



**CLEAR** LEARNING



# Technical Requirements for CLEAR's Online NCIT Basic Program

**WELCOME TO PROPROCTOR™**

Powered by Best-in-Class Proctors

User Guide 5.0

Revised: June 2020

## WELCOME TO PROPROCTOR™!

With Prometric's ProProctor online proctoring, we have two goals. One is to bring you a reliable, and valid way to test that is also convenient. The other is to make your testing experience as stress free as possible.

ProProctor gives you greater flexibility to choose where to test, when to test and how to test. It is a reliable, convenient – yet secure – testing experience.

ProProctor support tools, such as this User Guide, show you how to prepare for your test day so that you'll be less nervous when the time comes. We believe that the more you know about what to expect in advance, the more comfortable you will feel testing remotely.

### PROPROCTOR SYSTEM REQUIREMENTS

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#### Laptop/PC Power Source

Please plug your device directly into a power source, unattached from a docking station.

#### Screen Resolution

1024 x 768 is the minimum resolution required

#### Operating System

Windows 7 or higher | MacOS 10.13 or higher (\*note tablets are not currently supported devices)

#### Audio Hardware

Working speakers and microphone required, wired headphone and microphone allowed

#### Web Browser

Current version of Google Chrome

#### Internet Connection Speed

0.5 mbps or greater

#### Wi-Fi Connection

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, and make sure there is no additional load on your wi-fi connection from other users such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to our system (your exam).



**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).

## FOLLOW THREE SIMPLE STEPS

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### 1. System Check

Before installing the ProProctor application, you should run a [System Readiness Check](#). This check confirms whether your computer can install and run the ProProctor application so that you can take your exam. Prior to the meeting, ensure you communicate with all participants the importance of using the computer camera and “seeing each other” face to face, to ensure the best meeting results and engagement.

