1. WHAT IS REMOTE PROCTORING?

Remote proctoring is an exam delivery method administered by Prometric, SHRM's test administration vendor, using their ProProctor remote assessment platform. Remote proctoring provides you with the option of taking the SHRM certification exam in a convenient location of your choice (i.e., at home) versus testing at a Prometric test center, provided your residence or office is located in a country eligible for the service and your chosen testing environment and systems meet Prometric requirements.

2. WHAT DOES IT MEAN WHEN THE REMOTE TESTING EXPERIENCE IS REFERENCED AS "LIVE" REMOTE PROCTORING?

Live remote proctoring simply means the testing session is monitored by a qualified proctor through audio-video and screen share feed in real time. This as opposed to recorded or AI proctoring methods.

3. WHAT ARE THE MAIN DIFFERENCES BETWEEN TEST-CENTER TESTING AND REMOTE PROCTORING?

Location, and of course the testing experience are the main differences. Everything else is primarily the same to include the level of scrutiny built into security management/maintenance.

4. IS THE REMOTE PROCTOR TESTING OPTION OFFERED WORLDWIDE?

Remote proctor testing is currently available domestically and internationally in most countries except China, Ethiopia and Nigeria. Examinees in these countries must take the exam at an available Prometric test center.

5. WHY MIGHT REMOTE PROCTORED TESTING BE A GOOD OPTION FOR ME?

There are many reasons people choose to test remotely. One of these reasons might fit your circumstance:
• The pandemic has limited their test center options.
• There were no seats available at the time they wanted to test.
• They're in the high-risk category of COVID-19 and wish to stay safe.
• Testing in a familiar place helps ease some of their test anxiety issues.
• The nearest test center is farther away than they wish to travel.
• The convenience of testing anytime/anywhere gives them more control of their experience.

6. WHAT ARE THE SYSTEM REQUIREMENTS FOR REMOTE PROCTOR TESTING?

To test remotely you will need the following:
• A PC or Mac laptop or desk top computer
• Computer must be undocked
• Dual-monitor configurations are prohibited
• An internal or external webcam (if external it must be connected to the computer)
• A microphone
• A laptop or desk top computer power source
• A minimum screen resolution of 1024 x 768
• A Window 7 or higher, or macOS 10.13 or higher operating system
• The current version of Google Chrome web browser
• Reliable and stable internet connectivity with a speed of 0.5 mbps or greater.

IMPORTANT INFORMATION ABOUT INTERNET CONNECTIVITY
• The testing platform works best when used on a wired versus a wireless network
  (if possible, connect directly to your router).
• If testing from home, ask others within the household to avoid internet use during your exam session.
• Tethering to a mobile hotspot is prohibited.

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7. WHAT DO I DO IF THERE IS AN UNEXPECTED POWER OR INTERNET DISRUPTION DURING MY REMOTE PROCTORED EXAM SESSION?

If you experience a power or internet disruption during your remote proctored exam session, the exam will pause after the connection is lost. At that point you should try to reconnect to the exam by first exiting out of the window; a blank screen with an X will appear. Next, close the window; reopen the browser; and reconnect to the test driver. If successful, the exam and the timer will resume where you left off. You have up to 30 minutes before Prometric's exam disruption time allowance runs out. In the event you are unable to reconnect in time, your exam will be terminated, and you will need to reschedule. Contact the Prometric helpdesk via chat once your internet is back up or leave the testing room to use your smart phone. To contact the help desk using a cell phone without internet follow the instructions on the next page.

IMPORTANT NOTICE! Repeat disconnections are an indication of an unstable internet. In this situation SHRM will allow examinees up to three relaunches of the exam with up to 30 minutes of overall interruption time. Incidents which extend beyond either of these circumstances will result in the termination of the exam. If this happens the examinees can contact Prometric via chat to report the issue. Upon review and approval, examinees may receive a second opportunity to test. However, examinees will be required to test at an in-person test center location.

1. For an examinee using his or her phone with a separate Internet source, go to the remote proctoring URL https://rpcandidate.prometric.com/ and click on "Contact Support":

2. Enter information and click "click to chat":

3. The examinee will be connected to an agent:

8. CAN I USE A TABLET OR SMART PHONE TO TAKE MY REMOTE PROCTORED EXAM?
No, testing must be done on a computer. Testing is not compatible with a tablet, mobile phone or a hybrid tablet/laptop device (e.g., Microsoft Surface) and is therefore forbidden.

9. WHAT ARE THE ENVIRONMENTAL REQUIREMENTS FOR REMOTE PROCTOR TESTING?
To comply with the security procedures, there are various requirements for your testing environment:
• Your selected testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
• The entrance to the room must be in full view of the camera.
• Your workstation and surrounding area (including the walls) must be free of materials (i.e., pictures, office supplies, electronic devices, etc.).

