



# The Pharmacy Examining Board of Canada

## Le Bureau des examinateurs en pharmacie du Canada

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### Remote Proctoring Troubleshooting Tips

#### for PEBC Computer-based Examinations (MCQ) and *Remote Proctoring Demo Exam*

##### Before You Launch Your Examination


1. Download this document onto your Smartphone for easy retrieval if the computer you are using for your exam disconnects from the testing platform.
2. Prepare your testing computer (laptop/PC) and testing environment:
  - before exam day
  - again on exam day, at least 15 minutes before launching your exam
3. Prepare the following:
  - wall behind you must be bare – remove photos, clocks, etc. or cover entire wall with a bedsheet
  - remove or cover distracting objects such as bookshelves, office supplies, etc.
  - keep a mirror (10 cm x 10 cm) at your workstation
  - post a “Do not enter” sign on the door
  - disconnect all devices from your computer and remove them from the room:
    - Bluetooth mouse/keyboard and web camera/microphone/speakers attached with a wire are permitted
  - turn off Google Chrome pop-up blockers
  - **check that your operating system is Windows 8.1 or higher / MacOS 10.13 or higher**
  - **PEBC recommends using a screen size that is minimum 14 inches (35.5 cm)**
  - set your monitor to screen resolution 1920 x 1080 and 100% scale
  - connect your computer to a stable, wired Internet connection using an ethernet cable and an adapter if needed; if using Wi-Fi, set up your workstation where the Internet signal is strongest
  - shut off and disconnect all other devices (yours and anyone else’s) that share the Internet; tell everyone who shares your Internet not to use the Internet during your exam
  - do the [System Check](#)

##### Launching Your Examination:

4. Launch your exam using the [ProProctor Remote Proctoring Platform](#):
  - as early as possible up to one hour before your scheduled exam appointment time
  - no later than 15 minutes after your exam appointment time
5. If you are not able to launch your exam within 2 hours, your system is likely not compatible to take the MCQ exam using remote proctoring:
  - contact PEBC by email to discuss next steps
6. After launching your exam, you are placed in a virtual queue – be patient. You may be placed twice in a virtual queue after launching your exam:
  - once before a Readiness Agent (RA) connects with you to check in; and
  - once after check-in but before a Proctor connects with you to start your exam

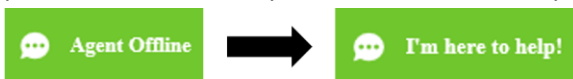
7. If an RA or a Proctor does not connect with you after 30 minutes:
  - use another device (such as your Smartphone) to contact the [Global Help Desk](#) and wait in the queue until you reach a Live Agent (see next page)
  - **do not** close the [ProProctor Remote Proctoring Platform](#) application even if you experience a long wait (closing the application means you will lose your place in the queue)
  - when the issue is resolved, turn off the device and leave it outside the test room

### **During the Examination**

8. For any technical issues, send the Proctor a message via the chat function.
9. If you experience the *Calculator* or *Scratchpad* covering any of the questions, you may use the *Zoom Out* function at the top of the screen to decrease the size of the questions and the *Calculator/Scratchpad* until they are both unobstructed, then *Zoom In* again when the *Calculator/Scratchpad* are no longer needed: 
10. When you wish to take an unscheduled break, send the Proctor a message via the chat function and take your break after the Proctor replies. However, Proctors may be busy engaging with other candidates so if the Proctor does not respond within 3 minutes:
  - send the Proctor the message, “I am taking my break now” via the chat function; then
  - take your break and leave your workstation
11. When you return from a break, send the Proctor a message via the chat function that you are back. If the Proctor is not available, resume your exam. The Proctor will complete the environmental and candidate checks with you when they return.
12. If you get disconnected from the testing platform or the testing platform is unresponsive:
  - the exam pauses and you do not lose time
  - follow these steps:
    1. close the window
    2. reopen Google Chrome
    3. go to the [ProProctor Home Page](#)
    4. relaunch your exam
  - if this does not work, disconnect your computer/force restart, then relaunch your exam:
    - you may be placed in a virtual queue and must do the environmental and candidate checks again – be patient
  - do not contact PEBC unless the Global Help Desk:
    - is unable to help; and
    - gave you a ticket number
13. If you accidentally end your exam or are unable to relaunch your exam do not call PEBC. Instead:
  - send an email to PEBC ([cbt@pebc.ca](mailto:cbt@pebc.ca)):
    - Subject: URGENT PEBC # (Your 5 or 6-digit PEBC number)
    - Body of email: give your Prometric confirmation of exam appointment number, details of what happened and your best contact information
    - PEBC will attempt to respond within 48 hours
    - PEBC will determine and advise the best resolution on a case-by-case basis

## **Contacting Support (Global Help Desk)**

14. On exam day, if you need technical assistance because you **cannot launch your exam** or get **disconnected from your exam** and the testing platform, contact the [Global Help Desk](#):
15. The popup chat window (usually in the bottom right corner of the screen) may say, “Agent Offline” – be patient and wait until you see “I’m here to help!”, then click it:



16. On exam day, candidates who need immediate assistance go to the top of the live Global Help Desk queue. To get to the top of the queue, give your 16-digit Confirmation Number and full name, then answer the first questions in the Live Chat according to the information below. If you do not answer with the below responses, you will **not** connect to a Live Agent:

### **Cannot Launch Your Exam**

1. When is your exam scheduled?  
**Today**
2. At what stage of your exam you are in currently?  
**Launching Exam**
3. Are you aware of exam launch process?  
**Yes**
4. Are you facing any issue or error?  
**Yes**
5. Have you gone through the Frequently Asked Questions / Common Technical errors section?  
**Yes**
6. Did the Frequently Asked Questions / Common Technical errors help to resolve your issue?  
**No**
7. What type of exam are you taking?  
**Other**

### **Disconnected from Your Exam**

1. When is your exam scheduled?  
**Today**
2. At what stage of your exam you are in currently?  
**Disconnected from Exam**
3. Are you aware of reconnect procedure?  
**Yes**
4. Have you tried reconnecting the exam?  
**Yes**
5. Are you able to Launch exam again?  
**No**
6. What type of exam are you taking?  
**Other**