Pro | Proctor ™

Security Features

ProProctor : A secure, remote assessment delivery solution for your certification or licensure exam

One of the most crucial aspects of a successful exam delivery platform is the ability to ensure a secure testing environment. When it comes to remote assessment specifically, there are unique factors that need to be accounted for from a security standpoint to help maintain the efficacy of your exam.

Prometric has been first to implement on a widespread basis many of the gold-standard security measures necessary when using remote assessment. ProProctor, our reliable, convenient, and secure remote assessment platform, enables candidates to take an exam outside the confines of a physical test center environment without compromising security.

The ProProctor tool's high-end technology security features include:

- A proprietary browser for exam delivery with no reliance on commercial support.
- Computer and browser lockdown components to prevent candidates from accessing aid via other programs or being able to screen capture exam content.
- One-way access so that proctors cannot view exam content.
- Biometric facial recognition and audio detection with alerts for continuous authentication via automated technology analyzers and live proctors.
- Login controls using unique candidate identifiers and demographics to ensure the right candidate gets the right exam.

With the ProProctor tool, we have taken the industry-leading security protocols used to maintain the highest level of test security in our global test centers, and adapted them to fit an online delivery model. By integrating advanced surveillance with exam-integrity technologies, the ProProctor tool enables broader candidate accessibility and global expansion opportunities for programs via multi-modal delivery options.

Leveraging the Prometric standard operating policies, we virtually emulate comparable check-in procedures, with key modifications made to meet the challenges often presented with remote assessment.

End-to-end security process for remote assessment

For every candidate taking an assessment through the ProProctor platform, there are three trained employees dedicated to ensuring the exam is appropriately and securely administered: readiness agents, remote exam proctors, and security agents.

Our readiness agents maintain control at all times -- offering consistency from candidate to candidate to ensure a fair experience for all, while protecting the content we're tasked with securing. Our remote exam proctors uphold the same standards of the watchful professionals who proctor in our live test centers. However, unlike brick and mortar test centers, the role delineation between the readiness agents and remote exam proctors ensures that the attention of our proctors is not divided between tasks.

Additionally, security agents are utilized as an extra layer of non-visible security to catch anything additional that might be missed.

The following highlights our end-to-end process for ensuring the secure delivery of your exam through the ProProctor tool:

1. Readiness agent conducts stringent check-in procedures, including those used in our brick & mortar test centers.

Prometric conducts a comprehensive 360-degree environment check for every test taker prior to them accessing their online exam. The room must meet our standards, including having no one else in the room, as well as no papers, signs, notes, devices, or anything that could provide an unfair advantage to the candidate.

Like in our brick and mortar centers, we also enforce enhanced security inspection measures, including the inspection of pockets, sleeves, and pant legs, as well as spy camera device inspections, etc. A candidate's exam will only launch after completing the full security and readiness process.

2. Remote exam proctor carries out live monitoring from start to finish.

Once a candidate has completed the check in process, they cannot begin testing until the remote exam proctor manually starts the exam. Prometric enforces live proctoring 100 percent of the time candidates are taking their exams. Additionally, voice and chat features are enabled for live interaction with candidates, and advanced

controls for video and audio monitoring are enacted. These recordings are retained for 30 days for review, if needed.

3. Security agent provides overarching attention to security risks.

At any point during the exam process, the security agent can step in to provide additional support if needed. If a readiness agent or remote exam proctor suspects any inappropriate activity either during check-in or during testing, they have the authority to flag it without interruption for the security agent to review. Additionally, the security agent can help during the check-in process if further candidate authentication or review of room environment conditions are needed.

Security agents have total control over the exam, including the ability to pause, stop, and resume; as well as instantaneous video rewind and playback capabilities that do not interfere with the recording of the existing session. Should a suspected breach in security be determined to have occurred, the security agent holds the power to terminate exams.

Learn More

To learn more about how the ProProctor remote exam platform can help you meet your program's specific test delivery needs, please reach out to your account executive or call **1.877.725.3708.**

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Prometric enables test owners worldwide to advance their credentialing programs through test development and delivery solutions that set the standard in quality and service excellence. It offers a comprehensive and reliable approach to advising, developing, managing and delivering programs in an integrated, technology-enabled environment across the world's most secure testing network or through the conveniences of online testing services, delivering more than seven million tests each year in more than 180 countries.