10. CAN I TAKE MY REMOTE PROCTORED EXAM AT MY PLACE OF WORK?
SHRM does not recommend this, because doing so is problematic due to the corporate firewalls (including VPN) that many organizations have in place which could prevent successful test delivery. If you choose to test from the office, SHRM strongly recommends you involve your IT team to resolve any issue well-before test day.

### 11. HOW DO I KNOW IF MY COMPUTER SYSTEM MEETS PROMETRIC'S REMOTE PROCTORING REQUIREMENTS?
You can confirm your system's compatibility by going to: https://rpcandidate.prometric.com/ and completing the system check step.

12. HOW DO I SIGN UP TO TEST VIA REMOTE PROCTORING?
Once you receive your Authorization to Test Letter (ATT) you may schedule your exam appointment online (the preferred method). To schedule online go to www.prometric.com/shrm, scroll down and select the "Schedule Your Remote Proctored Exam" option.

13. I ALREADY SIGNED UP TO TEST AT A TEST CENTER BUT WOULD LIKE TO CHANGE TO REMOTE PROCTORING. HOW DO I DO THAT?

To change your appointment to remote proctoring you will need to cancel your existing appointment first. Go to www.prometric.com/shrm and click on the "Reschedule/Cancel" option under the "Actions" panel, then click on the "Schedule" option in "Remotely Proctored Exam" to schedule.
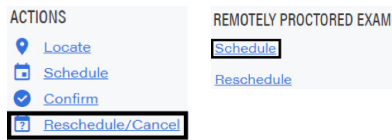
14. HOW WILL I RECEIVE MY EXAM RESULTS AFTER I TEST?

You will receive an unofficial pass/did not pass decision upon completion of the exam; it appears on the final screen before you click "end test". You will also receive an email that shows the message that appeared on-screen. It will be sent to the email address you used to set up your testing appointment within 24 hours of taking the test. Approximately four weeks after testing, you will receive an e-mail directing you to retrieve your official results from the My Resources tab in their certification portal. To protect confidentiality, results are not provided by e-mail, phone or fax.

15. HOW MUCH TIME AM I GIVEN TO TAKE THE EXAM AND HOW IS THE EXAM STRUCTURED?

The duration of your exam appointment is 4 hours and 15 minutes and is structured as follows with the option to take one unscheduled break of no longer than 15 minutes in duration (see details in item 11):

• Confidentiality Reminder – 2 minutes
• Introduction and tutorial – 8 minutes
• Exam Section 1 – Up to 2 hours
• Exam Section 2 – Up to 2 hours
• Survey – 5 minutes

You must complete section 1 of the exam in order to move on to section 2. Unused time from section 1 does not carry over to section 2.

You will not have the ability to review questions in section 1 after moving on to section 2. Flagged item review occurs at the end of Section 1 for items in Section 1 and then again at the end of Section 2 for items in Section 2.

16. IS A BREAK ALLOWED AT SOME POINT DURING THE EXAM?

Yes, you are allowed one 15-minute optional unscheduled break at any time during the exam session. However, please note that the exam clock will continue to run during this time. If you wish to take a break you must notify the Proctor before leaving the view of the camera. Failure to inform the Proctor prior to taking a break or failure to return on time from the break, will result in the termination of your exam session. Upon returning from the break a full security scan will be conducted before the exam session is resumed.

17. CAN I TAKE MORE THAN ONE BREAK?

No, only one break is permitted.

18. AM I REQUIRED TO TAKE A BREAK?

No, the break is optional. If you do not need or want to take a break, you should just continue testing.

19. CAN I USE MY WORK COMPUTER FOR TESTING?
SHRM does not recommend this, because doing so is problematic due to the corporate firewalls (including VPN) that many organizations have in place which could prevent successful test delivery. If you choose to test from the office, SHRM strongly recommends you involve your IT team to resolve any issue well-before test day.

20. CAN I DOWNLOAD THE PROMETRIC PROPROCTOR APPLICATION AHEAD OF TIME?
Yes, the ProProctor app may be downloaded at any time to your undocked laptop.

21. CAN I HAVE A GLASS OF WATER ON MY DESK WHEN TAKING A REMOTE PROCTORED EXAM?
No. Eating, drinking, smoking, and chewing gum are prohibited during the exam. However, if you have a medical condition that requires you to drink water or take any other action required to manage your medical condition please submit a testing accommodation request.

22. I SEE I'M NOT ALLOWED TO HAVE MY CELL PHONE IN THE AREA WHEN I'M TESTING, BUT WHAT IF I RUN INTO TECHNICAL DIFFICULTIES OR UNEXPECTED CIRCUMSTANCES DURING MY REMOTE PROCTORED EXAM SESSION AND NEED TO CONNECT TO A PROCTOR?
Cell phones are not permitted in the testing area but should be close by in another room. In the case of internet or power loss you should go to the room where your cell phone is located and connect with the Proctor. If using a smart phone, go to https://rpcandidate.prometric.com/, click on Contact Support, then follow the prompts.

