



ASIS NOW OFFERING REMOTELY PROCTORED EXAMS!

ASIS now offers remotely proctored exams! Now, those approved to take our certification exams can now do so from the comfort of your home! The exams will be the same high caliber as they have always been but now you do not have to travel to a Prometric test center to sit for the exam. When you schedule your exam, you will decide whether to take the exam at a Prometric test center or by using Prometric's ProProctor option. And while there will be no difference in the exams themselves, there are additional technical requirements you must have if you select the ProProctor exam delivery option. Please read the technical requirements below before deciding which testing method is best for you.

General Information

Q. Why is ASIS just now offering this testing option?

A. Due to the worldwide pandemic, Prometric test centers were closed for quite some time (and may do so again if the pandemic numbers change). ASIS is offering remote proctoring to ensure that people who want to get certified can now do so without traveling to a testing center.

Q: Will I have the option to still take the exams at Prometric test centers?

A. Yes, once you are approved to take an ASIS exam, you will be sent an approval letter with information about how to schedule your exam. When you schedule an exam, you will select either a Prometric test center or to use Prometric's remote proctoring tool ProProctor.

Q. Are there specific technical requirements needed to take the exam remotely?

A. Yes, they are listed below. **IMPORTANT:** ASIS and Prometric STRONGLY recommend not using a company-owned computer. We have found these computers to have extremely strong security firewalls that prevent the exam from loading. Even if you "pass" the system requirements as explained below, you still may not be able to launch the exam.

Q. What are the differences between an exam taken at a test center or one taken on your own computer?

Besides differences in check-in procedures, all elements of the exam remain the same. Prior to both exam deliveries, you will electronically sign an NDA agreement stating that you will not share the exam content, you will have access to the exam tutorial, and the end-of-exam survey. For both test center and remote testing, you will be monitored by a live proctor to which you can report technical issues (but with remote you will not see your proctor).

Q: Is there an extra charge for online proctoring?

A: No. The application and exam fee are the same whether you choose to take your exam at a test center or online.

Q: Is remote proctoring available everywhere?

A. Yes, you must meet the [system requirements](#) to take the exam remotely. We HIGHLY recommend testing your computer prior to applying for the exam. Candidates testing with a remotely proctored exam should make sure you allow 15 minutes to prepare your testing environment.

Q. Are the Spanish-language exams available for remote proctoring?

A. Yes, if you choose to take the exam in Spanish, you will be assigned a Spanish-speaking proctor.

Q: Will offering remote proctoring affect ASIS's ANSI accreditation?

A: No. All four of ASIS's certification programs remain fully accredited through the ANSI/ISO 17024 Standard. ANSI and Prometric will review the performance metrics of our remotely proctored exams to ensure that there is no difference in the test results compared to those taken at a test center.

Technical and System Requirements

Q: Are there policies and procedures that are strictly for those who take the exam using remote proctoring?

A: Yes, you must meet the following requirements:

- Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.
- Workstation, surrounding area, and walls free of all materials, including pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, should be present during your exam session.
- Two tissues are permitted at workstation but must be inspected by the Proctor prior to start of exam.

Q: How will online testing work? Must I use my own technology?

A: Many company-issued computers have advanced security options that may not allow you to use the ProProctor software. ASIS, therefore, **strongly recommends using your own computer** where you have more flexibility and administrative rights. And again, [test your computer](#) prior to applying for an ASIS exam. For more information, read the [ProProctor User Guide](#).

Q: What are the system requirements I will need to take the exam from my own computer?

A. Prior to even applying to take an ASIS exam through ProProctor, you will need to perform a system check to ensure your testing experience is smooth. You will need:

- **Laptop/PC Power Source**
PC or Mac laptop or desktop computer only, undocked, with a single screen. (Tablets, smartphones, or other mobile devices cannot be used to take the exam.)
Please plug your device directly into a power source, **unattached from a docking station**.
- **Screen Resolution**
Minimum: 1024 x 768
- **Operating System**
Windows 8 or higher

- **Web Browser**
Current version of Google Chrome (Safari, Firefox and other browsers cannot be used to take the exam)
- **Internet Connection Speed**
Reliable and stable; speed **10 mbps or greater**. (Disconnect all other devices; your computer must be the only device connected.) Please position your device where you can receive the strongest signal. For the best experience, please use an Ethernet cable to connect directly to the router.

Confirm that your internet download speed is acceptable. We recommend a speed of **at least 10 Mbps**; test your internet speed before the exam by using one of the following:

- <http://speedtest.googlefiber.net/>
- <https://fast.com/>

- **IMPORTANT:** To ensure a seamless security check-in process, we require that you take your test using an undocked computer with a movable web-camera.
- **BE ADVISED:** You must be using only a laptop or desktop computer for your exam. No dual-monitor configurations are permitted for testing (i.e., a desktop with two monitors or a laptop with a separate monitor).

Q. Can I download ProProctor ahead of time to test my computer?

Yes, the ProProctor app may be downloaded at any time to your undocked laptop. **REMEMBER:** ASIS and Prometric STRONGLY recommend not using a company-owned computer. We have found these computers to have extremely strong security firewalls that prevent the exam from loading. Even if you “pass” the system requirements, you still may not be able to launch the exam.

Scheduling Your Exam

Q: Is the online proctoring available on-demand?

A: The exams will be offered 24 hours a day, 7 days a week, 365 days per year. Note, however, that there are limited number of proctors available. When scheduling your appointment, open times and dates will be shown in Prometric’s online scheduling software.

Q: What are the best times to schedule a remote proctored exam?

