



Online Proctoring Checklist



Please review and complete the checklist before taking an Online Exam

Taking an online exam has specific requirements, and some users have experienced challenges from not following criteria presented on CSA website. Your fees will not be refunded for failure to properly prepare and test your equipment before the exam. This document is to help you avoid common issues.

1. Review "[Proctoring Options](#)" page on the CSAexams.com website for computer requirements.
2. Watch videos on "Proctoring Options" page to understand what the exam will be like, how to set up your camera, how to show your ID so that the proctor can see and read your name, etc.
3. Review "[Webcam Tips](#)" page on the CSA website for specific camera requirements.
4. Use the link under "Webcam Tips" to test your microphone, camera, and internet speed.
5. Make sure your USB webcam with microphone is plugged in and that your USB camera is turned on (turn off integrated laptop cameras).
6. Make sure that your webcam is positioned to the side of candidate and shows the candidates head, the work area with all books, and the computer screen.
7. Make sure that your testing room will be free of distractions and satisfies the below criteria:
 - No other people in the room
 - No windows looking into test room from a corridor, another office, conference room, etc. Example, if there is a window looking into the test room from a corridor, cover with blinds, a sheet, banner, plastic table cloth, etc. (3M Command clips can be used to hold light objects)
 - Turn off / unplug phones or other distractions (paging?)
 - Place a "Testing Do Not Disturb" sign on door if in office environment
8. It is possible to take an online exam within 15 minutes of scheduling the exam. However, if your equipment does not work than you will likely loose your fees and have to pay again. Remember, that cancellations must be done at least 24 hours before an online exam, so verify all your equipment works before the 24 hour window closes.
9. Expect proctor to have you pan around the room with camera and under desks
10. Proctor will ask user to remove glasses for inspection that there are no cameras integrated into frames.
11. Company firewalls often require website URL's to be added to email and server/firewall whitelists to allow exam delivery. To ensure this is not an issue, have your company IT person add URL's from our "[Troubleshooting](#)" page to your networks.
12. CSA recommends companies with tight security systems contact CSA a week before first exams to schedule a system configuration practice exam to test the firewall and system settings.

Required camera position and view during exam



CHECKLIST BEFORE EXAM:

- ◇ USB webcam is plugged in & turned on with any autofocus disabled (disable any internal cameras)
- ◇ Webcam is positioned to the side, showing work area
- ◇ Webcam has been tested using links at [CSA site](#)
- ◇ No one else is in room, or that can look through a window
- ◇ User has administrator privileges, or system has been pre-tested to verify firewalls and antivirus software will not block functions. URL's added to whitelist for work systems.

Common things to expect:

- After you "launch" the exam from your user account, it may take 5 - 15 minutes (on average) for a proctor to respond (based on exam volume at that time). This will not impact the allowed exam time. The proctor will verify camera type/function, verify drivers license, have user pan camera around the room 360°, and pan floor area to ensure a proper environment. They will then review any test aids to be used (books, calculators, etc.). All communications with proctors will be via a chat screen, typing responses.
- After the security review is acceptable, the exam will be started. If there are technical issues the exam will be suspended and user will have ~20 minutes to resolve and resume the exam before losing fees.
- If candidate does suspicious activity, or talks to others than a warning may be issued before the exam is terminated and fees lost.
- Note that the entire session is recorded with both video and audio for review by proctors and CSA staff.