Remote Proctoring Procedures – For International Participants

AEE and CIET 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.

IMPORTANT: If AEE identifies anomalies, irregularities, or other evidence suggesting a potential breach of exam integrity during or after the exam session, including after certification has been awarded, AEE reserves the right to investigate, require a retest, and take appropriate actions, including revocation of certification.

1. **Review remote proctoring videos and information links to confirm this is a good option for you:**

   - Online Proctoring at ProctorU: What to Expect – review the onboarding process and what to expect during your exam. (This video is available in French by clicking on the "cc" on the bottom)
   - Technical Requirements – Review the specific technical requirements
   - Automated Equipment Check - The automated equipment check does not guarantee your equipment's functionality on exam day. Blocked ports and security firewalls may inhibit your ability to connect to a proctor. To ensure functionality, you will need to test your equipment once you have a ProctorU account to confirm there are no blocked ports or security walls that prevent you from connecting to a proctor on exam day.
   - What am I allowed and not allowed to do during my exam?
   - After you test your equipment, you will need to connect to a ProctorU Live Technician and request to test the LogMeIn Rescue Applet to confirm it works correctly. Note: ProctorU does NOT proctor tests on Chromebooks, Virtual Machines/Remote Desktop/VPN Connections, phones or tablets. You MUST Test from a laptop or desktop computer. If you plan to use a work/corporate computer, it is highly recommended that you provide this resource document to your IT department well ahead of your scheduled exam.
   - Use of active remote connections, VPNs, or virtual machines is not allowed. If there is an active remote connection of any type detected during your exam, the proctor will end the exam session. Be sure that if you have any such software on your computer that it is not actively running or connected to anything. This includes the use of software such as AnyDesk, TeamViewer, and Splashtop.

2. **Take the Free Practice Exam**. Familiarize yourself with the exam platform before your certification exam by taking the Testing Platform Practice Exam. Questions are not technical and provide tips and practice on using the different navigation functions. This practice exam does not confirm functionality of your computer. Computer equipment should be checked separately through the ProctorU account.

3. **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. **Note: Please double check the email listed before saving your account as the system will naturally populate an email that is saved on your browser.**

- 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 the desired exam time to avoid premium fees charged directly to you by ProctorU. Exams scheduled less than 72 hours from their desired exam time will be charged a premium scheduling fee. Fees range from $8 - $20 USD. Candidates are unable to schedule their exams less than 24 hours from the desired exam time.**
- **All examinations must be completed and submitted before the exam window ends. Please make sure to schedule your exam no closer than 8 hours from the end of the exam window.**

4. **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. If you do not show up for your exam or cancel within 24 hours before the exam reservation, a $75 USD rescheduling fee payable to Training Partner will be required before the exam can be rescheduled. If you choose to reschedule your exam, please make sure to select the "Reschedule" icon not "Cancel." Selecting "Cancel" will remove your exam invitation.

5. **Test your equipment:** To ensure functionality of your computer, you will need to test your equipment prior to your exam. Please follow the below steps:

   - Download Guardian Browser
   - Using the Guardian Browse, login to your ProctorU account and select "Test Out Equipment".

   Once you receive your results, continue with the steps below to make sure your computer can connect to ProctorU to run your exam.

   - Click on the chat bubble on the bottom right in order to connect with a live agent
   - Ask the technician to confirm there are no blocked ports or security firewalls that will prevent you from connecting to a proctor on exam day
   - Ask to confirm the LogMeIn Rescue Applet works correctly
   - Please watch this video to familiarize yourself with the exam day onboarding process

   NOTE: *ProctorU does NOT proctor tests on Chromebooks, Virtual Machines/Remote Desktop/ VPN Connections, phones, or tablets. You MUST test from a laptop or desktop computer. If you are running within a virtual machine or remote desktop when you connect to the proctor on exam day, you will be asked to exit your virtual machine or remote desktop connection and reconnect to your host operating system to take your test. The Test Your Equipment cannot detect if you are connected to a virtual machine or remote desktop. It can only be detected when you connect to the proctor. If you plan to use a work/corporate computer, it is highly recommended that you provide this resource document to your IT department well ahead of your scheduled exam.*

6. **Approved Testing Materials**: The following items are approved to have during your exam:

- Dry erase whiteboard (max size 12” x 16”), marker, and eraser
- Laminated sheet of paper (max size 12” x 16”), marker, and eraser
- 4 sheets of scratch paper, pencil/pen ***only if whiteboard is not available***
- Stand-alone, scientific, business/financial, or graphing calculator
- Bound Textbooks
- Printed reference materials organized in a binder
- Handwritten notes organized in a binder
- Dictionary
- Ruler
- Protractor
- Book Tabs

7. **Take your exam:** Ten minutes before your scheduled exam, go to go.proctoru.com, log in, and follow the prompts.

