

# GIAC Guide to Taking Exams With ProctorU

This guide provides important policy and technical information that will maximize your chance of a great exam experience with ProctorU.

# GIAC

## CERTIFICATIONS

Review this guide  
prior to exam day.

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# Computer Set-Up Requirements

*Extensive computer requirements and restrictions of remote proctoring are necessary to ensure the integrity of our program throughout the remote proctoring process.*

➔ *The remote proctor will need access to your machine settings, camera and microphone during the duration of the exam.*

➔ *The necessary computer requirements and settings may introduce challenges for you to use remote proctoring. In some cases, candidates may need to:*

- borrow a suitable computer,*
- partition their hard drive,*
- or secure a new basic machine*

*to mitigate risk and complete their exam.*

## CRITICAL

Complying with the following guidelines as well as the [technical requirements](#) on the GIAC website is critical to successfully accessing & completing your exam.

Success will likely require one or more of the following:

- Adjusting your computer settings & configuration
- Reducing or eliminating levels of security
- Uninstalling & disabling software
- Installing a new browser
- Updating a browser or operating system
- Using an ethernet connection & ensuring you are the sole internet user during your exam
- Using a computer with a clean hard drive & minimal installations (NOT a work computer!)

# Incompatible Software

The following types of software will prevent a successful exam experience with ProctorU

➔ You must UNINSTALL these applications prior to your exam:

- **Virtual Machines** (VMware, Virtual Box, etc.)
- **Remote Desktop** (Team Viewer, GoToAssist, Zendesk, etc.)

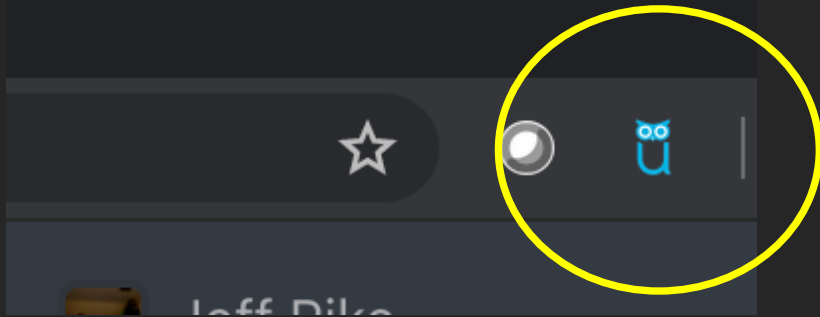
➔ Prior to your exam, you must disable:

- **VPN** (Zscaler, NordVPN, Symantec, etc.)
- **Hyper-V** in Windows – instruction provided on [page 11](#)

➔ Ensure these applications are fully shutdown prior to your exam:

- **Web and Video Conferencing** (Skype, Zoom, Slack, Webex, GoToMeeting, etc.)
- **Recording or Playback Utilities** (iTunes, Spotify, etc.)
- **Screen Capture or Streaming Tools**
- **Casting Tools** (Airplay, Google Cast, etc.)
- **Voice Chat Tools** (Discord, Ventrillo, TeamSpeak, etc.)

# Technical Requirements



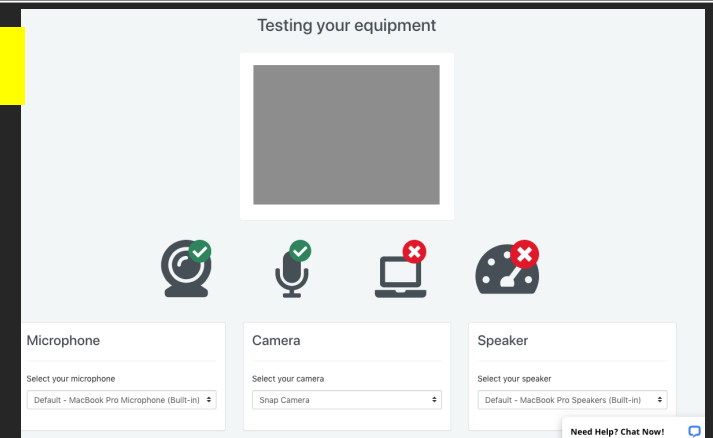
The ProctorU Browser Extension must be installed prior to taking the exam. Once installed, you will see a little blue owl to the right of your browser search bar.

