

# TOSA<sup>®</sup>

## Certification Proctor Manual TOSA<sup>®</sup> Certification Exams via Online Remote Proctoring



## Index

|              |  |           |
|--------------|--|-----------|
| <b>I.</b>    | <b>How Does Remote Proctoring Work? .....</b>  | <b>2</b>  |
| <b>II.</b>   | <b>Workstation Requirements .....</b>          | <b>2</b>  |
| <b>III.</b>  | <b>Technical Prerequisites .....</b>           | <b>2</b>  |
| <b>IV.</b>   | <b>Test Requirements.....</b>                  | <b>3</b>  |
| <b>V.</b>    | <b>Accessing a Remote Proctored Exam .....</b> | <b>3</b>  |
|              | 1. Logging in to Your Isograd Account .....    | 3         |
|              | 2. RPnow Installation .....                    | 4         |
|              | 3. Microphone Testing .....                    | 5         |
|              | 4. Starting the Browser .....                  | 5         |
|              | 5. Pre-Exam Advisory .....                     | 6         |
|              | 6. Closing all Third-Party Applications .....  | 7         |
|              | 7. Identification Verification .....           | 8         |
|              | 8. Environment Check .....                     | 8         |
|              | 9. Test-Taker Photo Verification .....         | 9         |
| <b>VI.</b>   | <b>Support .....</b>                           | <b>9</b>  |
| <b>VII.</b>  | <b>Starting the Test .....</b>                 | <b>10</b> |
| <b>VIII.</b> | <b>Ending the Test.....</b>                    | <b>10</b> |

## I. How Does Remote Proctoring Work?

The remote proctoring application will use the candidate's Webcam and microphone. It will also record the candidate's screen during the test.

The candidate will need to use our partner Software Secure's own secured application. This application will only allow the test webpage to be open in the candidate's browser.

The recording will be monitored by Software Secure to ensure that the proctoring rules are followed.

## II. Workstation Requirements

The testing workstation must have the following:

- A microphone
- A webcam
- Decent internet bandwidth

Before the test starts, the system will check to ensure that each of these functions correctly.

## III. Technical Prerequisites

- Decent bandwidth (0.3MB/s per user, up and down)
- An up-to-date version of one of the following browsers:
  - Chrome (≥60)
  - Firefox (≥60)
  - Safari (≥ 11)
  - Internet Explorer (≥ 11)
- A recent operating system
  - Mac OS (10.10 and up)
  - Windows (7, 8, 8.1, 10)
- A monitor with a resolution of 1280 x 760, or higher
- Full Administrator rights are needed to install the online proctoring application on the computer

## IV. Test Requirements

In order for the diploma to be validated, the following rules apply.

The Candidate must:

- Be alone in a quiet room
- Remain within the camera's field of vision for the duration of the test
- Remain on the test's webpage only for the duration of the test

The following is strictly prohibited:

- Accessing third party websites or messaging applications
- Use of earphones/headphones
- Use of any documents or electronic devices (including tablets and smartphones)
- Communication with others in any form

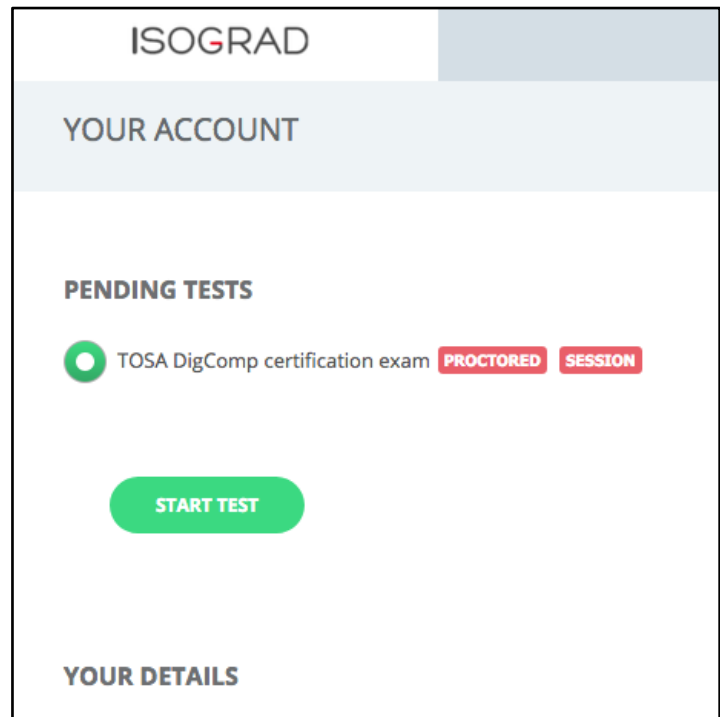
In the event of technical difficulties, please contact Software Secure's support:  
<http://clientportal.softwaresecure.com/support/index.php>

## V. Accessing a Remote Proctored Exam

### 1. LOGGING IN TO YOUR ISOGRAD ACCOUNT

Use your credentials to login to your account ([www.isograd.com](http://www.isograd.com)). Then click on **Your Account** in the top right.

