

Remote Proctoring Guide

System Requirements & How to Launch the Exam

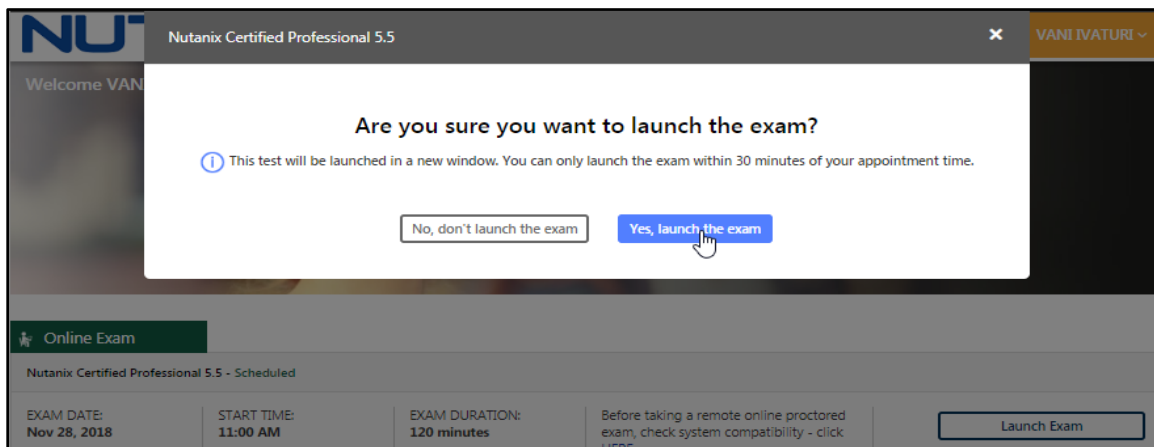
Use for: CISA | CISM | CGEIT | CRISC remote proctored exams

System Requirements:

- Computer that meets these requirements.
 - o Supported OS: Windows XP, Vista, 7, 8, Macintosh 10, Linux (Chrome extension)
 - o Web browser: Google Chrome or Chromium version 32 and above
 - o Webcam/Microphone: Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- Stable, broadband internet connection. Recommend minimum speed of 50 kbits per second.
- Candidate must be able to install **PSI Secure Browser** software on your exam day computer. This is especially important if you plan to use an enterprise computer which may prohibit.
- Permissions to disable firewalls, alter features, or close programs to pass system checks.

How to Launch the Exam:

1. To launch your exam, log-in at <https://www.isaca.org/myisaca/certifications>, and click the link to **Take, Re-Schedule or Cancel Exam** which will redirect to your PSI exam dashboard.
2. Click **Launch Exam** on the dashboard to prompt the popup below. Click **Yes, launch the exam** button to proceed. This button will be disabled up until 30 minutes before the scheduled start time.



3. After launch, candidates must complete a compatibility check which first requires installing PSI Secure Browser. If you have previously downloaded Secure Browser, you may click **Launch the Exam**. All others must click **Install Secure Browser** to proceed.

Compatibility Check

PSI Secure Browser required to take exam

The PSI Secure Browser is a web browser created to guarantee a securely proctored exam over a virtual connection. This online exam is taken using the PSI Secure Browser.

If you have already installed the Secure Browser, you may proceed to Option 2.

Option 1: Install the PSI Secure Browser

1. Download the Secure Browser
2. Run the PSI Secure Browser Setup File

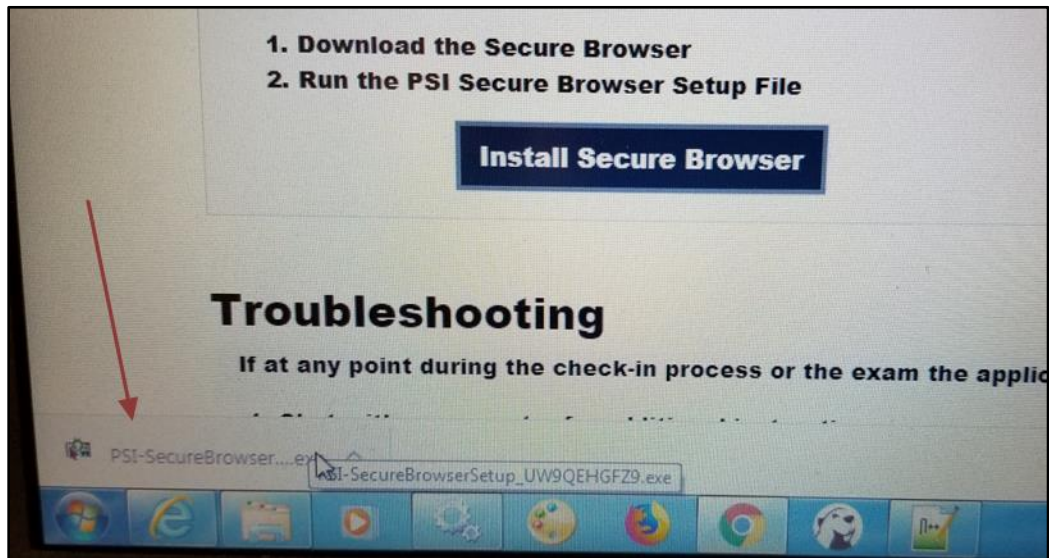
Install Secure Browser

Option 2: Launch the Exam

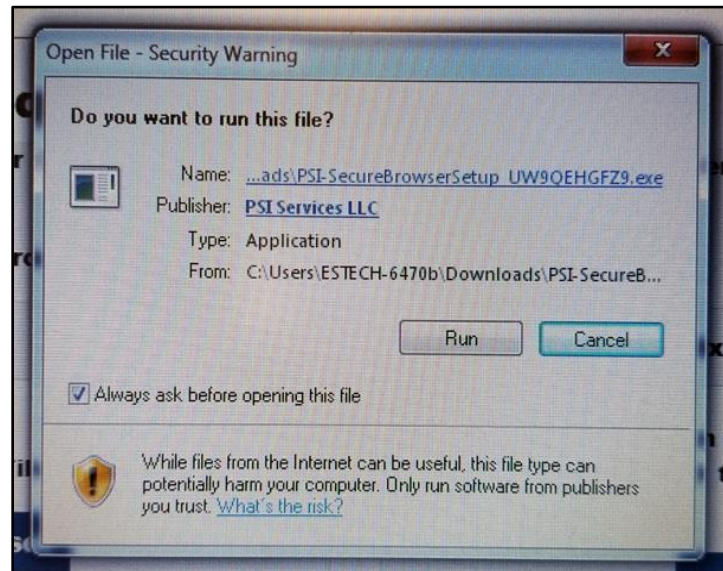
Launch your exam using the link below.
You can relaunch the exam with the PSI Secure Browser desktop icon

Launch the Exam

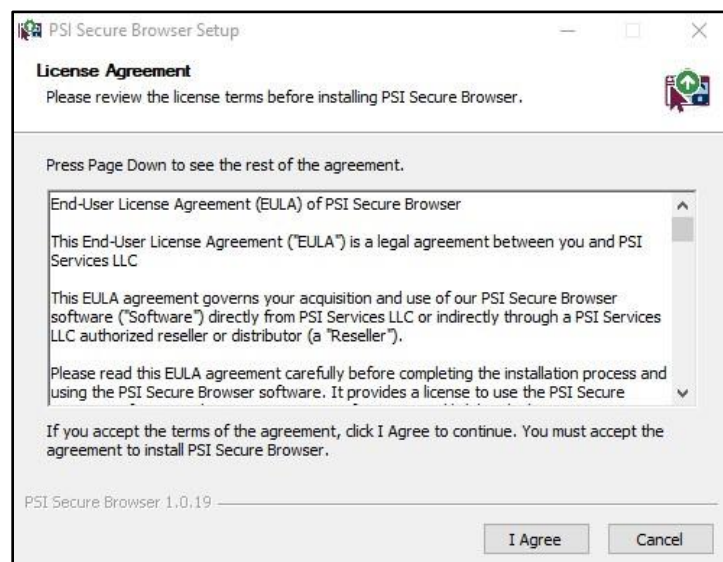
4. Clicking on **Install Secure Browser** downloads the **PSI-Secure Browser** executable. Click on the downloaded file to continue as shown below.



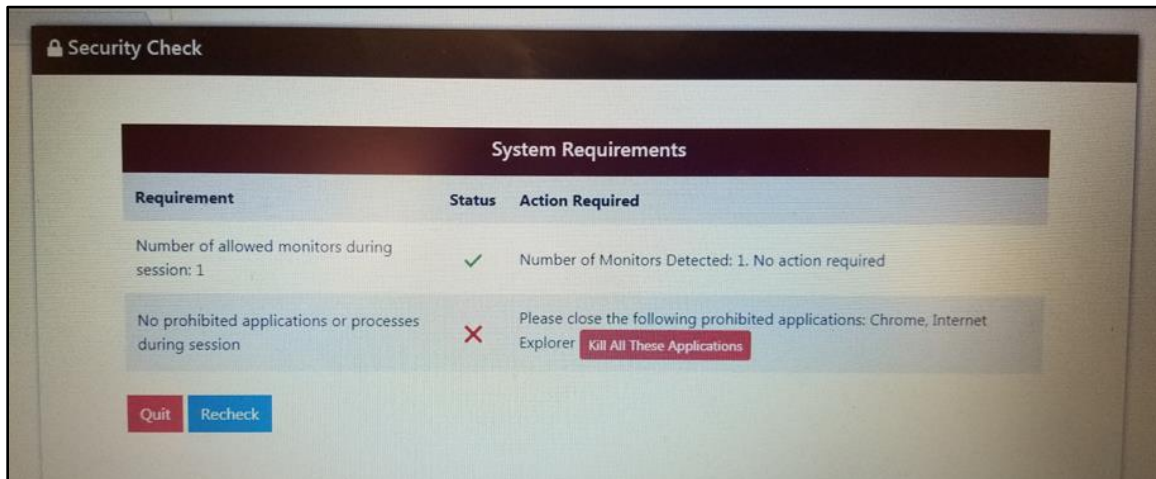
5. On the executable file that opens, click on **Run** to start setup.



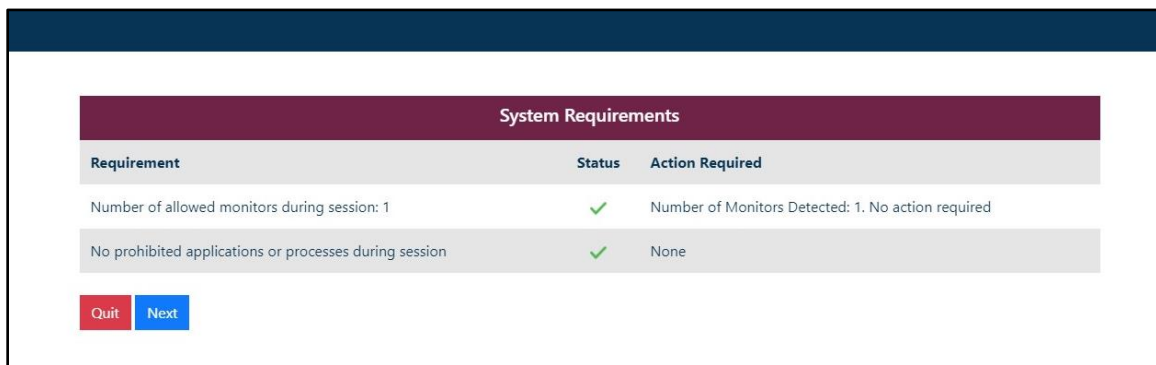
6. Click **I Agree** on the License Agreement page to proceed with setup.



7. When setup is complete, the Secure Browser opens the Security Check page which identifies prohibited applications. Candidates can manually close identified applications and **Recheck** their system as many times as necessary to pass this step. Alternatively, candidates can have the program do this using the **Kill All These Applications** button.



8. Once all prohibited applications are closed, the **Next** button is enabled. Click **Next** to proceed.



9. Next, complete the compatibility check. Failed items will show a red X for status. All items must pass to proceed. When complete, click the **Next** button.

Audio/Video Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Logitech HD Pro Webcam C920 (046d:082d)
Microphone	✓	Default - Microphone (HD Pro Webcam C920) (046d:082d)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check		
REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 80.0
Platform - Windows 7.0, 8.0, 8.1, 10.0, Macintosh 10, or Linux (Chrome Extension).	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Connection Speed - Should be atleast 50 kbits per second	✓	249104480

10. Candidates must agree to Exam Policies & Rules. Click **Agree** to proceed.

Exam Policy & Rules

Welcome to the exam. Please read the rules and notices below regarding your remote online proctored exam.

- You may not speak with anyone during the exam.
- You may not have any paper or study materials in the testing area.
- You may not discuss, reproduce or attempt to reproduce exam questions or items after the exam with other candidates or on social media.
- You may not use a cell phone during the exam.
- You may not take photos during the exam.
- You may not wear headphones, earbuds or smart enabled devices.
- You are not allowed to have food or drink at any time during your exam.

Violation of any of the rules may result in termination of your exam. Your fees will not be refunded if your exam is terminated.

Disconnection from Secure Browser – if you are disconnected from the secure browser, you should relaunch secure browser from the desktop icon or the executable file in your download folder. You will be asked to re-identify yourself.

Once you have read and agree to these terms, to continue please click "agree".

Decline **Agree**

11. Next is candidate identity verification. Click **Start ID Verification** to proceed.

ID Verification

Please have your ID ready to present on the next page for verification

Warning! Please do not provide a military ID as federal law prohibits the copying of such IDs.

Start ID Verification

12. Click **Take Photo** to capture your identification. To proceed, click **Accept**. To re-take photo, click **Retake photo**.

Take ID Photo

Please take a photo of your ID for verification.

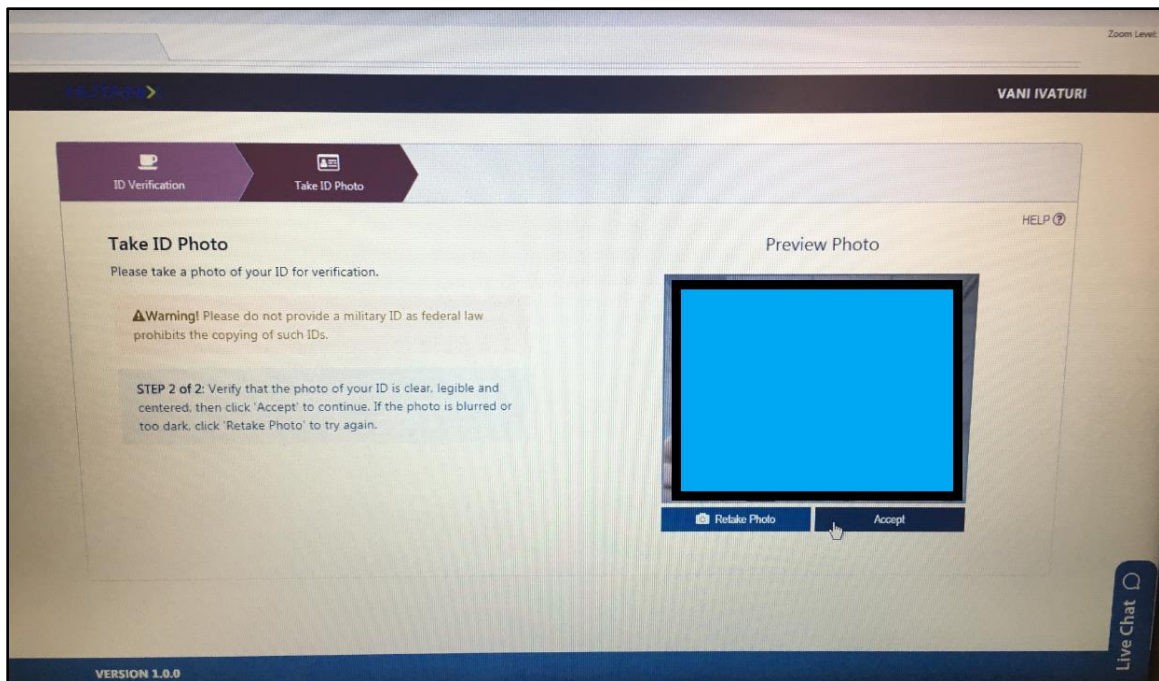
Warning! Please do not provide a military ID as federal law prohibits the copying of such IDs.

STEP 1 of 2: Position the front of your ID in the center of the frame, then click "Take photo".

