Contents

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

1. Contact ProctorU <u>FIRST</u> for any technical assistance. Only contact Member Services if ProctorU is <u>UNABLE</u> 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. <u>BEFORE</u> launching your exam, you <u>MUST UNINSTALL</u> Remote Access apps such as TeamViewer, AnyDesk, Splashtop, etc. Proctors <u>CANNOT</u> uninstall them for you and your exam will be <u>CANCELLED</u> 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 Guardian Browser and/or How to Download, Install, and Uninstall the Guardian Browser 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 Equipment Requirements.

Test Your Equipment
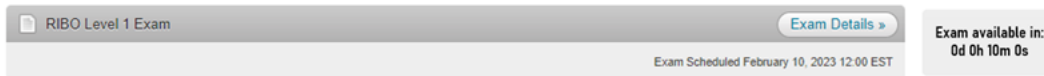Is your equipment ready for online proctoring?

🦉 Test It Out

- **A rescheduling fee will apply** if technical issues prevent you from launching or completing your exam and you did not complete a "Test It Out" system check within 4 hours of your scheduled exam start time.
- DO NOT use a work computer.
- Note that passing the "Test It Out" and/or successfully downloading the Guardian Browser 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.

📄 RIBO Level 1 Exam	Exam Details »	Exam available in: 0d 0h 10m 0s
	Exam Scheduled February 10, 2023 12:00 EST	

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

📄 RIBO Level 1 Exam	Launch exam »
	Exam Scheduled February 10, 2023 12:00 EST
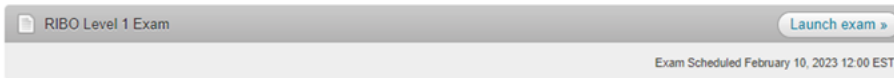
F. NEW! Using the Proctor Chat Box within the Guardian Browser

10. The Guardian Browser now has a built-in Proctor Chat box that opens automatically in the lower right corner of the Guardian Browser. You DO NOT need to download the separate Proctor Chat (Log Me In) application.

11. The message, "You are chatting with…", in the Proctor Chat box means you are connected to a proctor.

Full Screen   **Proctor Chat Box**
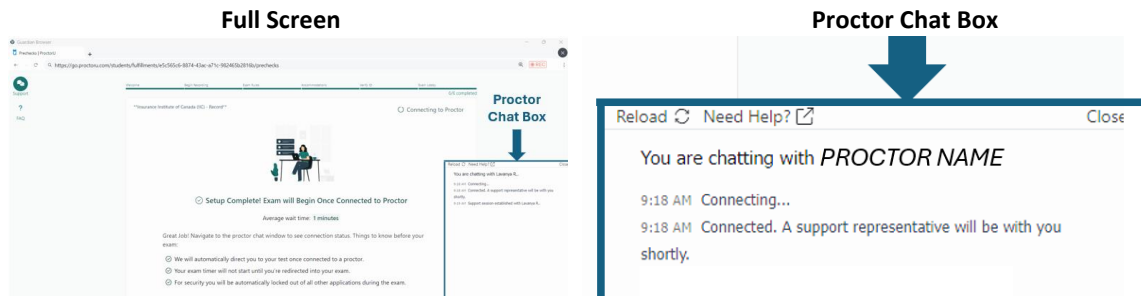
12. Please be patient while waiting for a Proctor to connect with you. It is normal to wait up to 20 minutes for the proctor to join you, but you could wait up to 45 minutes during peak periods. Do not close and re-open the Proctor chat box or Guardian Browser multiple times because this will restart 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. NEW! Contacting Your Proctor DURING Your Exam

13. For technical assistance or any help, contact the Proctor by speaking aloud or typing directly in the Proctor Chat box.

14. If you do not see the Proctor Chat box, click the Support icon in the upper left corner of the screen to re-open it:
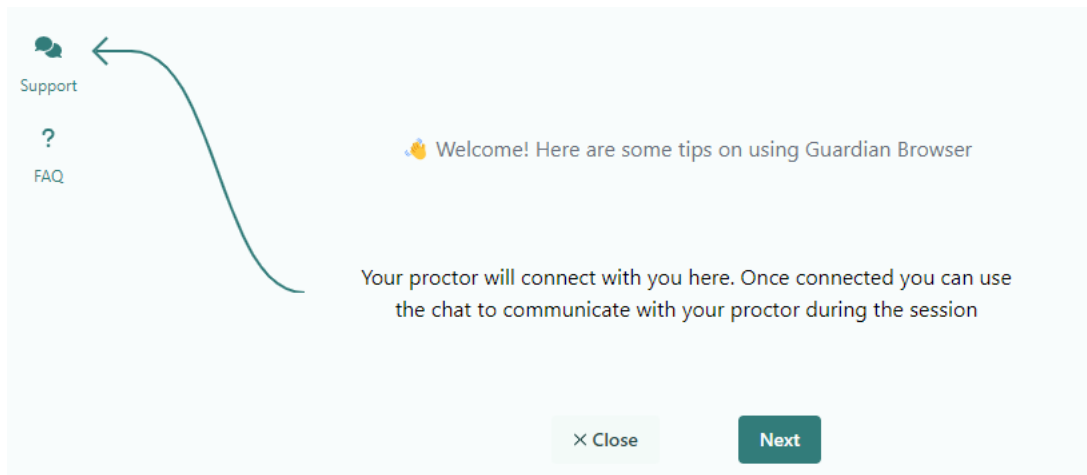
15. When the Proctor sends you a message, the Support icon will **FLASH RED**. Click the icon to re-open the Proctor Chat box:

16. Read more information about Virtually Proctored exams.

H. Contacting IIC Member Services for Technical Issues

17. If you experience a technical issue that prevents you from launching your exam and ProctorU is 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.