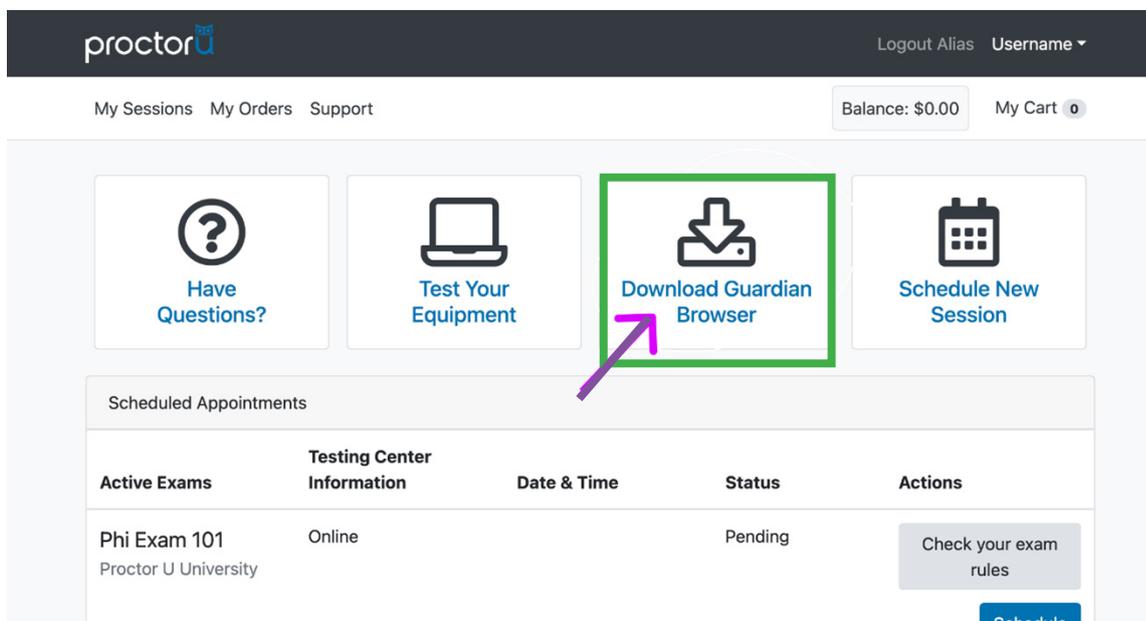
Downloading the Guardian Browser

You can access the Guardian Browser using the following link

[Guardian browser](#)

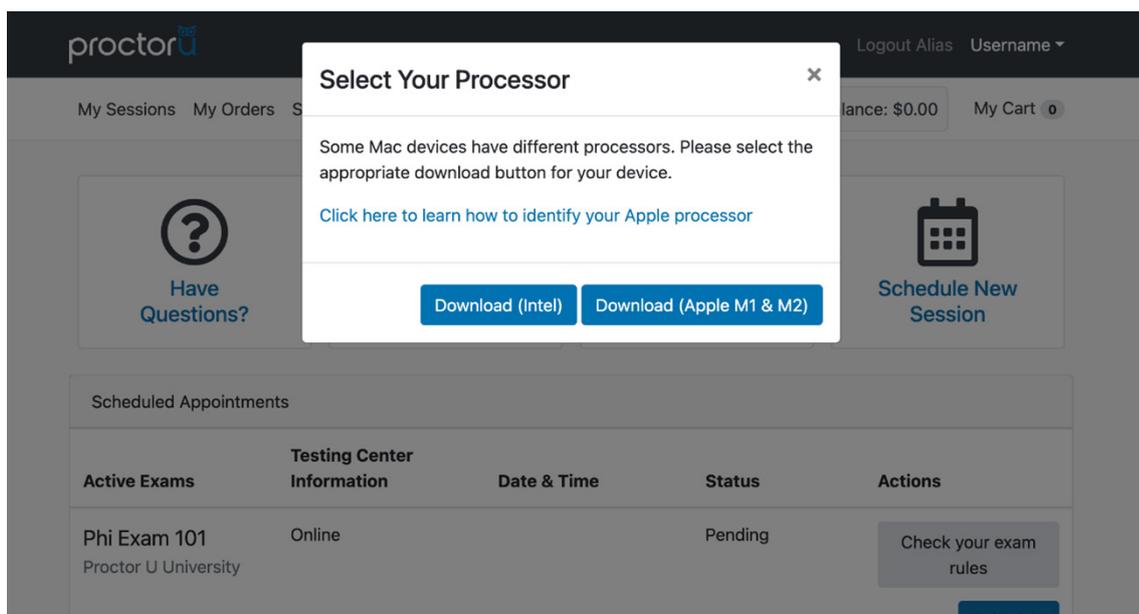
You will be presented with options to download a version specific to your operating system. Please note if you are using a work-issue device, Admin access may be required to make the download.

