Remote Testing Tips

As FINRA begins to implement remote testing, listed below are some tips from Prometric Testing Centers on what to expect before your exam, during your exam, and after your exam.

Before the Exam:

- At least one day prior to your exam date, we recommend that you run a Systems Readiness Check to ensure that you can install the ProProctor application on the actual computer that you'll be using to take the exam.
- To launch your exam, you will need to enter your appointment confirmation number and the first four letters of your last name. This should be done at least 30 minutes before the scheduled start time so that the inspection of your testing environment can be completed.
- The exam check-in is an easy-to-follow and self-serve process.
- After checking in, you'll be greeted by a Prometric Readiness Agent to complete the security checks.
- Using your webcam, you will be required to provide your identification (e.g., driver's license, passport) and also navigate around the room in which you're testing. This includes showing your walls, desk or tabletop, under your chair or seat, the insides of your pockets, and whether you have any electronic devices connected (e.g., headphones in your ears) that could be used to assist you during the exam.
- You must confirm that no other person or pet will be coming into the room during the exam.
- After the inspection, there will be directions and a tutorial provided about virtual testing.

During the Exam:

- Once your exam begins, a Prometric Proctor will be watching you take the exam. Although the Proctor will not be seen, he/she is available throughout the testing process. Using the LIVE PROCTOR feature on the right side of your screen, you can speak with or send a chat message to the Proctor if you need help.
- During the exam, your face needs to consistently remain in the middle of the camera/screen.
- You are permitted to leave the room during the exam (e.g., a bathroom break); however, the check-in process must be repeated before continuing. Please note, during the break and re-check process, your testing clock will not stop (the re-check process could take approximately 10 to 15 minutes).
- The testing software will provide a calculator application; you cannot use your own.
- The testing software provides an onscreen calculator, a virtual scratchpad to capture your notes digitally, as well as highlight and strikethrough functionality, which allow you to mark through "distractors" or bring attention to portions of the displayed exam question.
- Skipping questions is not permitted. Once a question appears, you must select your response, then the next question is provided.
- Exams are forward-moving only (i.e., there's no "Mark for Review" option). Once you submit your answer to a question, you will not be able to go back to review questions or change your answers. To reduce the potential for careless mistakes, be sure to complete a second reading of each answer choice.
- If you lose connection during your online test, your test information will not be lost. However, you should make every attempt to log back in immediately to prevent the scoring of an incomplete test, which could result in a failure and subsequent waiting period. Once you log back in to the online testing platform, your test will resume from the last question answered.

After the Exam:

- Once the exam is complete, you will find out immediately whether you've passed; however, a certificate will not be provided. Instead, a copy of your test result will be emailed to you within three business days.