The online proctored tests will be marked with a "Proctored" indicator as shown here:

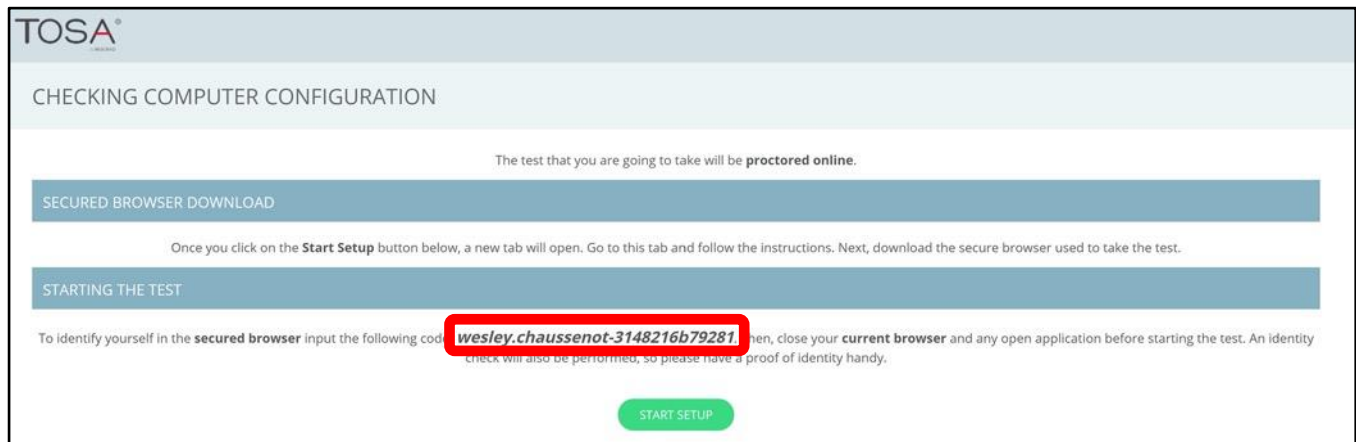


## 2. RPNOW INSTALLATION

Click on **Start Setup** to begin the installation process.



**Please copy your personal pin-code, as this will be needed to start the test.**



**TOSA**

CHECKING COMPUTER CONFIGURATION

The test that you are going to take will be **proctored online**.

**SECURED BROWSER DOWNLOAD**

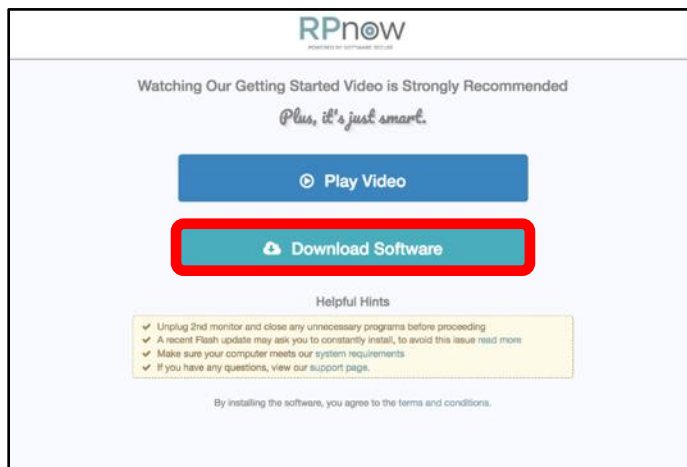
Once you click on the **Start Setup** button below, a new tab will open. Go to this tab and follow the instructions. Next, download the secure browser used to take the test.

**STARTING THE TEST**

To identify yourself in the **secured browser** input the following code: **wesley.chausse-not-3148216b79281**. Then, close your **current browser** and any open application before starting the test. An identity check will also be performed, so please have a proof of identity handy.

**START SETUP**

Click **Download Software**. Once downloaded and installed, start the RNow application. The License Agreement will appear. You must click **I Agree** to proceed.



