



Excellence Through Quality™

# ASQ Live Remote Proctoring FAQs

## SCHEDULING LOGISTICS

### *My ASQ exam was cancelled due to testing center closures. How can I reschedule to take my exam online through remote proctoring?*

Candidates can schedule their new exam appointments through the online Prometric account. Here, you can choose the online proctored testing option or the traditional center-based testing option. If the testing centers in your area have been reopened, you will be able to select a location and an available seat. Please note, even if testing centers in your area have not been reopened, you will still see the center-based testing option, but it will say there are no available seats.

### *My scheduled exam date is approaching, but I would rather take my exam online. How can I reschedule and opt to take the exam online through remote proctoring?*

If you wish to change your exam delivery method, date, or time, you must do so at least 5 days prior to your appointment using the Reschedule/Cancel option at <https://www.prometric.com/test-takers/search/asq>. Due to unprecedented volumes on Prometric phone lines and email requests, responses during this time may be significantly delayed. We encourage you to reschedule online in order to avoid those delays. ASQ is currently waiving exam rescheduling fees.

### *Is the online proctored testing option similar to taking the exam on-demand? Can I take the exam at any time?*

Since you are required to be video monitored by a live proctor during your exam, the exam is not “on-demand” and you will need to schedule it ahead of time. Appointments are offered 24/7 and are currently in high demand.

### *Can all ASQ exams be taken through ProProctor?*

All English ASQ exams with the exception of the CMBB (offered July and November via CBT) are available through Prometric ProProctor.

### *Why is the CMBB exam not offered for remote proctoring?*

The second portion of the CMBB exam is performance based which is not open book. To maintain the security and integrity of the CMBB exam, ASQ cannot allow this exam to be conducted via remote proctoring.

### *How do I request ADA accommodations for my online exam?*

If you require test accommodations in order to take your online exam, you must apply for and receive approval from ASQ before scheduling your exam. Once your request is submitted, you are required to have your medical provider complete ASQ special testing accommodations form and documentation of disability and send to [cert@asq.org](mailto:cert@asq.org). Please note, ASQ will not consider requests for accommodations without supporting documentation, and you will not be able to schedule your exam until your accommodations are approved. Please note, accommodations for remote proctoring at home are limited, please check with ASQ first.

### *In what languages are the exams offered through Prometric?*

ASQ online exams and communication with your proctor will be conducted in English only.

### *How do I schedule for the ASQ online proctored exam?*

After you have applied for an ASQ exam, been approved, and received your exam eligibility information, you can visit <https://www.prometric.com/test-takers/search/asq> to schedule your appointment.



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## *How do I ensure ProProctor is compatible with my computer?*

To ensure your computer will be compatible, please visit <https://rpcandidate.prometric.com/>.

## *Is there anything I need to do before scheduling my online proctored exam? Can I practice for the new online proctored testing format?*

Taking the ASQ exam online is very similar to taking the exam at a computer testing center. The only difference is the online check-in process and that you are being proctored by a remote proctor via your microphone and webcam. As a way to prepare for your online exam, we suggest you visit <https://www.prometric.com/ProProctor> to review a short video overview of the testing experience.

## **EXAM EXPERIENCE & TECHNOLOGY**

### *What are the technical requirements for remote proctoring?*

Requires a functional internet connection, computer enabled microphone and webcam. Remote proctoring is compatible with both Mac and PC. We strongly recommend a readiness test prior to your exam, please visit <https://rpcandidate.prometric.com/>

### *How does online remote proctored testing work?*

Similar to test center-based testing, online proctored testing requires that you be monitored by a proctor while you take your exam via your microphone and webcam. Before starting the exam, the candidate must present a valid, unexpired government-issued ID that is both signature and photo bearing. Both ID signature and print must match candidate's name in demographics and look like the candidate. Acceptable forms of identification include driver's license, military identification card, passport, state identification card, and a valid national identification card. Your image and pictures of your surroundings will be captured. Once you begin the exam, you will not be permitted to leave the room or move out of the proctor's view without first notifying and being acknowledged by the Proctor. Failure to inform the Proctor prior to taking a break or failure to return on time, may result in an inability to complete the exam. Once the candidate returns from a break, a full security scan will be conducted prior to resuming the exam. Please note, exam time will continue to run during a break and no more than three, 10-minute long unscheduled breaks are allowed during a remotely proctored exam.

### *What should I do if I have internet issues?*

Bandwidth speed drops can occur while using Wi-Fi, and can be unreliable. ASQ suggests only the candidate use the internet for testing in your household or hardwire to your router when possible.

### *What should I do if I have technical issues?*

You will need a camera, microphone, and webcam to successfully take ASQ remote exams. It is expected that the candidate understands technical aptitude or the fundamentals of using a PC or Mac.



