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A. Contacting ProctorU for Technical Assistance BEFORE or ON Your Exam Day

1. Contact ProctorU FIRST for any technical assistance. Only contact Member Services if ProctorU is UNABLE to resolve your technical issue:
 - Call 1-855-772-8678, Option 1, **or**
 - Click on or copy and paste the URL into your internet browser:
<https://auto.proctoru.com/chat>. The *Connect with Support* page will open. Click the chat icon in the bottom right corner of the page to open the ProctorU Support Chat:



B. You Must Uninstall Remote Access Applications

2. BEFORE launching your exam, you MUST UNINSTALL Remote Access apps such as TeamViewer, AnyDesk, Splashtop, etc. Proctors CANNOT uninstall them for you and your exam will be CANCELLED if these applications are on your computer. Rescheduling fees will apply.

C. You Must Download the Guardian Browser BEFORE Your Exam Day

3. For any instructions, follow the prompts on your computer/laptop if different from below.
4. On any web browser, go to <https://guardian.measurelearning.com/> and click the download button for your Windows or Mac operating system. The “guardian-browser-x64.exe” file (Windows) or “guardian-browser-arm64.dmg” file (Mac) will begin downloading. If using Windows, the file may appear at the top or bottom of your screen depending on the web browser you use. On a Mac, click Allow and go to Downloads.
5. After downloading completes, click “Open file” or the downloaded file to install it. Then, click “Allow Access”, “Open” or other pop up if prompted.
6. After installing, the Guardian Browser will open automatically. If the Guardian Browser does not open automatically, click the icon on your Desktop to confirm that it has installed correctly. If there is no icon on your Desktop, go to your list of programs and open it from there.

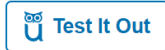


D. You Must Complete the “Test It Out” System Check

7. On any web browser, log in to the IIC [Exam Portal](#) and click “Test It Out” at the bottom of the page to check that your computer/laptop [meets all the requirements](#).

Test Your Equipment

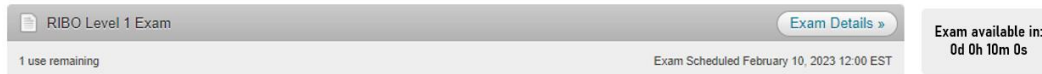
Is your equipment ready for online proctoring?



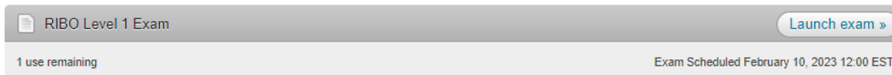
- You **MUST** complete the system check and pass within 4 hours of your exam start time or you will be charged a fee to reschedule.
- **DO NOT** use a [work computer](#).
- Note that passing the “Test It Out” and/or successfully downloading the Guardian Browser/Log Me In chat application in advance of exam day do not guarantee that the exam will successfully launch. Also, personal and work devices may have firewalls, security features, unpermitted software, etc. which may prevent you from successfully connecting to a Proctor and/or launching your exam. Proctors will assist in resolving such issues but, in cases where the issues cannot be resolved, they will advise you to try another device and/or contact Member Services to reschedule.

E. Log In to the IIC Exam Portal ON Your Exam Day

8. 10 minutes before your scheduled Exam Time, log in to the IIC [Exam Portal](#) on any web browser and find your exam. The “Exam available in” timer tells you when you can launch your exam.



9. Click “Launch exam” when the countdown timer reaches 0:00:00. Refresh the page if you do not see the “Launch exam” button.



F. You Must Download the Proctor Chat Application (Log Me In)

10. The Guardian Browser will automatically open. When you see the “Welcome to the Meazure Learning Pre-checks!” page, read the information and click “Get started”.
11. You **MUST** download the Proctor Chat Application (Log Me In) when you see this screen:



12. After the “Proctor Chat Application” installs, the Proctor chat box will open. If it does not open, check that there is a blue Owl icon in your taskbar or dock. If the Owl icon is not there, find the downloaded Proctor Chat Application file and re-open it. If you cannot find the file, click the Guardian Browser’s back button to reach the screen shown above and download and open the file again.
13. Please be patient while waiting for a Proctor to connect with you. It is normal to wait up to 20 minutes for the proctor to join you, but you could wait up to 45 minutes during peak periods. Do not close and re-open the Proctor chat box multiple times because this will restart the process of connecting to a live proctor, you will lose your place in the virtual queue and you will have to wait longer to begin your exam.

G. Contacting Your Proctor DURING Your Exam

14. For technical assistance or any help after connecting with a Proctor, contact the Proctor by speaking aloud or typing directly in the Proctor Chat box.
15. At any time, you can minimize the Proctor Chat box by clicking _ in the top right corner of the window (circled in red below).



16. To re-open the Proctor Chat window, click the Owl icon in your taskbar or dock.
17. Read more information about [Virtually Proctored exams](#).

H. Contacting IIC Member Services for Technical Issues

18. If you experienced a technical issue that prevented you from launching your exam and ProctorU was unable to help, contact [IIC Member Services](#) as soon as possible after your exam. You may be requested to send details about what occurred to exams@insuranceinstitute.ca for further investigation.