**RNow**

Watching Our Getting Started Video is Strongly Recommended

*Plus, it's just smart.*

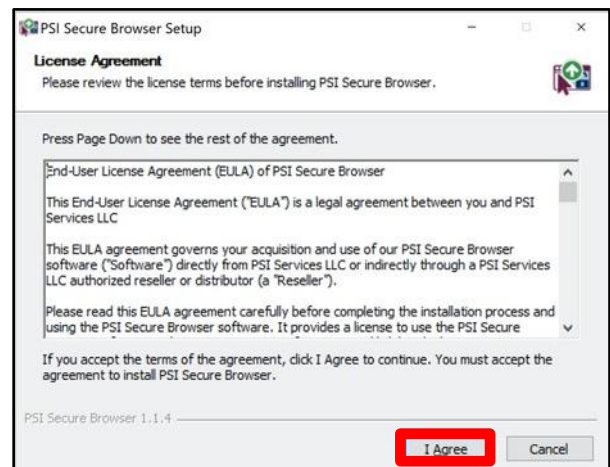
**Play Video**

**Download Software**

**Helpful Hints**

- ✓ Unplug 2nd monitor and close any unnecessary programs before proceeding
- ✓ A recent Flash update may ask you to constantly install, to avoid this issue read more
- ✓ Make sure your computer meets our system requirements
- ✓ If you have any questions, view our support page.

By installing the software, you agree to the terms and conditions.



**PSI Secure Browser Setup**

**License Agreement**

Please review the license terms before installing PSI Secure Browser.

Press Page Down to see the rest of the agreement.

**End-User License Agreement (EULA) of PSI Secure Browser**

This End-User License Agreement ("EULA") is a legal agreement between you and PSI Services LLC

This EULA agreement governs your acquisition and use of our PSI Secure Browser software ("Software") directly from PSI Services LLC or indirectly through a PSI Services LLC authorized reseller or distributor (a "Reseller").

Please read this EULA agreement carefully before completing the installation process and using the PSI Secure Browser software. It provides a license to use the PSI Secure

If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install PSI Secure Browser.

PSI Secure Browser 1.1.4

**I Agree** Cancel

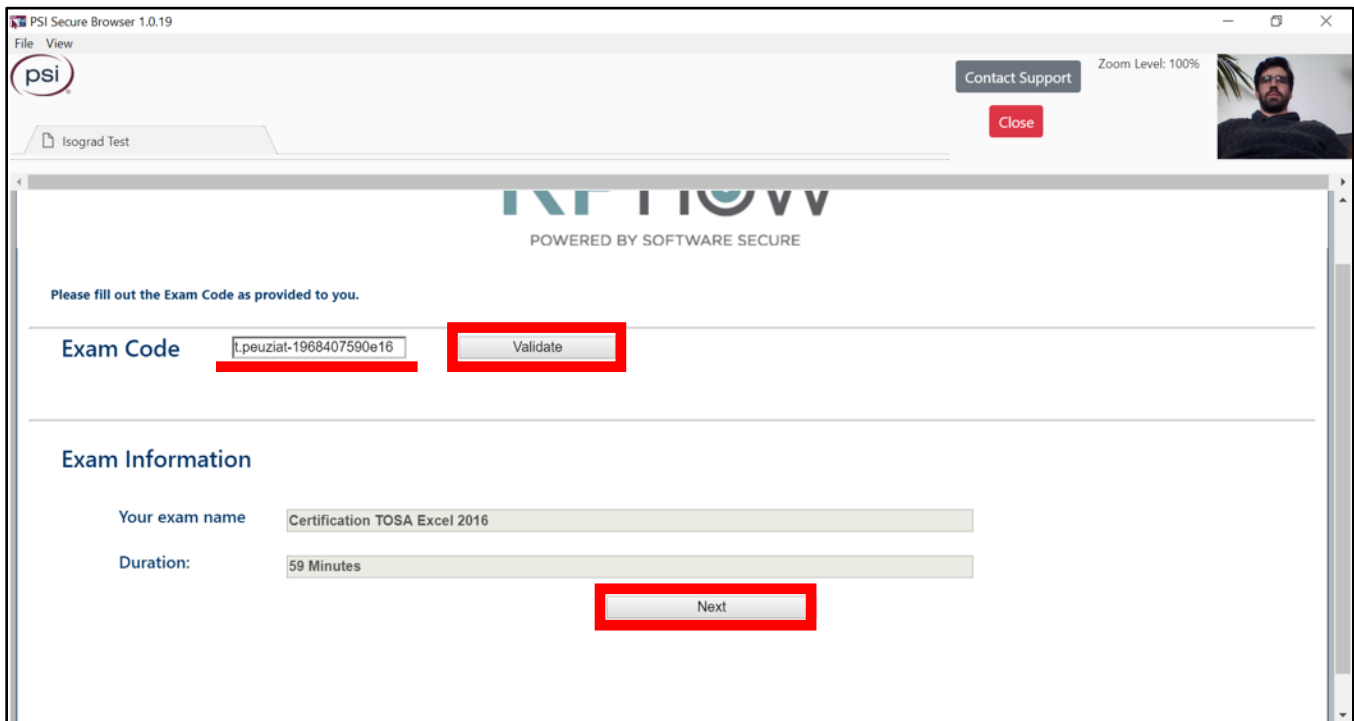
### 3. MICROPHONE TESTING

Speak clearly enough for the application to test your microphone. Once the test goes through, you will get a confirmation message.