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## *Where can I take my exam?*

When it is time for your scheduled exam, find a quiet, private, walled room with a closed door, and without distractions. Once the exam begins, you are not permitted to talk, stand, or move from your seat. Wall art, posters and whiteboards will be inspected. Also, no one else is permitted in the room with you while you are testing. During the check-in process after you have submitted all required photos, the proctor may ask to see your environment, including the walls, floor space and the desktop. Additional monitors and computers must be unplugged and must be turned off. You must agree to this scan or you will not be permitted to proceed further or to take the exam.

## *During traditional center-based testing, candidates are allowed to use reference materials and have blank sheets of paper for notes or calculations. Am I allowed to have this during the online exam?*

You are allowed to use reference materials and scratch paper for notes. The proctor will inspect the scratch paper during check-in and you will be required to show the scratch paper to the proctor before being instructed to dispose of it at the end of your exam. Books must be bound and remain bound during the exam. Scratch paper, post-it notes allowed as book tabs only, hardcopy dictionaries, built-in calculator, and a physical writing object such as a pen or pencil is allowed. Electronic dictionaries are not allowed.

**Candidates are prohibited from writing in reference materials once testing has started.**

## *What devices do I need for online proctor testing?*

You will need a stable internet connection and a reliable computer with a microphone and webcam. Please visit <https://rpcandidate.prometric.com/> to review a full list of system requirements and instructions for running a system test prior to your exam.

## *Where do I go to check in on exam day?*

Once you have scheduled your exam, Prometric will email you a confirmation notice of your ProProctor exam appointment. Included in the confirmation page is directions and information about environmental requirements, check in procedures, and launching your exam. Please make sure you allow 30 minutes to prepare your testing environment.

To get started, please visit <https://rpcandidate.prometric.com/> to run a system readiness check, download and install the ProProctor application, and launch your exam. You will be required to log in with your confirmation number and first four characters of your last name.

Make sure you have your photo identification available so that your identity can be verified. Acceptable forms of identification include: Driver's license, military ID, national identification card, passport, and alien registration card (green card, permanent resident, and visa). The form must collectively contain both a photo and signature of the test candidate. We will only accept original documents and will not accept photocopies. Be prepared to provide a 360° view of your environment using your webcam. All Exams are open book. Be sure to have your references and calculator available to display to the Readiness Agent during check-in. You will be allowed to use blank scratch paper. You will be required to show the Readiness Agent the scratch paper before you begin and end your exam. Once you have completed your exam, you will be asked to show your Readiness Agent your scratch paper and will be instructed to tear it up. Although you will not see your Prometric Proctor, he/she will monitor you throughout the testing process and will be available to provide assistance at any point during your exam.



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## ***Once logged in to ProProctor, what is the hold time to actually start my exam?***

The average hold time to check-in is 15 mins compared to 30 mins at test centers. You will observe a turning circle on the screen. Please do not disconnect as this indicates you are in a waiting queue. Prometric is working to add messaging to keep the candidate occupied and ensure everything is working as intended.

## ***Will I be able to access the internet while taking my exam?***

Your computer will be locked down once you start your exam. You will not be able to access the internet or use other software applications while taking your exam.

## ***Will I be able to use my phone while taking my exam?***

The use of mobile phones is prohibited during your exam. Using your phone may result in your exam session being terminated and you should prepare to be unreachable by phone while taking your exams. Mobile phones and other electronic devices must be placed out of arms reach before you begin your exam. If there is a technical software issue during the exam, the proctor will try to contact you online using the ProProctor software. If the proctor cannot contact you via software, they will call you at the phone number you provided during the check-in process. While you are not allowed to have your phone in your immediate workspace during the exam, you are permitted to use your phone in case of a technical issue to access technical support.

## ***Will I receive instant results once I complete my online remote exam?***

Upon completion of the computer-based examination, you will receive an e-mail from Prometric with your test results. ASQ emails exam results for updated or new Bodies of Knowledge (pilot exams) within four weeks. For more information regarding exam results please visit <http://asq.org/cert/faq/exam-results>.

## ***Is technical software assistance available during the exam? For example, what if there is a power outage during the exam?***

If there is a technical software issue during the exam, the proctor will try to contact you online using the ProProctor software. If the proctor cannot contact you via the software, they will call you at the phone number you provided during the check-in process. While you are not allowed to have your phone in your immediate workspace during the exam, you are permitted to use your phone in case of a technical issue to access technical support. The proctor will work with you to try to resolve the technical issues. Any lost time because of the technical issue cannot be added back into the exam and you will not be compensated for any lost time. If you would like to reschedule, the proctor will direct you to contact the Prometric Call Center with an Incident Report number they provide you.

For candidates in need of technical support while taking their ProProctor exam, please call 800-226-7958. The ProProctor exam support line is available daily from 7AM – 12:30 AM EDT.

## ***What if I can't find an appointment date and time to meet my needs?***

Please continue to periodically check availability as appointment options are added. Prometric continues to increase the number of remote proctors available to increase availability.