GIAC Guide to ProctorU Exams

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

It is highly recommended that anyone taking a GIAC exam with ProctorU review this guide prior to exam day.
1. Environment:
   - A testing environment with minimal noise. GIAC is not responsible for at-home interruptions and any resulting impact on your exam outcome.
   - Ensure there is adequate lighting, comfortable seating, and clear work surfaces.

2. Personal belongings in the testing area are **strictly prohibited**. Such items may include but are not limited to:
   - ✖ Cell Phones and smartwatches
   - ✖ Wallets
   - ✖ Writing instruments (exception is dry erase marker)

3. Items that are permitted are restricted to the following:
   - ✔ Testing computer with a single display, mouse, and keyboard.
   - ✔ Small white board (no larger than the size of a standard sheet of paper) and dry eraser marker.
   - ✔ An armful of hardcopy books/notes in alignment with GIAC’s Open Book Policy.
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 rescans 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
ProctorU Browser Extension

Complete prior to exam day

The ProctorU Browser Extension must be installed prior to taking the exam into an up-to-date version of Chrome or Firefox.

If it is 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 located here for Chrome and here for Firefox.
Turn Off VPN

Remember to disable any VPN software prior to taking an exam with ProctorU. *(Note: You will not be prompted to do so, please be proactive)*

If VPN software is enabled, you will be stuck trying to connect indefinitely. Your only indication will be a window similar to the one pictured here.
LogMeIn Rescue is an applet used by ProctorU to secure and monitor your computer during your exam. This applet also allows you to communicate and receive assistance during your exam.

The person who will interact with you and your host using LogMeIn Rescue is the ProctorU proctor.
When prompted download, unzip, and install LMIRescue.zip.
Run the Support-LogMeInRescue application.

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

**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 (blue owl icon shown on page 2) to initiate tech-support. You will need to wait in a service queue until a ProctorU support representative is available.
LogMeIn Rescue
Application Setup Complete

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

You may click on this icon to view your proctored exam session and interact with your proctor.

Once again, DO NOT close this program, it is your session with your proctor.
Pictured here is an example of a typical ProctorU setup session once the Support-LogMeInRescue program is run.

Note: That 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.
Welcome! You've successfully connected to a ProctorU representative. I will be working to connect you to the next available proctor. Please do not close this chat, as it holds your place in line. Once connected, your proctor will conduct an environmental check during the start process. This step will include a full view of the room, desk/table, and floor around you. With that in mind, please remember to:

Prepare your workspace: Ensure you're in a private location, free of unpermitted materials such as desk mats, electronic devices, books or notes (unless otherwise specified by your instructor). Remove headphones, non-religious headwear, and smartwatches. Prepare your computer: Remember to save/close all applications except your browser prior to connecting, including additional browser sessions, Microsoft applications, and chat programs. Due to high testing volumes as a result of COVID-19, you may experience up to a 30 minute wait to connect to a proctor, but you will be able to take your exam. Reaching out to support will not expedite this process. I will transfer you to a proctor as soon as possible. Thank you for your patience during this time. Good luck on your exam!

At this point your proctor will take control and properly configure your computer for your remotely proctored exam.

You proctor may choose to interact with you via the speaker and microphone of your computer or by typing text in the Support-LogMeInRescue session.

It usually takes your proctor a few minutes to configure your computer, verify your test materials, and to view your testing area (with your help).

After that, your proctor will launch your exam for you.
Other Helpful Resources

ProctorU System Requirements:
https://www.proctoru.com/auto-resource-center#system

Uninstalling ProctorU Add-Ons:
https://support.proctoru.com/hc/en-us/articles/360035678532-How-do-I-uninstall-ProctorU-software-

GIAC’s ProctorU Information Page:
https://www.giac.org/certifications/get-certified/remote-proctor