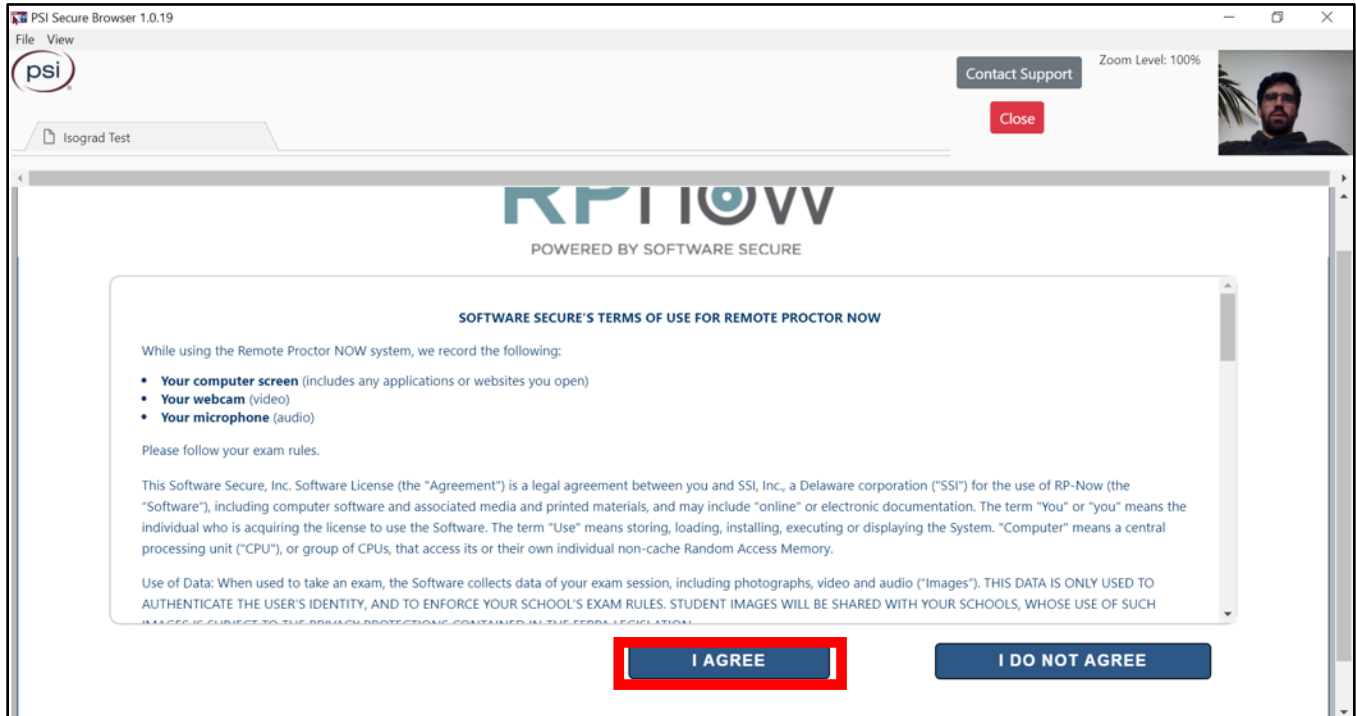


### 4. STARTING THE BROWSER

Paste or type-in your personal pin-code and click **Validate**. Click **Next** under Exam Information.



