



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 remote proctoring videos and information links to confirm this is a good option for you:**
 - [ProctorU: Who We Are and What We Do](#) (00:02:03)
 - [Online Proctoring at ProctorU: How it Works](#) (00:02:09)
 - [Pre-Exam Checklist](#) (00:02:35)
 - [Automated Equipment Check](#)
- 2. Create a ProctorU account:** You will receive an invitation email from ProctorU to take the specific certification exam. 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 use the name** that you used on your certification application.
 - 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.
 - **You will need to schedule your exam at least 72 hours ahead of time to avoid premium fees charged directly to you by ProctorU.**
- 3. Receive exam scheduling confirmation:** Once your exam has been scheduled, a notification email will be sent to you from ProctorU. If you need to reschedule your exam date or location, please login to your ProctorU account. For exams cancelled/rescheduled less than 1 hour before the exam reservation, a \$100 rescheduling fee payable to CIET will be required before the exam can be rescheduled.
- 4. Take your exam:** Ten minutes before your scheduled exam, go to www.proctoru.com, log in, and follow the prompts.
 - A proctor from ProctorU will be connected with you.
 - 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 some administrative privileges on the computer you are working on for this to be enabled.**
- 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.
- There are sometimes delays due to a large number of students logging on at the same time. If you have waited more than 30 minutes for a proctor, you may 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. 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.
- 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 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.

Two pieces of scratch paper are allowed. At conclusion of the exam, the proctor will have you destroy the scratch paper. You will only be allowed to make exam notes/calculations on the 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.

5. **Notification of exam results:** You will receive a letter from [Name of training provider] via email within 60 days of completion of the exam which includes the OFFICIAL test score. Please do not contact [Name of Training Provider] or AEE about your test results before the end of the sixty-day period. Exam results are not available on [Name of Training Provider]’s or AEE’s website.

6. **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.
7. **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 45 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

- 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.
- 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.
- Be aware that connecting with the proctor, confirming your identity, and preparing to start the exam can take time. This does not deduct from your exam allotted time.
- Proctors CANNOT assist you with the exam 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.
- Additionally, please visit and review the Proctor U resource center [here](#).