You can also download the Guardian Browser from within the ProctorU Platform using the 'Download Guardian Browser' button. If you attempt to start your exam without the Guardian Browser installed, you will be first taken to a page prompting you to download it.



The screenshot shows the ProctorU dashboard. At the top, there is a navigation bar with the ProctorU logo, 'Logout Alias', and 'Username'. Below this, there are links for 'My Sessions', 'My Orders', and 'Support', along with 'Balance: \$0.00' and 'My Cart'. The main content area features four large buttons: 'Have Questions?', 'Test Your Equipment', 'Download Guardian Browser', and 'Schedule New Session'. The 'Download Guardian Browser' button is highlighted with a green box, and a purple arrow points to it. Below these buttons is a 'Scheduled Appointments' section with a table of active exams.

Active Exams	Testing Center Information	Date & Time	Status	Actions
Phi Exam 101 Proctor U University	Online		Pending	Check your exam rules Schedule



The screenshot shows the ProctorU dashboard with a 'Select Your Processor' dialog box open. The dialog box contains the following text: 'Some Mac devices have different processors. Please select the appropriate download button for your device.' Below this text is a link: 'Click here to learn how to identify your Apple processor'. At the bottom of the dialog box are two buttons: 'Download (Intel)' and 'Download (Apple M1 & M2)'. The background of the dashboard is dimmed.

How to Install the Guardian Browser on Windows

- ✓ Select one of the routes above to download the Guardian Browser. This will prompt you to Download for Windows OS file and save it.
- ✓ Find the saved download version Guardian Browser installer and install it using the prompts provided.
- ✓ Once the download is complete you will be able to launch the Guardian Browser and explore the documentation and guides.
- ✓ If you have an exam booked you will be able to see any upcoming exam bookings that you have in place.

How to Install the Guardian Browser on MacOS

- ✓ Select one of the routes above to download the Guardian Browser.
- ✓ There are 2 versions available to download and the correct one will need to be selected using the following steps:
 - o Select the **Apple Icon** in the top menu bar of your screen and select **About this Mac**.
 - o If you see **Chip: Apple M1 – download the apple M1 version** of the Guardian Browser
 - o If you see **Processor: Intel - download the Apple Intel version** of the Guardian Browser.
- ✓ Once the correct version has been selected, please download the file.
- ✓ Move it to the applications folder
- ✓ Once the download is complete you will be able to launch the Guardian Browser and explore the documentation and guides.
- ✓ If you have an exam booked you will be able to see any upcoming exam bookings that you have in place.



Troubleshooting on MacOS

When I try to install the Guardian Browser or when I try to connect to a proctor on my Mac, I receive an error message that the app “can’t be opened because it was not downloaded from the Mac App Store?”

1. On your Mac, choose Apple menu > System Settings, then click Privacy & Security in the sidebar.
2. Go to Security, click the pop-up menu next to “Allow applications from”, then choose App Store & Known Developers.

How do I enable screen recording for the Guardian Browser or for Chrome?

If you are running MacOS Catalina - version 10.15 or later or any more recent MacOS versions, you must grant the Guardian Browser access to the new screen recording permission to share your screen during a proctored session. This can be granted by using the following steps:

1. Choose Apple menu > System Settings, then click Privacy & Security in the sidebar.
2. Click Screen & System Audio Recording.
3. For each app listed, turn the ability to record on or off.