A: If you are able, scheduling on off-hours will offer you more testing time options. Consider a time where your home environment poses minimal disruptions and distractions (family and pet needs, peak Wi-Fi usage times, etc.). Generally, weekends are the most popular times to sit for our exams. Prometric has a limited number of remote proctors available, so choosing a less popular time will give you more options.

Q: Can I still request special accommodations for an online proctored exam?

A: All ASIS programs comply with the Americans with Disabilities Act and are non-discriminatory. If specific testing arrangements are needed due a disability condition, candidates may request special accommodations by checking the “Disabled/Special Access Required” on the online application and explaining the accommodation needed in the text box provided when completing their application. **Special testing accommodations must be approved by ASIS prior to scheduling your exam. You will be required to provide documentation before ASIS can approve your request.** Requests are reviewed and approved on a case-by-case basis.

Rescheduling Your Appointment

Q. What happens if I select to take the exam remotely and then change my mind?

A. Once you schedule your exam with Prometric, you will need to cancel that appointment and make a new one. You may reschedule or cancel your exam at any time, as long as you do so more than three (3) full calendar days (EST) prior to your scheduled exam appointment date. However, a \$62.50 fee will be charged to you if you reschedule or cancel your exam within 30 days of the scheduled appointment. If you wait until you are within three (3) calendar days of your exam appointment, you will forfeit the entire exam fee.

See Cancellation policies in the [Certification Handbook](#).

Check-in Procedures

Q. How are check-ins different between the two testing methods?

A. Candidates testing with a remotely proctored exam should make sure you allow 15 minutes to prepare your testing environment.

Check-in for remotely proctored exams is a two-step process:

STEP ONE – Checking your Identification

1. Image Capture – Using the ProProctor software, you will take and capture a picture of your face.
2. ID Capture – Next, you will capture a photo of your two forms of ID (see [Certification Handbook](#) for acceptable ID)
3. Checklist – You will review the checklist on screen to ensure you are ready to launch the exam

STEP TWO – Meet Your Prometric Readiness Agent

1. Candidate Detail Confirmation – You will have a video chat with the agent to confirm your personal information
2. 360 Environmental Check – Using your webcam, you will show the agent a 360-degree scan of your room and your workstation. You'll need a medium/large mirror in the room so Readiness Agent can see your computer. NOTE: DO NOT HAVE YOUR LAPTOP HOOKED TO A DOCKING STATION.
3. Candidate Person Check – Your Readiness Agent will ask you to stand up to do a scan of your person. This scan will include – but is not limited to – conducting a sleeve, pocket, and glasses check. Additionally, you will be asked to turn all pockets inside out. NOTE: EMPTY YOUR POCKETS BEFORE STARTING THE CHECK-IN PROCESS.

Q: When can I start my online exam?

A: After the check-in process is complete, the greeter will notify a proctor that you are ready to test, and the exam will begin. Your proctor will not contact you during the exam unless there is an issue. If there is a technical issue during exam delivery, the proctor will first attempt to contact you via chat. If that does not work, the proctor will contact you by phone using the number you provided during check-in.

Q. What happens if the remote proctor determines that my room or workstation do not meet the requirements?

A. If you registered to take the exam remotely with ProProctor and your remote proctor determines your room or workstation does not meet the requirements, you will not be permitted to take the exam and *your exam fees will be forfeited*. It is therefore recommended that you test your system prior to selecting the remote proctoring testing option.

Q: How will my identity be verified?

A: As with exams taken at Prometric test centers, you will be required to present:

- **Two forms of identification**, one of which must be a government-issued photo ID (such as a passport, driver's license, employee ID card, state ID card). Acceptable forms of secondary ID include credit card, check card, ATM card. Both must have the candidate's signature. (A Social Security card is not an acceptable form of identification.) Only your first and last/surname on your approval letter from ASIS and identifications must match EXACTLY or you may NOT be permitted to test. This includes abbreviated or hyphenated names.
- **Prometric Confirmation Email and Number** (from the email you get when you schedule your exam).

If you are testing outside your country of citizenship, you must present a valid passport. If you are testing in your country of citizenship, you may present a passport, driver's license, national ID, or military ID. Expired IDs will not be accepted.

If you fail to present the proper identification, you will not be allowed to take the exam and will forfeit the exam fee.

During the Exam

Q: Am I allowed to use scratch paper or a calculator when taking an online proctored exam?

A. Once you have completed the check-in process, your exam will launch. You will be provided an online Scratchpad in the upper right-hand corner of the screen. Calculators are not provided or permitted.

Also,

- No scratch paper, dictionaries, books, notes, or other personal aids are permitted in the testing area.
- To use the restroom, candidates must notify the remote proctor (RP); however, if you take a break, the time clock on the exam is not stopped.
- No breaks are scheduled.
- No conversation about the test is permitted with the RP.
- Leaving the camera view while the exam is in progress is strictly prohibited unless otherwise specified by the client sponsor.

After the Exam

Q. When will I receive my exam score?

A. Just like at the Prometric test centers, your score report will be emailed to you immediately after the exam to the email you used to schedule with Prometric (usually within 15 minutes of completing the exam but up to five hours). Your official results will be emailed to you from ASIS 3-4 weeks after your exam date and your certificates will be mailed to your address on file in 4-6 weeks.

Q: How is my private information secured by Prometric?

A: Both ASIS and Prometric are under strict regulations regarding your personal data. For Prometric, they follow a contractual agreement with ASIS regarding storing and keeping your data on file. Both Prometric and ASIS follow local laws related to storing and keeping personal identification data as well.