

ProProctor™ – Frequently Asked Technical Questions

EXAM SET UP

I passed my system check and want to be sure I have a successful testing event are there other things I need to prepare?

The following are important tips beyond the standard system check:

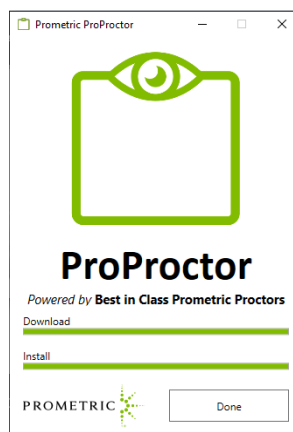
- Attempting to launch using virtual machines or remote desktop connections will not be permitted.
- Firewall and/or security settings may restrict your ability to launch the application.
- Testing on corporate laptops and machines may require additional steps.
- Download and upload speeds are a snapshot in time. Be sure to select a time to test when minimal traffic occurs using your internet services (ex. household members using video streaming or gaming).

For these and additional help topics, see the following ehelpp page:

<https://ehelp.prometric.com/proproctor>

I downloaded the application, but nothing happened, and I do not see an icon on my desktop. Did it install correctly?

The download is a very lightweight installation which allows you to launch your exam in a secure testing environment. There is no desktop application or shortcut which is created as part of the installation. After receiving the screen below, click 'done' and your application is installed. If you would like to validate success, look in your 'application' folder (on Mac) or the add/remove program folder (on Windows) for the ProProctor icon and application.



LAUNCHING YOUR EXAM

I am having trouble logging into the system. Why is this happening?

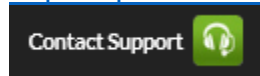
If nothing happens after clicking “launch”, the application may not have been installed or installed improperly. Try uninstalling the application and reinstalling. If you log into the system and then become immediately disconnected or are disconnected unexpectedly in the middle of their check-in, it can be a result of an internet interruption, firewall or a security setting on your computer. To trouble shoot this, see the ehelppage or connect with a member of our support team. The ehelppage can be found at <https://ehelp.prometric.com/proproctor>.

After entering my confirmation number and surname, I receive the error message “Error:”

Any candidate receiving this error should verify their confirmation number, first 4 letters of their last name, and exam date/time. Any candidate with less than 4 letters in their last name will simply enter their full name without spaces. In the event a candidate has 2 last names, they should use the first 4 letters of the first portion of their last name. Finally, a candidate will only be able to launch no more than 1 hour before their scheduled start time and no more than 8 hours after. Any candidate attempting to launch outside of this window will not be able to do so.

I have been waiting for a proctor for over 15 minutes, is there something I should do?

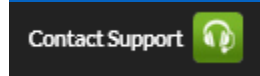
Any wait time exceeding 15 minutes can be concerning and is not a normal occurrence for ProProctor. In this scenario, click the exit button and try launching again (after at least 90 seconds). If the wait time persists, contact a member of our support team using the “Contact Support” link at the top of the <https://rpcandidate.prometric.com/> website.



TECHNICAL

What is the best way to contact Help Support?

For self-guided troubleshooting, consider using the ehelppage to search for common technical issues. Located @ <https://ehelp.prometric.com/proproctor>. If issues persist, the “Contact Support” link appears on the top of the <https://rpcandidate.prometric.com/> website.



I have contacted technical support, what can I expect for resolution?

Our technical support agents will work with you to troubleshoot your individual and unique problem. Steps they may take as part of the resolution will vary depending upon issue. This may include asking you to reboot your machine, and in some cases, it is necessary for them to see what you are experiencing on screen. In which case they will ask for your permission to take control of your screen. This will help expedite your resolution and get you back to your exam as quick as possible. For any changes they may make on your machine, you have the option to return to help desk at the conclusion of your exam so that any changes can be reverted to the pre-testing state. Be sure to return to technical support so they can assist with this step.

I received an BB0XX, what does this mean?

The following are error messages which may appear either while trying to launch an exam or at the point of a disconnect. See the description listed below along with suggestions on how to correct this.

Error Message	Description	Steps to resolve
BB01030	Occurs when an unknown exception is preventing an exam from launching.	<ul style="list-style-type: none"> • Exit the window or application, then try to launch test session again after waiting at least 90 seconds. • Ensure there are not multiple applications of ProProctor running in your task bar. If so, close all applications and try again. • Uninstall and reinstall the candidate app. • Reboot computer and try launching again. • Last resort, contact help support

		using the chat feature on the candidate portal (rpcandidate.prometric.com)
BB01040	Unexpected disconnect from the application. Usually stems from: <ol style="list-style-type: none"> 1. Network/Internet connection is poor or down. 2. Servers are down or other server-side issues. 	<ul style="list-style-type: none"> • Confirm internet connection is on • Verify ISP speed meets the minimum requirement by rerunning the system check on the website. • Consider using a hardwired connection vs Wi-Fi. • Try to launch test session again after waiting at least 90 seconds. • Last resort, contact help support using the chat feature on the candidate portal (rpcandidate.prometric.com)
BB01045	Similar to the BB01040 error, this generally occurs when there is an internet connection interruption on the test taker's end.	<ul style="list-style-type: none"> • Confirm internet connection is on and working. • Verify ISP speed meets the minimum requirement by rerunning the system check on the website. • Consider using a hardwire connection vs Wi-Fi. • Try to launch test session again after waiting at least 90 seconds. • Last resort, contact help support using the chat feature on the candidate portal (rpcandidate.prometric.com)
BB02020	Occurs when the application has previously been opened and an attempt is made to relaunch too quickly.	<ul style="list-style-type: none"> • Upon exit, wait at least 90 seconds. Try to launch the test session again. • Ensure there are not multiple applications of ProProctor running in your task bar. If so, close all applications and try again. • Last resort, contact help support using the chat feature on the candidate portal (rpcandidate.prometric.com)

How do I uninstall and reinstall the ProProctor application?

For instructions on how to uninstall on a Windows operating system, see the Windows [HELP](#) page. For Mac OS, see the Mac OS [HELP](#).

I have contacted technical support using the ‘Contact Support’ link, but am receiving a message “Agents are unavailable, please try again later”. What should I do now?

We do have agents available at all operational hours. During high volume times, the queue line may fill quickly. Exit the chat window, after waiting 60 seconds try initiating the support link again. If problem persists, contact our Candidate Care line at:

- Toll Free – U.S., U.S. Territories and Canada: 1-800-813-6779
- International: +1-443-455-6299 – Note that any international charges may apply
- Email: pro-proctor@prometric.com