



Remote Proctoring Procedures

CIET and AEE are pleased to offer you the option of taking your exam via remote proctoring, which refers to taking an online exam using a personal computer with a live proctor monitoring the student by webcam and screen sharing technology.

Before submitting your exam application, please review the following remote testing procedures:

1. Review the following links to confirm this is a good option for you:

- [ProctorU Resource Center](#)
- [Video: What to Expect](#) (6:38)
- [System Requirements](#) - At this time ProctorU does **not** support the following:
 - Google Chromebooks (supported only for automated proctoring, and AEE exclusively uses live proctoring)
 - Android tablets (Nexus 7, etc.)
 - iOS tablets (iPad, iPad mini, etc.)
 - Linux operating systems
 - Microsoft Windows 10 in S mode
 - Microsoft Surface RT
 - Computers running within virtual machines
 - Computers being accessed by remote desktop
 - ProctorU does not support development previews, beta builds, or release candidates of any operating system unless specified.
 - Please note: You MUST have administrative privileges on your computer. Personal computers are recommended over company-issued computers for this reason.
- [AEE Remote Proctoring FAQ](#) (Scroll down to “Remote Proctoring Q&A”)

2. Scheduling Your Exam:

- You will receive an invitation email from noreply@proctoru.com to take the specific certification exam for which you’ve registered. Click the link in the invitation to be taken to ProctorU’s website.
- If this is your first time using ProctorU, you will need to create your account with the primary email address you provided on the certification application, and complete your profile.

- Please double check the email address you are using to create the account before saving as some browsers will automatically populate the field.
- **PLEASE use the name** that you used on your certification application.
- When asked for “Institution”, please enter “Association of Energy Engineers” or “AEE”.
- Be sure to select your home time zone. If you don’t know your home time zone, perform an internet search with search term “time zone” for websites that will help you to determine your time zone.
- Once your account is created, you will receive an email with a link to confirm your account.
- Once you click on the link, you will be redirected to the ProctorU website where your account will be confirmed, and you will then be able to schedule your exam.
- **The exam needs to be COMPLETED before the end of the exam window.** Please do not schedule your exam within the last 8 hours of the exam window. This will allow for enough time to get connected to a proctor and take a full 4-hour exam. The times of the exam window are available in your exam invitation email and on the left-hand side of the screen on the scheduling page.
- CIET, AEE, and ProctorU cannot schedule an exam appointment for you.
- **You will need to schedule your exam at least 72 hours ahead of time to avoid premium fees charged directly to you by ProctorU.** If you schedule within 72 hours of your desired exam time, you will be charged \$8 USD. If you schedule within 24 hours of your desired exam time, you will be charged \$20 USD. These fees must be paid at point of sale in order to complete the scheduling process.

3. Receive exam scheduling confirmation:

- Once your exam has been scheduled, a confirmation email will be sent to you from ProctorU.
- If you need to reschedule your exam date or location, please login to your ProctorU account. Select the “Reschedule” icon to be taken to the scheduling module. Please do not select “Cancel” as this will completely remove the exam invitation from your account.
- For exams cancelled/rescheduled less than 1 hour before the exam reservation, a \$100 rescheduling fee will be charged to AEE and subsequently passed on to the candidate via the training partner.
- If you have scheduled an exam that you ultimately will not be able to take, you **must** cancel it to avoid being charged for the exam. CIET, AEE and ProctorU cannot cancel the exam for you. **You must log into your account and click “Cancel”.**

4. Test your equipment:

- Prior to exam day, it is **strongly** recommended that all candidates test their equipment with a live technician at <https://go.proctoru.com/testitout>. You must be logged into your ProctorU account to do this.
- Click on the blue chat bubble on the bottom right of the screen and ask to speak to a technician. Request that you would like to test your equipment and the LogMeIn Rescue Applet.
- **Please note that a successful systems test does not guarantee functionality on the day of the exam due to firewalls, closed ports, and other unforeseen issues.**
- ProctorU strongly recommends that you do not use a hotspot for your internet source on the day of the exam. Wired internet is the preferred method of internet connection, however, wifi is also acceptable.

5. Connect to a Proctor:

- 2-3 minute before your scheduled exam, go to www.proctoru.com, log in, and follow the prompts.
- If you log in prior to the exact start time, you will see a countdown timer. When the timer has reached zero, a “Start” button will appear. If the “Start” button does not appear, please refresh your browser, or log out and log back into your account. If it still does not appear after doing both of those options, please use the live chat feature on the bottom right of your screen to connect with ProctorU support.
- A proctor from ProctorU will be connected with you. If you require a language other than English, please notify the proctor, and they will continue communicating with you via Google Translate in your requested language.
- If a proctor does not come on right away, do NOT leave the ProctorU site. If you leave the site YOU WILL LOSE YOUR EXAM APPOINTMENT TIME.
- They will require you to present government issued photo ID.
- They will also require for you to pan your room and desk with the camera to verify that you are alone taking the exam. Please ensure your desk is clear of any clutter or papers other than approved exam resources mentioned below under AEE Exam Rules.
- Please make sure you have removed any non-religious headwear.
- They will ask permission to share your computer desktop. This is to enable them to enter a password to open your exam. **You must have administrative privileges on the computer you are working on for this to be enabled.**
- There are sometimes delays due to a large number of students logging on at the same time. If you have waited more than 20 minutes for a proctor, you may use the live chat feature on the bottom right of your screen to connect with ProctorU Support (this is the recommended method), call ProctorU at 855-772-8678 (be sure to press the option for “test-taker”) or open your email (don’t close ProctorU) and send them a message at support@proctoru.com.