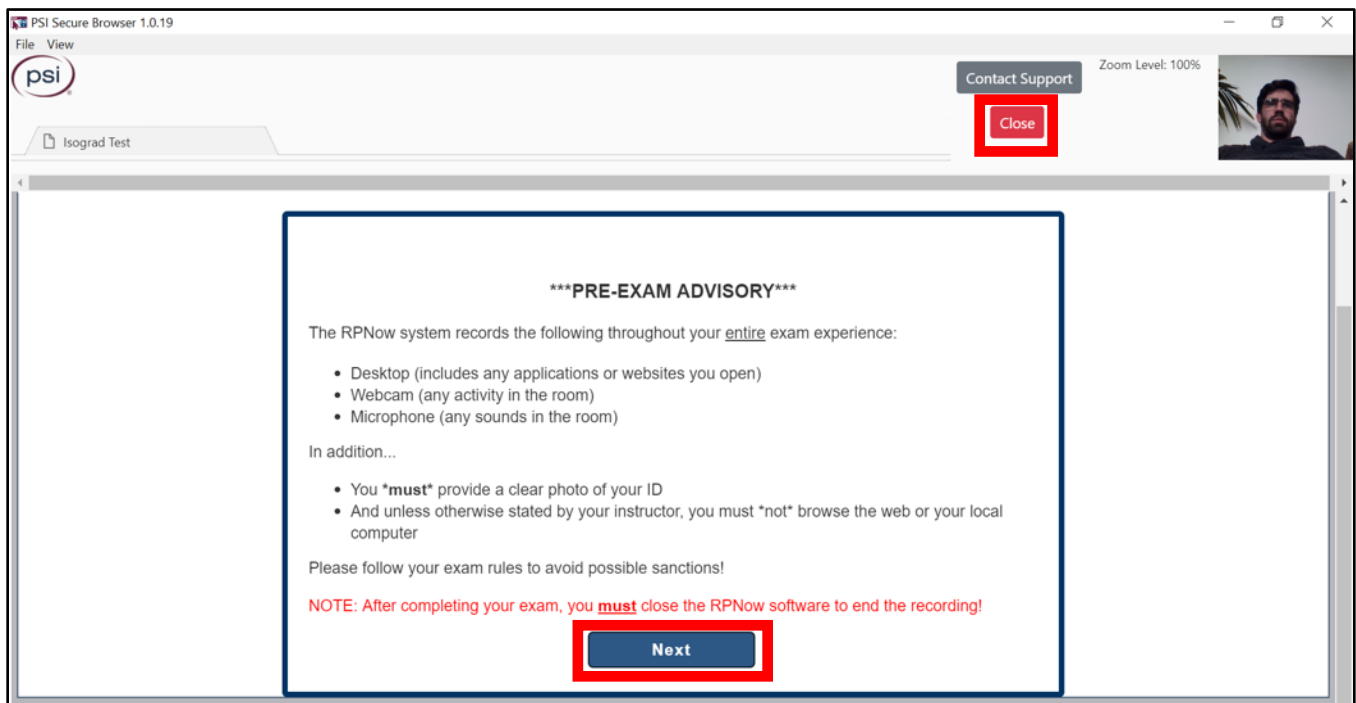
In order to go through with the test, you will have to agree to RPNOW's Terms of Use. After reading the Terms of Use, click **I Agree**.



## 5. PRE-EXAM ADVISORY

After reading the pre-exam advisory, click on **Next**.

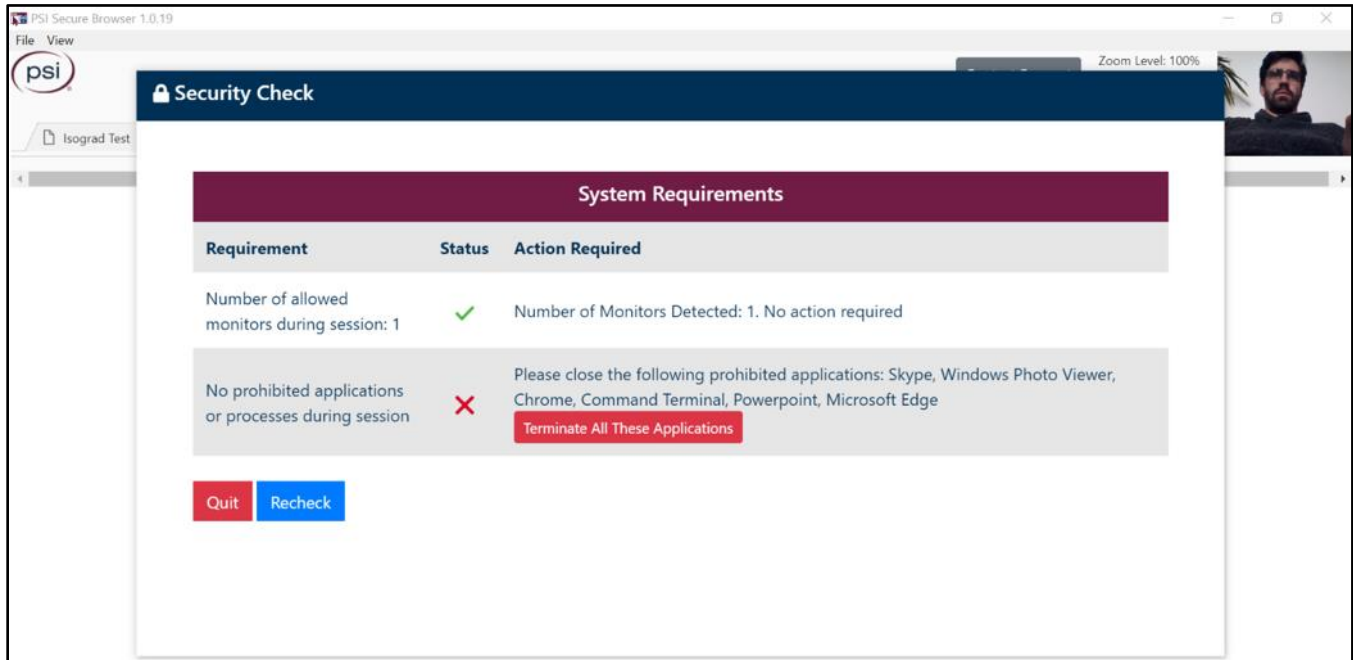
**Note:** At the end of the test, you will have to click on "Close" in the upper right to validate your test.