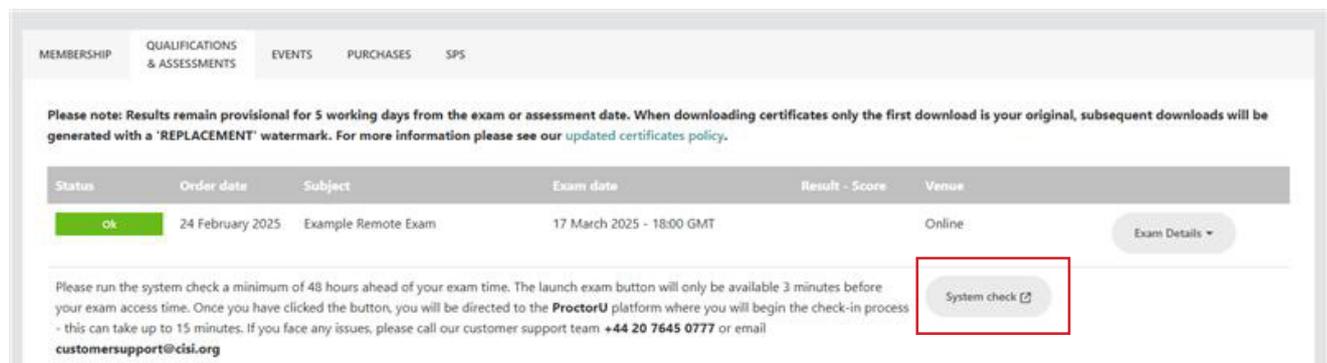
For the ProctorU platform you would be required to allow both screen and audio recordings

Pre-Exam checks

Once you have downloaded the correct software, please ensure that this is tested 48hours before your exam.

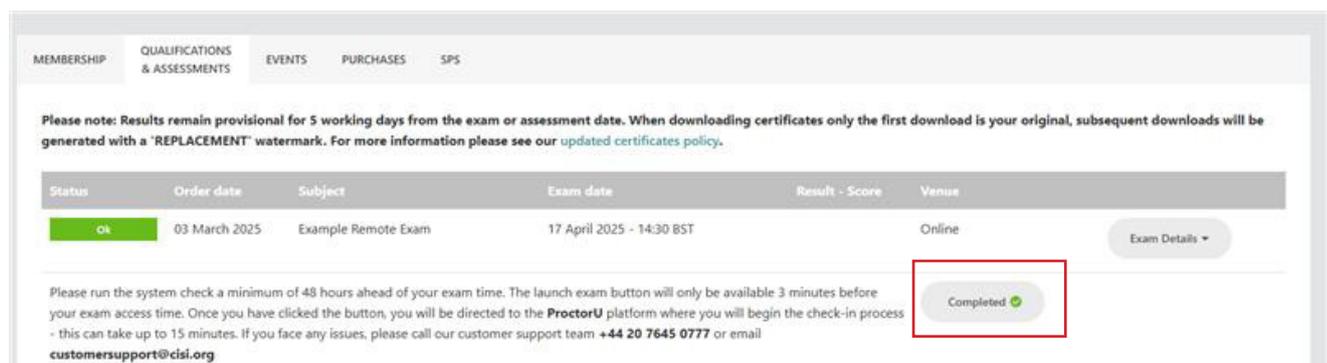
If you login to your MyCISI portal you will be able to run a systems check in advance of your exam. It is strongly recommended that you run this on the same device and in the environment, you plan on testing in. This ‘systems check’ can be completed as many times as needed. Please use the following link to access this - [Systems check](#). You can also find the link in your confirmation email.