You can install the most updated version of the ProctorU extension [here for Chrome](#) and [here for Firefox](#). No other browsers are supported.

## Important

Complete ProctorU's [automated equipment check](#) prior to exam day. This will test your camera/speakers, monitor, browser, current internet speeds, RAM and CPU usage. If any equipment does not pass, connect with a [live representative](#) who will do a manual check.

*\*\*Be advised: Passing this equipment check does not guarantee exam day success & does not account for security settings and [incompatible software](#)\*\**



# Testing Environment Requirements



## The Exam Room

- Should be enclosed by 4 walls— Avoid 'open' areas
- Free of noise & interruptions
- Well lit, so that you and the room are clearly visible to your proctor via your webcam



## Immediate Testing Area

- Clear work surfaces
- No personal belongings (cellphones, smartwatches, etc.)
- No writing instruments
- You are permitted an armful of hardcopy resources/notes in alignment with the [Open Book Policy](#)



## Your Computer

- Only one computer is permitted in the testing room
- Your exam computer should have a single mouse, keyboard, and display— Additional computer monitors and/or external displays connected to a laptop are prohibited, even if they are powered off
- Headphones of any kind are prohibited

Need special **Testing Accommodations** for a disability?

Do not schedule your exam appointment yet!

Review GIAC's [Disability Accommodation Policy](#) and apply for special accommodations at least four weeks prior to your desired testing appointment.

# Identification Requirements

➔ ProctorU requires that your name is displayed in English on both of your IDs.

If you do not have two forms of ID in English, please notify us at [proctor@giac.org](mailto:proctor@giac.org) at least 7 days prior to your exam.

## Two Forms of ID Are Required

1st ID must have a photo. Acceptable photo IDs include:

- ✓ Driver license
- ✓ Passport
- ✓ Military Identification
- ✓ Temporary government issued Identification
- ✓ Any Physical Government Issued Identification Card

**Please Note:** Bank cards are **NOT** permitted as a form of ID (NO credit, debit, ATM, etc.)

2<sup>nd</sup> ID does not require a photo. It may be from the first list or any of the following:

- ✓ Birth Certificate
- ✓ Voter's registration card
- ✓ School or institution ID
- ✓ Tribal Membership Card
- ✓ Proof of professional certification (For members of regulated professions)
- ✓ Proof of automobile insurance card, renter's insurance, or homeowner's insurance
- ✓ Health insurance card issued by a private health insurance company, by Medicare, or by a government agency
- ✓ Library card
- ✓ Pilot's license
- ✓ Utility bills, which are often used as proof of residence or address
- ✓ Marriage certificate
- ✓ School record or report card
- ✓ Membership cards issued by private clubs (social, athletic, educational, alumni, etc.)
- ✓ Membership cards (called loyalty cards) issued by private companies (supermarkets, warehouse club stores, etc.)

All forms of ID must be current (not expired)

# Accessing Your Exam



GIAC will send you an email with a link to access your exam appointment **30 minutes before** your scheduled appointment time and **again at your appointment time**.

➔ (You can use either email to get connected)



After entering your GIAC logins, you will be redirected to ProctorU. Your photo will be taken, and you will be asked to accept the ProctorU exam rules.



You will be prompted to download, install and run LogMeIn Rescue -- more info on [page 8](#).



You will be connected with a ProctorU proctor who will:

- Check your IDs
- Review your prepared exam resources
- Require a 360-degree pan of the room using your webcam
- Grant you access to your exam

**\*This start-up process does not deduct from your exam time\***



# LogMeIn Rescue

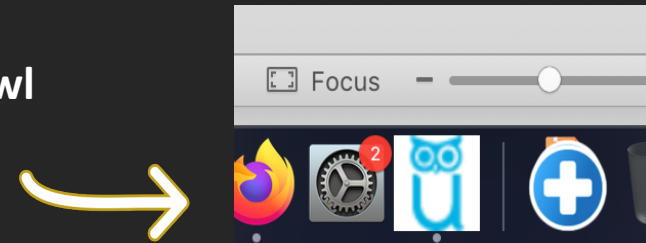
LogMeIn Rescue is an applet used by ProctorU to secure and monitor your computer during your exam. This applet also allows you to communicate with your proctor and receive assistance during your exam.