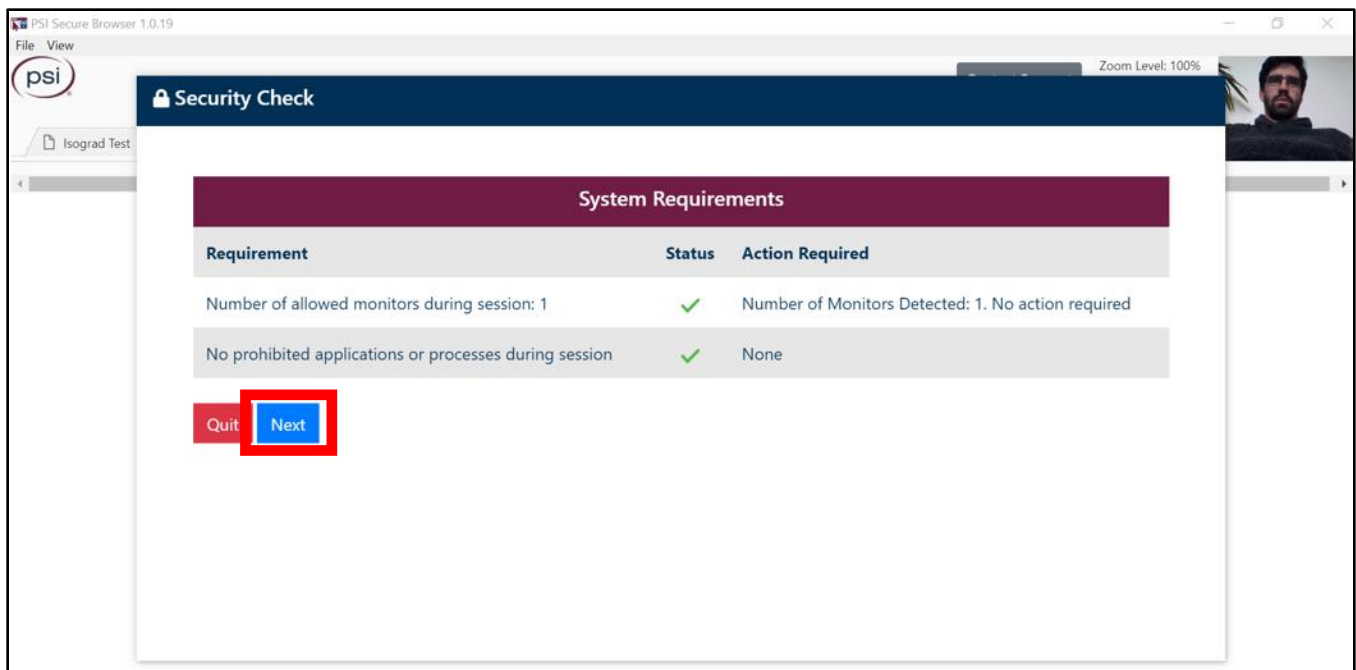
## 6. CLOSING ALL THIRD-PARTY APPLICATIONS

A security check will run a test on your workstation. This to ensure all third-party applications are closed before the test starts.

**Note:** you can close all applications by clicking on "Terminate All These Applications" (if any were open).



After all third-party applications have been closed, click **Next**.