23. WHAT ABOUT TURNING OFF POPUP BLOCKERS, DO I NEED TO DO THIS BEFORE TESTING?
Yes. Prior to launching the exam you must turn off web browser pop-up blockers to ensure a successful launch and the smooth administration of the exam.

24. I'VE HEARD THAT THE SECURITY CHECK-IN CAN TAKE LONGER THAN ANTICIPATED WHICH COULD RESULT IN A DELAY WITH MY EXAM START TIME. WHEN THIS HAPPENS WILL I STILL GET THE FULL 4-HOURS TO TEST?
Yes, you are expected to launch the exam 30 minutes prior to your scheduled appointment time to go through the Prometric security check-in process. However, delays do occur. If this should happen, rest assured that the extended time spent during security check-in will not affect your exam time and you will be provided with the 4 full hours to test.

25. ARE THERE TESTING ACCOMMODATIONS AVAILABLE FOR REMOTE PROCTORED EXAMS?
Currently we are only accepting testing accommodation requests for extended exam time or to accommodate a medical condition for remote proctored exams. If you need other types of accommodations, you will need to schedule an in-person exam at a Prometric test center location.

26. IS REMOTE PROCTORED TESTING A REPLACEMENT FOR THE IN-PERSON TESTING FORMAT?
No, remote proctored exam testing is an additional testing option and not a replacement of in-person testing. Both are available alternatives.

27. IS REMOTE PROCTORED TESTING A PERMANENT OFFERING OR IS IT BEING OFFERED TEMPORARILY AS RESULT OF COVID-19?
SHRM plans to offer the remote proctored exam as a permanent testing option unless test security becomes an issue.

28. HOW DOES REMOTE PROCTORED EXAM DELIVERY AFFECT SHRM'S CERTIFICATION ACCREDITATION?
Live remote proctored exams meet the standards established by SHRM's accrediting body; therefore, SHRM's accreditation is not affected.

29. I HAVE A MEDICAL CONDITION THAT REQUIRES TEXT READING SOFTWARE DURING MY EXAM, CAN I STILL TAKE A REMOTE PROCTORED EXAM AND RECEIVE THIS TYPE OF ACCOMMODATION?

Unfortunately, no. The ProProctor platform does not support text- reading software so you will need to schedule your test at a testing center.

30. I'VE BEEN TOLD REMOTE PROCTORING CAN BE DONE ANY DAY OR TIME OF THE WEEK. IF THIS IS SO WHY AM I BEING TOLD THE TIME I SELECTED IS NOT AVAILABLE?

Remote proctoring is available 24/7; however, keep in mind that due to the number of test takers Proctors are mandated to monitor, the day and time you select may not be available. If you are told your day/time is not available, just simply select a different timeframe.

31. IS THERE AN ADDITIONAL FEE TO TAKE A REMOTE PROCTORED EXAM?

No. At this time there is not an additional fee to take an exam via remote proctoring.

32. CAN I WHISPER OR READ THE QUESTIONS OUT LOUD?

No. For security reasons examinees are not permitted to read out loud or whisper exam questions/answers.

33. CAN I USE SCRATCH PAPER WHEN TAKING A REMOTE PROCTORED EXAM?

Yes, you may have two sheets of blank paper and must do three things at the end of the exam: 1) Completely scribble out all writing on each side of the two sheets of paper; 2) Show it to the proctor as evidence that all writing has been obliterated; and 3) Tear up the sheets of paper in front of the proctor into no fewer than 16 pieces of approximately the same size.

34. WHAT IS PROMETRIC'S DATA PRIVACY PROTECTION POLICY SPECIFICALLY AS IT RELATES TO THE DURATION OF STORING IDENTIFYING DOCUMENTATION SUCH AS MY GOVERNMENT ISSUED PHOTO ID?

Prometric retains examinees' test related documentation for 30 days.   After that time the information is removed from their system. You will be asked to acknowledge and consent to this as part of the privacy policy review.

35. AM I REQUIRED TO CONFIRM THE COMPATIBILITY OF THE EQUIPMENT I WILL BE USING FOR TESTING PRIOR TO SCHEDULING A REMOTE PROCTORED EXAM APPOINTMENT, AND DO I NEED TO VERIFY THIS CONFIRMATION WITH THE TESTING VENDOR?

You must confirm the compatibility of their equipment and systems prior to testing but you will not need to verify that fact with Prometric.

36. WHAT IF I REALLY WANT TO TALK TO SOMEONE AT PROMETRIC FOR SCHEDULING/RESCHEDULING? CAN I CALL THEM?

Yes, however, please be advised that the wait time may be long due to agents assisting other customers. The quickest way to get resolution is to fill out an online request form which can be found here: