Due to the circumstances and testing difficulties surrounding the COVID-19 pandemic, NCHEC has received temporary permission by our accrediting body NCCA to make available to our candidates Live Remote Proctoring (LRP) as a testing option. This alternate testing option will provide current eligible candidates with two options for testing:

1. Selected reopened Prometric Testing Centers
2. Live Remote Proctoring via ProProctor

Candidates must select one option (brick and mortar Prometric Test Center OR Live Remote Proctoring); those who are unable to schedule an option can be deferred into the October 2020 test administration.

Live Remote Proctoring Overview

Live Remote Proctoring through Prometric's remote assessment platform, known as ProProctor, gives candidates 24/7 access, allowing them to test from home with an internet-enabled location, where they must provide a computer with a camera, microphone, and an internet connection. It is an easy to use platform, and allows the same standard security procedures as implemented in Prometric's global test center network. ProProctor is both Windows and MacOS compatible. ProProctor includes:

- 100% live-monitoring
- Comprehensive 360 degree environmental readiness checks
- Live security agents
- Proactive protocols (i.e. device checks)

CLICK HERE to review the ProProctor User Guide to learn more about Live Remote Proctoring and the regulations regarding your testing environment.

Technology Requirements for LRP

Eligible candidates interested in testing using the LRP platform, must first perform a technology and environment check, using Prometric's utility tool called the Systems Readiness Check. This tool provides verification that the test taker meets the minimum specifications of:

- Screen resolution of 1024 x 720p
- Operating system: Windows 7, 8, or 10
- Microphone enabled
- Webcam resolution of 640 x 480p
- Internet download speed of 500 Kbps
- Internet upload speed of 384 Kbps
Note: If candidates do not pass the systems readiness check before scheduling a live remote proctored exam, they must take their exam at a brick and mortar Prometric Test Center. Those who are unable to schedule either option during the June window can be deferred into the October 2020 test administration.

**Figure 1. Live Remote Proctoring (LRP) Process for NCHEC-Approved Candidates**

- **Step #1**: Candidate receives Eligibility ID #
  - Your Eligibility ID number was emailed to you by NCHEC as part of your Authorization To Test (ATT) determination.

- **Step #2**: Candidate Conducts a Systems Readiness Check
  - All eligible candidates who choose Live Remote Proctoring must pass this systems check in order to schedule an exam appointment.

- **Step #3**: Candidate schedules LRP appt and receives email confirmation
  - Once you successfully schedule your LRP appointment, you will receive confirmation and instructions from Prometric.

- **Step #4**: Candidate logs in and verifies identity
  - According to Prometric instructions, candidate should log in and initiate the exam process.

- **Step #5**: Candidate complies with environmental check procedure
  - Your Prometric exam proctor will conduct an environmental check procedure through live video and audio scan to ensure your environment is secure and functioning.

- **Step #6**: Candidate completes a webcam security check
  - Your Prometric exam proctor will conduct an in-depth webcam security check to ensure that you will remain visually connected during the exam.

- **Step #7**: Candidate begins exam in a secure browser
  - Your CHES®/MCHES® exam is now in progress. Stay calm and focused. Good luck!

- **Step #8**: Candidate completes the exam by following the exit prompts on screen
  - You must confirm that you have completed the exam and wish to exit the testing platform.

- **Step #9**: CHES® candidates receive an immediate pass/fail email, MCHES® candidates receive notification of completion by email