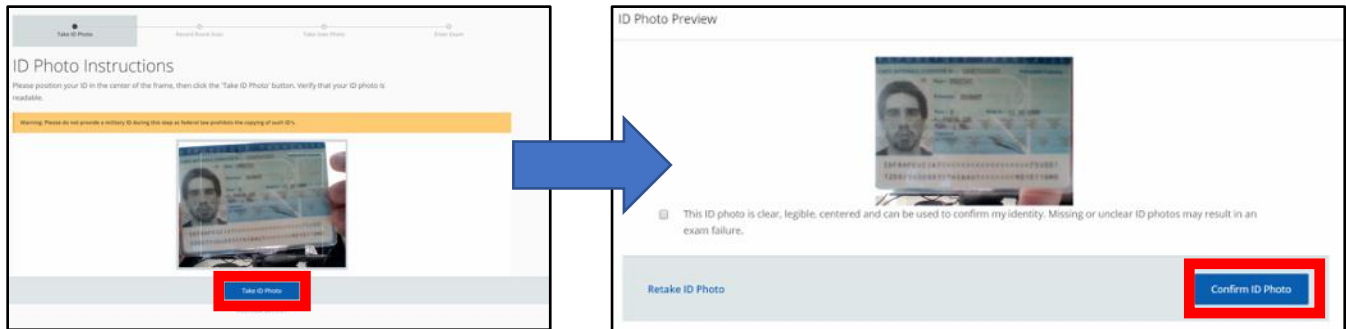




## 7. IDENTIFICATION VERIFICATION

You will be asked to take a photo of your valid photo ID with your webcam. To do so, click on **Take ID Photo**. You will be able to validate the photo by checking the checkbox underneath the photo, or you can retake the photo if needed, before clicking **Confirm ID Photo**.

**Note:** Your first and last name must be legible.



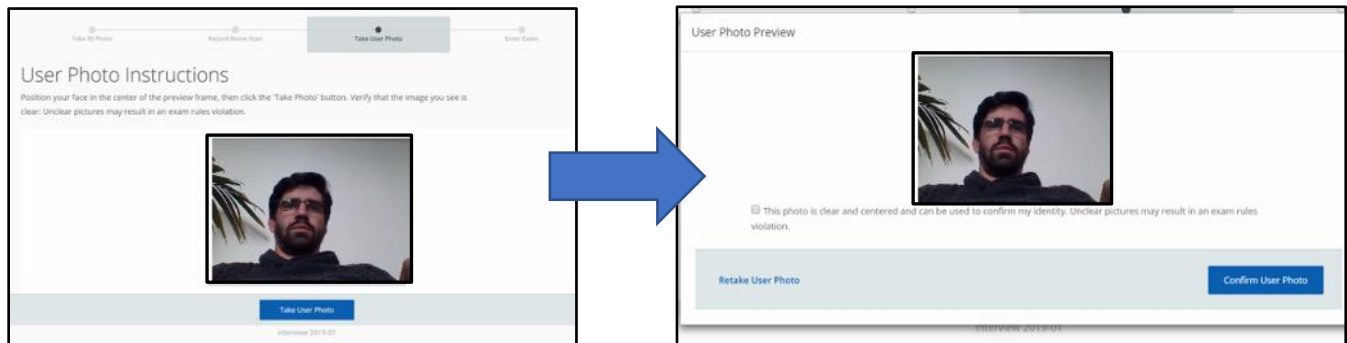
## 8. ENVIRONMENT CHECK

You will be asked to record a short video of your testing environment with your webcam. You will need to include footage of your desk to show that there are no documents or electronic devices other than your workstation computer. You will be able to view the video, or start the recording over if necessary, before clicking **Confirm**.