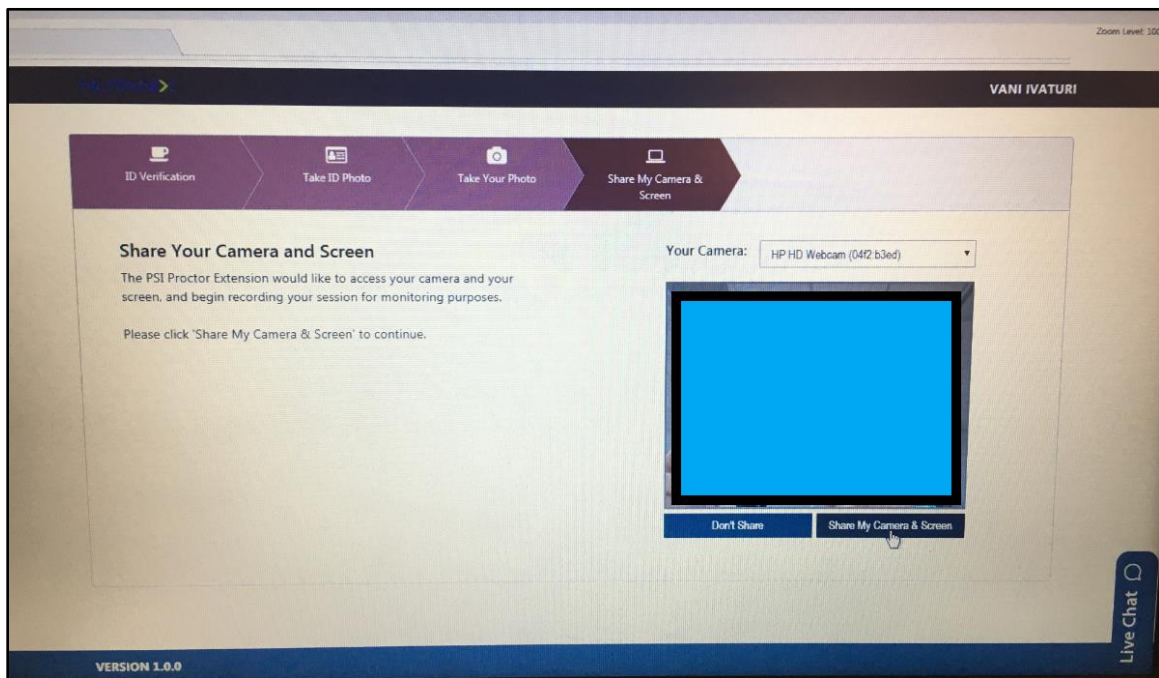
Your Camera: HP HD Webcam (64f2 b3ed)

