**CertLRS MCQ Online Proctored Written Exam FAQs**

1. ***Can I use an iPad to take my exam?***

No, the exam can only be taken on a computer or laptop. An iPad can be used for the second camera however.

1. ***When do I receive my system test link?***

You will receive a system test link one week before the date of the exam.

1. ***When do I receive my exam launch email?***

The exam launch email is sent 72 – 24 hours before the exam. The latest you will receive it is 24 hours before the exam.

1. ***What happens if I choose to do my exam on a different computer after I have done the system test?***

A system test link is only valid for the computer which you will use for the exam. If you change computers, you will need a new system test link. You will have to email the College and request for new system test links to be sent to you.

1. ***Do I get confirmation that my system test has been completed successfully?***

If the system test completes without issues than it has completed successfully. You do not receive an email to confirm completion.

1. ***Do I need to tell the College that I have completed my system test successfully?***

No, please do not email the College to tell us you have completed the system checks. Only email us if there is a problem.

1. ***Can I sit the exam at work or in a test centre?***

The recommendation is to sit the exam at home. Work computers usually have firewalls that can prevent exam connection problems so please use your own computer at home.

1. ***Why am I still getting a system test link email even though I have already completed my system test? Does this mean I need to do the system test again?***

These are just reminder emails that are automatically generated by the system to ensure that all candidates complete their system check. Please ignore these reminder emails if you have completed your system test successfully.

1. ***What are the technical requirements for my computer in order to take the proctored exam?***

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| **Device** | **Requirement** |
| Bandwidth | Minimum 1Mbit/s upload speed, recommend upload speed 1.5Mbit/s. Tethering is not supported. |
| Browser | Latest version of Google Chrome |
| Webcam | Required |
| Microphone | Required |
| Audio | Required |
| PC | Windows 8 or higher |
| Mac | Mac OS X |
| Mobile Device | You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process |
| Android device specification | 4.1 or higher |
| iOS (Apple) device | 8.0 or higher |

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| Exam delivery **does not support** the following: Google Chromebooks, Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.), and Microsoft Surface RT. However these devices can be used to download the ProctorExam app and for use throughout the exam as the mobile device to record the exam environment. |

1. ***Do I need to do the system test more than once?***

No, you only need to do it once, unless you change computer.

1. ***Can I wear earphones or earplugs?***

As the CertLRS is an open book exam, earplugs and headphones are allowed.

1. ***Can I use scrap paper?***

Yes, you can use scrap paper top take notes.

1. ***My WiFi router restarts every couple of hours and takes 1-2 min to come back. Will this affect my connection and answers during the exam?***

Yes this will affect your connection and disconnect you from the exam. You will have to find an alternative space and WiFi to use for the exam.

1. ***Which browser must I use for the exam?***

You must use Google Chrome and you will be guided through the set-up for this during the system test.

1. ***Is the exam start time my local time?***

Yes the start time is always your local time. For example if you live in London then the exam start time of 10am is 10am London time.

1. ***What time do I log onto my exam?***

You log on to your exam at the designated start time and complete the set-up before proceeding into the actual exam paper.

1. ***When do I do my pre-exam set-up?***

You do this first when you log on at the exam start time. The exam starts after the set-up is complete.

1. ***What if my set-up takes longer than expected? Will this affect my exam time?***

You will not lose any exam time if your set-up takes longer than expected. But it is important to complete the system checks a few days before the exam to minimize delays on the day.

1. ***I briefly lost internet connection during my exam and am convinced I lost exam time due to the outage. How do I know I didn’t lose any exam time?***

The exam timer pauses during any loss of internet connectivity and resumes when connection is re-established. No exam time is lost.

1. ***Why did I briefly lose connection?***

This will be because a temporary connection problem or instability of your own WiFi or internet connection. Any candidate’s internet connection can suffer this unexpectedly.

1. ***Will the College take responsibility for my brief loss of internet connection?***

No. The College can only be responsible if the connection problem affects ALL candidates. We cannot take responsibility for a candidate’s own internet connection as candidates are instructed to complete a system test prior to the exam.

1. ***I want to email the College with my personal feedback on my exam experience. Can I do this?***

Due to the increasing number of e-mails being received by the examinations department we are no longer able to individually respond to all e-mails offering personal feedback about an exam. If you choose to continue to e-mail us because you feel that your enquiry is worthy of an urgent personal response please can you be as succinct as possible in your description of the issue is that you feel needs to be answered.

The examinations department has detailed information about all its examinations on the College website including FAQ documents such as this one. The College is frequently contacted by candidates to ask questions that are already fully described / answered on the website. We will not respond to questions where we feel that adequate information is already in the public domain.

If you have any issue that you wish to raise pertaining to a recent examination performance that you consider might be relevant in an appeal (granted only in respect of procedural irregularities), we ask that you wait until after the results are released before contacting us. We will not respond before the result date unless there are specific and concerning allegations of the following nature: assault or physical harm, infringement of UK law or issues of probity.

1. ***I want to appeal my result. Can I do this?***

You must read and follow the official appeals procedure on our website. Please note any appeal will only be considered on account of a procedural irregularity for which the College has caused and that has affected all candidates. Any appeal that does not adhere to this will be dismissed outright.

1. ***Are there any other documents or links I should read or videos I should watch?***

You are advised to click ALL of the following links and read/watch thoroughly. We do not take responsibility for candidates not reading the important information that is sent to them.

**How to take your online exam – Video link**

<https://www.rcophth.ac.uk/wp-content/uploads/2022/06/How-to-Take-Your-Online-Proctored-Exam.mov>

**Important Information for CertLRS Online MCQ Exam Delivery**

<https://www.rcophth.ac.uk/wp-content/uploads/2021/07/Important-Information-for-CertLRS-online-MCQ-Examination.docx>