Please select the ‘Systems Check’ button



The screenshot shows the MyCISI portal interface. At the top, there are navigation tabs: MEMBERSHIP, QUALIFICATIONS & ASSESSMENTS, EVENTS, PURCHASES, and SPS. Below the tabs, a notice states: "Please note: Results remain provisional for 5 working days from the exam or assessment date. When downloading certificates only the first download is your original, subsequent downloads will be generated with a 'REPLACEMENT' watermark. For more information please see our updated certificates policy." Below this is a table with columns: Status, Order date, Subject, Exam date, Result - Score, and Venue. The table contains one row with the following data: Status: ok (in a green box), Order date: 24 February 2025, Subject: Example Remote Exam, Exam date: 17 March 2025 - 18:00 GMT, Result - Score: (empty), and Venue: Online. To the right of the table is an "Exam Details" button. Below the table, there is a paragraph of text: "Please run the system check a minimum of 48 hours ahead of your exam time. The launch exam button will only be available 3 minutes before your exam access time. Once you have clicked the button, you will be directed to the ProctorU platform where you will begin the check-in process - this can take up to 15 minutes. If you face any issues, please call our customer support team +44 20 7645 0777 or email customersupport@cisi.org". A "System check" button with a right-pointing arrow icon is highlighted with a red box.

Once you have successfully completed the Systems Check the button will be updated to completed:



The screenshot shows the MyCISI portal interface after the system check is completed. The navigation tabs and notice are the same as in the previous screenshot. The table now shows: Status: ok (in a green box), Order date: 03 March 2025, Subject: Example Remote Exam, Exam date: 17 April 2025 - 14:30 BST, Result - Score: (empty), and Venue: Online. The "Exam Details" button is still present. The paragraph of text is the same as in the previous screenshot. The "System check" button has been replaced by a "Completed" button with a green checkmark icon, which is highlighted with a red box.

On the day

Preparing for your exam

Have your photo ID next to you at your workstation. Please ensure that it meets the requirements set out in our [Exam Regulations](#).

Ensure that your testing machine meets the requirements of the 'Testing Machine Requirements' section of this user guide.

Have the Guardian Browser downloaded onto your testing machine. We recommend that this is downloaded 48-hours before and tested.

Ensure that your exam environment meets the specified criteria on the 'Exam environment requirements' section of this user guide.

Adjust your volume to a suitable level and ensure your webcam is facing you.

Close all other applications on your laptop/PC to prevent any background noise distracting you.

If applicable, ensure that you disconnect from a VPN to give you the best possible internet connection.

Launching and checking into your exam

1. **Login** to your ProctorU account 2-3 minutes before your scheduled appointment time. This can be accessed via a couple of different routes:
 - a. Via the [MyCISI](#) portal > Qualifications and Assessments > 'Launch exam'. This button will be greyed out until it is ready to be launched 2-3 minutes before.
 - b. Via the exam confirmation email link.Please ensure the Guardian Browser has been pre downloaded. If you don't have this you will be prompted to download the software.
2. **Pre-Checks:** You'll be required to accept the exam guidelines and Measures [terms of service](#). You will then be automatically guided through a series of equipment checks to make sure your system meets the minimum requirements.
3. **Photos & Authentication:** You will take a photo of yourself as well as your I.D. for identity verification purposes. You will need a valid ID that has been approved by the CISI, and this can be found in our [Exam regulations](#).
4. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you have passed your identity verification check. They will outline the exam rules and assist with any questions.
5. **Remote system check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
6. **Camera Pan:** Your proctor will prompt you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not be asked to show your computer monitor using a mirror or mobile phone. Your proctor will then make sure your mobile phone is out of reach for the duration of the exam.
7. **Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock and launch your CISI exam.
8. **Take Your Exam:** Your proctor will release control of your computer, and you'll begin your exam when you're ready.

NOTE: Your webcam view and your screen will be recorded throughout the duration of the exam

During your exam

Assistance throughout your exam

If you require any assistance throughout your exam, you can contact your Monitoring Agent using the Live Proctor feature on the right of your screen to speak to or send a message to your agent. This can be closed and reopened whenever necessary throughout your exam.

Technical assistance

Should you have any technical issues during or pre-exam you are able to reach out to ProctorU to assist with any technical issues.

We would recommend candidates to use the LiveChat feature using the below link:

<https://auto.proctoru.com/chat/>

You will initially be put through to a chatbot to understand the problem. If you would prefer to speak to someone please type in '**Agent**' and you will then go through to speak to someone.

