



Human Capital Leaders in Education

Quick Start Guide
for taking a test with
Record and Review Proctoring

Hello and welcome!

In an effort to promote fairness, the Human Capital Leaders in Education certification exam utilizes a proctoring application that will record the assessment experience for potential review later. We know you value your privacy, and we do too. So, before you get started, there is some **important information you should know:**

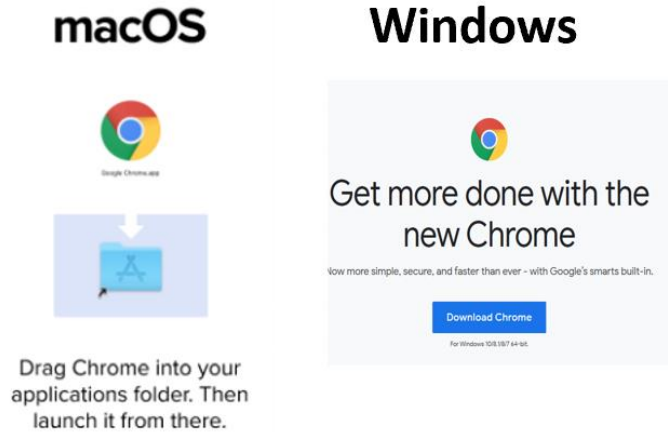
- **We will tell you before we record any exam data** - No one is watching you and there are no programs running in the background. The software is only running while you take your exam. Once you are done, it turns off.
- **The proctoring app utilizes Zero-Knowledge encryption to keep your data safe.** Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized official. It's not just end to end encryption, it's a zero-knowledge system.
- This means **only the exam administrator** has to your exam recordings & data.

If the proctoring app is required, there are several simple system diagnostic tests that will be required. You can either perform these system tests in advance of the actual assessment date or just prior to taking the assessment. You must use Google Chrome to take the assessment. You will also be prompted to install the "Proctorio" Chrome extension. You can easily uninstall and install this extension whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or the organization who has assigned this assessment, not the test software provider.

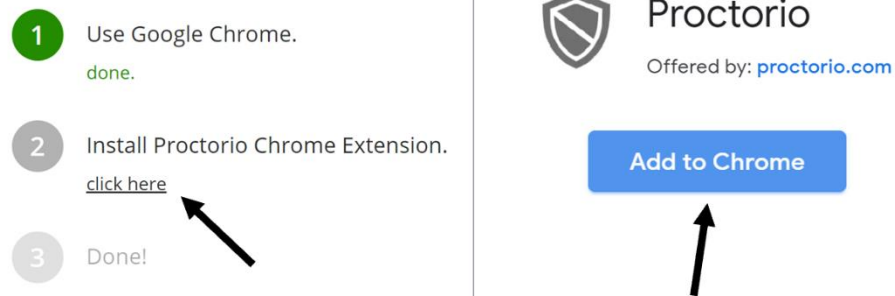
We recommend that you perform these diagnostic checks prior to the actual test date. This will allow for any potential issues to be identified and resolved.

Let's begin the system checks!

- First, make sure you are using Google Chrome. You can [download Google Chrome](#) and install it if you don't already have it on your computer.



- Then open Chrome and head over to getproctorio.com to install the Proctorio Google Chrome extension.



- Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome:

For Windows

- Check to make sure your camera is working:
 - Click the Windows (Start) button.
 - Type the word camera. Click on the Camera App.
 - You should see yourself on camera. If you do, your camera is working.



Camera App

- Check to make sure that your microphone is working:
 - Click the Windows (Start) button.
 - Type the word Voice Recorder. Click on the Voice Recorder App.
 - In Voice Recorder click on the blue Record button. Record for a few seconds then click stop.
 - Play the new file that was recorded on the left-hand pane. If you hear yourself, then you have a properly configured microphone



Voice Recorder App



For Macs

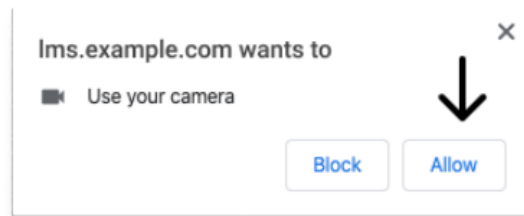
- Check to make sure Camera works on Mac:
 - Click the Photobooth icon on your dock or from the applications folder.
 - The camera should come on automatically. If you see yourself, the camera is working properly.
- Check Microphone works on Mac:
 - Click Apple icon in the top left corner of the screen.
 - Click System Preferences.
 - Under system preferences select Sound either by clicking it or by searching for it in the search text box.
 - Select the Input tab.
 - The list of recording devices will appear. Make sure that the "Internal Microphone" is selected. Try speaking into your microphone and look for bars moving beside Input Level while you talk. If they are moving, your microphone is working properly.