## 9. TEST-TAKE PHOTO VERIFICATION

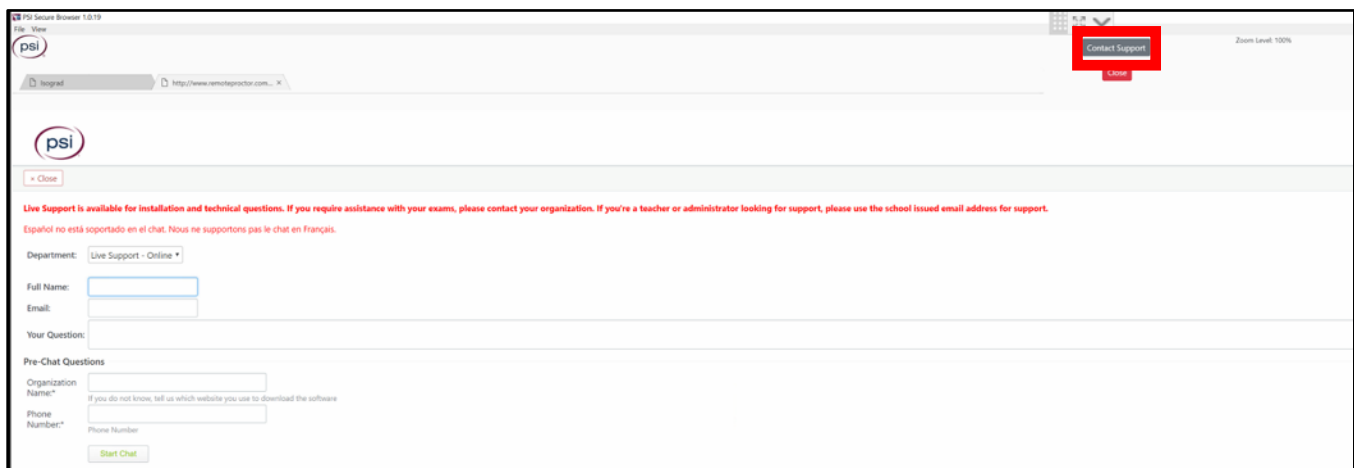
You will be asked to take a photo of yourself with your webcam. The photo must show your uncovered face. You will be able to validate the photo by checking the checkbox beneath the photo, or retake the photo if needed, before clicking **Confirm**.



## VI. Support

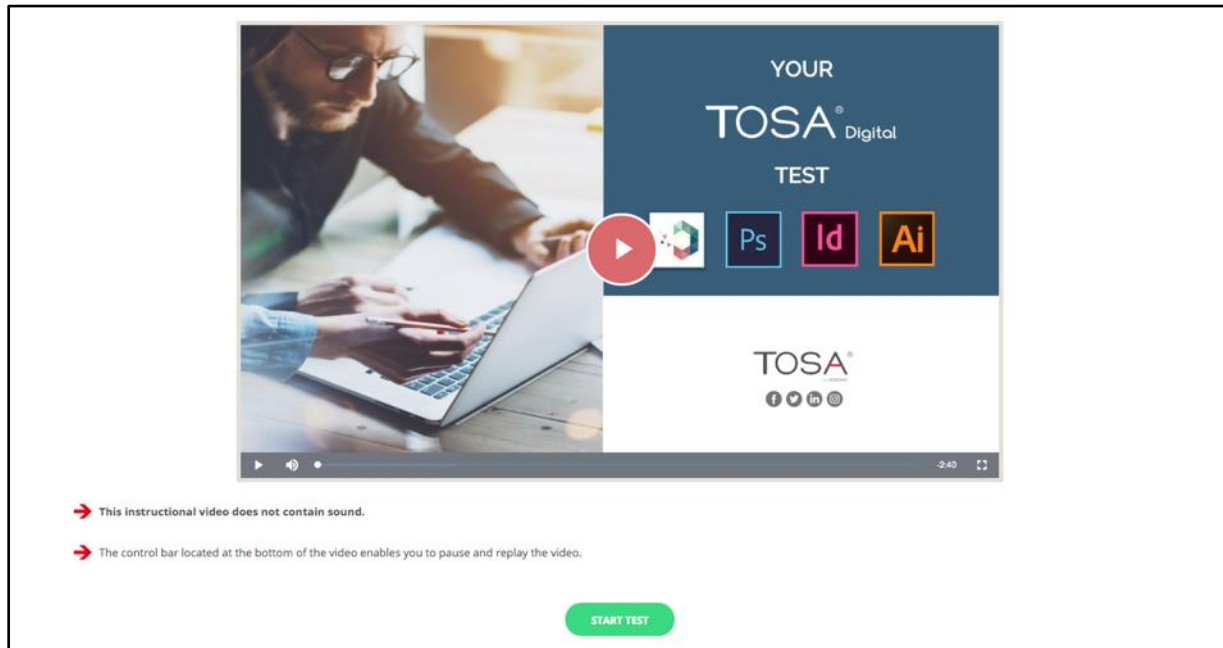
Software Secure's technical support is available by clicking on **Contact Support** in the upper right corner.

**Note:** For any questions related to the test itself, please contact Isograd's Support Team via email at [support@isograd.com](mailto:support@isograd.com).



## VII. Starting the Test

The instruction video appears. After watching it, you will be able to start the test.



## VIII. Ending the Test

At the end of the test, you will be able to leave any feedback in the comments section. Your score will be available on the next page.



After logging out of your Isograd account, do not forget to click **Close** to end the test (top right of the page).

Once the test is over, an expert from Software Secure will review the different steps. If the requirements are met, the certification will be validated.

The diplomas for validated exams are sent via email, usually within 10 business days of test completion.