- **When prompted download, unzip, and install LMIRescue.zip.**

- **Run the Support-LogMeInRescue application.**

*If you have multiple copies from a previous attempt, run the latest one. Each copy of this app is only good for one session.*

- **Once you have successfully run the application, the blue ProctorU owl will be displayed in your task bar.**



- **Finally, your proctor will use remote access to properly configure your computer for your exam session.**

*There may be a delay between the time your session connects with ProctorU and when your proctor becomes available to interact with you and set up your exam.*

**CRITICAL: Do NOT close this application once you launch it.**


This is your session with your proctor. If you close the application prematurely you will need to click on the ProctorU browser-extension to initiate tech support and wait in a service queue until a support representative is available.

# Wait Times & Breaks

## ProctorU Wait Times

Please expect that delays may result during your session as a result of:

- Waiting to connect to an available proctor during a high-volume appointment day/time (up to or more than 30 mins)
- Troubleshooting that may be necessary to resolve technical issues before starting your exam or during your exam
- Needing to re-secure the testing environment after a break

 **Schedule your exam with unexpected delays & potential wait times in mind.**  
**Avoid planning important appointments or events immediately following your exam session.**

## Exam Breaks

 **You are permitted one 15-minute timed break during your exam, as explained in our Exam Policies.**

Emergencies happen... if you must take an additional break please be aware:

- You must notify your proctor
- The exam clock will not stop
- Your proctor will need to re-secure the room when you return
- GIAC will be notified that an unpermitted break occurred during the exam

To reduce the need for unpermitted breaks, we advise against consuming beverages during your exam.

Repeated instances of unapproved breaks during an exam session may disqualify the exam attempt & result in your certification being revoked.

# GIAC Exam Policies

## Open Book Policy

GIAC exams are open book format. You may use an armful of hardcopy books and/or notes, so long as the materials **do not** have the appearance of GIAC questions or answers.

- Authorized reference materials include:
  - ✓ SANS Course Materials
  - ✓ Index/Table of Contents and/or Hand-written notes
  - ✓ Printed reference books/magazines
- Unauthorized reference materials include but are not limited to:
  - \* Soft copy electronic documents
  - \* Internet (Google, blogs, emails, etc.) or browser windows not connected to the GIAC Exam Engine

## Skipping Questions

By design, you will not be able to review or make changes to answered questions. For this reason, GIAC provides the option to skip questions instead.

- You will be allowed to skip between 10-15 questions depending on your exam. The exact number you can skip is stated in your Certification Overview available in your account.
- To answer skipped questions, click the provided **Answer Skipped** button. Otherwise, questions will automatically be displayed at the end of the exam.

## Break Allowances

You are allowed one, 15-minute break over the course of your exam where the exam clock will stop.

- Any skipped questions must be answered for the **Take a Break** button to be used.
- At the conclusion of your break, the Proctor will require you to rescan the room.
- Your Proctor will need to enter their proctor password before you will regain access to your exam.
- The exam clock will resume automatically if you do not return by the 15-minute mark.

## Flagging Questions

Providing feedback will not affect your score. To flag a question, click the **Flag Last Question** button after you submit your answer. You will have the opportunity to flag up to 10 question for review that you believe may contain:

- Typographical errors (space, formatting, etc.), spelling and grammatical errors
- Technical inaccuracies
- More than one correct answer

## Other Helpful Resources

GIAC's ProctorU Information Page:

<https://www.giac.org/certifications/get-certified/remote-proctor>

Uninstalling ProctorU Add-Ons:

<https://support.proctoru.com/hc/en-us/articles/360035678532-How-do-I-uninstall-ProctorU-software->

### Disabling Hyper-V in Windows

To disable Hyper-V in Control Panel, follow these steps:

1. In Control Panel, select **Programs and Features**.
2. Select **Turn Windows features on or off**.
3. Expand **Hyper-V**, expand **Hyper-V Platform**, and then clear the **Hyper-V Hypervisor** check box.

