In this issue: Prometric's update to the ProProctor online exam software and tips to improve your online testing experience—including advice from a licensure candidate!

Prometric ProProctor Software Update

Prometric is releasing an update to their online exam delivery software, ProProctor, as part of their ongoing effort to address technical issues in online exams. The update includes:

- Easier to find tech support contact information—it will now be in the top menu bar
- New zoom in/out functionality to increase the size of text and images
- Improved internet reconnection ability following short lapses of connectivity

The ProProctor update will not impact the exam delivery format or tools available to candidates while testing. Implementation of the software is planned to take place the evening of October 7 when no candidates are scheduled to test.

If you have previously taken an online-proctored exam with Prometric and already have the ProProctor software on your computer, you will be prompted by Prometric to download the updated version before you can launch your exam. Follow the prompts to check in and begin your exam.

Online Testing Tips

Here are some things you can do to improve your online testing experience:

1. Connect Via Ethernet, Not Wi-Fi
Connect to the internet via ethernet and limit other uses of your bandwidth during your appointment. After establishing an ethernet connection, disconnect your Wi-Fi to ensure your computer maintains an ethernet connection throughout your exam.

2. Close All Computer Applications
Having other applications running in the background when testing through ProProctor will impact the performance of the exam software. Make sure you close all applications prior to testing.

3. Adjust Your Network and Computer Security Settings
ProProctor accesses your computer, including your camera and microphone, which may be identified as a security threat by your system. Prior to your exam, **adjust or disable the security and antivirus settings on your computer, router, and those set through your internet service provider** (ISP) to ensure ProProctor is not blocked throughout your appointment. If you're unsure how to check your ISP security settings, reach out to your provider directly.

4. Disable Your Virtual Private Network (VPN)
Connecting your computer through a VPN will limit performance of the exam delivery software and may cause ProProctor to block your access completely, so you'll need to disable it prior to your exam. Reach out to your company's IT support team for assistance on identifying your VPN and disabling it.

5. Make Sure Your Webcam Uses Autofocus
As part of the check-in process, Prometric will confirm your ID via your webcam. If your webcam isn't able to autofocus, reading the text on your ID can be difficult or even impossible, and you may not be able to finish your security check.

6. Schedule Your Free 30-Minute Test Run Appointment
The test run will help you identify potential technical problems with your online testing setup or testing space prior to your exam. You should schedule your test run at least one week in advance of your actual ARE appointment and have the space prepared just as you will on test day.

Plus, read our latest blog post from licensure candidate Evan Berger, who's taken the exam through both on-site and online testing methods. Evan provides advice to help you decide which method is best for you, plus tips on troubleshooting your online-proctored exam in advance.