You are also able to contact them for 24/7 phone support using the below numbers:

United Kingdom

+44 (808) 168-1055

United States and Canada

+1 (855) 772-8678

Canada (French)

+1 (888) 900-0005

Australia

+61 (1800) 841-822

Ending your exam

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process.
2. **Survey** – You will be asked to complete a short survey on the exam process
2. **Review results:** You will receive an exam result straight away after submitting the exam.
3. **Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of all browser tabs.
4. **Close out of ProctorU chat box:** This will end your session with ProctorU. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.
5. **Done:** The exam is now complete; you will receive a score report from the CISI confirming the result. This may take up to an hour after the exam has been submitted.
6. **Certificate:** If you have been successful, you will be able to download the exam or award certificate in 5 working days. This can be accessed via your **MyCISI platform**.

ProctorU Functions

You are now able to test the exam platform prior to taking your exam. This can be found on the MyCISI portal under the '**Before your exam**' section.

Scratch paper

You will have access to an online Scratch Pad throughout your exam. This can be accessed along the top bar in the exam. The Scratch Pad can be opened at any point throughout the exam should you require to take notes. Closing the Scratch Pad will keep your notes throughout the exam and can be accessed again at any time. **Any notes added to the Notebook are for your reference only and will not be marked.** The scratch paper has typing functionality only, you are unable to draw or scribble on screen.

Onscreen Calculator

If you are using the onscreen calculator, it automatically opens in scientific mode. If you change it to the basic mode, it will make it smaller and easier to move around the screen so therefore out of the way of the questions.

Both the scratch paper and calculator are accessible at the same time and can be moved around the screen to see the question behind.

Zoom Functionality

During the exam you will be able to zoom in and out of the text if required. To zoom in and out of the text press Ctrl + or Ctrl - . Please note that this may not work on some keyboards using the number pad option. We would recommend using the + and - at the top of the keyboard.

Changing the background

You can change the background of your exam if required. To change the background please select the Preferences icon on the bottom left of the screen. This will then pop up the nine options available to all candidates. You are also able to adjust the contrast during this process. Once you have identified your preferred background please select 'apply' and this will change the background. Please note you are able to change this multiple times and throughout the exam.

Confidentiality and Candidate Conduct

Confidentiality

The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of ProctorU and/or the CISI. Communicating, publishing, reproducing or transmitting any part of the exam, in any form or by any means (e.g. verbal, electronic, written, etc) for any purpose is strictly prohibited.

Any reproduction or disclosure will result in immediate notification to the CISI.

Candidate conduct

All exams are continuously monitored by video and audio recording. All candidate movements are monitored with technology that recognises patterns, such as candidates looking in one spot behind/above their machine multiple times. If this occurs, a **Proctor** may pause your exam and complete further security checks of your exam environment.

Using remote invigilation, you acknowledged that you have no right to privacy at your current location throughout your exam and that you waive any claims asserting to a right to privacy.

The Monitoring Agent or other ProctorU staff are authorised to terminate your exam for a violation of any exam regulation, including abusive behaviour towards the Monitoring Agent or other ProctorU staff. If this occurs, the CISI will then be notified. Any further action necessary will then be taken in accordance with our **Candidate Sanctions Policy**.

If at any point you wish to terminate the exam, please let the monitoring agent know and tell them why you have made that decision.

Leaving the camera's view while your exam is running is strictly prohibited and your exam will be terminated.

Breaks throughout your exam

Breaks are not permitted throughout your exam, so please ensure that you are ready and comfortable before your exam starts. If you require a break for a medical reason, please apply for a reasonable adjustment using the **Policy and Application Form**.

Contact Us

Technical Issues

If you experience a short lag due to a poor internet connection, your exam will continue. If you experience any significant technical issues that cause your connection to drop, and the exam to close, please note that you will **not** be able to restart your exam.

If your exam is terminated, please **contact CISI Customer Support** who will be able to assist with a rebooking of your exam. A rebooking of the exam will be at full cost.

Any Further Assistance

If you have any queries, please do not hesitate to contact **CISI Customer Support Team**

If you would like to leave feedback regarding your experience, please do so