6. Take Your Exam:

- When the exam is opened, you will sign an NDA first, and you will see a timer of 30 minutes.
- Next you will see a page with instructions on it. Please **read the entire page** as it will provide information on how to navigate through the exam, including how to navigate to any appendices that may be available for your particular exam.
- Once you have read the instructions, you will be able to start the exam, and you should see a timer with the proper duration for the exam (120 minutes or 240 minutes).
- You will take the exam online under AEE’s general rules:

AEE EXAM RULES:

This is an open book exam. Candidates are responsible for their open-book resources. PDF documents and notes must be printed and bound, which includes a 3-ring binder and coil bound. Reference textbooks are allowed during the exam. Other resources allowed are: Calculator (Four function, scientific, graphing and financial), ruler, book tabs and protractor.

Absolute silence must be maintained during the exam. Any person caught in violation of these rules will be excused from the exam and receive a failing score.

A whiteboard or four pieces of scratch paper are allowed. At conclusion of the exam, you will be required to erase your whiteboard or destroy the scratch paper on camera. You will only be allowed to make exam notes/calculations on the whiteboard scratch paper. You may not add or remove any paper to your binder during the test. Any person caught writing on his/her workbook, textbook or printed notes will automatically receive a failing score on the exam.

Bathroom breaks are allowed during the exam but keep in mind that the clock does NOT stop. After the bathroom break the proctor will have you redo the room scan using your webcam.

If you are caught in violation of AEE's rules, a retake of the exam will not be allowed for a minimum period of at least six months.

- If internet connection is lost during your exam appointment, ProctorU will attempt to re-establish the connection with you virtually and/or via contact from ProctorU support team. Also, you can reconnect with ProctorU from your ProctorU account. If you are having difficulties reconnecting to your exam session, please contact ProctorU support.
- If you have reconnected to your exam after a period of disconnection and the exam timer kept running, please tell the proctor to contact AEE to request that the lost time be added back. They will attempt to contact AEE. If the message is received while the exam session is still going, the time will be added back. If this happens outside of regular AEE business hours, there is no guarantee that the message will be received. **The proctors cannot add the lost time back themselves. This can only be done by AEE. Regular AEE business hours are Monday-Friday: 9AM-4PM EST.**

7. Notification of exam results:

- You will receive a letter from CIET via email within 60 days of the end of the exam window which includes the OFFICIAL test score. Please do not contact CIET or AEE about your test results before the end of the sixty-day period. Exam results are not available on CIET's or AEE's website.

8. Review by the Certification Board:

- Your exam score and file will then be sent to the local Certification Board and AEE Headquarters for review and approval.

9. Receiving your certification:

- If you also meet the certification experience and education requirements, your Certificate will be issued by the Association of Energy Engineers. You should receive your official certificate by mail within 60 days of receiving your exam results. Please **do not** contact ProctorU for any information on your certification status.

General Information:

Computer System Check List

- ✓ Strong high-speed internet connection
- ✓ Working webcam (internal or external)
- ✓ Functioning microphone
- ✓ Windows or Apple operating system
- ✓ Current version of Google Chrome or Firefox.
- ✓ ProctorU browser extension (*available [here](#) for Chrome and [here](#) for Firefox*)

Testing Reminders

- If it is taking longer than 20 minutes to connect to a proctor, please use the live chat feature to connect to ProctorU support. If you do nothing, your appointment will be automatically cancelled after an hour.
- Please ask others to refrain from coming into the room where you are taking your exam as you need to be alone to take your exams.
- Try to take a bathroom break BEFORE you start as any bathroom breaks during the exam will NOT stop the clock. You will also be required to scan the room with your webcam again should you need to use the bathroom during the exam.
- The proctor will be there to assist you if you have any technical difficulties during or before the exam. Feel free to speak to them if you need assistance in this area.
- Proctors CANNOT assist you with questions about the specific exam format nor explain any questions on the exam.
- Please relax and take the test. The proctor will be watching and listening to you as you take the exam, but this is no different than a live test with proctors in the room walking around looking at students while they take an exam.

Contact CIET If...

- You did not get an exam invitation email and you have already checked your spam and junk mail.
- Your exam invitation is not showing up in your account, and you created the account with the same email address to which the invitation would have been sent.
- You are not able to find any times to schedule the exam.
- You intended to reschedule your exam appointment but clicked "Cancel" instead of "Reschedule".
- You had issues during your exam. Please email CIET with the details, and they will forward to AEE to review and resolve as necessary.

Contact ProctorU Support If...

Last update: 6/17/2021

- You are not able to log into your ProctorU account.
- Your computer does not pass the systems test.
- You are having technical issues on their website during the scheduling process. For example: nothing happens when you click “Schedule” or the payment feature for premium scheduling fees is not working at checkout.
- You are waiting to connect to a proctor for more than 20 minutes at the beginning of your exam appointment.
- You have any technical issues at any point of the process.