    - Be in a private, well-lit room
    - Clear your workspace
    - Have your Photo ID ready
    - Close all third-party programs
    - No non-religious head coverings
    - No duplicated computer monitors
    - No Food, smoking / vaping
    - No headphones, ear plugs, or ear buds
    - No watches

- A proctor from ProctorU will be connected with you.
- They will require you to present government issued photo ID.
- You will not be allowed to test in a room where a clear glass wall would allow someone else to view your computer screen.
- They will also require 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.
    - You will be asked to remove everything from your desk that is not permanently affixed or approved for the test. If it needs to stay, it will be checked under to ensure no unpermitted materials are present
    - Remember to ask others to refrain from coming into the room where you are taking your exam as you need to be alone to take your exam.

- 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 access 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 20 minutes for a proctor, you may call ProctorU at 855-772-8678 (be sure to press the option for "test scheduled today") or open your e-mail (don't close ProctorU) and send them a message at support@proctoru.com. You may also use the live chat function on the bottom right of your screen.
- 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. You may also reconnect with ProctorU from your ProctorU account.
- If there is an issue during the exam and you lose time or have technical difficulties, please notify the proctor if you want to stop and reschedule your exam. Then contact the Training Partner / AEE immediately to notify us so we can cancel your appointment and rescheduled your exam. If you continue the exam and are unsuccessful, the **subsequent retest fee may be payable to Training Partner / AEE** will not be waived and you will have to pay the **appropriate** retesting fee to reschedule.
- 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. Printed PDF documents and notes must be bound, which includes a ringed 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. Reading questions to yourself out loud is prohibited. Any person caught in violation of these rules will be excused from the exam and receive a failing score.

Dry erase whiteboard (max size 12" x 16") is recommended for notes and calculations. If a whiteboard is not available, four pieces of scratch paper are allowed. At conclusion of the exam, you will be required to erase the whiteboard or destroy the scratch paper on camera. You will only be allowed to make exam notes/calculations on the whiteboard or 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.

8. **Notification of exam results:** You will receive a letter from your training provider via email within 60 days of completion of the exam which includes the OFFICIAL test score. Please do not contact the training

provider or AEE about your test results before the end of the sixty-day period. Exam results are not available on training provider's or AEE's website.

9. **Review by the Certification Board:** Your exam score and application file will then be sent to the local Certification Board and AEE Headquarters for review and approval.

10. **Receiving your certification:** Once approved, your Certificate will be issued by the Association of Energy Engineers. You will receive your certificate by mail.

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
- ProctorU Guardian Browser (*available for download here*)
  - **Note: you must download and sign in through the Guardian Browser on exam day. Chrome and Firefox browsers are not compatible.
- Guardian Help Articles *(available here)*
- Review Client/Port Whitelist Information (*available here*)

Testing Reminders

- If you will be taking the exam from a work computer, it is strongly encouraged to provide the IT department with the Port Protocol and Whitelist resource document.
- Examinations must be completed and turned in prior to the end of the exam window. Please make sure to schedule exams **at least 8 hours** before the end of the exam window.
- 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.
- Food is prohibited during your exam session. You may have a beverage during your exam session, but it must be visible in the room scan.
- WIFI or wired internet is required. Hotspot is not approved for exam.
- Please be aware that Chromebooks, virtual machines, remote desktop, VPN Connections, phones and tablets cannot be used in order to take the exam. Exams must be taken on laptop or desktop computer ONLY.
- Please leave the ProctorU platform in English. Do not use the translate option within the internet browser as it will disrupt the questions. Please use the translated handouts provided by your Training Provider if you require language assistance.
- 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.

- The Proctors can communicate with you in another language using Google Translate. Please notify the Proctor the language you would like to communicate with them.
- 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.
- For Remote Proctoring FAQ, please visit here