Take Photo

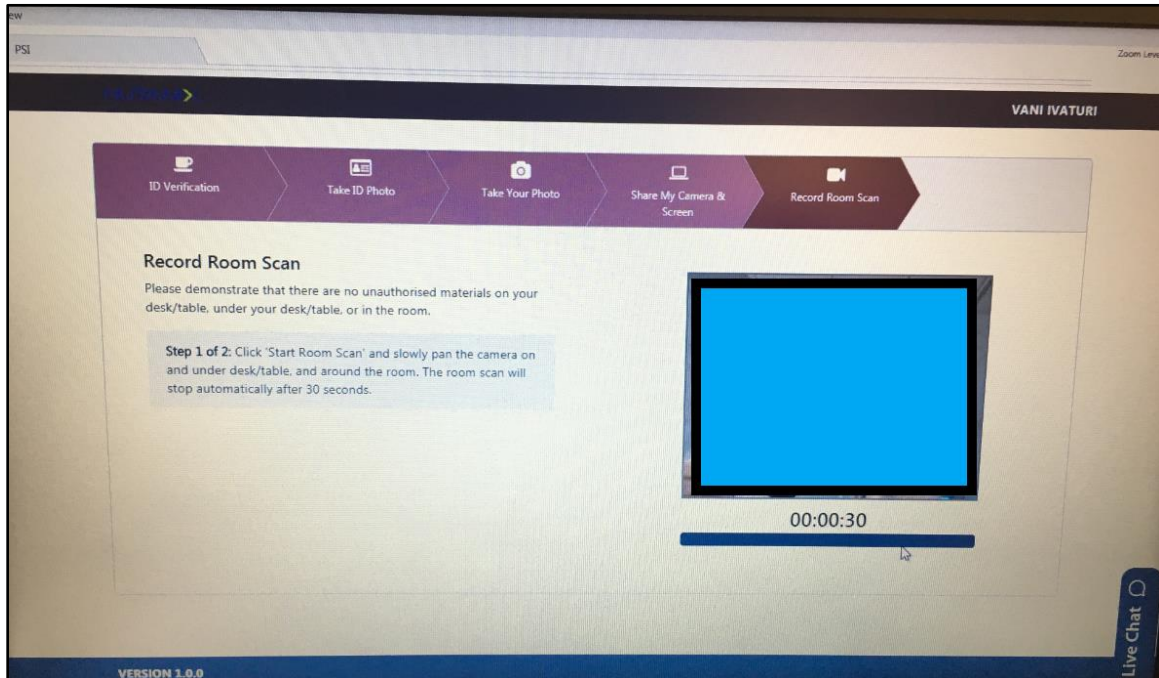
Live Chat



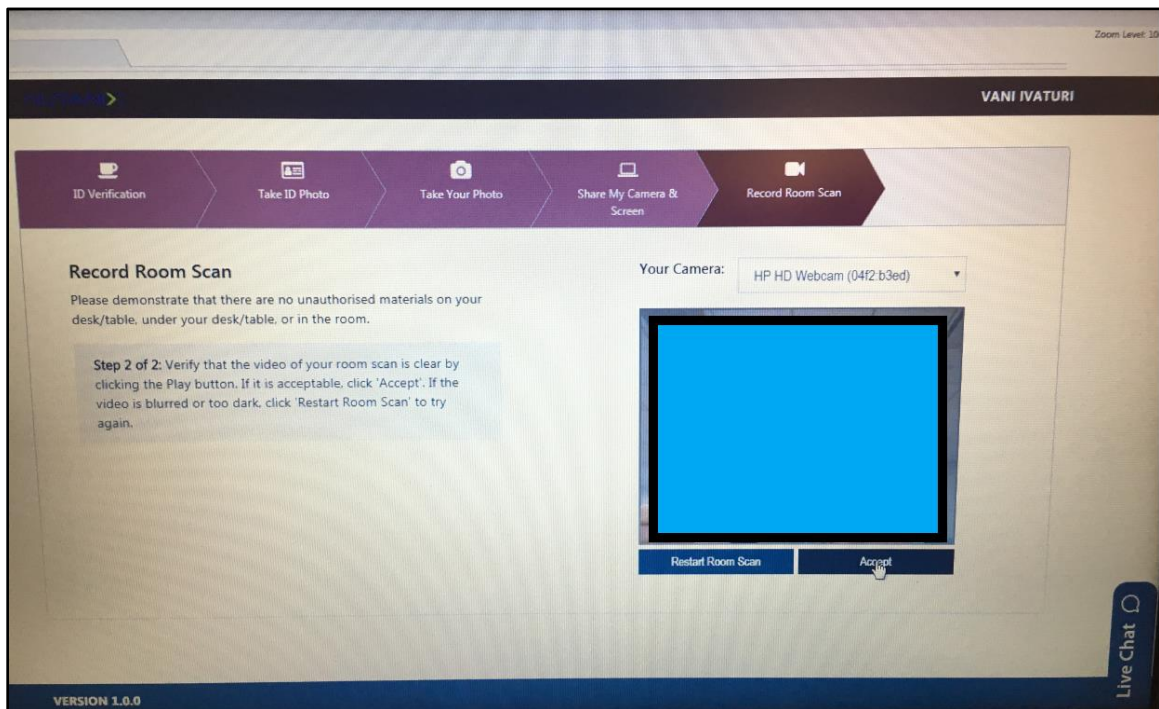
13. To complete identity verification, candidates must share their camera by clicking **Share My Camera & Screen**. Clicking **Don't Share** will terminate the exam eligibility.