Check to see if you have the latest version of Chrome

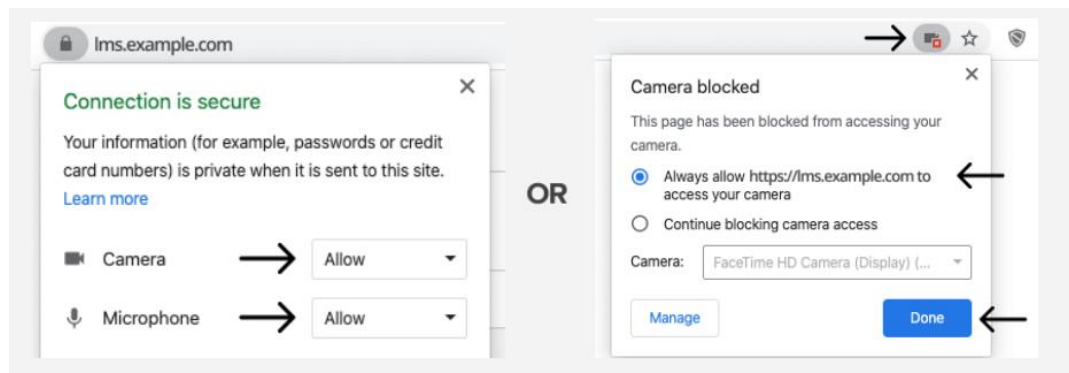
- To learn more about updating your version of Google Chrome, visit: <https://support.google.com/chrome/answer/95414>
- If the camera or microphone are having any issues, please fix those issues before starting your exam.

You are ready to start the assessment when the testing window opens!

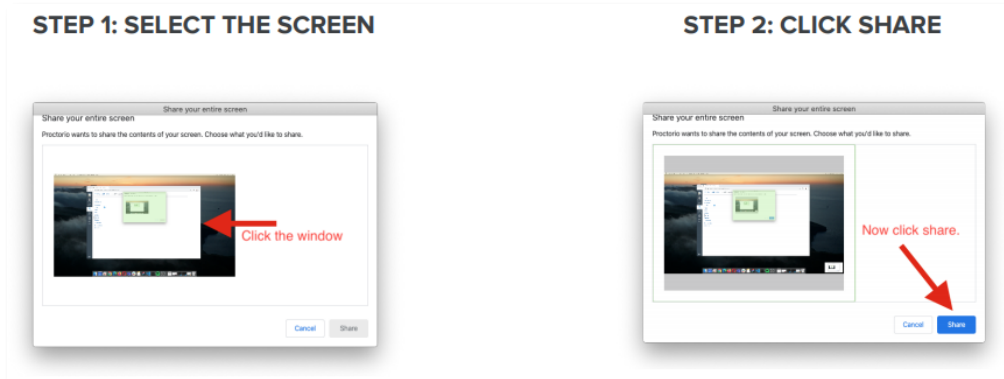
- First, we recommend you restart your computer, which will free up available memory (RAM).
- Use the link you have been provided to log into Questionmark.
- Select the appropriate assessment. Once you select the exam, the proctoring software will start automatically.
- Before your exam begins, you will be taken through a series of **pre-checks**. These will establish and verify your internet connection, operating system, camera & microphone.
 - Depending on the exam settings, you may also be asked for permission for camera and microphone access. You must click allow to continue.



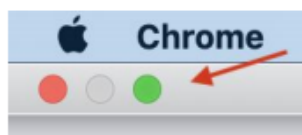
- If your camera or microphone fails the pre-check please set their permissions to allow by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.



- Depending on pre-determined settings, you may be asked to do specific tasks that will enable your system to interface with the proctoring software and provide access to the assessment.
- Before beginning the exam, you will be required to show an acceptable form of ID, such as a driver license or passport, to confirm your identify.
- You will then be asked to share your screen. **The “share” button will be disabled until you click on the screen you want to share:**



- macOS Catalina (10.15) users may experience an error when attempting to share their screen. The solution is to take the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.



Note: The time limitation for your exam will not begin until after you have completed the pre-check process and the exam starts.

Once you’ve made it through the pre-checks, you are ready to go! Good luck!

Finishing the assessment

After you have finished and submitted your assessment, close the browser tab or click the "Stop Sharing" button to end the proctored session.