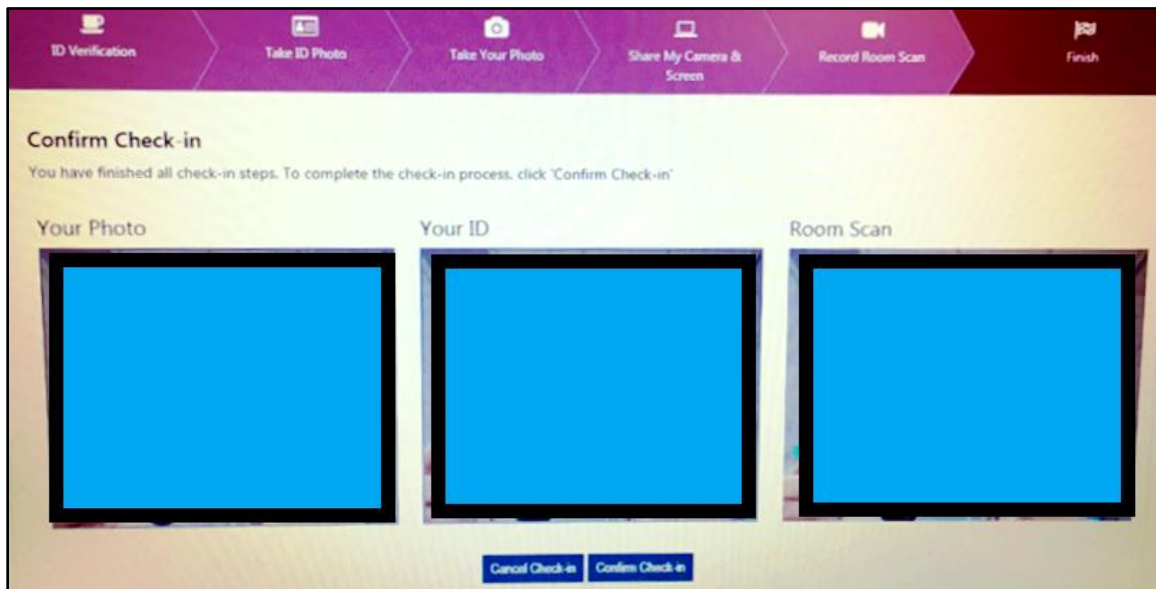
14. After sharing camera and screen, candidates must complete a room scan. Click **Start Room Scan** to proceed using the on-screen directions. The room scan requires 30 seconds of video.



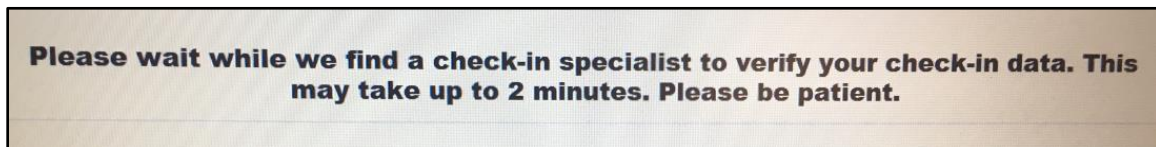
15. Once complete, you can view your room scan. To proceed, click **Accept** or **Restart Room Scan** to re-record your room scan.



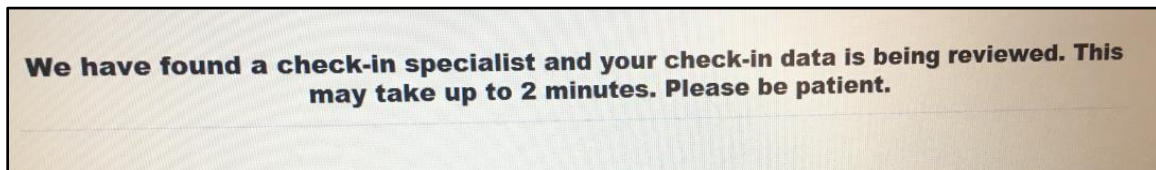
16. Once you have completed the identity verification and room scan, click **Confirm Check-in** for proctor assignment.



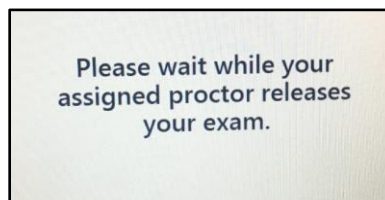
17. After confirming check-in, the following onscreen message is shown:



18. While your check-in information is reviewed you will see:



19. Once a proctor is assigned the on-screen message changes to:



20. A proctor will greet you in the Live Chat box after all administrative and security checks are complete. At this point, you can request they release your exam.

